

**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](mailto:info@anca.org.uk)



# **ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION**

## **ANNUAL REPORT 2013**



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

*Supported by*  
**CROYDON**

## ANNUAL REPORT 2013

### 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 six 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 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 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 have Commissioned from us over the past many years, we are currently in the **last year**, of the latest **3 years**, of a **Funding Agreement**. Following the cuts from the government's massive Budget Deficit, ANCA was extremely pleased to have been successfully re-commissioned, as one of the Council's '**Preferred Partners**', to continue supplying our services in this area.

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; agreeing to a single Funding Bid, being submitted by CNCA on behalf of all of us. Within CNCA, this idea of a Federation Model, is increasingly seen as the only real way forward, especially as **all Groups' current funding expires, in March 2014**. As funding by the Council will be even tighter then, 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 whether/what the future funding/commissioning situation might be then; **if any at all !!**

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, and Trinity School. We also receive some private gifts, donations, and the occasional legacy; one previous such 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', we still receive approximately **2/3<sup>rds</sup>** from the **Council's** Funding Agreement, while the remaining **1/3<sup>rd</sup>** comes from various **other sources**; and this level of funding constantly needs to be kept under review.

Our Committee has 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 proved problematic. Also other (predominantly health) issues precluded that action/decision being concluded, earlier; but we are better able to move on to a completion of that project, during this year.

## 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. There has been a significant change during this past year, with our Lunch Club meals, now, being provided through the Council's Contract with the **Apetito Company**, who also delivers the 'Meals-on-Wheels' service. Thus far we have been generally very satisfied with their service, and the quality of the meals.

### 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 do continue to experience some 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. Despite something of a 'hiatus', due to health matters, negotiations are still ongoing, and we really hope 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!** The age, and **Class of Driving Licence**, of our Volunteer Drivers, will/may have a major influence on the final size/weight of Mini-bus they are allowed to drive, and hence what we can choose to buy.

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 very glad to report the **re-instatement of that funding**, as CNCA has managed to convince the new 'Commissioners' of health 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 they remain so successful, that there are no vacancies at the present time. Who knows, we may try to add another class, if demand persists! (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**, with no weather problems to spoil the enjoyment of all.

For our **Volunteers**, we again hosted a '**Thank You**' buffet lunch function, which most find 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. Additionally we gave them all certificates and mugs. 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.....?

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. There may be a possibility/requirement to consider whether we, along with other Groups, may need to think about the benefits of some sort of 'merger', as one of the conditions imposed by future Funding/Commissioning decisions.

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.

We shall need to be entering into serious negotiations, during this year, with Croydon Council and possibly with the new Clinical Commissioning Group of GPs, to re-secure a future **Funding Agreement**; in order to be able to continue to operate from April, next year, 2014/15.

In conclusion, we look forward to this next chapter in our long 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 Local Community, which we serve.

Norman TILL

Co-ordinator  
May, 2013.

## TREASURER'S REPORT TO THE ANCA AGM; JUNE 2013

### **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. We are now in the last year of this funding and will need to renegotiate during 2013 our future service agreement, if the Council offer one.

### **Other Income**

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

**This year, St Mildred increased support but 5 of the 6 churches decided not to give a grant or reduced support.** The Churches' contributions were £1600 less than budget. We took advantage of a 1-Year Bond investment but this deferred interest into 2013-14. These two factors left income £3300 below budget.

### **Expenditure**

Most expenditure items have ended near their budget: overall we were within £70 of budget. A deficit budget had been set for the year because of the loss of interest but with income further reduced, the outturn was worse than budgeted (£4500), at £7303, 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 (now Santander). We opened two further accounts with Santander because of good interest rates - an instant access deposit and a 1-year bond paying 3.25%. The total balance of funds is £220,722. 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 2012/2013 and is proposed as Examiners for the coming year. Their Financial Statement is attached.

### **Budget for 20013-14**

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. We have therefore made allowance for this and also for the interest maturing from the 1-year bond in June 2013. As last year, the Trustees have agreed to set a deficit budget (-£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.

Since the budget was set, we are researching potential bank accounts to replace the 1-year bond in order to optimise interest rates for our capital.

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.

**TREASURER'S SUMMARY FOR ANCA COMMITTEE**  
**May 8, 2013**

	<b>Budget 2012- 13</b>	<b>Outturn 2012-13</b>	<b>Budget 213-14</b>	<b>Commentary</b>
<b>RECEIPTS</b>				
SLA Grant- LB Croydon	20678	20678	21195	Very small inflation increase
St Mildred's Church	600	700	700	Increased support
St Matthews Church	400	0	0	No payment
St Mary/Martins Church	560	0	0	No payment
Christchurch Methodist	400	270	270	Reduced payment
United Reform Church	650	150	150	Much reduced
Church of Our Lady	600	500	600	Reduced
Personal Gifts	350	312	375	New gift aid rules 2013
Friends pledge	580	265	-398	Gift Aid not yet paid by HMRC
Bank Interest	2450	1038	5500	12 month bond matures in June 2013
Fundraising				None during the year
Event Income	1200	648	650	Raffles etc
Misc Income	30	130	100	
External Donors	200	700	200	Rotary 2 donations and 1 from Trinity School
<b>TOTAL RECEIPTS</b>	<b>28698</b>	<b>25391</b>	<b>29342</b>	
Lunch Club meals contributions	4400	5867	5900	
<b>PAYMENTS</b>				
Salary (Coordinator)	12816	12816	13136	+2.5% take home for 2013-14
Salary (Assistant)	8900	8900	8958	+2.5% take home
Salary Lunch Coordinator	3540	3540	3750	+2.5% take home
Employer NI	897	930	926	Paid quarterly
Telephone & Broadband	570	1141	1000	Very large bills. Now on inclusive contract
Rent/Heating	2700	2662	2750	St Mildred may increase charges
Insurance	590	563	590	Includes Trustees liability cover
Stationery/postage	425	58	100	
Equipment	200	121	500	New PC required
Social Events / Catering	500	604	600	
<b>LUNCH CLUB</b>				
Rent of venue	1500	1600	1650	St Mildred may increase charges
Volunteers Expenses	30	30	30	
Projects/activity	40	0	40	
Transport	25	0	25	Occasional taxis etc
Food	170	120	150	To cater for special dietary requirements
<b>SHOPPING BUS</b>				
Training	0		0	Dial A Ride remains a free service
Contingency/Misc	50		50	
<b>TOTAL PAYMENTS</b>	<b>33203</b>	<b>33133</b>	<b>34356</b>	
Lunch Club meals	4400	5430	5900	Equals contributions
<b>Balance</b>	<b>-4505</b>	<b>-7305</b>	<b>-5014</b>	<b>Transfer from Reserves</b>

**Balance of Accounts 31/3/2013**

Alliance current account	238	Cash	149
Alliance Office a/c	3942	NEW ACCOUNTS 2012	
CAF Cash Current	1241	Santander Deposit	45415
CAF Gold Deposit	4193	Santander 1 Year Bond	145000
CAF Platinum	20594		
<b>TOTAL FUNDS</b>	<b>220772</b>		

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

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2013**

**INCOME**

SLA Payment - London Borough of Croydon	20,678.00
Grants and Donations	
St. Mildreds	700.00
St Matthews	-
St. Mary Magdalene	270.00
Christchurch	150.00
United Reform Church	500.00
Our Lady	<u>500.00</u>
Other Donations and Fundraising :-	
Personal Gifts	312.00
Friends Pledges	<u>265.00</u>
Gift Aid reclaimed	14.78
Bank Interest Received	1,037.54
Miscellaneous Income	38.49
Outside Donors	700.00
Event Income	<u>700.00</u>
TOTAL INCOME	<u>24,665.81</u>

**EXPENDITURE**

Salaries	(25,256.04)
Employers National Insurance	(930.14)
Rent and Heating	(2,662.00)
Insurance	(583.19)
Postage & Stationery	(58.32)
Equipment Purchases	<u>(121.79)</u>
	<u>(29,611.48)</u>

Telephone & Broadband	(1,140.88)
Other Office costs	<u>(1,140.88)</u>

**EVENTS**

Event Costs	(604.36)
Event Income	<u>648.30</u>

**LUNCH CLUB**

Client contributions	5,866.76
L.B Croydon Apertito Meals	(5,429.76)
Volunteers Expenses	(29.60)
Food	<u>(120.29)</u>
Hire of Halls	287.11
Miscellaneous expenditure	<u>(1,499.75)</u>
	(1,212.64)

	(48.30)
NET SURPLUS/(DEFICIT) FOR THE YEAR	<u>(31,969.36)</u>

**ESTATE OF K E LEES**

Balance brought forward	196,818.67
Interest earned	(7,305.00)
Transfer to general fund	<u>189,513.67</u>

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

**BALANCE SHEET AS AT 31st MARCH 2013**

**ASSETS**

Equipment as at 1/4/12

1.00

Cash and Bank Balances :-

Santander Current	237.65
Santander Office No 2 Account	3,941.76
CAF Cash Current	1,241.23
CAF Gold Deposit	4,193.00
CAF Platinum	20,594.42
Santander Instant Access	45,415.08
Santander 1 Year Bond	145,000.00
Cash in Hand	<u>149.18</u>
	<u>220,772.32</u>
	<u>220,773.32</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>125,595.87</u> <u>200,595.87</u> <u>203,845.87</u>
	<u>203,845.87</u>
Net Assets	<u>16,927.45</u>

**INCOME AND EXPENDITURE ACCOUNT**

Balance as at 1/4/12	16,926.00
Net Surplus/(Deficit) for the Year	(7,303.55)
Transfer from Estate of K Lees	7,305.00
	<u>16,927.45</u>

Approved by the Trustees on..... *4/6/2013*

Signed..... *J. Ode*

Signed..... *C. R. G.*

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.

*Mitchell, Rodrigues & Co. Ltd*

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

3rd May 2013