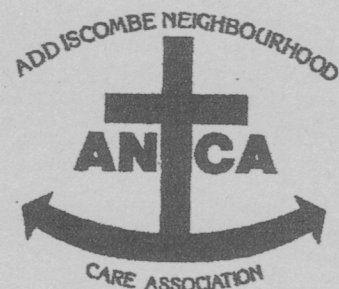
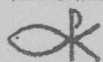


St Mildred's Centre
30 Bingham Road
Croydon. CR0 7EB
Tel: (020) 8654 5062
(9.30am-noon, Weekdays.
Answerphone at other times)
E Mail: info@anca.org.uk



ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION

ANNUAL REPORT 2015



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

Supported by
CROYDON

ANNUAL REPORT 2015

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 **eight** 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; 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.

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.

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

FUNDING

As previously reported, ANCA was ultimately successful, in being awarded a further **Three Year Funding Agreement**, which began last **April**. Unfortunately, in the light of all the current stringent financial 'cuts', from Central and Local Government we, along with all other Groups, had our existing level of **Funding Cut by 20%**.

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, is that the Council has, (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 want to secure the same level of Services, for a reduced level of Funding.

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, across 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. The Council backed away from endorsing such a move, as did certain of the Groups, and we ended up having all our Applications decided, on an individual basis, after all. In the light of these current reductions, I feel even more strongly that, ANCA should work with CNCA, in trying to revive this option. As the future of Neighbourhood Care in the Borough, looks very much at risk, when the next time for Funding Applications comes around, I am convinced that only by all our Groups being joined 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.**) that, both **they and the Council**, ought to continue to fund Groups like ANCA, to provide the Preventative Care which they will need to do, in meeting National Government Guidelines.

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 of which was actually extremely generous, and has given us a level of financial security, for which we are extremely fortunate, and grateful.

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.

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, had posed some problems). It had been hoped that decision might finally be resolved, now, but the reduction in Funding, and the likely effects of that, have caused something of a 're-think', as to whether to go ahead, and justify that expenditure, in the immediate foreseeable future.

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+** 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 so** 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** had, initially, given us the opportunity of being able to **buy our own bus**, the result of the cuts in our Council Funding, has now thrown that whole 'project' into some doubt. Given that we are having to run '**Deficit Budgets**', which will begin to seriously 'eat into' our Reserves, we shall have to re-consider whether we go ahead, after all, with such a purchase at this time. We may be able to look into this again in the future, depending on how things look, going forward. This, obviously, will need 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 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 significance in the final decision regarding which vehicle/type we might then 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 so successful, there are currently *no vacancies*. However, 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; 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 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.

There has been a significant change, within our local churches; as the Group, "Churches Together in Addiscombe", no longer exists, as a specific 'entity'. This is particularly relevant to ANCA, as when we were originally set up as a Charity, it was under the Auspices of that Group, and our founding Constitution reflected that. With the passing of time, and the many changes which have taken place, we have decided to completely review, **update, and amend our Constitution**. Our Trustees have considered and approved a new **Draft**; but it will need to be fully ratified at this year's **A.G.M.**, before we can submit it to the **Charities Commission** for Approval and Acceptance.

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 have 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. Amazingly, I am aware from sources close 'to the Centre' that, while we have not long 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 even certain Social Services staff would actively prefer.

Following the recent 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; as we may all find we are trying to operate in potentially **turbulent and uncharted waters**.

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
June, 2015.

TREASURER'S REPORT TO THE ANCA AGM; MAY 2015

Funding from **Service Level Agreement (SLA)**

Last year, ANCA was successful in being awarded a 3-year contract, but at a funding level 20% below the previous level. 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,

However, only one church, Christchurch Methodist, chose to support ANA financially this year. We received external donations from Rotary Club (x2), Carillion Construction's community fund and Churches Together in Shirley.

We received a £10,000 legacy from a grateful client's estate.

Expenditure

Expenditure has ended the year within £200 of budget. A £13,000 deficit budget had been set for the year because of even lower bank interest rates, together with reduced funding from Croydon Council and the churches. The outturn was better than the budgeted – a £3000 deficit, due to the legacy.

Balance of Accounts

During the year, we have continued our accounts with Charities Aid Foundation and Santander, seeking the best interest rates we could without risk-taking. Towards the end of the year, interest rates fell again and we have opened a Scottish Widows account via CAF which pays slightly more than Santander and CAF accounts. Our reserves at 31/3/2015 total £213,000.

Independent Examination

Mitchell Rodrigues & Co., Chartered Accountants, has Independently Examined our accounts for 2014/2015 and is proposed as Examiner for the coming year. The Financial Statement is attached.

Budget for 2015-16

Next year is challenged because of: -

- the 20% cut in the 3-year guaranteed funding from the Council.
- ANCA will probably continue to face a sharp cut in the level of funding from the Churches. It is known that some of the churches have significant budget pressures.
- There are no bank accounts paying significant levels of interest without taking substantial risks with the capital.
- We cannot assume receipt of any further legacies.
- We felt it right to keep our staff's income above inflation.

We therefore are facing a deficit budget (-£14K) in order to maintain ANCA services. We believe the Legacies were 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 2015

Addiscombe Neighbourhood Care Association Treasurer's AGM Report May 2014

The table sets out actual figures for 2014-15 against the budget. The third column sets out the proposed budget for 2015-16

	Budget 2014-15	Outturn 2014-15	Budget 2015-16	Commentary
RECEIPTS				
SLA Grant- LB Croydon	16000	16000	16000	3 year funding agreement
St Mildred's Church	700	0	0	No response or payment
St Matthews Church	0	0	0	Letter of explanation received - No payment
St Mary/Martins Church	0	0	0	No payment due to large deficit
Christchurch Methodist	250	150	150	Reduced from historical levels
United Reform Church	0	0	0	No response or payment
Church of Our Lady	500	0	0	No response or payment
Personal Gifts	200	237	250	
Friends pledge	140	290	188	Including Gift Aid recovered
Bank Interest	1950	2054	1800	Interest rates continue to drop
Fundraising	0	0	0	None proposed during the year
Event Income	650	882	880	Raffles etc. (shown as nett of costs in Accounts)
Misc. Income	60			
External Donors	200	1075	400	Rotary 2 donations and 1 from Carillion PLC unlikely to be repeated
Legacies	0	10000	0	None can be assumed for 2015- 16
TOTAL RECEIPTS	20650	30687	19668	
Lunch Club meals contributions	5400	5357	5350	
TOTAL INCOME	26050	36044	25018	Last year up due to legacy
PAYMENTS				
Salary (Coordinator)	13136	13142	13469	Raised in line with RPI
Salary (Assistant)	8958	8960	9200	Raised in line with RPI
Salary Lunch Coordinator	3750	3750	3849	Raised in line with RPI
Employer NI	0	0	0	£2000 HMRC exemption for small employers
Telephone & Broadband	950	1094	1100	Calls-inclusive contract
Rent/Heating	2800	2662	2800	St Mildred's likely to increase rates?
Insurance	600	599	600	Includes Trustees liability cover
Stationery/postage	200	325	325	
Equipment	100	67	100	
LUNCH CLUB				
Rent of venue	1750	1386	1400	Hire rate to increase?
Volunteers Expenses	0	0	0	Nothing claimed
Event costs / catering	600	590	600	

Transport				Nothing claimed
Food	100	118	120	General supplies and special dietary needs
SHOPPING BUS	0	0	0	Dial A Ride remains a free service
Training	50	0	0	
Contingency/Misc.	275	535	250	
TOTAL PAYMENTS	33269	33228	33813	
Lunch Club meals	5900	6117	5350	
TOTAL PAYMENTS	39169	39345	39163	
Deficit	-12619	-3301	-14146	Year end deficit
Bank Balances				

Account Balances	31-Mar-14	31-Mar-15	Comment
Santander Current 17254830	237	0	Closed
Cash	221	219	
Santander No.2 account	1364	769	Used by ANCA office (meals)
CAF Cash Current 00016789	792	138534	In transition to Scottish Widows account
CAF Gold Deposit 00093329	2	20272	
CAF Platinum	20738	0	Closed due to falling interest
Santander Business Reserve	143056	43314	Interest rate cut
Santander 1 Year Bond	50000	0	Matured
Scottish Widows 90-Day Notice		10000	New Account with better interest
TOTAL	216410	213108	

Chris Gee
Hon Treasurer
19th May 2015

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO 1031601)

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2015

INCOME

SLA Payment - London Borough of Croydon		16,000.00
Grants and Donations		
St. Mildreds	-	
St Matthews	-	
St. Mary Magdalene	-	
Christchurch	150.00	
United Reform Church	-	
Our Lady	-	150.00
Other Donations and Fundraising :-		
Personal Gifts	237.00	
Friends Pledges	150.00	387.00
Gift Aid reclaimed		139.54
Bank Interest Received		2,054.43
Miscellaneous Income		0.44
Outside Donors		1,075.00
Legacies and Bequests		10,000.00
TOTAL INCOME		29,806.41

EXPENDITURE

Salaries	(25,851.16)	
Employers National Insurance	-	
Rent and Heating	(2,662.00)	
Insurance	(599.30)	
Postage & Stationery	(324.87)	
Equipment Purchases	(67.20)	
	<u>(29,504.53)</u>	
Telephone & Broadband	(1,093.85)	
Other Office costs	-	(1,093.85)
EVENTS		
Event Costs	(589.99)	
Event Income	881.50	291.51
LUNCH CLUB		
Client contributions	5,355.77	
L.B Croydon Apertito Meals	(6,116.79)	
Volunteers Expenses	-	
Food	(118.39)	
	<u>(879.41)</u>	
Hire of Halls	(1,386.00)	(2,265.41)
		<u>(535.00)</u>
Miscellaneous expenditure		<u>(33,107.28)</u>
NET SURPLUS/(DEFICIT) FOR THE YEAR		<u>(3,300.87)</u>
ESTATE OF K E LEES		185,150.00
Balance brought forward		-
Interest earned		<u>(3,301.00)</u>
Transfer to general fund		<u>181,849.00</u>

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

BALANCE SHEET AS AT 31st MARCH 2015

ASSETS

Equipment as at 1/4/14		1.00
Cash and Bank Balances :-		
Santander Current	-	
Santander Office No 2 Account	769.47	
CAF Cash Current	138,534.35	
CAF Gold Deposit	20,272.24	
CAF Platinum	-	
Santander Business Reserve	43,314.42	
Santander 1 Year Bond	-	
Scottish Widows 90 day	10,000.00	
Cash in Hand	<u>219.22</u>	
		<u>213,109.70</u>
		<u>213,110.70</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>117,931.20</u>	<u>192,931.20</u>	<u>196,181.20</u>
Net Assets			<u><u>16,929.50</u></u>

INCOME AND EXPENDITURE ACCOUNT

Balance as at 1/4/14	16,929.37
Net Surplus/(Deficit) for the Year	(3,300.87)
Transfer from Estate of K Lees	<u>3,301.00</u>
	<u><u>16,929.50</u></u>

Approved by the Trustees on 2/6/2015 at AGM

Signed C. R. [Signature]

Signed

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.

[Signature]

8th May 2015

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