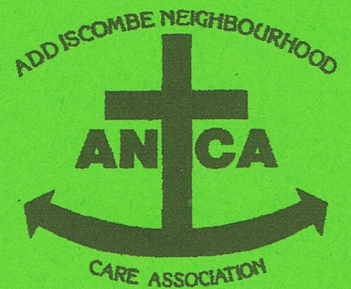


St Mildred's Centre
30 Bingham Road
Croydon CR0 7EB
Tel: (020) 8654 5062
(9.30am-noon, Weekdays.
Answerphone at other times)
E Mail: info@anca.org.uk



ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION

ANNUAL REPORT 2016



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

Supported by
CROYDON

ANNUAL REPORT 2016

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 **nine** 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. 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 them all; especially some Churches, who seem to have rather "drifted away" in their commitment to, let alone 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 is currently operating under a further **Three Year Funding Agreement**, from the local Council, which began in **April, 2014**. Unfortunately, in the light of all the current stringent financial 'cuts', from Central and Local Government we, along with all other Groups, had our previous level of **Funding Cut by 20%**. This has seriously impacted on our Finances, as will be outlined, more specifically, 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, is 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 seek 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 Funding Applications come around, in 2017*. 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, to fulfil the National Government's Policy.

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.

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 do get some new referrals, with some **Dozen** or so clients attending on Monday, and a maximum of **20** or so 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, our Trustees have re-considered this whole idea, and have decided **not** to pursue this option, of 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, especially in the light of any future 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 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 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; 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.

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 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 might actively prefer.

Following the last Government Elections, and the subsequent change of Political Leadership, this may take on even more priority. Even National Government Policy, further 'Austerity' cuts, let alone Local Council's Priorities, and/or the Health Authority, may all have a serious impact on the future direction of future Funding, 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
May, 2016.

TRUSTEES' STATEMENT 2015-16

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the PCC's governing document, the Charities Act 2011 and the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005.

Structure, Governance and Management

ANCA is a Registered Charity No.1031601, governed by its Charity Constitution document. It is managed by a committee of Trustees, appointed in accordance with the procedures set out in the Constitution. It has three part-time employees who manage the day-to-day activities of the charity; the ANCA Coordinator, an Administrative Assistant and a Lunch Club Supervisor. The staff are supported by a team of volunteers. A number of Policies and Procedures are maintained on ANCA's website.

Achievements and Performance

The Charity Objects, as set out in the Constitution, have been addressed during the year as described in the ANCA Coordinator's Annual Report. ANCA keeps statistics of its performance, which are reported to Croydon Council under the SLA terms and conditions.

Financial report

Income

ANCA is contracted to Croydon Council under a Service Level Agreement to provide a range of specific and quantified services. 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, including Rotary, Trinity School and St Mildred's Club. As last year, we are very grateful for continued support from St Mildred's, Our Lady and Christchurch Methodist churches. St Mary Magdalene, St Matthews and East Croydon URC churches did not make grants to ANCA in 2015-16.

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 deficit was higher than the budgeted £14,145 deficit, at £14,398. 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 Scottish Widows 90-Day Notice account because of marginally better interest rates. The total balance of funds is £198,712.

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 2015/2016 and is proposed as Examiner for the coming year. Their Financial Statement is attached.

Budget for 2016-17

Next year is challenging because of the reduced level of funding from both Croydon Council and the churches. Meals for the Lunch Club have had the "Meals on Wheels" subsidy from Croydon Council withdrawn. ANCA is currently subsidises the 50% price rise from the suppliers but may phase in cost increases incrementally. Other areas of expenditure are expected to maintain a similar level to 2015-16. As last year, the Committee has set a deficit budget, drawing on reserves to maintain services.

C. R. Gee
Hon Treasurer

May 2016

TREASURER'S SUMMARY TO THE AGM

	Budget 2015-16	Outturn Year- end	Budget 2016-17	
INCOME				
London Borough Croydon ANCA SLA	16000	16000	16000	LBC late paying last quarter
GRANTS AND GIFTS				
Christchurch Methodist	150	100	100	
Our Lady	0	500	500	
St Mary Magdalene	0		0	Not expected due to church's own deficit
St Matthews	0	0	0	Not expected due to our cash reserves
St Mildred's	0	150	100	StM's committee allocated much-reduced funds in 2016.
United Reform E.C.	0	0	0	Nothing heard from E.C.URC for several years
Personal Gifts	250	770	250	Large donation from individual in 2015
Friends Pledges	188	100	125	Gift Aid to be claimed
Shopping Bus donations	0		0	Currently a free service
Event income	880	265	250	Much lower than last year
FUNDRAISING				
Outside Donors	400	490	400	Rotary Club, Trinity School and St Mildred's Club donations
MISC INCOME				
Bank Interest	1800	923	1200	Interest rates continue to reduce tear on year
Legacy	0	0	0	No legacy can be assumed.
Lunch Club donations	5350	4335	4750	Gradual increase due to removal of subsidy on Apertito by Council
TOTAL INCOME	25018	23652	23700	
EXPENDITURE				
STAFF COSTS				
Coordinators Salary	13469	13480	13480	Salaries increased by RPI in May 2015
Admin Assistant Salary	9200	9200	9200	Ditto
Lunch Coordinator salary	3849	3849	3849	Ditto
Employer NIC	0	0	0	Below HMRC threshold
Training	0	0	0	
ACCOMMODATION				

	Budget 2015-16	Outturn Year- end	Budget 2016-17	
Rent	2800	2662	2800	May be increase I 2016?
Insurance	600	482	480	Lower quote obtained for Trustees cover
OFFICE COSTS				
Stationery & postage	325	64	75	Ran well below budget
Equipment/supplies	100	70	100	
Telephone and Broadband	1100	1180	1200	
EVENTS				
Event Costs	600	594	600	Mainly catering
Extend Classes		0	0	
SHOPPING BUS				
Dial A Ride transport		0	0	Still a free service, coordinated by Office
LUNCH CLUB				
Hall Hire	1400	1626	1700	May be increase in rates in 2016.
Food	120	65	65	
Volunteers Expenses		0	0	
L.B.Croydon Apertito meals (subsidised cost)	5350	4550	4500	The subsidy on Meals on Wheels was removed by Croydon Council at end of this financial year
Subsidised element of meals paid by ANCA TBA			1517	ANCA will introduce increased meal costs gradually
Misc. Expenditure/contingency	250	228	150	
TOTAL EXPENDITURE	39163	38050	39716	
Surplus/Deficit	-14145	-14398	-16016	Increase in deficit to fund cost of Apertito meals

**ACCOUNT BALANCES AT
END FEBRUARY 2016**

Account			
Cash		58	
Office Santander NO.2 current		818	Free current account
CAF Cash Current 00016789		9924	Free current account -
Debtor to CAFCash Account		4000	£4000 owed by Croydon Council at 31/3/2016
CAF Gold Deposit 00093329		799	Instant reserve - 0.2% interest: need to top up from Savings
Santander Business Reserve		32412	Interest dropped to 0.4% from 1% and to fall again
CAF-Scottish Widows 90 Day		150700	Interest paid quarterly 0.6%
TOTAL		198711	

Chris Gee
Hon Treasurer

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO 1031601)

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2016

INCOME

SLA Payment - London Borough of Croydon		16,000.00
Grants and Donations		
St. Mildreds	150.00	
St Matthews	-	
St. Mary Magdalene	100.00	
Christchurch	-	
United Reform Church	500.00	750.00
Our Lady		
Other Donations and Fundraising :-	770.00	
Personal Gifts	100.00	870.00
Friends Pledges		-
Gift Aid reclaimed		923.19
Bank Interest Received		19.12
Miscellaneous Income		490.00
Outside Donors		-
Legacies and Bequests		19,052.31
TOTAL INCOME		19,052.31

EXPENDITURE

Salaries		(26,470.43)
Employers National Insurance	-	
Rent and Heating	(2,662.00)	
Insurance	(482.44)	
Postage & Stationery	(64.08)	
Equipment Purchases	(69.60)	
		(29,748.55)
Telephone & Broadband	(1,180.29)	
Other Office costs	-	(1,180.29)
EVENTS		
Event Costs	(593.75)	
Event Income	264.50	(329.25)
LUNCH CLUB		
Client contributions	4,334.51	
L.B Croydon Apertito Meals	(4,550.06)	
Volunteers Expenses	-	
Food	(65.99)	
		(281.54)
Hire of Halls	(1,626.00)	(1,907.54)
Miscellaneous expenditure	(285.50)	
		(33,451.13)
NET SURPLUS/(DEFICIT) FOR THE YEAR		(14,398.82)

ESTATE OF K E LEES

Balance brought forward		185,150.00
Interest earned		-
Transfer to general fund		(14,400.00)
		170,750.00

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