

## ANNUAL REPORT 2022

### INTRODUCTION

*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.*

Once again that time has come around; another year completed, and fortunately, without further major upheaval!! We were mainly concerned with trying to get our ANCA Services, back towards something like they used to be; whilst, also, having to liaise with the St. Mildred's Centre; who have had to make considerable changes to their own Operating Procedures & Practices, to accommodate some drastic decisions they have had to make. However, I shall try and outline our current situation, and what we have achieved, in this Annual Report. As I am sure you will all realise, it has been quite a challenge, trying to get things back to "as usual". Nevertheless, I am pleased to report that we DID manage to continue to provide, such of our services, as we could. And it is those efforts, to achieve that very 'continuity', which is our 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**, for **twelve** 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**. However, the effects of the Pandemic "Lockdowns" have caused them serious financial difficulties; which have forced the Church to completely re-think, and re-negotiate, their general Lettings Policy, in order to bring in different, and more lucrative, "Hirers". Nevertheless, I must thank the Centre Manager, **Leander**, for all her help and support during these troubles. We have been able to continue ALL our Centre-based activities, albeit with some "juggling" of our "Extend" Exercise Class.

### 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!

Once we were able to 're-open' the Office, those Volunteers were able to resume their valuable help for us there. Our lovely Drivers had, already, begun helping with more "Transport Requests", as Surgeries, and Shirley Clinic, etc, had resumed Patient Appointments. However, we are always on the look-out for **additional volunteers**, to swell or replenish our existing 'pool' of them. Despite some of these 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**.

I usually take an opportunity, here, to give special thanks to my Staff. As previously reported, my most able **Deputy, Frances Adams**, had retired; and, because of this pandemic, we have not been able to advertise for, and recruit, her replacement. Consequently, I am a bit 'single-handed' at the moment. However, we were able to recruit a new **Lunch Club Supervisor**; so I am very pleased to "Welcome and Thank", **Claudia Almeida**. She has settled in smoothly, and already become an integral part of our Team. We are still looking to find a **Treasurer**, to replace our previous, long-serving, **Chris Gee**; who also, had to Retire. Anyone who is involved in charity, or committee work, will know that finding a **good Treasurer is like gold-dust**; fortunately, one of our Volunteer Drivers, **Chris Simmons** has, very kindly & efficiently, taken on that role, for the time being.

## LIAISON WITH OTHER ORGANISATIONS

We maintain our connections with a variety of Statutory and Voluntary Organisations, on a day-to-day basis, and I normally attend a range of meetings, to that effect; though we have all had to get used to managing with "Zoom" and "Team" meetings for most of the time; until some "face-to-face" one resumed again.

Even though I was, previously, a member of Croydon's '**Safeguarding Adults' Board**, (for whom I have delivered training on 'Adult Abuse Awareness', across the Borough); we remain very aware of the possibility of serious problems, in that area, which we are 'on guard' against. Indeed, the Council actively require our Staff & Volunteers to undergo regular "Safeguarding" Training, each year.

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**, one of whom, "ASPRA", very generously did a whole article about ANCA, in their Newsletter, and currently run a "free" advert, by way of supporting us. However, I do feel that there is still 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. I was, recently, invited to do a "Presentation" about ANCA, at one of St. Mildred's Sunday morning Services; and I shall try and take this "Road Show" round the other Churches, in our Area.

I should also mention, here, that our Clients have sadly missed, through 'Covid', the invaluable assistance they normally received, 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. We are hoping that, as things improve, the school may feel it safe enough to resume this, again, soon. I must, also, acknowledge how grateful we are, for continued support from the local **Addiscombe & Shirley Rotary Club**; both practical and financial.

## FUNDING

As previously reported, ANCA has been recently operating under **Three Year Funding Agreements**, from the local Council; the latest of which began in **April, 2020**. However, by now, most people in this area are aware that **Croydon Council**, had to issue a Section 114 Notice; which effectively meant that, to all intents, they were basically "**Bankrupt**".

ANCA, along with virtually ALL other Voluntary Groups, was under direct 'threat', that the Third Year of our existing Contract, MAY not actually be honoured, and paid!! However, following intense "lobbying", and suitable "representation", the Council eventually decided that, perhaps, they couldn't actually afford NOT to fund us.

Consequently, I am pleased to report that, ANCA does, now, have it's Funding, for this last year, **2022-2023**, of our Contract. However, at this point in time, nobody has any real idea exactly what arrangements, if any, might be made to Fund any such Services; whether from Groups like ANCA, or anyone else, going forward. The Council is trying to establish a newer, maybe more focussed, system, through the **"One Croydon Alliance"**, for identifying and allocating Funding, of those Services they want to "Commission" from Groups. We shall have to see exactly what they come up with; and whether ANCA will be able, and 'acceptable', to "Bid" for on-going Funding, in the future. It all makes for a very uncertain picture; and it will be most interesting to see if the Appointment of our new "Executive Mayor", will make any significant change in, either, 'policy' or 'direction', for the Borough.

We have always maintained that, the majority of the services & help we offer, to our Clients, are directly 'Medical', (rather than simply 'Social'); and as such essentially benefit their Physical & Mental "Health and Wellbeing". Consequently we believe that the "Health Budget" should play a far greater part, in 'Funding' the work which we do; and we are lobbying, hard, to this effect. I understand that is the purpose of the **"One Croydon Alliance"**.

We might, well, explore the possibility of a Combined Application, with ALL Neighbourhood Care Groups, and CNCA, when trying to persuade this **"One Croydon Alliance"**, (who have now become responsible) that, **both they and/or the Council**, ought to continue to fund Groups like ANCA, to provide this **Preventative Care**; which they will surely *need to do*, to fulfil National Government 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 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. This is even more necessary, regarding the Council's "Finances", and likely risk to our future Funding.

## LUNCH CLUBS

We normally 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; and sadly, we have "lost" quite a number, in the last year, or so. The eventual removal of the "Lockdown" meant we could resume *normal operations* again.

As previously reported, following enquiry of fellow Groups, we have taken the decision to be getting all our meals from the kitchen of U.N.A.C.C. These have proved to be delicious, far better than *Apetito*, and greatly appreciated, by our Clients, as "far superior". Although they have since changed their chef, we continue to receive a good service from them; offering our Clients hearty, well-cooked, food.

## SHOPPING BUSES

Naturally, during the Covid Pandemic, we were unable to book Clients, onto the (non-operating), Dial-a-Ride service we normally use; and thus were unable to run our “Shopping Bus” Service. However, what we did manage to do was, make contact with all necessary Clients, and/or their Families, and help them get the Client(s) registered for “Priority Status” with all major Supermarkets, so as to get on-line, or telephone ordering possible. That way they could continue to get their shopping, as/when they needed. Others were lucky enough to have family or friends & neighbours, who could help with shopping for them. When we had checked out, all our relevant clients, for those without any other help, we would get individual ‘shopping’ for them; either myself or, later on, by volunteers. This way, we continued to provide a reasonable level of “Shopping” service, throughout. We also managed to collect and deliver, essential Medication(s), from chemists to Clients. “Dial-a-Ride” is beginning to start resuming their service; however, they have literally “wiped the slate clean”, in that they have NOT re-instated ALL the Bookings, and Services, which we had previously enjoyed, ‘pre-pandemic’. That means we are having some trouble, trying to get them to start accepting our Bookings for resumption of our Shopping Buses, as previously operated. “Work in Progress!”

## TRANSPORT

As in previous years, ANCA generally receives 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.

Naturally, this whole Pandemic caused the closure of most local Clinics, in the first instance. Even Doctor’s Surgeries were shut, to begin with; however, as this gradually settled down, I contacted all our volunteer drivers, to establish who was prepared & able, to assist with drives. We were then able to begin the resumption of those sort of trips; together with others, taking Clients to get their “Covid Vaccinations”, and “Boosters”, etc. Virtually back to ‘normal’, now.

These volunteers are specially valuable, hence we **urgently need more new drivers**, to bolster this group, and help us meet/expand demand; especially if we were ever able to seriously consider **running our own mini-bus** in the future!

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!! Sadly, there has been ‘no change’ with this situation.

## ‘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 these classes, (currently BOTH on Monday morning), which have fully resumed, after their Summer Break, and they are very successful; however there are currently *no vacancies*, which is why we will always keep a ‘Waiting List’.

## SOCIAL EVENTS

It was so good, to be able to operate our usual events, at last, finally holding our **Strawberry Tea**, and our **Christmas Party**, in **2021**. Both were surprisingly well attended, and very much appreciated, by all who came. We, also, held our “Thank You” Buffet Lunch, for our Volunteers, earlier this year. Again, so nice to be able to get together, and show our appreciation, for them, as we always have.

## GENERAL

This has been, very much, a case of **trying** to ‘*carry on as normal*’; although nothing was in any way ‘normal’, we did manage to provide, what I’ve described as a “*Fire Brigade Service*”. In this respect, we maintained as much **practical help**, as we could, and on top of managing to do what I have outlined, above, we took great pains to ensure nobody felt “out of touch”, or “forgotten”. We did extensive “**telephone befriending**”, ringing them ALL, every so often; working through our records, then going back round, again & again. That way we could say, for certain, that we knew how they all were; and ensure that we found out if they needed any shopping, medicine, or any other help, which they *may* not have called us about, “*so as not to worry you, as you’re already so busy!*”

Indeed, quite a number of Clients, who we have just seen, for the first time when they attended the Strawberry Tea, were at pains to “Thank” us for all those phone contacts, and offers of help and support. One lady, even said that ANCA had been “*More Caring, and showed More Concern*” than her own Church’s Priest, or Pastoral Team!!

## AND FINALLY.....?

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. We have also liaised with the P.I.C. Service, and Social Prescribers.

Likewise, we have been Registered on the Council’s “Market Place” Website, and in/on their Direct Payments system of Information, for other Service Users, seeking assistance. Similarly, we are again Registered with C.V.A.’s facility at their Central Croydon Site, for similar Information seekers.

There may be many uncertainties ahead, especially regarding any future Funding. Nevertheless, while not being complacent, 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 TIL  
Co-ordinator  
May, 2022.

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

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2022**

**INCOME**

SLA Payment - London Borough of Croydon		21,716.50
Other Donations and Fundraising :-		
Personal Gifts	378.00	
Outside donations	500.00	878.00
Bank Interest Received		294.39
Lunch Club Donations		3,545.00
Strawberry Tea surplus		104.06
Christmas Party surplus		20.00
<b>TOTAL INCOME</b>		<b>26,557.95</b>

**EXPENDITURE**

Salaries	(14,236.40)	
Employers National Insurance	(2,702.40)	
Rent and Heating	(3,300.00)	
Bank Charges	(96.00)	
Insurance	(443.80)	
Postage & Stationery	(241.80)	
Equipment purchased	(263.09)	
Volunteers Lunch	(123.74)	
	<b>(21,407.23)</b>	

Telephone & Broadband	(1,437.24)	
Other Office costs	(35.00)	(1,472.24)

**LUNCH CLUB**

Cost of meals	(3,165.53)	
Hire of Halls	(2,127.00)	
		<b>(5,292.53)</b>

Miscellaneous expenditure	(148.14)	
		<b>(28,320.14)</b>
<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b><u>(1,762.19)</u></b>

**ESTATE OF K E LEES**

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

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

**BALANCE SHEET AS AT 31st MARCH 2022**

**ASSETS**

Cash and Bank Balances :-

Santander Office No 2 Account	1,643.76	
CAF Cash Current	12,011.74	
CAF Account 25855402	51,760.22	
CAF Account 56320329	88,768.56	
Cash in Hand	152.38	
		<u>154,336.66</u>
		154,336.66

**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	59,206.20	134,206.20	137,456.20
			<u>137,456.20</u>
Net Assets			<u><u>16,880.46</u></u>

**INCOME AND EXPENDITURE ACCOUNT**

Balance as at 1/4/21	18,642.65
Net Surplus/(Deficit) for the Year	(1,762.19)
	<u><u>16,880.46</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.

26/04/2022

(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 2022**

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Other Office costs	(35.00)	(1,472.24)

**LUNCH CLUB**

Cost of meals	(3,165.53)	
Hire of Halls	(2,127.00)	
		<b>(5,292.53)</b>

Miscellaneous expenditure	(148.14)	
		<b>(28,320.14)</b>
<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b><u>(1,762.19)</u></b>

**ESTATE OF K E LEES**

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



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

**BALANCE SHEET AS AT 31st MARCH 2022**

**ASSETS**

Cash and Bank Balances :-

Santander Office No 2 Account	1,643.76	
CAF Cash Current	12,011.74	
CAF Account 25855402	51,760.22	
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			<u>137,456.20</u>
Net Assets			<u><u>16,880.46</u></u>

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26/04/2022

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Chartered Accountant