

ANNUAL REPORT 2024

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. However, this year's Report will have news of some **considerable changes to impart**. Thankfully, with the Covid Pandemic, finally behind us, we have continued to focus on trying to resume working, as near "back to normal" as possible, for all of our Service Users.

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 such "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 **fourteen** 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**, or "**Hub**", providing an extensive range of Services to the people of Addiscombe, and Croydon; and fulfilling this Church's **Mission of Outreach**. However, as mentioned last year, the 'aftermath' of the Pandemic had caused the Church to completely re-think, and re-negotiate, their general Lettings Policy, to bring in different, and more lucrative, "Hirers". Nevertheless, I must thank the Centre Manager, **Leander**, for all her help and support since these troubles. We are able to continue ALL our Centre-based activities, here, 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 **30/35** 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 Office Volunteers have been continuing their valuable help for us there; and we have even managed to recruit a couple more, to complete the week's 'cover'. Our lovely Drivers have continued with more "Transport Requests", as Hospitals, Surgeries, and Shirley Clinic, etc, have all now returned to 'normal'. However, we are always on the look-out for **additional volunteers**, to swell or replenish our existing 'pool' of them. Despite gaining 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, of course, having to be fully **DBS Checked; & given suitable Training**.

I usually take an opportunity, here, to give special thanks to my Staff. As previously reported, because of the general 'uncertainty', regarding Funding, we have not been able to recruit a replacement new **Admin. Officer**; consequently, I remain 'single-handed', at the moment, managing ANCA's general operations.

However, we had recruited a new **Lunch Club Supervisor**, so I am pleased to "thank", **Claudia Almeida**; who has become an integral part of our Team. I must, also, give special "thanks" to **Chris Simmons**; who has taken on the role of our **Treasurer**, replacing our

previous, long-serving one, who had had to retire on health grounds. 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 normally attend a range of meetings, to that effect; Notwithstanding I was, previously, a member of Croydon’s **‘Safeguarding Adults’ Board**, we remain very aware of the possibility of serious problems, in that area, which we are always ‘on guard’ against. Indeed, the Council actively require our Staff & Volunteers to undergo regular “Safeguarding” Training, each year, and we have had *various incidents*, which required *Reporting*, so we remain vigilant!

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 still 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 continue to offer, a “Presentation” about **ANCA**, to any of our local Churches’, during a Sunday Service, and recently did so at Christ Church Methodist.

I should also mention, here, that our Clients have been glad to receive the invaluable assistance, from **Whitgift Trinity School**; whose ‘Intergenerational’ agenda, sends teams into the community, regularly helping our older clients with appropriate jobs; such as gardening, hoovering, & window cleaning, etc. I must, also, acknowledge how grateful we are, for continued support from the local **Addiscombe & Shirley Rotary Club**; they have helped us, both practically and financially for, at least the past 30 years, or so.

Additionally we were most pleased, to have been chosen to be supported, by the **Canning & Clyde Residents’ Association**, as their “Local Charity”; when they twice organised, enjoyable “Quiz Nights”, for the Benefit of **ANCA**..

These resulted in very generous (total) **Donations**, of some **£ 832.40**; all most welcome!!

FUNDING

As previously reported, **ANCA** had been operating under a succession of **Three-Year Funding Contracts**, from our local Croydon Council. the latest of which finally ended in **March, 2023**. However, the Council had been involved, (together with **CVA**), in trying to establish a replacement ‘System’, through the “**One Croydon Alliance**”, for seeking Alternative Funding, of those Services they recognise as being so beneficial. This involved the creation of a number of “Localities”, in Croydon; which they hoped would be the “Conduit” for attracting & distributing, any possible Health Dept., Lottery, or other Monies, available. Eventually, we were invited to make an application, via this “Locality Model”, for a small “Pot” of new money, which we did.

Unfortunately, **ANCA** was not successful, in that particular ‘process’. However, **CVA** recognising the strength of our application, and the range of ‘Services’ we provide, had forwarded our application on to “Ageing Well Croydon”; which is a new ‘initiative’ from the Health Department.

I am pleased to report that ANCA has, now, been successful in this Application; and we have subsequently been awarded £18,000, for this one year's 'provision of services'.

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 have always believed that the "Health Budget", should play a far greater part, in 'Funding' the work which we do; and we have lobbied hard, to this effect. We are, therefore, hopeful that this, "Ageing Well" Initiative, may be an indication that the "NHS & Health Dept." may be moving in a better direction; and accepting that they should be prepared to "Fund" more "Preventative" Work, such as ours.

We still believe in exploring, the possibility of a Combined Application, with ALL Neighbourhood Care Groups, and CNCA, to either the "**One Croydon Alliance**", **the Council**, and/or **the Health Dept.** for a Integrated, more "Borough-Wide" Service, of Groups like ANCA, to provide this **Preventative Care**; which they will surely *need to do*, to fulfil National Government's Policy, regarding future "Health & Social Care" Policy. Especially, if and when, Croydon Council return to a more "Solvent" situation; and needs to resume funding our sort of "Services", in the future.

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**. Indeed, it was such a previous, extremely generous, legacy which 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; since the 'loss' of the Council's Funding!*

One can see from our accounts that, of our total 'Budget' the balance, between the proportion of 'Statutory' money, as opposed to other sources of finance, has altered significantly. Our Committee continues to sensibly 'ring fence' certain funds, to make adequate 'contingency provisions', for our longer-term operational safeguard. This has proved entirely 'prudent', especially regarding the general uncertainty, re: any possible future Funding.

LUNCH CLUBS

We continue to offer **two** Lunch Clubs each week. Both, on 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. However, we have had a few 'New Clients' join us, recently, which is encouraging.

As previously reported, we had taken the decision to get all our meals from the kitchen of U.N.A.C.C. These continue to remain far better, & are greatly appreciated, by our Clients. The new Chef that they employed, has settled in very well. She understands the needs and preferences, of our 'Client Group', and we continue to receive a good service from them; offering our Clients hearty, well-cooked, food; with the obvious "Social Interaction" benefits.

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" had begun to start resuming their service; however, they had 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 still have trouble, trying to get them to start accepting our Bookings for resumption of our Shopping Buses, as previously operated. So, "Work in Progress!"

TRANSPORT

As in previous years, ANCA generally receives 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 regularly offer. Accordingly, all our volunteer drivers, have been continuing to provide those routine trips; together with also taking Clients to get their "Covid Vaccinations", "Boosters", & "Flu Jabs" etc.; so everything is back to 'normal', in that regard, now.

As previously reported, the local Health Authority, *used to help*, by 'financing' the associated costs of these "health-related driving trips"; which everyone recognised, hugely benefits patients and/or clients, as well as themselves!! However, we are where we were, with our 'Umbrella' organisation, CNCA, being asked to try and **campaign** for the **re-instatement of that very modest level of funding**. We still need to convince the Health Authority, that it will actually save **them**, both time and money; while improving the quality of life for **their** patients!! Sadly, this idea still falls on deaf ears !!

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; or hiring one from Croydon Accessible Transport.

'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. My "thanks" to **Fiona**, who runs these classes, for ANCA, (currently BOTH on Monday morning), which have settled in to their 'new' Timetable, and they are very successful; however, there are occasionally *some vacancies*, which is why we always keep a 'Waiting List' in the ANCA Office.

SOCIAL EVENTS

It has been so good, to be able to operate all our usual Social Events, again, including our **AGM**; a **Strawberry Tea**, and our **Christmas Party**, in **2023**. All were very well attended, and very much appreciated, by all who came. Likewise, we also held our **"Thank You" Buffet Lunch**, for our **Volunteers**, earlier *this* year. Again, it is so nice to be able to get together, and show our very real appreciation for them, in this tangible way, as we always have.

GENERAL

While there are some, who always seek “new”, or “Innovative” Schemes, (for which, there may be a place), we have found that, here at ANCA, it is very much, a case of simply to ‘*carry on as normal*’. Although nothing has been, in any way ‘*normal*’, having to operate without secure “Funding”; and, hence, potentially living under the ‘Threat of Closure’, as we all have.

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 continue our appreciated “**telephone befriending**”, ringing them ALL, as often as possible; to ensure that we knew how they all were; and confirm if they needed any other help, or assistance; which they *may* not have called us about, “*so as not to worry you, as you’re already so busy!*” Such is the way, with many of our lovely Clients.

Indeed, many Clients, genuinely “Thank” us, for all those phone contacts, and offers of help and support; confirming that ANCA had been, virtually, the only Group or Organisation, who has taken any trouble to offer them help, in any way!!

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 would really wish that, we had been able to be ‘fully accepted’ by ALL our local G.P.’s Surgeries; which would have improved the service(s) which we could offer them, directly. However, we have naturally also liaised with the “**P.I.C. Service**”, and “**Social Prescribers**”, who DO have that ‘contact’; and who regularly need to end up “**Referring**” *their Clients to ANCA!!*

Given that so many **Neighbourhood Care Groups** have been, or are now, forced to **close down**, there may well be nobody left for *them* to continue making *their* “Referrals” *to*, in the future; and hence may well end up, simply, as very expensive ‘signposts’; if the benefit of retaining, and properly ‘funding’, Groups like us, is not recognised !!

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 also Registered with C.V.A.’s facility at their Central Croydon Site, for similar “Information” seekers.

Despite the unfortunate situation, which faces ANCA, together with the remainder of the Neighbourhood Care Group(s), in general, we are lucky to be in a better situation than most. Because of the generous “Legacy”, mentioned earlier, our Finances are in a reasonable ‘sound’ state. The result of this is that our Treasurer estimates, even if we receive no further ‘funding’, at all, **ANCA could continue operating** as we currently do, for some further **three**, or even **four**, years; just ‘spending down’ from our ‘savings’. However, the recent addition of the new £18,000 from “Ageing Well”, will be able to extend that position, further.

Let us hope that this “new” approach, involving the Health Dept. might signal a way, in which we could ALL come together, to provide the level of “**Preventive Care**”, for the *physical & mental “wellbeing”* of our Clients; which would be to *their own benefit*; as well as enable these Groups to continue giving the great level of “care” and “service”, to our local Communities, as we do at present.

AND REALLY FINALLY.....?

At the end of May, this year **2024**, I shall have served as the Co-ordinator for ANCA, for **Twenty-Five Years**. I have had the most enjoyable, satisfying, and fulfilling time; and I would like to think, modestly, that I have given good 'service'; and done a reasonable job, to the best of my ability, throughout all that time. However, as I am now 80 years old, I think it time to retire; and 'pass on the baton', to somebody fresh and new.

Accordingly, I have "Given Notice" of my intention to retire, to my Trustees & Committee. I am now in the process of advertising for a successor; and therefore, I will leave, once a new Co-ordinator has been Appointed, 'trained up', and been 'handed over' to.

I am confident, that I shall be leaving ANCA, in the capable hands of somebody, who is as committed as I have been, to the spirit, ethos, and caring work, of this Charity which I love; so we can continue delivering, all that we were set up to do, and have done, for so many years.

Unfortunately, we have also lost some of our Trustees/Committee Members. Sadly, **Eve Verez**, our 'Client Representative' & Trustee, died this April; **Sharon Kelly**, the Rep. for "Our Lady RC Church, & Trustee, is moving away from Croydon; and **Tony Woods**, one of our lovely volunteer drivers, Trustee, & 'Chairman' of our Committee, has had to retire, on Health grounds.

We "Thank" those leaving, for all their hard work, support and guidance, over the past years.

Naturally, we shall have to take urgent steps, to try and recruit new members to our Committee; some, of whom, will also need to become Trustees, in order for ANCA to remain "Quorate", and still able to "Function" effectively, going forward.

There may be many 'uncertainties' ahead, especially regarding any such future Funding. Nevertheless, while not being complacent, I remain positive, and look forward to this forthcoming chapter in our history; continuing to rise to meet the on-going challenges, with a new person "at the helm"; and "fresh blood" on our Committee. I am certain that, with the generous help and support of everyone associated with ANCA, we shall endeavour to work, tirelessly, for the benefit of our local Community, which we have served for so long.

Norman TILL
Co-ordinator
May, 2024.

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO 1031601)

Statement of Financial Activities
For the year ended 31st March 2024

	Unrestricted Funds	Restricted Funds	Total Funds	2023 Funds
<u>INCOME</u>				
Grants	18,000.00		18,000.00	21,956.00
Outside donations	3,921.90		3,921.90	850.00
Bank Interest Received	1,832.59		1,832.59	744.84
Miscellaneous Income	-		-	65.00
Lunch Club Donations	5,412.50		5,412.50	5,286.00
TOTAL INCOME	<u>29,166.99</u>		<u>29,166.99</u>	<u>28,901.84</u>
<u>EXPENDITURE</u>				
Salaries and PAYE	18,024.00		18,024.00	18,024.00
Rent and Hall Hire	5,050.00		5,050.00	6,092.00
Bank Charges	60.00		60.00	72.00
Insurance	448.80		448.80	443.80
Postage & Stationery	60.45		60.45	24.97
Computer Expenses	50.15		50.15	379.99
Subscription CNCA	260.00		260.00	-
Telephone & Broadband	1,342.76		1,342.76	1,514.76
Other Office costs	35.00		35.00	35.00
Lunch Club Food and Expenses	5,148.00		5,148.00	4,981.55
Volunteers Party	125.65		125.65	109.95
Miscellaneous expenditure	110.54		110.54	151.61
	<u>30,715.35</u>		<u>30,715.35</u>	<u>31,829.63</u>
Net movement in funds	- 1,548.36	-	- 1,548.36	- 2,927.79
Funds balance brought forward	148,158.87	3,250.00	151,408.87	154,336.66
Fund balances carried forward at 31/3/2024	<u>146,610.51</u>	<u>3,250.00</u>	<u>149,860.51</u>	<u>151,408.87</u>

ADDISCOMBE NEIGHBOURHOOD CARE ASSOCIATION
(REGISTERED CHARITY NO. 1031601)

BALANCE SHEET AS AT 31st MARCH 2024

	2024	2023
Current Assets		
Prepayments	907.00	-
Short Term Investments	102,391.77	132,027.27
Cash at Bank and in hand	46,561.74	19,381.00
	<u>149,860.51</u>	<u>151,408.27</u>
 Represented by:		
Unrestricted Funds	146,610.51	148,158.87
Restricted Funds	3,250.00	3,250.00
	<u>149,860.51</u>	<u>151,408.87</u>

Approved by the Trustees on:

..... Trustee

..... Trustee

Date: 29/3/2024.....

**Independent Examiners Report to the Trustees of
Addiscombe Neighbourhood Care Association**

I report to the Trustees on my examination of the Association's accounts for the year ended 31st March 2024.

Responsibilities and basis of report

As the Charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the 2011 Act)

I report in respect of my examination of your charity's accounts as carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the directions given by the Charity Commission under section 145(5)(b) of the 2011 Act

Independent examiners statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the 2011 Act, or
2. the accounts do not accord with those records
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulation 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of the 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.

Signature..... 

Name..... Stuart Knight FCA IRN SCK00004 / 569612

Address..... 4, Mabledon Avenue, Craydon, CR0 5TA

Date..... 14/6/2024

Notes to the Accounts

For the year ended 31st March 2024

1. Accounting policies

The accounts have been prepared under the historical cost convention with items recognised at cost or transaction value. The accruals basis of accounting has been used in the preparation of these accounts.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16th July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

2. Going Concern

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

3. Restatement of 2023 accounts

The figures for year ended 31st March 2023 have been restated to conform with the Statement of Recommended Practice and to make comparison with the 2024 accounts easier to see.

4. Prepayments

The prepayment of £907.00 is for the rent of the office for the quarter 1st April to 30th June 2024.

5. Short Term Investments

The short term investments are monies held on deposit with Shawbrook bank for a specified time. £30,000 was transferred to current account as at the time there was uncertainty over funding for 2024.