



A Christian organisation  
supporting older people

## FARNHAM ASSIST



**Summer Boat trip on the Basingstoke Canal August 2018**

# Annual Report and Financial Statements

**For the year ended 31<sup>st</sup> December 2018**

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**Visitors at our successful Lego fundraising event at Farnham Rugby Club May 2018**

## Report from Chair of Trustees

I am delighted to be able to present the annual report for 2018 for Farnham ASSIST.

As you will see from section 3 we have been able to provide a really interesting and varied set of social activities both of a practical and fun nature, in order to try to reduce the isolation and loneliness that many of our old folk experience, both because of living alone, and also because many are unable to leave their homes unaided. We have also this year provided a good range of fund raising activities some of which are also suitable for clients to enjoy, for example the visit to Chawton House and some of which are designed to advertise the existence of ASSIST to a younger section of society –the very popular Lego event.

We are very fortunate to have a very caring set of staff and volunteers and had been very pleased to add new volunteers to our team this year. They all contribute so much to making life happier and healthier for the lonely elderly.

We are as always very grateful for the financial contributions we receive from many sources and we thank everyone for this as only with financial support can we exist. We are grateful to Waverley Borough Council and to our regular supporters through our “Friends of ASSIST” scheme and for all the money from other charities this year, including a one off grant to renew our computer systems.

We would like to thank especially our staff June, Susie and Alison for their dedicated work and who go far beyond the call of duty to serve our clients, and an especial thank you to Elroy Blackwood Susie’s husband who ran a double marathon for the second year running and raised us £1,410 this year.

Last but not least I thank my fellow trustees, who deserve our thanks for the regular attendance and sometimes difficult decisions at board meetings, and also for their regular support and help at client and fund raising events. We look forward to another successful year.

Mary Riggs  
Chair of the Board of Trustees  
Farnham ASSIST

## Report of the Trustees

The Trustees who are also Directors of Farnham Assist for the purpose of the Companies Act 2006 have pleasure in presenting the Annual Report and Financial Statements for the year ended December 31<sup>st</sup> 2018.

### Administrative Details

Company limited by guarantee - Registered Company number : 07114978

Memorandum and Articles of Association adopted and company incorporated on January 3<sup>rd</sup> 2010

Registered Charity number : 1135187

### Registered Office

Farnham Assist  
1 River View  
Longmoor Road  
Greatham  
Liss  
Hampshire GU33 6AE

### Main Office

Farnham Assist  
7 St Georges Yard  
Farnham  
Surrey  
GU9 7LW

### Directors

The following Directors have served during the year (length of service as at Dec 31 2018 is shown in brackets):

Michael Hitchings	(6.5 years)	Retired June 2018
Kenneth Wickenden	(4 years)	Chair and Treasurer for 2018; appointed for 2nd term 02/06/14
Alexandra Burn	(2.5 years)	Chair from Aug 2018 –Nov 2018; appointed for 2 <sup>nd</sup> term 02/06/16
Margaret Daniels	(7.5 years)	Appointed for a 2 <sup>nd</sup> term 15/06/17
Christopher Packwood	(7 years)	Vice Chair from Aug 2018; Appointed 19/01/12
Dr Mary Riggs	(5 years)	Chair from Nov 2018; Appointed 10/10/13
David Ashby	(4 months)	Appointed 16/08/18

### Company Secretary

June Trantom

### Independent Examiner

Jim Lodder  
1 River View  
Longmoor Road  
Greatham  
Liss  
Hampshire GU33 6AE

### Bankers

CAF Bank Ltd.  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent ME19 4JQ

## **Governance and Structure**

Farnham ASSIST is a company limited by guarantee and a registered charity and it is governed by its Memorandum and Articles of Association. Following nearly eight years as a part of Farnham Christian Community Trust (FCCT), it was formed by mutual consent as a completely separate company on January 3<sup>rd</sup> 2010.

The Trustee Board is responsible for setting the policy and strategic direction for the charity. The Board meets at least every two months and has met on six occasions in 2018. Before commencing their work on the Board, new trustees attend a training course and are given a copy of the Charity Commission's Booklet CC3 "The Essential Trustee."

Trustees carry ultimate responsibility for the conduct of Farnham ASSIST and for ensuring that it satisfies its legal and contractual obligations. The trustees have no beneficial interest in the company and do not receive any remuneration. A register of their interests is maintained at the Charity's Main Office and is available for inspection by the public.

The trustees delegate day to day operation to the ASSIST Manager, who is assisted by two other members of staff and a large team of around 120 volunteers. All staff work part-time hours. The trustees systematically review the risks to which the charity is exposed and ensure the appropriate systems are in place to mitigate its exposure to those risks.

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

## **Charitable Aims**

The relief of older people who are in need in the Farnham area, particularly those who live alone or are housebound, by providing assistance, information, advice, befriending and physical and spiritual support, through which work the Charity shows God's love for them.

## **Our Mission**

To be there for older people in Farnham, meeting them where they are and showing God's love in our work.

## **Our Vision**

We reach out to lonely older people in our community. We know that there are many older people in the Farnham area with few relatives or friends nearby.

We are passionate about getting in touch with these people, helping them to enjoy a better quality of life and bringing hope for the future.

We aim to be accessible, to show care and concern and respond to local needs, meeting older people where they are in their lives, as well as where they are in the town.

Beetle Drive at Farnham Vineyard February 2018



## **Activities and Achievements of 2018**

### ***Working together with our Volunteers***

It is the dedication of our volunteers who ensure Farnham Assist runs smoothly and we certainly couldn't offer such a wide range of activities and outings throughout the year without this wonderful team who work tirelessly to make a difference for older people in our community. We currently sustain a team of around 120 volunteers who all work within teams to support our regular activities and these teams (Knit and Natter, One to One Befriending, Pie and Pint Club, Praise and Worship and Understanding Computers) are overseen by dedicated volunteers. The staff team keep close links with this Senior Team of Volunteer Co-ordinators and we meet formally once a quarter to review and plan for the future. This year 17 new volunteers joined our team stepping in to cover vital roles including cooks, minibus drivers and one to one befrienders.

We held a coffee morning with an informative introduction to Farnham Timebank on Thursday 22<sup>nd</sup> March at The Bungalow in Upper Hale. This is an initiative that offers our volunteers the opportunity to receive recognition for the hours they give to Farnham Assist. Volunteer hours are banked and either benefit each individual in a personal way or is given to a community pot from which more vulnerable persons in the community may benefit from free help. This support could range from services such as help with gardening, DIY, sewing projects or cooking.

### ***Fundraising Events***

Fundraising is an essential part of our work overseen by Fundraising and Marketing Co-ordinator, Susie Blackwood. 2018 was another successful year for us attracting funding from new sponsors such as Tesco Bags of Help and The Shanley Foundation who gave a generous grant towards event costs for clients plus of course our programme of fabulous fundraising activities throughout the year altogether resulting in a total income of £75,382 as compared to £64,913 in 2017.

We are very grateful to all our regular supporters who give so generously to sustain our work through the Friends of Assist monthly donation scheme and to churches and local groups who organise events for us throughout the year. Money boxes for small change continue to be popular with individuals.

Surrey Community Foundation gave us a grant for replacement computers and associated equipment which was well overdue in the office and will ensure our administration operates more smoothly, including the printing of our literature and promotional material.

We entered a team of participants for the first time in the Pilgrim Marathon event which proved to be very successful and enjoyed by everyone who was there. Elroy Blackwood ran the Race to the Kings for the 2<sup>nd</sup> year in succession which is a double marathon and raised a magnificent sum for Farnham Assist once again. Our thanks go to all who raised funds for us in this way and dedicated time to their preparation for these gruelling tests of endurance.



It was smiles of satisfaction at our popular Christmas Wreath Workshop held for the first time this year



## ***Client Events and Activities***

The main challenge this year was the relocation of our Sunday lunches to the refurbished Memorial Hall in September, but as you can see from the photos below the transition was smooth and thanks to our wonderful team of drivers we ensured that everyone who requires it has door to door transport to the new venue. The move to the Memorial Hall, being on the outskirts of town, has meant that the majority of our guests require help with transport and we now hire two minibuses on each occasion to provide lifts around the town, completing more than one circuit ahead of the lunch and of course to take home afterwards. Our cooks have also had additional training in the use of the new computerised cookers, but I am pleased to report that our guests continue to praise the high quality of the meals that are served.



Sunday lunch at the Memorial Hall

The year began with Music in the Vineyard with our friends, Out of the Shadows who certainly brightened up our Sunday afternoon on 28<sup>th</sup> January with their infectious dance tunes which had us all tapping our toes. The Vineyard Centre was filled to capacity and our refreshment stand proved very popular. It was a very successful afternoon arranged in partnership with Farnham Town Council.



We continued with our Beetle Drive which was a great success with prizes for the most points scored and the most artistic beetles! Great fun was had and we all enjoyed the delicious cakes during the half-time break which had been baked by volunteers. This was a new venture for us and we all agreed something to be repeated in the future.



We had a full house for our Down Memory Lane event in April. The afternoon began with an illustrated talk from Farnham Museum about Wilmer House and the collection in the museum today, then everyone enjoyed a delicious cream tea provided by volunteers. The afternoon was rounded off with a good singsong.

Farnham Assist Week was once again a focal time to raise the profile of Farham Assist across the town. We have

enjoyed such a successful time. It was great having our Flag Day on a Saturday as we chatted with many more people on the streets of the town centre than in previous years. The week featured coffee mornings which gave us an opportunity to highlight our work in the community as well as fun events such as the fashion show. Our Chair of Trustees, Ken Wickenden looked very relaxed on the catwalk which was hosted by Edinburgh Woollen Mill see photo.





Our summer outings were blessed with wonderful weather ensuring a good day was enjoyed at each location. Our day at Wisley Gardens was the first of our trips and looked magnificent. We had timed our visit well as the azaleas and rhododendrons were in full bloom making a fabulous display. The group were able to take advantage of the buggy tour of the grounds which meant everyone had an opportunity to see the furthest end of the gardens which are extensive. Everyone agreed it was a great day out and we all enjoyed the lunch in the restaurant and a visit to the gift shop before returning home.



enjoyed an ice-

A happy group can be seen ready to set off on an outing to Southsea and Gunwharfe Quays at the start of July. It was a wonderful day and thanks to the support of Farnham Institute a large group of 57 people were able to travel in style by coach. We enjoyed a fish and chip lunch at a seafront restaurant, a stroll along the promenade and the pier before we headed off to Gunwharfe Quays. Some of the group ventured to the top of the Spinnaker Tower while others simply



cream as pictured here.



The following week the Pie and Pint Club enjoyed their summer outing cruising along the River Thames. Once again we enjoyed the lovely warm, sunshine and the views of Windsor together with a most

informative commentary before lunch was served. It was a great day and plans for more outings were being discussed as we travelled home.

Throughout the year we hosted monthly church services in partnership with the Methodist Church and celebrated with them as they combined with the United Reformed Church to become the one Spire Church using the resources of both congregations and buildings. Our Annual Songs of Praise service took place at The United Reformed Church on Thursday 4<sup>th</sup> October and was followed by an afternoon tea. The Deputy Mayor of Farnham joined us and Rev Michael Hopkins gave the address. This is always a wonderful way for everyone involved with Farnham Assist to come together and celebrate the International Day of the Older Person.

We are so appreciative of all the support we receive from the local churches and in particular the way we are given the use of their buildings to host events. It is a fabulous gift to us as a charity and enables us to plan a wide range of activities from weekend lunches on a Saturday, our regular knit and natter group and understanding computers tuition, afternoon teas and fundraising events as well as trustees meetings. Thank you to everyone as you are enabling our work to be sustained for the future.



### **Community activities**

We introduced a new member of Farnham Assist called Osmond to everyone in the Spring. He was decorated by artist, Diana Ashcroft with input from our Knit and Natter group for the River Wey Otter Trail organised by Farnham Town Council. We thought he looked splendid and was installed outside our office for the festival for all to admire before being auctioned at Farnham Castle. I can report that he is very happy in his new family home.



Staying with an animal theme Saturday 5<sup>th</sup> May was the Great Farnham Duck Race in Gostrey Meadows. This popular community event is organised annually by Weyside Rotary Club and we had a stand on the day manned by volunteers throughout the day. We were very grateful to Tandy Murphy, a local resident who volunteered to prepare the children's and adult's tombola for us.



We were not downhearted even when the rain poured down for our Tea Tent at Music in the Meadow as we set up in the Vineyard Church and had a great afternoon. The band played on even if the rain was pouring outside and everyone who came had a great time with good music to listen to accompanied by our hot tea and coffee and homemade cakes.



Thanks to Farnham Town Council who supported us on the day. At one point there were 3 Town Mayors (past and present) in attendance!



Farnham stood still on 11<sup>th</sup> November to commemorate the 100 years since the Armistice on 11<sup>th</sup> November 1918 and we held our own special ceremony as part of our monthly lunch held at the Memorial Hall which was also held on 11<sup>th</sup> November. Volunteers led a moving tribute to the 5 young men who died from the local area to whom the Memorial Hall is dedicated, a wreath was laid by the memorial in the entrance hall of the venue and a poem specially written for the occasion by Carol Holman was recited. In addition, Alison showed film clips of interviews with servicemen sharing their

thoughts.

The year came to a close in song with our merry band of carol singers pictured here at the Farnham Christmas Market. It was a wonderful part of our festive celebrations and appreciated by the crowds.

## Our ongoing work

The backbone of all that we do in supporting older people is through our ongoing work. All of our existing services have continued satisfactorily throughout the year. These include:

- Weekend roast lunches in Central Farnham and at Hale;
- Regular monthly Silver Service and tea in conjunction with the Spire Church at the Farnham Methodist Church building;
- 1: 1 Befriending service for the housebound, providing a vital link for those who are lonely at home;
- Weekly Pie and Pint lunches for older men;
- The monthly Ladies Pub Lunch, with transport provided, to the Woodlark;
- Praise and Worship services in local care & residential homes and the Gostrey Day Centre;
- Understanding Computers – individual tuition in the use of computers for beginners and those who are confused by technology in partnership with the Spire Church;
- Knit 'n Natter – a regular Monday afternoon date for a number of ladies who have produced mountains of knitted items for inclusion in Christmas shoeboxes sent to children around the World, BLISS the premature baby unit and Baby Basics that supports mothers and babies in difficult circumstances
- Referrals to a Citizens Advice Home Advisor, to help with many of the problems faced by older people who have limited mobility and are unable to visit the CAB Office

Our work all around Farnham is only made possible thanks to the effort of around 120 dedicated volunteers, to whom we are so grateful. We have welcomed new volunteers this year which has been wonderful and in addition to our normal induction programme and ongoing team meetings, training for volunteers has included Dementia Friends Workshops, Safeguarding and Food Hygiene.

### **Support for ASSIST**

- Fundraising is now an essential part of the life of ASSIST and, as part of our fundraising activities, we have reached out to the local business community with a regular Wills Week sponsored by Kidd Rapinet, support from both Waverley Borough Council through grant funding and Farnham Town Council with participation in community events plus generous donations from other local organisations such as Bourne WI, Care Farnham, the Farnham Institute, Hedgehogs and Inner Wheel. Local businesses Co-operative Stores sponsored us as their charity of the year and local Tesco stores collected funds for our Christmas lunches through their Bags of Help scheme. We also received a second grant in 2018 from the Henry Smith Charity to support our staffing costs.
- We are only able to sustain all of our activities because of the support from our loyal and generous supporters, local churches and so many in the local community but particularly the regular donations from the Friends of Farnham ASSIST..... **Thank you all very much!**



*Runners who raised money for Farnham Assist through the Pilgrim Marathon September 2*

## **FARNHAM ASSIST**

### **Treasurer's Report 2018**

#### **Statement of Trustees' Responsibilities**

Following a year of financial improvement in 2017, it is gratifying that the Charity has continued to improve its Balance Sheet during the last twelve months. From a surplus of £5,633 at the end of 2017 a further consolidation has improved that figure to £11,175 at the end of 2018. This is no mean achievement in a climate of financial austerity, and is due to the undying efforts of the staff of ASSIST not only by diligent fund-raising, but also by keeping a rein on spending. It is truly encouraging that the Charity continues to improve and widen the scope of the activities and support offered to its clients, but at the same time the staff safeguards the Charity's financial health, thus ensuring that such services may continue to be offered in the future.

During the year the charity has continued to successfully fundraise and has benefited from not only the Henry Smith Foundation but other Charitable Trusts as well as from local organisations. The Charity has also maintained events which had proved very successful in bringing it to the notice of the wider public.

We truly appreciate the financial support granted to us by Waverley Borough Council each year which together with the generous and regular donations from Friends of ASSIST and other supporters, gives us the ability to express God's love for the older people in this town. This is further expressed by our desire to maintain the monthly lunches provided in Central Farnham, to which end further resources have been expended to ensure their continuance at The Memorial Halls. We are also truly indebted to the Churches in Farnham which continue to provide venues for our various activities in the town at no cost.

Ken Wickenden  
Hon. Treasurer 11th May 2019

## **FARNHAM ASSIST**

### **STATEMENT OF FINANCIAL ACTIVITIES** **For the Year ended 31<sup>st</sup> December 2018**

	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
	£		£	£
<b><u>Incoming Resources:</u></b>				
Voluntary income	57,634		57,634	50,477
Activities for Generating funds	9,922		9,922	9,400
Charitable activities income	7,805		7,805	5,012
Investment income	21		21	24
Total incoming resources	75,382	0	75,382	64,913
<b><u>Resources Expended:</u></b>				
Event costs	5,584		5,584	3,937
Lunch events costs	4,150		4,150	3,459
<b><u>Management &amp; Administration costs:</u></b>				
Wages & Social Security costs	36,122		36,122	35,532
Volunteer & Staff costs	718		718	590
Office rent & rates	8,093		8,093	8,036
Heat / Light / Power	1,222		1,222	601
Room Hire	766		766	748
Insurance	862		862	826
Office expenses	52		52	692
Telephone / Website	3,790		3,790	1,969
Print/Post/Stationery	1,537		1,537	1,675
Repairs & Renewals	518		518	450
Professional fees	688		688	665
Sundry expenses	40		40	40
Bank charges	65		65	60
Total resources expended	64,207	0	64,207	59,280
<b><u>Net Incoming/(Outgoing) Resources</u></b>	11,175		11,175	5,633
Funds at 1st January 2018	34,317	0	34,137	28,684
<b>Funds at 31<sup>st</sup> December 2018</b>	45,492	0	45,492	34,317

**FARNHAM ASSIST**  
**BALANCE SHEET**  
**as at 31<sup>st</sup> December 2018**

		2018
	£	£
<b>Fixed Assets:</b>		0
<b>Current Assets:</b>		
Cash at bank and in hand	38,598	
Debtors and prepaid expenses	7,536	
	<hr/> 46,134	
<b>Creditors: amounts falling due within one year</b>	642	
	<hr/>	
<b>Net Current Assets</b>		45,492
		<hr/>
<b>Net Assets</b>		45,492
<b>Unrestricted Funds:</b>		
General funds		45,492
<b>Restricted Funds</b>		-
		<hr/>
<b>Total Funds</b>		45,492
		<hr/>

These financial statements have been prepared in accordance with the provisions of Section 1A (Small Entities) of Financial Reporting Standard 102.

Approved by the Trustees on Wednesday 22<sup>nd</sup> May 2019 and signed on their behalf by:

**Ken Wickenden, Trustee**



## **FARNHAM ASSIST**

### **NOTES FORMING PART OF THE FINANCIAL STATEMENTS**

**For the Year ended 31<sup>st</sup> December 2018**

#### **Trustee remuneration and expenses**

No remuneration or expenses were paid during the year, directly or indirectly, from the funds of the charity to any trustee or to any person or persons known to be connected with them

#### **Debtors**

Gift Aid	6,536
Prepaid expenses	1,000
	<hr/>
	7,536

#### **Creditors**

Taxation	272
Pension	5
Accrued expenses	365
	<hr/>
	642

#### **Employee Remuneration**

Wages & Salaries	36,115
Social Security	0
Pensions	7
Average number of employees	3

**FARNHAM ASSIST**  
**Independent examiner's report on the accounts**  
**For the Year ended 31<sup>st</sup> December 2018**

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act")

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to :

examine the accounts under section 145 of the Charities Act

to follow the applicable directions given by the Charity Commission (under section 145(5)(b)) of the Act

to state whether particular matters have come to my attention

**Basis of independent examiner's statement**

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in any material respect:

the accounting records were not kept in accordance with section 130 of the Charities Act; or

the accounts did not accord with the accounting records; or

the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*Jim Lodder*                      8<sup>th</sup> May 2019

1 River View, Longmoor Road, Greatham, Hampshire GU33 6AE

**Supported by**

