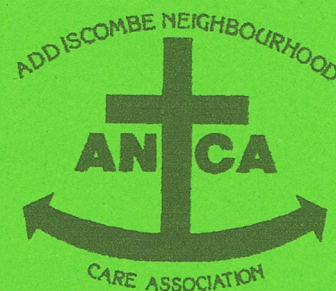
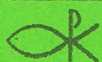


St Mildred's Centre
30 Bingham Road
Croydon CR0 7EB
Tel: (020) 8654 5062
(9.30am-noon, Weekdays.
Answerphone at other times)
E Mail: info@anca.org.uk



ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION

ANNUAL REPORT 2017



The Addiscombe Group Of Churches Working In The Community
Registered Charity No. 1031601

Supported by
CROYDON

ANNUAL REPORT 2017

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 50 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 **ten** 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**. Likewise, for some other specific tasks; such as '**be-frienders**'; and general '**odd-jobs**' help; including **gardening**, etc. All such volunteers, now, have to be fully **DBS 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; as well as **Sue Argyle**, our Lunch Club Supervisor; I simply couldn't operate without them. 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. And we are also represented on, or have access to, meetings of the Older People's Partnership; Community Care Forum; Carer's Contact Group; Croydon Disability Forum; Croydon C.C.G.; and Mayday Hospital "Elderly Care" Users' Group.

I was also a member of Croydon's '**Safeguarding Adults**' Board, for whom I have delivered 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. Traditionally, we

had also relied on the support of our **local Churches**, and relevant **Residents' Associations**; however, I do feel that there is considerable scope to, further, improve co-operation between ANCA and all of these. This is especially so, of some Churches, who sadly have rather "drifted away" in their commitment to, let alone actual support of, ANCA more recently.

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. And we are also grateful for continued support from the local **Rotary Club**, of Croydon East.

FUNDING

As previously reported, ANCA has been operating under an existing **Three Year Funding Agreement**, from the local Council, which began in **April, 2014**. As likewise reported, in the light of all the recent stringent financial 'cuts', from Central and Local Government we, along with all other Groups, had our previous level of **Funding Cut by 20%**. As anyone would realise, this seriously impacted on our Finances, (as has been graphically outlined, over these past 3 years), & will be more specifically itemised, in our Treasurer's Report, which follows.

This was supposed to have been a full 'Tendering' procedure, where a Council should *agree to pay* for the subsequent Provision/Supply, of those specific *services 'tendered' for*. What ultimately resulted, was that the Council had, (effectively), reverted to giving ANCA, and all similar groups, a fixed 'Grant', (as done in earlier years), towards the general costs of running our Services; as they sought to secure the *same level* of Services, & a *reduced level* of Funding.

You may remember that, previously, I reported on a proposed initiative, from CNCA, to try and form a formal **Federation Model**, for Neighbourhood Care; with a single Funding Bid, being submitted by CNCA on behalf of all of us. In the light of these current reductions, I feel even more strongly that, ANCA should work with CNCA, in trying to revive this option. *The future of Neighbourhood Care in the Borough, looked very much at risk, when all our next Funding Applications became due, in 2017*. I am convinced that only by all our Groups joining together, in one Combined Application, can we succeed in gaining the best deal. This is especially so, when trying to persuade the **Local Health Authority**, the **C.C.G.**, (who have now become responsible) that, **both they and/or the Council**, ought to continue to fund Groups like ANCA, to provide this Preventative Care; which they will need to do, to fulfil National Government Policy.

As the **C.C.G.** is still *not yet ready*, to take over their **Proposed Funding** of Neighbourhood Care, (which should have started from this **April, 2017**), the Council have had to agree to "**Roll-over**" all existing Funding, including ours, for **another Two Years**, on a similar Contract. That gives us *some* certainty, *for a while*, but has only *delayed* the ultimate "**risk**".

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 support of local Churches and Residents' Associations, as well as our local Rotary Club. We also receive some private gifts, donations, and the occasional **legacy**; one such was actually extremely generous, and gave us a level of financial security, for which we are extremely fortunate, and grateful. It was only this, which has allowed us to sustain current Services.

One can see from our accounts that, of our total 'Budget' the balance, between the proportion of Council money, as opposed to other sources of finance, has altered significantly. Our Committee continues to sensibly 'ring fence' certain funds, so as to make adequate 'contingency provisions', for a number of longer-term operational safeguards.

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; and sadly, we have "lost" quite a number, in the last year, or so. Our meals continue to be provided by the 'Apetito' Company, who also run the 'Meals-on-Wheels' service. However, as the Council has withdrawn ALL subsidy from these meals, the total cost, to us & our Clients, has **risen steeply**. We are actively reviewing all options, as to whether to 'source' these meals from elsewhere; or even make them "In House" here ourselves.

SHOPPING BUSES

Our existing facility of the **two trips** each week, is greatly appreciated by our clients, and the capacity to take a number of clients, (including in wheelchairs), each time, means we are able to accommodate almost all requests for trips. I must comment, though, about 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, and particularly the Shopping Buses. While I would love to persuade **Transport for London**, who control **D.A.Ride**, to **restore** the sort of service which we previously enjoyed for our Shopping Bus operation, I must be fair and say that, in recent months, their Group/Fax Booking Team, has been much better at giving ANCA, and our Clients, an improved level of service.

Although our **legacy** had, initially, given us the opportunity of being able to **buy our own bus**, the result of the cuts in our Council Funding, has thrown that whole 'project' in the air. Given that we are, now, running '**Deficit Budgets**', which have already begun to seriously 'eat into' our Reserves, our Trustees re-considered this whole idea, and decided **not** to pursue this option. We *may* be able to re-visit this again in the future, depending on how things look, going forward. This, obviously, will need further careful consideration, especially in the light of any future CCG, and/or Council, Funding arrangements.

In the meantime, I must thank all the Shopping Bus escorts, for all their hard work on the Wednesday, and Thursday trips; together with the staff of **Tesco**, Elmers End, who also assist us admirably, as and when necessary.

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 do wish to seriously consider **running our own mini-bus** in the future! The age, and **Class of Driving Licence**, of our *Volunteer Drivers*, will/may be significant in the final decision, regarding which vehicle/type we might eventually be able to choose.

As previously reported, the funding, from the local Health Authority, of associated costs of these health-related trips; which everyone recognised, hugely benefits patients and/or clients, proved short lived. We are back where we were, **still campaigning** for the **re-instatement of the proper level of that funding**, trying to convince the new **G.P. Consortia**, it will actually save them both time and money; while improving the quality of life for **their patients!!**

'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 they are very successful; however there are currently *some vacancies*, which is why we will always keep a 'Waiting List'. Perhaps we may investigate the chances of providing another class, if there's sufficient support, and Fiona is able to do so. Fiona has already been asked to provide a similar class for other Neighbourhood Care Groups, elsewhere, 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 our **Christmas Party**, to end the year. All were well attended, and much appreciated.

For our **Volunteers**, we again hosted a '**Thank You**' buffet lunch function; which seems to be very welcomed, especially as organised 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 always consider taking up, as/when suitable.

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 continue 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, in the future.

You will remember that, last year, we reported a significant change, within our local churches; as the Group, "Churches Together in Addiscombe", had been disbanded. This had very particular relevance to ANCA, as when we were originally set up as a Charity, it had been under the Auspices of that Group, and our founding Constitution reflected that. Following all the subsequent changes which had occurred, our Trustees completely **updated, and amend our Constitution**, which was placed before last year's AGM and 'Ratified', as required.

I can now report that the Approved new **Draft** has since been submitted to the **Charities Commission**, for Approval and Acceptance. They have not raised any objections to these changes, and so that is what we are now working under, as our New Constitution takes effect.

AND FINALLY.....?

Although suffering a major **cut** in the level of our **funding**, as mentioned previously, we are more fortunate, than most, that our overall financial situation shows a very secure state.

While we have continued to distribute our **Information Brochure**, in and around our area, to doctors' surgeries, dentists, health centres and clinics, libraries etc., we still 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 consolidating and extending ANCA's work in the area. To this end we re-instated our programme of '**Road Show**' church visits, with the first one being a successful event at St. Mildred's, during one Sunday morning service there.

We also benefit from having had our **ANCA Web Site** 're-vamped/updated'; which was done by our Treasurer, Chris Gee, and for which we thank him enormously.

The whole **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, so popular has it become, as the 'base of choice'. It has gained further 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.

The surprise upcoming General Election, and any possible change of Government, *may* produce significant changes in, or altered priorities toward, a whole range of Policies. Further 'Austerity' cuts, *could* impact the Local Council's Priorities, and/or the C.C.G.'s, which may all have a serious implications on the future direction of our Funding, as we may all find we are trying to operate in potentially **turbulent and uncharted waters**.

In conclusion, we look forward to this forthcoming 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, 2017.

Treasurer's Report to AGM May 2017

In accordance with Charity Commission reporting requirements:

Governance: ANCA is governed in accordance with the 2016 Constitution document and is managed by a committee of Trustees.

Delivering Charitable Objects: ANCA has continued to meet its charitable objects by the provision of services to the community by coordinating staff and volunteers to provide 2 Lunch Clubs per week, 2 escorted Shopping Bus trips per week, weekly Extend exercise classes, health appointment related driving, support and advisory services to clients on demand, befriending and other practical help. Full details contained within the Coordinator's Report.

Financial Report

Summary

2016-17 year proceeded generally in line with budget expectations.

Income

We are principally funded by Croydon Council under a three year Service Level Agreement to provide "Prevention Services" – Lunch Clubs, Shopping Bus, Extend Classes and volunteer lifts for health appointments.

Three of the Addiscombe churches made grants, at a higher level than expected in the budget. We did not receive any grants from outside organisations and lower level of personal donations than last year.

Interest rates on our deposits have continued to fall during the year.

Expenditure

This was at budget level generally with the following exceptions"

- Meals for the lunch club became more expensive due to the Council's withdrawal of subsidy for Meals-On-Wheels
- St Mildred's increased office tent and hall hire by 25% over last year
- We negotiated a cheaper package with British Telecom for phone and broadband services

Overall, we had a deficit of £16K, as budgeted.

Reserves

ANCA still has substantial financial assets -£182K, spread across several accounts

Budget for 2017-18

We have set a steady-as-you-go budget for the current year. We are not expecting significant changes in either income or expenditure.

Croydon Council has extended the current Service Level Agreement for another 2 years, giving us security of funding until April 2019.

The resultant £15.5K deficit will be funded from the legacy monies left to us by K. Lees.

Independent Examination of Financial Statements

Messrs Mitchell Rodrigues & Co, Chartered Accountants, have examined the records and issued their financial statement.

It is proposed to appoint them as Independent Examiners for 2017-2018.

Treasurers Summary Year End 2016-17

	Budget 2016-17	Year End	Budget 2017-18	
INCOME				
London Borough Croydon				
ANCA SLA	16000	16000	16000	Council contract confirmed for 2 more years
GRANTS AND GIFTS				
Christchurch Methodist	100	100	100	
Our Lady	500	876	500	2017 includes funds from event
St Mary Magdalene	0		0	Not expected due to church's own projected deficit
St Matthews	0		0	Not expected due to our cash reserves
St Mildred's	100	300	300	More substantial grant than originally expected
United Reform E.C.	0		0	Nothing heard from E.C.URC for several years
Personal Gifts & Friends	375	220	250	Well below previous years
Shopping Bus donations	0		0	Currently a free service
Event income	250	146	200	Much lower than last year
FUNDRAISING	0		0	
Outside Donors	400		400	Nothing received from outside organisations
MISC INCOME	25	101	25	
Bank Interest	1200	1020	1400	Interest rates are continuously falling and will fall further
Legacy	0		0	No legacies can be assumed
Lunch Club donations	4750	4519	5200	As budget so far
TOTAL INCOME	23700	23282	24375	Close to budget so far
EXPENDITURE				
STAFF COSTS				
Coordinators Salary	13480	-13512	-13512	As budget
Admin Asst Salary	9200	-9222	-9222	As budget
Lunch Coordinator salary	3849	-3858	-3858	As budget
Employer NIC	0		0	Exempt as within HMRC threshold
Training	0		-50	
ACCOMMODATION				
Rent	2800	-2829	-3000	25% increase from September
Insurance	480	-497	-500	
OFFICE COSTS				
Stationery & postage	75	-138	-125	Running well below budget
Equipment/supplies	100	-72	-100	

	Budget 2016-17	Year End	Budget 2017-18	
Telephone and Broadband	1200	-1017	-1050	New contract has reduced costs
EVENTS				
Event Costs	600	-656	-650	Mainly catering-below budget
Extend Classes	0		0	Self-financing at present
SHOPPING BUS				
Dial A Ride transport	0		0	Continues as a free service
LUNCH CLUB				
Hall Hire	1700	-1593	-1600	Rate is increasing from September
Food	65	-59	-65	Not supplied by Apertito
Volunteers Expenses	0		0	
L.B.Croydon Apertito meals	4500	-5889	-6000	Significant increase due to withdrawal of subsidy
Subsidised cost of meals	1517			Croydon Council subsidy withdrawn on Meals-on-Wheels. ANCA currently funding deficit
Misc Expenditure/contingency	150	-75	-100	
TOTAL EXPENDITURE	39716	-39415	-39832	Reduced number of Lunch Club meals offset by increased rent and hall hire
Surplus/Deficit	-16016	-16133	-15457	Deficit close to budget

ACCOUNT BALANCES AT 31/3/2017

Account	Balance	
Cash	151	
Office Santander NO.2 current	449	Balance reducing because of Meal subsidy. No interest but free banking.
CAF Cash Current 00016789	88615	Free current account - negligible interest=holding transferred funds from closed Scottish Widows account
CAF Gold Deposit 00093329	1676	Instant reserve - 0.05% interest:
Santander Business Reserve	31496	Interest dropped to 0.1% from 1%
CAF 1 Year Savings Account	60250	Opened October 2016 to replace Bond
CAF-Scottish Widows 1 YearBond	0	Closed at term when interest rate collapsed
TOTAL	182637	

Chris Gee
ANCA Treasurer

May 2017

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO 1031601)

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2017

INCOME

SLA Payment - London Borough of Croydon		16,000.00
Grants and Donations		
St. Mildreds	300.00	
St Matthews	-	
St. Mary Magdalene	-	
Christchurch	100.00	
United Reform Church	-	
Our Lady	876.40	1,276.40
Other Donations and Fundraising :-		
Personal Gifts	220.00	
Friends Pledges	100.00	320.00
Gift Aid reclaimed		-
Bank Interest Received		1,019.63
Miscellaneous Income		101.20
Lunch Club Donations		4,519.08
TOTAL INCOME		23,236.31

EXPENDITURE

ANCA Events	(63.20)	
Salaries	(26,592.00)	
Employers National Insurance	-	
Rent and Heating	(2,829.00)	
Insurance	(496.82)	
Postage & Stationery	(138.08)	
Equipment Purchases	(72.00)	
	(30,191.10)	
Telephone & Broadband	(1,016.62)	
Other Office costs	-	(1,016.62)
EVENTS		
Event Costs	(592.51)	
Event Income	146.00	(446.51)
LUNCH CLUB		
L.B Croydon Apertito Meals	(5,888.58)	
Food	(58.51)	
	(5,947.09)	
Hire of Halls	(1,593.00)	(7,540.09)
Miscellaneous expenditure	(114.89)	
		(39,309.21)
NET SURPLUS/(DEFICIT) FOR THE YEAR		(16,072.90)

ESTATE OF K E LEES

Balance brought forward		170,750.00
Interest earned		-
Transfer to general fund		(16,075.00)
		154,675.00

**ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO. 1031601)**

BALANCE SHEET AS AT 31st MARCH 2017

ASSETS

Equipment as at 1/4/16			1.00
Debtor: London Borough of Croydon Grant			-
Cash and Bank Balances :-			
Santander Current	-		
Santander Office No 2 Account	448.83		
CAF Cash Current	88,615.40		
CAF Gold Deposit	1,676.46		
CAF Platinum	-		
Santander Business Reserve	31,495.64		
Santander 1 Year Bond	-		
Scottish Widows 90 day	-		
CAF 1 Year Savings No.1	60,250.26		
Cash in Hand	151.39		
			<u>182,637.98</u>
			<u>182,638.98</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	87,456.20	162,456.20	165,706.20
			<u>165,706.20</u>
Net Assets			<u><u>16,932.78</u></u>

INCOME AND EXPENDITURE ACCOUNT

Balance as at 1/4/16	16,930.68
Net Surplus/(Deficit) for the Year	(16,072.90)
Transfer from Estate of K Lees	16,075.00
	<u><u>16,932.78</u></u>

Approved by the Trustees on 3/5/2017 (AGM)

Signed C. R. Gee

Signed 1p AGM Resolution

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.

2nd May 2017

(Signed) Axis Accountants Ltd T/A Mitchell Rodrigues & Co
Chartered Certified Accountants