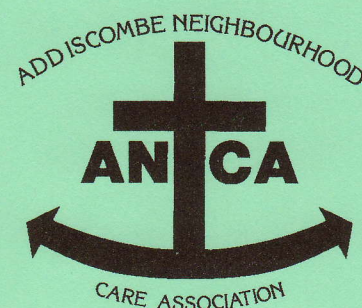
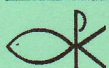


The Greenroom,
St. Mildreds Hall,
Bingham Road,
Croydon CRO 7EB
Tel: (020) 8654 5062
(9.30 am – Noon, Weekdays.
Answerphone at other times)
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ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION

ANNUAL REPORT 2012



Churches Together In Addiscombe Working In The Community
Registered Charity No. 1031601

Supported by
CROYDON

ANNUAL REPORT 2012

INTRODUCTION

Once again that time has come around; another year completed, and another Annual Report. As usual, I am pleased to report that we continue to provide all the same things happening each year; but I make no apologies, for that continuity is our very strength. The fact that we carry on delivering our services to the people of Addiscombe, developing as we have for over 40 years, is a testament to the very real need for Neighbourhood Care, in the Borough, and our ability to provide it.

We have now been working at, and benefiting from, the great facilities of the **St. Mildred Centre**, and our new office here, for five years. It has been most encouraging to see the increasingly wide variety of other user groups, also operating here now; this really has become a wonderful local Centre, providing an extensive range of Services to the people of Addiscombe, and Croydon; and fulfilling this Church's Mission of Outreach. I must thank the Centre Manager, Leander, for all her help and support during the past year.

STAFFING

In common with all similar groups, ANCA relies heavily on the support and goodwill of our volunteers. We currently have approximately some 50 people, who regularly give their time and effort to provide the service, which we offer to our clients. Without their regular help and on-going commitment all the work, which I and my staff may put in, would be in vain; as, with the best will in the world, we could not operate on our own, however good we might feel we were!

Our regular Office volunteers remain as before, and we are grateful to be able to call upon additional helpers, as Relief staff, to cover for the temporary absence of others in that role.

However, we are always on the look-out for additional volunteers, to swell or replenish our existing 'pool' of them. Despite some new recruits, I shall repeat my **regular plea** that, we still need more to help on our Shopping Buses; and we always particularly **need more drivers**. We also need some other specific tasks, such as 'befrienders'; and general 'odd-jobs' help, including gardening, etc. All such volunteers, now, are fully **CRB Checked**.

I must take my usual opportunity, here, to give special thanks to my most able **Deputy**, Frances Adams, for all her hard work and support; and our **Lunch Club Supervisor**, Susan Argyle. Also to our Treasurer, Chris Gee, who manages all the budgets, accounts, & payroll, so well for us. Anyone who is involved in charity, or committee work, will know that finding a good treasurer is like gold-dust!

LIAISON WITH OTHER ORGANISATIONS

We maintain our connections with a variety of Statutory and Voluntary Organisations, on a day-to-day basis, and I regularly attend a range of meetings, to that effect.

This is especially so, in the case of VOSSPOP, (Voluntary Sector Service Providers for Older People); and through them, to representation within the Borough, on the Older People's Partnership Group. We are also represented on, or have access to, meetings of the Community Care Forum, Carer's Contact Group, Croydon Disability Forum, Croydon P.C.T., Mayday Hospital 'Elderly Care Users' Group. Also the **POP Bus Service**; and others, as/when possible. I am also a member of Croydon's 'Safeguarding Adults' Board, for whom I deliver training on Adult Abuse Awareness across the Borough.

We are always grateful for the continuing help and assistance we receive from CNCA, (Croydon Neighbourhood Care Association), and our fellow **Member Groups**; together with the support from our local Churches, and relevant **Residents' Associations**. However, I feel that there is considerable scope to, further, improve co-operation between ANCA and them all. I should also mention, here, the invaluable assistance we receive from **Whitgift Trinity Boys School**; whose 'Intergenerational' agenda sends teams into the community, regularly helping our older clients with appropriate jobs, such as gardening, hoovering, & window cleaning, etc.

FUNDING

Having satisfied Croydon Social Services that, we had met the existing criteria for the provision of those services, which they had Commissioned from us over the past three years, we are currently in the first year, of a further 3 years, of a new **Funding Agreement**. Given the uncertainties surrounding any funding, due to the current financial constraints, as a result of the swingeing cuts which followed from the government's massive Budget Deficit, ANCA was extremely pleased, to have finally been successful, and be re-commissioned as one of the Council's 'Preferred Partners', to continue supplying our services in this area.

You may remember that, last year, I also reported on the proposed initiative, from CNCA, to try and form a formal Federation Model, for the provision of Neighbourhood Care, within the Borough; which it was hoped all Member Groups would sign up to join, and agree to a single Funding Bid, being submitted by CNCA on behalf of all of us. In the event, despite making out a very good case for this, which ANCA's Trustees fully accepted, and did join in with, a number of other Groups felt less comfortable with the idea. Indeed, even the Council seemed to 'cool' from its previous support for the proposal. However, within CNCA, this idea of a new Federation Model, is still seen as the only real way forward, especially when all Groups' current funding expires, in two years time. Much energy is again being put into trying to reach all our member groups, to convince them of the need/benefits of such a strong arrangement; as who knows what the future funding/commissioning climate might be like then

Notwithstanding the above, ANCA also undertakes its own fund-raising, as and when necessary. Additionally, we continue to receive support through our 'Friends' scheme, the generous support of our local Churches and Residents' Associations, as well as our local Rotary Club. We also receive some private gifts, donations, and the occasional legacy; one previous such has actually proved to be extremely generous, and has given us a level of financial security, for which we are extremely fortunate, and grateful. Now that the Council's Funding is also in place, it means that we can plan for the future, with more confidence; and we can perhaps consider some further developments of the range, or type, of service(s) we can offer.

One can see from our accounts that, of our total 'Budget', we still receive approximately 2/3rds from the Council's Funding Agreement, while the remaining 1/3rd comes from various **other** sources; and this level of funding constantly needs to be kept under review.

Our Committee has therefore sensibly 'ring fenced' certain funds, so as to make adequate 'contingency provisions', for a number of longer-term operational safeguards. We also intend to buy our own fully accessible mini-bus, as below; though choosing the appropriate model, and the best operating / garaging system, has still proved problematic; and that decision can be concluded, more readily, now that the Funding Review is complete, and our finances are secure for the immediate future at least.

LUNCH CLUBS

We continue to offer two Lunch Clubs each week. Both, Mondays and Tuesdays, are held at the St. Mildred's Centre, and this venue proves very popular. The number of clients attending each club will always fluctuate, due to a variety of circumstances; not least the very age and possible infirmity of them. However, both remain well supported, and despite some 'losses' we also get new referrals, with some 12 - 15 clients attending on Monday, and possibly 25 to 30 on Tuesday, each week, if everybody attends. However, we have, recently been advised by Croydon Council that, the current arrangement whereby our meals are cooked and delivered by Fairfield Halls, is about to cease. We await further information from the Council, about their proposals for the future of Lunch Club meal provision; or whether we shall have to consider the need to sadly cancel them, altogether, if we are unable to find a solution to this problem. It *might* be possible to actually cook all the meals, ourselves, here at St. Mildred's, but there would be considerable extra cost/time implications, which may not be sustainable. This would be a terrible shame, and a great loss to all those clients, who use and appreciate this service.

SHOPPING BUSES

Our existing facility of the two buses each week, is greatly appreciated by our clients, and the capacity to take up to 10 or 11 clients, (dependent upon wheelchairs), each day, means we are able to accommodate almost all requests for trips. I must remind everyone, though, that we continue to experience certain difficulty, over the operation of the Dial-a-Ride service; whose buses we use, on a daily basis, to provide the transport for all our various services, particularly the Shopping Buses. We continue to 'lobby' Transport for London, who control D.A.Ride, to restore the sort of service which we previously enjoyed; however, part of their problem stems from their previous decision to change the size and capacity, of certain of the vehicles in their fleet. These smaller buses have, also, had a significant effect on their ability to accept the various bookings which we need to make.

Additionally, they have 'Sub-contracted-out' much of their work to Merton Community Transport scheme, not considering local Croydon Accessible Transport, (CAT), which can and does produce certain operational problems. Fortunately, our **legacy** has given us the ability to buy our own bus, to free us from such problems/restrictions. I have already visited some other Groups, who had recently bought a similar type of vehicle, to 'pick their brains' and share their experiences; to help us decide on a specific Make/Model/Conversion, which would provide us with the most suitable operational solution for ANCA's use. We may be able to enter into some sort of 'shared-use' scheme, either with C.A.T., other CNCA Member groups, or with some of the other Churches Together in Addiscombe; to reduce running costs, and maximise the practical use of such a purchase. Negotiations are still ongoing, but we aim to finally conclude a decision, and eventually buy our new mini-bus, during this financial year.

In the meantime, I must thank all the Shopping Bus escorts, for all their hard work on the Wednesday, and Thursday trips;

TRANSPORT

As in previous years, ANCA continues to receive a large number of requests for transport, mainly for health-related trips; indeed, most are actually requested/ booked direct by our local health centres, and clinics! This remains one of the major 'planks' of the service we offer this community, and one which requires the largest 'pool' of volunteers. **We urgently need more new drivers**, to bolster this group, and help us meet/expand demand, especially if we wish to seriously consider running our own mini-bus!

We previously reported the loss of the original funding, from the local Health Authority, of associated costs of these health-related trips; which they should recognise hugely benefits patients and/or clients. However, we are still **campaigning** for the **re-instatement** of the proper level of that funding, aiming at the new G.P. **Consortia**, if we can convince these new 'Commissioners' of services, it will actually save them both time and money in other ways!

'EXTEND' EXERCISE CLASSES

These are special 'gentle' exercises, performed to retain and improve mobility and suppleness, as one gets older. We are not talking strenuous aerobics here!; but the benefits are well known, and the classes enthusiastic. Fiona runs both classes, (on Monday and Thursday), and while very successful, there might just be the odd vacancy, if you enquire. Who knows, we may try to add another class, if demand persists! (Fiona has previously been asked to provide a similar class for other Neighbourhood Care Groups, keen to offer such obvious benefits).

SOCIAL EVENTS

We held our usual Strawberry Tea, for the clients, during the summer; and again they had two Christmas Lunch Club dinners; and thankfully, our **Christmas Party** had no problems of bad snow, as the previous year, and was able to go ahead, as usual, to the enjoyment of all.

For our Volunteers, we again hosted a 'Thank You' buffet lunch function, which seems to be conveniently placed, in early New Year. This gives everyone an opportunity to get together, and put 'names to faces' and allows us to show our appreciation, properly, for all their hard work and support, throughout the year.

Several of our clients have also taken advantage of the various day trips, organised by Croydon Accessible Transport, and enjoyed outings to a number of pleasant places, over the year; and we are looking to arrange some similar trips, of our own as well, once we have canvassed our clients to discover where, and when, they would most like to go.

CNCA, and some other of the Neighbourhood Care groups, have put together a list of likely places, already visited and approved by their members, as good suggestions for venues suitable for trips, by Groups such as us; which we can consider more fully, especially with the benefit of our own mini-bus.

GENERAL

This has mainly been a case of 'carrying on as normal'; with a full and busy year of activity, to provide our usual range of services, meeting the needs of the people of Addiscombe, as far as is possible.

In this respect, we maintain practical help, wherever we can, and appreciate the assistance of the boys from Trinity School. We also offer some help with **personal shopping**, for those not able to use the Shopping Buses; while other volunteers carry on to **visit or befriend** some of our more socially isolated residents, as/when necessary. **Carer support** can be arranged, whether directly by us, through referral to the various Carer's Groups, or via various Day Centre's 'Respite' provision. And help is always available for **advocacy** issues, **general benefit claims advice**, or routine but daunting **form-filling**, as necessary. This may well become an area for expansion of our services, especially with the introduction/extension of the new system of Self Directed Support, which the Council is keen to promote and roll-out here. This new scheme makes provision for what is known as **Brokerage Support**, to assist people who may need extra help, to enable them to access an appropriate Care Package.

AND FINALLY.....?

As mentioned previously, our financial situation shows a very secure state, Following the production of our New information **Brochure**, we have continued to distribute these, in and around our area, to doctors' surgeries, dentists, health centres and clinics, libraries etc. However, we need to re-double this activity, as part of a renewed publicity campaign; alerting possible Clients to our services, and seeking to recruit new volunteers, while extending ANCA's work in the area.

The Re-development of the St. Mildred's Centre, has proved a great success, both in and for the local community; and they hardly need to try 'marketing' its facilities. As I mentioned above, it has gained several new Groups who operate there now; a number of which we are able to 'network' with, and sometimes cross-refer. This all gives the place a great 'buzz', as a focal point within the local community, and provides a wide range of 'Services' here to benefit the people of Addiscombe, and the wider Borough of Croydon.

In conclusion, we look forward to this exciting chapter in our history, continuing to rise to meet the on-going challenges; and, with the generous help and support of everyone associated with ANCA, shall endeavour to work, tirelessly, for the benefit of the Community, which we serve.

Norman TILL

Co-ordinator
May, 2012.

TREASURER'S REPORT TO THE ANCA AGM; MAY 2012

Service Level Agreement (SLA)

We continue with the service level agreement and funding agreed with Croydon Council. The Contract was signed in April 2011 for 3 years duration.

Other Income

ANCA continues to be funded from a wide range of sources apart from Croydon Council's SLA. These sources include the 6 Churches of the Addiscombe Group and their congregations, individual gifts, the Friends Scheme,

This year, three churches decided not to give a grant and one reduced its support by a third.

This has left us with income £1400 less than budget and a larger deficit than expected, funded by our reserves.

Expenditure

Most expenditure items have ended near their budget: overall we spent £400 more than expected. A deficit budget was set for the year because of the loss of interest but with income further reduced, the outturn was worse than budgeted (£3444), at £5225, funded from our substantial reserves.

Balance of Accounts

During the year, we have continued our accounts with Charities Aid Foundation. We retained the former Alliance and Leicester current accounts, which are now Santander. The total balance of funds is £228,000. Within this, we have made provision against various eventualities in the form of Restricted and Unrestricted Funds. There have been no changes to these allocated Funds during the year, other than the deficit deducted from the Legacy Fund.

Independent Examination

Mitchell Rodrigues & Co. has Independently Examined our accounts for 2011/2012 and is proposed as Examiners for the coming year. Their statement is attached.

Budget for 2012-13

Next year is reasonably financially secure because of the 3-year guaranteed funding from the Council. The principal uncertainty is the level of funding from the Churches, some of which are known to have significant budget pressures. As last year, the Trustees have agreed to set a deficit budget (-£3K) in order to maintain ANCA services. We believe the Legacy was left us for just such a purpose and, in view of our financial reserves, we should not cut services.

Since the budget was set, we have researched potential bank accounts in order to improve interest rates for our capital and are in the process of opening a deposit account and a 1 year Bond with Santander which pay 2% and 3% annually. This is likely to rebalance income and expenditure for the year.

We will investigate the implications of acquiring an adapted minibus to be used for our clients' transport to events, shopping and other outings and health appointments. There are a number of practical issues to be resolved before any expenditure would be committed. Last year, we allocated £50,000 in a designated Special Projects Fund within our reserves for such a project.



C. R. Gee
Hon Treasurer

May 2012

TREASURER'S AGM SUMMARY**RECEIPTS**

	Budget 2011-12	Outturn 2011-12	Budget 2012-13	NOTES
SLA Grant- LB Croydon	20678	20678	21298	Agreed for 3 years: now 2 nd year
St Mildred's Church	590	600	600	
St Matthews Church	600	0	400	No contribution in 2011-12
St Mary/Martins Church	560	0	560	No contribution in 2011-12
Christchurch Methodist	450	0	400	No contribution in 2011-12
United Reform Church	670	650	650	
Church of Our Lady	850	500	600	42% less than budget
Personal Gifts	235	389	350	Increased
Friends pledge	450	589	580	Increased
Bank Interest	2200	2496	2450	Accounts under review to improve interest
Fundraising	0	0		
Event Income	500	1222	1200	Proceeds from raffles etc
Misc Income	250	28	30	
External Donors	500	0	200	Nothing received in 2011-12
TOTAL RECEIPTS	28533	27152	29318	

Lunch Club meals contributions	4560	4365	4400	Shown separately
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PAYMENTS

Salaries x3	24504	24504	25256	3.5% increase in line with RPI for 2012-13
Employer NI	948	959	897	Changes in thresholds
Telephone & Broadband	680	856	570	New contract entered
Rent/Heating	2500	2662	2700	
Insurance	570	583	590	Includes Trustees Indemnity
Stationery/postage	275	424	425	
Equipment	50	7	200	New printer/fax/copier required
Office costs	25	0	0	
Social Events / Catering	80	501	500	Volunteers & Christmas lunches

LUNCH CLUB

Rent of venue	1550	1459	1500	
Volunteers Expenses	30	0	30	
Projects/activity	40	0	40	
Transport	25	0	25	For occasional taxi / fares
Food	250	156	170	Specialist diets etc
SHOPPING BUS		0	0	Dial A Ride currently free
Training	50	0	50	

Contingency/Misc	400	239	250
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TOTAL PAYMENTS

	31977	32350	33203	Better interest rates on bank Deposits should reduce deficit by about £3.5K
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Lunch Club meals purchased	4560	4392	4400
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Balance	-3444	-5225	-3885
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ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO 1031601)

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2012

INCOME

SLA Payment - London Borough of Croydon		20,678.00
Grants and Donations		
St. Mildreds	600.00	
St Matthews	-	
St. Mary Magdalene	-	
Christchurch	-	
United Reform Church	650.00	
Our Lady	500.00	1,750.00
Other Donations and Fundraising :-		
Personal Gifts	389.36	
Friends Pledges	460.00	849.36
Gift Aid reclaimed		129.49
Bank Interest Received		2,495.86
Miscellaneous Income		27.60
Outside Donors		-
Event Income		1,222.00
TOTAL INCOME		27,152.31

EXPENDITURE

Salaries	(24,503.98)
Employers National Insurance	(958.73)
Rent and Heating	(2,662.00)
Insurance	(583.19)
Postage & Stationery	(423.99)
Equipment Purchases	(6.97)
	(29,138.86)

Telephone & Broadband	(854.98)
Other Office costs	-
	(854.98)

EVENTS

Event Costs	(500.78)
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LUNCH CLUB

Client contributions	4,364.81
Fairfield Halls meals	(4,392.46)
Food	(156.19)
	(183.84)
Hire of Halls	(1,459.00)
	(1,642.84)

Miscellaneous expenditure

(235.00)

(32,372.46)

NET SURPLUS/(DEFICIT) FOR THE YEAR

(5,220.15)

ESTATE OF K E LEES

Balance brought forward	202,043.67
Interest earned	-
Transfer to general fund	(5,225.00)
	196,818.67

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO. 1031601)

BALANCE SHEET AS AT 31st MARCH 2012

ASSETS

Equipment as at 1/4/11			1.00
Cash and Bank Balances :-			
CAF Gold Deposit	14,842.33		
CAF Cash Current	5,072.38		
CAF Platinum	204,635.83		
Alliance & Leicester Office Account	3,079.51		
Alliance & Leicester Current Account	237.65		
Cash in Hand	93.17		
			<u>227,960.87</u>
			<u>227,961.87</u>
Debtor:-			
Gift Aid reclaim			<u>115.00</u>
			<u>228,076.87</u>

DEDUCT LIABILITIES

Restricted Fund: Development Fund	3,250.00		
Unrestricted Funds: Legacies			
Redundancy Fund	10,000.00		
Contingency Fund	15,000.00		
Special Projects Fund	50,000.00		
General Fund	132,900.87	207,900.87	211,150.87
			<u>211,150.87</u>
Net Assets			<u><u>16,926.00</u></u>

INCOME AND EXPENDITURE ACCOUNT

Balance as at 1/4/11	16,921.15
Net Surplus/(Deficit) for the Year	(5,220.15)
Transfer from Estate of K Lees	5,225.00
	<u><u>16,926.00</u></u>

Approved by the Trustees on.....

Signed..... *C. R. Lee*

Signed..... *[Signature]*

We have prepared the above Income and Expenditure Account
and Balance Sheet from the books and records of the Addiscombe Neighbourhood
Care Association and are in agreement therewith.

12th April 2012

(Signed) Mitchell, Rodrigues and Co. Ltd
Chartered Accountants

