

ANNUAL REPORT 2020

INTRODUCTION

Once again that time has come around; another year completed, and another Annual Report; however, this year has been totally unlike anything, we have ever experienced, before!

In completing this Report, I should mention that our Trustees do constantly keep in mind, the Charity Commission's 'Guidance' on 'Public Benefit', in planning and delivery of all our 'Services', within our Charity, here at ANCA.

We have now been working at, and benefiting from, the great facilities of the **St. Mildred Centre**, and our new office here, for **thirteen** 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, most exceptional, 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 '**Befrienders**'; and general '**odd-jobs**' help; including **gardening**, etc. All such volunteers, now, have to be fully **DBS Checked**.

Sadly, I have to report my most able **Deputy, Frances Adams**, finally decided that it was time for her to retire, after more than **20 years** loyal service. I must thank her, for all her hard work and support over all those years. We marked her departure, with a suitable gift, in appreciation; and she and her husband, John, were 'Guests of Honour' at our 2019 Christmas Party.

I must, also, thank **Sue Argyle**, our **Lunch Club Supervisor**; for all her help and assistance. Likewise, our **Treasurer, Chris Gee**, who has managed 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**!

Unfortunately, Chris was affected by a Stroke, in January, this year. Despite making a good recovery, in many ways, he was aware that he still found considerable difficulty, with exacting paperwork, especially concerning accounts and payroll matters; which meant that he had to relinquish his role, for the time being.

That, naturally, posed a serious problem for ANCA, and we had to take steps to try and find a 'temporary' Treasurer, to "hold the Fort", in the interim. Eventually, we were most grateful that one of our Volunteer Drivers, Chris Simmons, was kind enough to "step into the breach".

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. .

I was also, previously, a member of Croydon's '**Safeguarding Adults**' Board, for whom I have delivered training on Adult Abuse Awareness across the Borough.

We are always grateful for the continuing help and assistance we receive from **CNCA**, (Croydon Neighbourhood Care Association), and our fellow member Groups. Traditionally, we had also relied on the support of our **local Churches**, and relevant **Residents' Associations**; however, I do feel that there is considerable scope to, further, improve co-operation between **ANCA** and all of these. This is especially so, of some Churches, who sadly have rather "drifted away" in their commitment to, let alone actual support of, ANCA more recently. This may be due to changes in relevant Clergy, who do not have the previous knowledge of ANCA, our 'relationship' with them, and the actual work, which we do; so work to be done there!

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 **Addiscombe & Shirley Rotary Club**.

FUNDING

As previously reported, ANCA has been operating under an existing **Three Year Funding Agreement**, from the local Council, which would run out in **March, 2020**.

Following further discussions with the Council, they announced a "New Approach", which resulted in a two-tier system of potential "Funding", for Groups like ANCA, via something called "The Community Fund"; with Applications being considered for monies, either, under or over £15,000. For us, seeking **over the £15K**, this required us to undertake a full 'Tendering' procedure, where a Council would *agree to pay* for the subsequent Provision/Supply, of those specific *services 'tendered' for*; under another **Three Year 'Contract'**.

Although this was an extremely arduous, and painstaking, operation ANCA was, subsequently, successful, in being awarded a further 'Funding Contract', for the proportion of our 'Costs', we had applied for. As with previously, this was supposed to be Funding, for a full "**Three Year Period**"; from 1st. April, 2020, to **31st. March, 2023**.

Notwithstanding the above, ANCA also undertakes its own fund-raising, as and when necessary. Additionally, we continue to receive support through our '**Friends**' scheme, the support of local Churches and Residents' Associations, as well as our local Rotary Club. We also receive some private gifts, donations, and the occasional **legacy**; one such was actually extremely generous, and gave us a level of financial security, for which we are extremely fortunate, and grateful. It was only this, which has allowed us to sustain current Services.

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

LUNCH CLUBS

We began this 'reporting period' offering our usual **two** Lunch Clubs each week. Both, Mondays and Tuesdays, are held at the St. Mildred's Centre, and this venue proves very popular. The number of clients attending each club will always fluctuate, due to a variety of circumstances; not least the very age and possible infirmity of them; and sadly, we have "lost" quite a number, in the last year, or so.

Our meals continue to be provided by the '**Apetito**' Company, who also run the 'Meals-on-Wheels' service.

However, we had barely started this year's operations, when we were struck by the "**Covid-19**" **Pandemic**. With the subsequent "Lock-down", and the closure of St. Mildred's Centre, we were unable to run our normal Lunch Clubs here. The only response I could find was to take Orders, from such of our Lunch Club Clients as were interested, and then buy, and deliver, a nice hot "Fish & Chip" lunch for them, instead. This was much appreciated by all involved, and meant that they didn't 'loose out', but enjoyed a "Virtual" Lunch Club, after all. Apart from the actual meal, they also enjoyed the contact/company from my deliveries.

During later relaxation of lock-down rules, we were able to run our Lunch Clubs, back in St. Mildred's, for a while; but were then forced to close, with new "Tier" regulations, when I resumed the "Fish & Chip" runs, again.

SHOPPING BUSES

Our existing facility of the **two trips** each week, is greatly appreciated by our clients, and the capacity to take a number of clients, (including in wheelchairs), each time, means we are able to accommodate almost all requests for trips.

Here, 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.

Again, *the start of the **Pandemic***, this year, forced the suspension of this service. We had to take serious steps to check, which of our Clients were classed as "Shielding", or "Specially Vulnerable"; whereupon we helped them, (or their family), get them "Registered" as such; so as to get on the Government's Authorised List, for Priority Shopping "Slots", with the major supermarkets.

For those without family or friends to help them, we were able to offer to get individual shopping, as/when necessary; together with any medicines, required from local chemists.

I also had to go to various banks, or 'holes-in-the-wall', to get replacement cash, for several clients.

TRANSPORT

As in previous years, ANCA continues to receive a large number of requests for transport, mainly for 'health-related' trips; indeed, many 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.

This service, also, ran during this last year, *until the **Pandemic***. There was an initial ‘break’, when most of our volunteers were looking after themselves; however, I am proud to say that, once there were some relaxation of rules, most of them again volunteered to help. This included for shopping & medicines etc., but also for trips to Dr’s Surgeries, and Shirley Clinic.

‘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.

These ran from last year, as normal, *until the **Pandemic*** caused the closure of St. Mildred’s, when we had to stop all such Classes. Unfortunately, unlike with the Lunch Clubs, even some slight ‘relaxation’ didn’t allow for groups such as these, to ‘exercise’ together; particularly with the age of most of these clients making them ‘vulnerable’ to such things.

The most I was able to offer them, apart from regular telephone contact/befriending, was to suggest/recommend the various “on-line” or “You-Tube” exercises one can access; especially the one called “10- a- Day”.

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 of **2019**. 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, **2020**. Fortunately, we managed to ‘squeeze’ it in, *just before the **Pandemic**!!* 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.

Unfortunately, *since this terrible **Pandemic***, we have had to cancel, both, our usual Strawberry Tea, and the Christmas Party, scheduled for later in *this* year, 2020.

GENERAL

This started off being 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 Carers’ Groups, or via various Day Centres’ ‘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.

However, again *since the **Pandemic*** struck, we have spent a lot of time, calling round all of our Clients; to make sure that they are generally O.K.; and to see if they might need help with anything. *In fact, I have kept our office “Live” and “Functioning” throughout this **Pandemic**!!* This extra effort, put into “Telephone Befriending”, was very much appreciated by all our Clients; especially for those with fewer family/friends to keep in touch with them.

AND FINALLY.....?

We have kept in regular contact, with our ‘Monitoring Officer’ from Croydon Council, to communicate exactly how we have had to respond to this Pandemic. Whilst they understood that, most of the Groups might not be able to provide all their promised services, they accepted that, here at ANCA, we had managed to keep going, as closely as possible to our ‘Contract’; even if, sometimes, it was very much a “Fire Brigade” service we were able to provide. The fact that, I was able to access our office all the time; to check messages, check e-mails, and take calls, meant we were able to respond, (as best we might), for the benefit of our Clients.

However, as most people are now aware, our Local Authority, the **London Borough of Croydon**, have found themselves in very serious financial difficulties. In fact, they have had to issue a **Section 14 Notice**; regarding their situation, and the plans they have got to make, in order to get their finances back on track.

The effect of this is that, they have now written to all Groups, including us here at ANCA, to notify us that they *may have to seriously **Reduce**, or even **Cancel***, any Monies that they should be paying us, under the existing ‘New Contract’, mentioned above. This remains a matter of on-going ‘consultation’.

Clearly this means that we face a period of huge **upheaval** and **uncertainty**; with potentially devastating effects on many Groups. We shall, obviously, work tirelessly with the Council, to try and find a way to secure our continued Funding, going forward; although ANCA is more fortunate than most, in having *some* ‘Reserves’ to draw upon. We *may*, also, have to look for other/additional sources of Funding, in order to plan for the future; if in the ‘worst case scenario’, they withdrew ALL current Funding.

Nevertheless, I have to remain positive, and look forward to this forthcoming chapter in our history; continuing to rise to meet the on-going challenges; and, with the generous help and support of everyone associated with ANCA, shall endeavour to work, tirelessly, for the benefit of the Community, which we serve.

Norman TILL

Co-ordinator
December, 2020.

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO. 1031601)

BALANCE SHEET AS AT 31st MARCH 2020

ASSETS

Equipment as at 1/4/19			1.00
Cash and Bank Balances :-			
Santander Office No 2 Account	816.61		
CAF Cash Current	18,641.29		
CAF Account 54420709	51,107.52		
CAF Account 25855402	87,493.01		
Cash in Hand	130.59		
			<u>158,189.02</u>
			<u>158,190.02</u>

DEDUCT LIABILITIES

Sundry Creditors		2,054.60	
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	59,206.20	134,206.20	137,456.20
			<u>139,510.80</u>
Net Assets			<u><u>18,679.22</u></u>

INCOME AND EXPENDITURE ACCOUNT

Balance as at 1/4/19	16,976.83
Net Surplus/(Deficit) for the Year	1,702.39
Transfer from Estate of K Lees	-
	<u><u>18,679.22</u></u>

Approved by the Trustees on.....

Signed.....

Signed.....

I have prepared the above Income and Expenditure Account
and Balance Sheet from the books and records of the Addiscombe Neighbourhood
Care Association and am in agreement therewith.

13/07/2020

(Signed) C T Simmons FCA
Chartered Accountant

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO 1031601)

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2020

INCOME

SLA Payment - London Borough of Croydon		16,000.00
Legacy Bequest		10,000.00
Grants and Donations		
St. Mildreds		
St Matthews	-	
St. Mary Magdalene	-	
Christchurch	265.00	
United Reform Church	-	
Our Lady	-	265.00
Other Donations and Fundraising :-		
Personal Gifts	130.00	
Outside donations	-	130.00
Bank Interest Received		1,583.62
Miscellaneous Income		100.00
Lunch Club Donations		3,258.60
TOTAL INCOME		<u>31,337.22</u>

EXPENDITURE

Salaries	(15,137.60)	
Employers National Insurance	(2,702.40)	
Rent and Heating	(3,148.00)	
Bank Charges	(60.00)	
Insurance	(444.00)	
Postage & Stationery	(50.00)	
Computer Expenses	(82.00)	
Raffles		
	<u>(21,624.00)</u>	

Telephone & Broadband	(1,645.68)	
Other Office costs	<u>(35.00)</u>	(1,680.68)

EVENTS

Event Costs	(44.00)	
Event Income		(44.00)

LUNCH CLUB

L.B Croydon Apertito Meals	(4,056.17)	
Food	-	
	<u>(4,056.17)</u>	
Hire of Halls	(1,839.00)	
Volunteers Expenses		
	<u>(5,895.17)</u>	

Miscellaneous expenditure	<u>(390.98)</u>	(29,634.83)
NET SURPLUS/(DEFICIT) FOR THE YEAR		<u><u>1,702.39</u></u>

ESTATE OF K E LEES

Balance brought forward		126,425.00
Interest earned		-
Transfer to general fund		-
		<u><u>126,425.00</u></u>