

Addiscombe Neighbourhood Care Association  
St Mildred's Centre  
30 Bingham Road  
Croydon  
CR0 7EB

020 8654 5062



# Addiscombe Neighbourhood Care Association

## Annual Report 2014



Churches Together in Addiscombe working for the Community  
Registered Charity 1031061

Supported by  
**CROYDON  
COUNCIL**

## ANNUAL REPORT 2014

### 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 **seven** 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 **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; I simply couldn't operate without her. 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 C.C.G., 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 do 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

We have recently been subject to another major Review of our activities, by Croydon Social Services, as **ANCA**, along with all other similar groups, have had to re-apply for Funding. This has had to be done, On-Line, through a system called the "London Tenders Portal"; which was completely new, and an extremely daunting process for all of us. We have had to try and justify, yet again, the 'need' for our services; detail and quantify them; and provide exact 'costings', for the Council to see which Service Provider might be:- 'the most cost effective' and/or 'cheapest'. There was even an overt likelihood that they would try and push certain groups to 'merge' with others, to form 'better value' partnerships/collaborations; or fail to fund some groups, altogether!!

You may remember that, previously, I 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. I, and many others, thought this may be the year when the various Member Groups saw the benefits of coming together, in this way. However, yet again, the Council backed away from endorsing such a move, as did certain Groups, and we ended up having our Applications decided on an individual basis, after all.

That process was only finally completed, and decisions made, at the beginning of this year. The '**Good News**' is that I can report that **ANCA** has been ultimately successful, in being awarded a new **Three Year Funding Agreement**, which began from **April** this financial year. Unfortunately, the '**Bad News**' is that, in the light of all the current stringent financial 'cuts', from Central and Local Government, we have our existing level of **Funding Cut by 20%**. While this was introduced as a full 'Tendering' procedure, where a Council should *agree to pay* for the subsequent Provision/Supply, of those specific *services 'tendered' for*, what has now happened, is that the Council has, (effectively), reverted to giving **ANCA**, and all similar groups, a fixed 'Grant', (as they did in previous years), towards the general costs of running our Services. I have to say this is, both, a disappointing, and a rather retrograde, step.

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 of which was actually 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, **albeit greatly reduced**, it means that we can review our plans for the future, with *some* measure of confidence.

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 has therefore sensibly 'ring fenced' certain funds, so as to make adequate 'contingency provisions', for a number of longer-term operational safeguards. We have, for rather too long, sought to buy our own fully accessible mini-bus, as below; (though choosing the appropriate model, and the best operating / garaging system, has posed some problems); and that decision can realistically be advanced, hopefully more speedily, now that additional concerns over the Funding Review are resolved, and we can plan ahead; even despite the unfortunate reduction mentioned above.

## 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 a maximum of **25 to 30** on Tuesday, each week, if everybody attends. Our meals continue to be provided by the '**Apetito**' Company, who also run the 'Meals-on-Wheels' service, and we have generally found them to be most satisfactory, and of good quality.

## 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 12** clients, (dependent upon wheelchairs), each day, 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, particularly the Shopping Buses. While continuing to 'lobby' **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** has given us the opportunity of being able to **buy** our own bus, the renewed uncertainty of the Council Funding, had again thrown the whole 'project' into some doubt, last year. However, having already done some considerable research, we really believe we should be able to finally complete our purchase at last. We may even be able to look into ways to recruit a 'part-time' driver ourselves, or 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. This still needs further careful consideration.

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 wish to seriously consider **running our own mini-bus!** The age, and **Class of Driving Licence**, *of or Volunteer Drivers*, will/may be significance in the final decision which vehicle we can choose.



We previously reported the re-introduction of the funding, from the local Health Authority, of associated costs of these health-related trips; which, they had recognised, hugely benefits patients and/or clients. Sadly, however, that proved short lived, as we're 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!

#### '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 so successful, there are currently *no vacancies*. 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, 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 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; with certificates and mugs, being presented for those who had not previously received them.

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 shall consider more fully, once the 'dust has settled'.

#### 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 current *reduction* in the system of **Self Directed Support**, following other Council decisions re cuts. Or **Brokerage Support**, for those needing extra help, to enable them to access an appropriate Care Package.

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 extending ANCA's work in the area.

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.

Amazingly, I am aware from sources close 'to the Centre' that, while we have only just finished going through this latest 'Funding Round', there are "moves afoot" to begin the process all over again, *quite soon!* The rationale behind such an idea is that, there are people who recognise and accept that, this last 'Tendering Process' was rather flawed; and did not help all the groups, who wished to apply, as fairly as possible. The whole question of thoroughly and properly, explaining and promoting, the concept/desirability of us all joining within some new **Federation Model**, is something that certain Social Services staff would actively prefer.

With the recent Local Government Elections, and a new change of Political Leadership, this may take on even more priority; and point the future direction in which we may find ourselves.

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, 2014.

## TREASURER'S REPORT TO THE ANCA AGM; MAY 2014

### Service Level Agreement (SLA)

This year the funding arrangements from Croydon Council changed. ANCA, as many other voluntary sector organisations, had to submit bids for 3 years of services to the Council. Although ANCA was successful in being awarded a 3-year contract, it is at a funding level 20% below the previous level of funding. A Condition of this contract is that we maintain the same level of services.

### Other Income

ANCA continues to be funded from a range of sources apart from Croydon Council's SLA. These sources include some of the Churches of the Addiscombe Group, individual gifts, and donations from outside organisations,

As last year, we are very grateful for continued support from St Mildred's, Our Lady Christchurch Methodist churches. St Mary Magdalene, St Matthews and East Croydon URC churches did not make a grant to ANCA.

### Expenditure

Expenditure has ended the year within budget. A deficit budget had been set for the year because of the loss of interest but with income further reduced. The outturn was better than the budgeted £5014 deficit, at £4361. The deficit has been funded from our substantial reserves.

### Balance of Accounts

During the year, we have continued our accounts with Charities Aid Foundation and Santander. We held the bulk of our reserves with Santander because of better interest rates. The total balance of funds is £2216,410. 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., Chartered Accountants, has Independently Examined our accounts for 2014/2014 and is proposed as Examiner for the coming year. Their Financial Statement is attached.

### Budget for 2014-15

Next year is challenged because of:-

- the 20% cut in the next 3-year guaranteed funding from the Council.
- ANCA also faces a sharp cut (50%) in the level of funding from the Churches, only three of which still support the work. It is known that churches have significant budget pressures.
- There are no bank accounts paying significant levels of interest without taking substantial risks with the capital.

Income is predicted to drop 30% in 2014-15. We therefore are facing a deficit budget (-£12.5K) 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 in the current context of widespread cuts in public services. We may need to consider fundraising in the future.

We are still examining 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. We have allocated £50,000 in a designated Special Projects Fund within our reserves for such a project.

C. R. Gee  
Hon Treasurer

May 2014

## Addiscombe Neighbourhood Care Association Treasurer's AGM Report May 2014

The table sets out actual figures for 2013-14 against the budget. The third column sets out the proposed budget for 2014-15

	<b>Budget 2013-14</b>	<b>Outturn 2013-14</b>	<b>Budget 2014-15</b>	Commentary
<b>RECEIPTS</b>				
SLA Grant- LB Croydon	21195	20678	16000	New 3 year funding level
St Mildred's Church	700	700	700	
St Matthews Church	0	0	0	No payment
St Mary/Martins Church	0	0	0	No payment
Christchurch Methodist	270	250	250	Reduced from historical levels
United Reform Church	150	0	0	No response
Church of Our Lady	600	500	500	Reduced from historical levels
Personal Gifts	375	200	200	
Friends pledge	-398	140	140	Still registering for Gift Aid under new HMRC scheme
Bank Interest	5500	5977	1950	No high interest accounts available
Fundraising			0	None during the year
Event Income	650	634	650	Raffles etc. (shown as nett of costs in Accounts)
Misc. Income	100	60	60	
External Donors	200	141	200	Rotary 2 donations and 1 from Trinity School
<b>TOTAL RECEIPTS</b>	<b>29342</b>	<b>29280</b>	<b>20650</b>	2013-14 ended close to budget. 2014-15 reduced by £9K or 30%
Lunch Club meals contributions	5900	5336	5400	
<b>TOTAL INCOME</b>	<b>35242</b>	<b>34616</b>	<b>26050</b>	£1000 down on budget
<b>PAYMENTS</b>				
Salary (Coordinator)	13136	13137	13136	As budget
Salary (Assistant)	8958	8958	8958	As budget
Salary Lunch Coordinator	3750	3750	3750	As budget
Employer NI	926	926	0	New £2000 exemption for small employers
Telephone & Broadband	1000	948	950	Now on inclusive contract
Rent/Heating	2750	2661	2800	St Mildred's are increasing rates
Insurance	590	599	600	Includes Trustees liability cover
Stationery/postage	100	207	200	
Equipment	500	196	100	New PC now not required
Social Events / Catering	600	634	600	(Shown nett in Accounts)
<b>LUNCH CLUB</b>				
Rent of venue	1650	1696	1750	Hire rate to increase
Volunteers Expenses	30		0	Nothing claimed

Projects/activity	40			
Transport	25			Nothing claimed
Food	150	99	100	General supplies and dietary needs
SHOPPING BUS	0		0	Dial A Ride remains a free service
Training	50		50	
Contingency/Misc.	100	278	275	
<b>TOTAL PAYMENTS</b>	<b>34356</b>	<b>34089</b>	<b>33269</b>	
<b>Deficit</b>	<b>-5014</b>	<b>-4809</b>	<b>-12619</b>	Year end deficit
Lunch Club meals	5900	4896	5900	Not all invoiced at end of year, Shown nett in Accountants
<b>TOTAL PAYMENTS</b>	<b>40256</b>	<b>38985</b>	<b>39169</b>	£1200 down on budget in 2013

### Bank Balances

Account 31-Mar-14

Santander Current 17254830	237
Cash	221
Office Santander NO.2 current	1364
CAF Cash Current 00016789	792
CAF Gold Deposit 00093329	2
CAF Platinum	20738
Santander Instant Access	143056
Santander 1 Year Bond	50000

**TOTAL** 216410

Some rationalisation of accounts will occur in 2014-15

Chris Gee  
Hon Treasurer  
23rd May 2014

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

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2014**

**INCOME**

SLA Payment - London Borough of Croydon		20,678.00
Grants and Donations		
St. Mildreds	700.00	
St Matthews	-	
St. Mary Magdalene	-	
Christchurch	250.00	
United Reform Church	-	
Our Lady	<u>500.00</u>	1,450.00
Other Donations and Fundraising :-		
Personal Gifts	200.00	
Friends Pledges	<u>140.00</u>	340.00
Gift Aid reclaimed		
Bank Interest Received		5,977.28
Miscellaneous Income		60.10
Outside Donors		141.00
Event Income		-
<b>TOTAL INCOME</b>		<u><u>28,646.38</u></u>

**EXPENDITURE**

Salaries	(25,845.36)	
Employers National Insurance	(926.28)	
Rent and Heating	(2,661.00)	
Insurance	(599.30)	
Postage & Stationery	(207.68)	
Equipment Purchases	<u>(195.64)</u>	
	(30,435.26)	
Telephone & Broadband	(947.89)	
Other Office costs	<u>-</u>	(947.89)
<b>EVENTS</b>		
Event Costs	(626.22)	
Event Income	<u>634.50</u>	8.28
<b>LUNCH CLUB</b>		
Client contributions	5,336.45	
L.B Croydon Apertito Meals (see note)	(4,896.05)	
Volunteers Expenses	-	
Food	<u>(99.41)</u>	
	340.99	
Hire of Halls	<u>(1,695.75)</u>	(1,354.76)
Miscellaneous expenditure		<u>(278.50)</u>
		<u>(33,008.13)</u>
<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>		<u><u>(4,361.75)</u></u>

**ESTATE OF K E LEES**

Balance brought forward		189,513.67
Interest earned		-
Transfer to general fund		<u>(4,363.67)</u>
		<u><u>185,150.00</u></u>

Note: March invoice for meals not yet received



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

**BALANCE SHEET AS AT 31st MARCH 2014**

**ASSETS**

Equipment as at 1/4/13		1.00
Cash and Bank Balances :-		
Santander Current	237.65	
Santander Office No 2 Account	1,364.30	
CAF Cash Current	792.12	
CAF Gold Deposit	1.45	
CAF Platinum	20,737.86	
Santander Business Reserve	143,056.23	
Santander 1 Year Bond	49,999.18	
Cash in Hand	<u>221.78</u>	
		<u>216,410.57</u>
		<u>216,411.57</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	<u>121,232.20</u>	<u>196,232.20</u>
		<u>199,482.20</u>
Net Assets		<u><u>16,929.37</u></u>

**INCOME AND EXPENDITURE ACCOUNT**


Balance as at 1/4/13	16,927.45
Net Surplus/(Deficit) for the Year	(4,361.75)
Transfer from Estate of K Lees	<u>4,363.67</u>
	<u><u>16,929.37</u></u>

Approved by the Trustees on 28/5/2014 AGM

Signed C. R. O'Connell

Signed TRUSTEE

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.

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

22nd April 2014