

ANNUAL REPORT YEAR ENDING MARCH 2017



Croydon Neighbourhood Care Association

Charity No. 1084451

**Supporting Neighbourhoods through Partnership working
and reducing Social Isolation of Vulnerable Older People
across the Borough of Croydon**

TABLE OF CONTENTS

Contents

CNCA Agenda	1
CNCA Aims and Objectives	2
Chair's Report	4
Manager's Report	5
CNCA Services	7
Minutes from last Meeting (2015)	9
Annual Accounts	11
Company Information	13

CNCA Agenda

ANNUAL GENERAL MEETING

Tuesday 11th April 2017

- Chair's welcome
- Apologies for absence and acceptance of the Minutes of the last AGM on 11th

February 2015

- Accounts (2016 – 2017)
- Chair's Report
- Manager Report
- Election of Trustees:

Mr Ray Hardy

Mr Alan Mill

Mrs Angela Green

Mr Richard Wragg

- Resignation of Trustees

Mr Peter Cox

Mr Adetokunbo Adeleye

- Any Other Business - Members
- Close of Meeting

CNCA Aims and Objectives

OUR ROLE AND AIMS

Our principle aim is to Promote, Support and Develop local Neighbourhood Care Schemes within the Borough of Croydon for the relief of Isolated and Vulnerable Adults, supporting our Member Groups to continue to provide preventative services to the community, through good governance and training.

OBJECTIVES

Our objective is to act for the relief of persons in need and for such other charitable purposes for the benefit of the inhabitants of the London Borough of Croydon as the charity shall from time to time decide and to do all such things as are incidental or conducive to the attainment of that object.

BOARD OF TRUSTEES AND STAFF

<u>Gerrie Ozah</u>	<u>Chair</u>	
Brian Longman	Trustee	
Christine Waring	Trustee	
Norman Till	Trustee	
Adeleya Adotokunbo	Trustee	(Resigned 2016)
Peter Cox	Trustee	(Resigned 2017)
Alan Mills	Trustee	(To be elected 2017)
Angela Green	Trustee	(To be elected 2017)
Ray Hardy	Trustee	(To be elected 2017)
Richard Wragg	Trustee	(To be elected 2017)
<u>Sue McVicker</u>	<u>Manager</u>	(FT)
Kim McIntosh	Office Manager	(PT)
Linda Ford	Finance Assistant	(PT)
Margaret Greenslade	Befriending Support Worker	(PT)
Richard Bialous	Admin Assistant	(PT)

CNCA - CROYDON NEIGHBOURHOOD CARE

CROYDON NEIGHBOURHOOD CARE MEMBERS

1. Abbeyfield Sanderstead Society Ltd
2. Abbeyfield Southern Oaks
3. Action on Elder Abuse
4. Addiscombe Neighbourhood Care Association (A.N.C.A)
5. Age UK Croydon - Katharine Street
6. Age UK Croydon - Brigstock Road
7. Age UK Croydon - Park Lane
8. Age Unlimited Enriching Skills
9. Avenues Group
10. Broad Green Tai Group
11. Croham Hurst Good Neighbours
12. Croydon African Caribbean Family Organisation
13. Croydon Asian Women's Organisation
14. Croydon 60+ Club
15. Eastern Oasis Luncheon Club
16. Family Focus
17. Fieldway Over 50's
18. Inaspectrum
19. Jagruti Women's Group
20. Kenley Lunch Club
21. New Addington Baptist Church Community Family Project
22. New Addington Good Samaritans (N.A.G.S)
23. Old Coulsdon Centre for the Retired
24. Parchmore Methodist Church and Community Centre
25. Purley & Coulsdon Clubs for the Elderly (P.A.C.E)
26. Purley Cross Centre
27. St Andrew's Contact Group
28. St Edmund's Caring Group
29. Sanderstead Neighbourhood Care
30. Selsdon Centre for the Retired
31. Selsdon Contact
32. Shahjalal Mosque and Islamic Cultural Club
33. Shiloh Senior Members Community Club
34. Shirley Neighbourhood Care Scheme
35. South Croydon Day Centre for the Elderly
36. South Norwood & Woodside Community Association (S.N.W.C.A)
37. Stroke Action Croydon
38. Subrange Arts
39. Timebridge Community Centre
40. Upper Norwood Association for Community Care (U.N.A.C.C)
41. Waddon Community Outreach
42. Westbury Community Project
43. 1596 Club @ Whitgift Care

Chair's Report

The past 18 months or so have been a period of challenge, learning and change for Croydon Neighbourhood Care. Despite the increased need for support for and work with vulnerable older people throughout the Borough, the impact of the reduction in Council funding across the entire voluntary sector has been considerable.

This precipitated a major reorganisation of the Association – a move necessary to ensure the survival of the Charity and one which the Trustees did not undertake lightly. A new Business Manager was appointed in August 2015. She hit the ground running and has revamped and repositioned Croydon Neighbourhood Care Association to offer increased more directed and tailored support to the 30+ groups, which form our membership.

Though 2014 – 2015 was an extremely challenging year financially for the Charity, I am pleased to report that, through prudent management and development, our accounts for 2015 -2016 indicate that we are in a much stronger position. One from which we can take on new challenges and outreach work, whilst strengthening our core base – whilst also providing support to our Neighbourhood Care groups who do such sterling work throughout Croydon.

I would like to express my thanks and appreciation to my fellow Trustees, who have selflessly given of their time and expertise to ensure the Charity's continued success and of course the staff, who have worked tirelessly, through difficult circumstances, to offer the very best service to our funders and our groups.

However, this is not a time to rest on our laurels as the changes and challenges continue to arise and we must work strategically and pro-actively to ensure that the Charity and neighbourhood care in general continues to thrive as we offer service to the growing population of vulnerable older people in our neighbourhoods.

MRS GERRIE OZAH
CHAIR OF TRUSTEES

Manager's Report

It has been a busy challenging 18 months at Croydon Neighbourhood Care Association, we have had staff changes, and new initiatives alongside budget cuts and changes to traditional areas of work. We have a hardworking, cheerful staff, who have embraced all of the changes and, despite budget cuts and reduced staff hours, continue to provide a high level of service to our members, statutory services and the general public right across the borough. So I would like to thank them for all their hard work.

I have also been closely supported by our trustees, who again, give huge amounts of their time to supporting myself and the team and to CNCA as a whole, and again thank you to them all, in particular I would like to thank Gerrie, Brian, Chris and Norman for all of the years of considerable support they have and continue to give CNCA. I would like to welcome Ray, Angela, Allan and Richard who are hopefully joining us officially today and thank Peter and Ade, who are standing down, for the support and contribution they have made over the last few years.

We have increased our membership to over 40 groups across the borough and in line with the proposals around Outcome based Commissioning, and the overwhelming evidence of how Loneliness impacts on older people, we have refined our services to work solely within this age group and to support the groups across the borough, who also do so.

Last year, we were successful in our bid to the Community Fund. We were able to re-fund and refine our Carer's be-friending service, this work supports over 65's caring for someone, by providing home visits as well as telephone befriending, and even a "Keeping in touch" service to extended family members. We have now been up and running for 6 months, during this time we have had a significant amount of referrals. These have been

CNCA - CROYDON NEIGHBOURHOOD CARE

from different professionals, families as well as self- referrals. Currently we support over 40 people with only one part time member of staff! We also on a weekly basis refer enquirers onto our groups out in the community.

Our preventative work continues to provide support to our groups in a variety of ways and advertise their services throughout the Borough. March 2017 saw us, along with all other Neighbourhood care groups, come to the end of our existing funding arrangements with the London Borough of Croydon. However, all monies have been extended whilst Outcome Based Commissioning is being finalised. The coming months are an opportunity to work closer together in partnership and ensure that services currently provided continue to be funded and the amazing work, to support older people around the Borough, at little cost to the public purse is acknowledged and supported by the statutory services.

It remains my priority to champion the outstanding work carried out by both paid staff and volunteers, providing a variety of services to our most vulnerable and elderly people every day right across the Borough. This work reduces social isolation and keeps people safe and well in their home environments. I also want to ensure the financial commitment made to the voluntary sector in Croydon is not reduced, but in fact is expanded to support our work in-line with the expectations made upon us.

MRS SUE MCVICKER
MANAGER

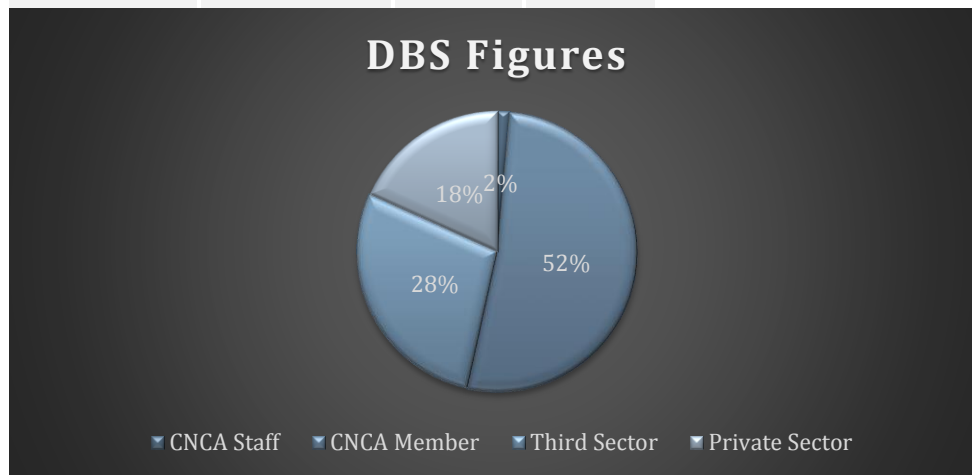
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CNCA Services

CNCA DBS FIGURES: MARCH 2016 – MARCH 2017

The Disclosure and Barring Service (DBS) Checks (previously CRB Checks) are an essential part of running an Organisation/Group which deals with Vulnerable Groups and Volunteers. It is a statutory requirement for many Neighbourhood Care Groups, Third Sector Organisations and Private Sector Groups (Medical Practices, Clinics, Dentists, etc) to ensure that all their Salaried Staff and Volunteers are DBS Checked, especially if they are receiving funds from or dealing with Governmental/Local Government Organisations like the London Borough of Croydon. Below are the number of DBS checks CNCA approved from March 2016-March 2017.

CNCA Staff	CNCA Member	Third Sector	Private Sector
4	151	82	53



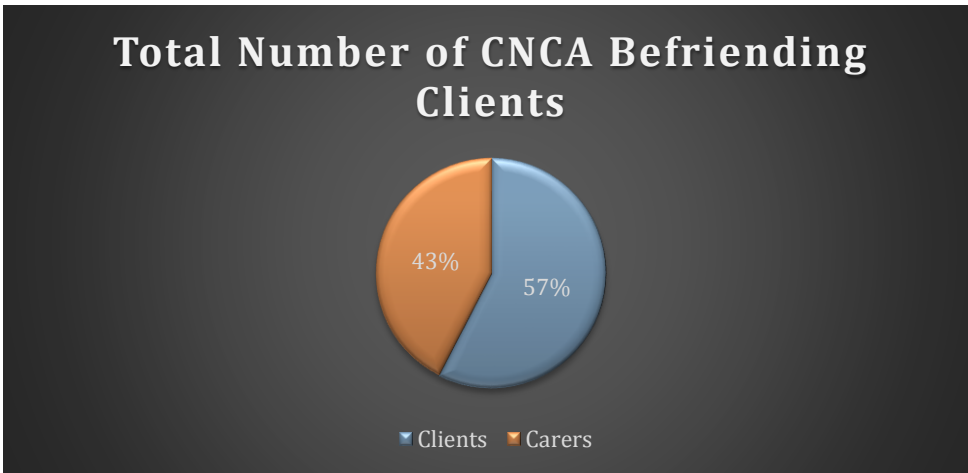
CNCA BEFRIENDING FIGURES: OCT 2016 - MARCH 2017

The Carer's Befriending Service offers a range of Befriending opportunities for the most isolated people referred to the service. This can be either a home visit, a weekly telephone call or a keeping in touch contact, e.g. a text.

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We recognise that being a Carer can be lonely and isolating, especially not having someone to talk to about your responsibilities/caring role.

Total No. of CNCA Clients	No. of which are Carers
23	17



Total No. of Telephone Calls	No. of Home Visits
259	98



Minutes from last Meeting (2015)

Croydon Neighbourhood Care Association
(Registered Charity No. 1084451 Company No. 4114552)

Fourteenth Annual General Meeting

MINUTES

Wednesday 11th February 2015 at 10am - Davidson Lodge

Present:	Gerrie Ozah	CNCA (Chair)
	Peter Cox	CNCA (Trustee)
	Norman Till	CNCA (Trustee)
	Chris Waring	CNCA (Trustee)
	Adeleye Adetokunbo	CNCA (Trustee)
Organisation:	Joy Roye	Christian Family Network
	Roberta Gilkinson	Croham Hurst Good Neighbours
	Shahida Ilyas	Croydon Asian Women's
	Sabeeha Sheikh	Croydon Asian Women's
	Delia Ramos	Parchmore
	Michael Fox	Old Coulsdon Centre
	Sue McVicker	Shirley Neighbourhood Care
	Terry Currion	South Croydon Day Centre
	Karen Jewitt	South Norwood & Woodside Community
	Richard Wragg	St Edmund's Caring Group
In Attendance:	Mark Justice	CNCA (Chief Executive)
	Annamika Koomoshan	CNCA
	Kim McIntosh	CNCA
	Julie Spooner	CNCA
	Donna Richmond	CNCA
Apologies:	Anne Carrington	Abbeyfield Purley Society
	Win Collis	CNCA Vice President
	Sue Huxtable	Family Focus
	Ann Jones	Kenley
	Wendy Nodding	Purley Cross Centre

Chair's Welcome

The Chair welcomed everyone to the meeting and made a note that today's meeting would be a short meeting to address Business Needs. The Chair also gave a special welcome back to Mark who has been absent due to poor health. The Chair reminded Mark that he needs time to fully recover.

Acceptance of the Minutes of the meeting held on 13th November 2013

The Minutes of the last AGM have been circulated. No amendments or alterations were recorded and the minutes were accepted as a true record and duly signed.

Apologies for Absence

Apologies are recorded above.

Annual Accounts for the year 2013-14

Mark Justice spoke on behalf of Tim Sanderson, who has been supporting CNCA with the finances, Tim was unfortunately absent at today's meeting due to a family matter. Mark went on to say that CNCA are currently in a difficult financial position and that himself and the trustees are working to get the organisation back on a stable footing. Mark went on to ask if there were any questions - none were asked at this point.

Election of Trustees

Mr Brian Longman, Miss Bridget Stephanou and Ms Christine Waring offered themselves for re-election. The remaining Trustees who continue to serve are: Mr Adetokunbo Adeleye, Mrs Gerrie Ozah, Mr Norman Till and Mr Peter Cox. No further nominations have been received.

Chair's Address

The chair discussed that at our last AGM we had completed a very complicated commissioning process and were anxiously awaiting the results, and that since then it has been an extremely busy and challenging time for us all. The Chair went on to discuss when CNCA were re-commissioned, like many of our member groups, we received a 20% cut in funding from the Council with the expectation that service delivery would be increased. During this period Simon Hall, CNCA Chair and Treasurer stepped down in the June of 2014 and became the Council Cabinet Member for Finance. The Chair paid tribute and thanked Simon for all his hard work on behalf of CNCA, saying Croydon Council's gain was our loss and that we have a firm friend and advocate, one who understands the concept and intricacies of Neighbourhood Care, on the Council and in our corner. The Chair also made a tribute to the dedicated staff team at CNCA, who have supported, encouraged and extended neighbourhood care across the borough. Although the team is a very small one they and the volunteers have worked tirelessly to develop and promote NCG's work at all levels and during Mark's absence they all worked above and beyond the call of duty to ensure that things have continued as normal and that NCG's received the high standard of help and service that they are accustomed to receiving. The Chair also thanked her fellow Trustees for their hard work, support and encouragement and went on to mention that these are extremely challenging times for us all. The POP service, managed by CNCA, which provided a valuable resource for older people (and many not so old) in Croydon, has been shut down and it is clear that there is a great need for Neighbourhood Care and this will increase rather than decrease in the future. However the challenge before us is how do we change to survive in the current financial climate?

The Chair finished her speech by saying that she believed that increased partnership working, joint ventures and extending our remit to providing neighbourhood care to a wider range of people - young, middle age, those with disabilities, etc - is the way forward. That this will necessitate change in our structure, our way of thinking and working and that this is inevitable if we are to continue to make a difference and to survive. That working together we will not only survive but will grow stronger. Mark went on to say that his stroke has been a shock to his system but he hopes to be well enough to come back next year and help secure CNCA additional funding to aid these opportunities.

Any Other Business

Joy Roye from the Christian Family Network has recently retired (end of January 2015) after 25 years of community work. Joy has retired to spend more time with her family/husband. Joy voiced how grateful she is for the support and encouragement she has received over the years from the staff at CNCA. Joy will continue to act as a Pastor and Counsellor.

The Chair wished Joy all the best for the future and hope to see her again sometime and perhaps in the capacity as a Trustee for CNCA.

Karen Jewitt from South Norwood & Woodside Community Association informed all that the groups has recently moved to new premises on Suffolk Road (South Norwood, London, SE25 6EG).

Close of Meeting

Annual Accounts

Statement of Financial Activities

For the year period 1 April 2015 to 31 March 2016

	Note	Unrestricted Funds 2016 £	Restricted Funds 2016 £	Total Funds 2016 £	Total Funds 2015 £
Income from:					
Donations	2	4,580	-	4,580	1,383
Charitable Activities	4	90,000	50,000	140,000	53,000
Investments	3	162	-	162	1,893
Other Income		8,328	10,000	18,328	50,417
Total		103,070	60,000	163,070	206,693
Expenditure on:					
Raising funds		-	-	-	-
Charitable Activities	5	114,914	23,242	138,156	277,870
Total		114,914	23,242	138,156	277,870
Net Income / (expenditure)		(11,844)	36,758	24,914	(71,177)
Transfers between funds		37,113	(37,113)	-	-
Net movement in funds		25,269	(355)	24,914	(71,177)
Total Funds brought forward		28,706	59,070	87,776	158,953
Total Funds carried forward		53,975	58,715	112,690	87,776

CNCA - CROYDON NEIGHBOURHOOD CARE

Balance Sheet As at 31 March 2016

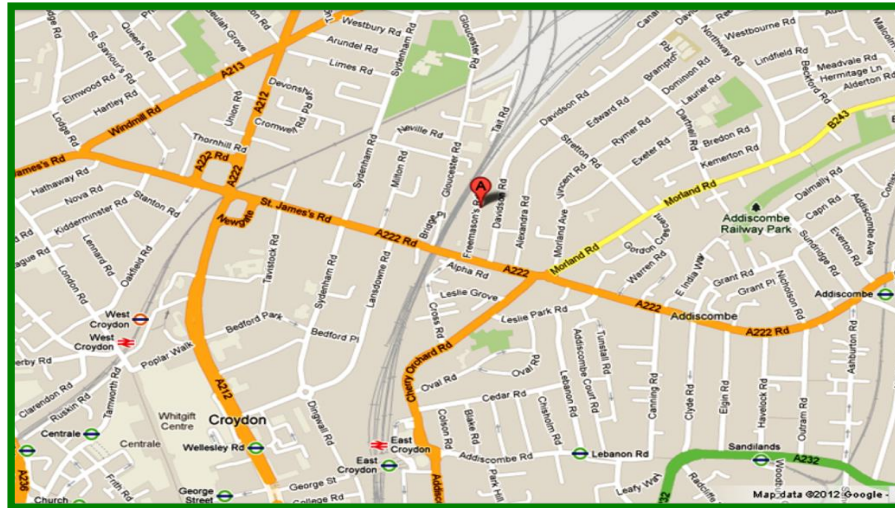
	Note	2016		2015	
		£	£	£	£
FIXED ASSETS:					
Tangible Assets:	9		-		1,220
CURRENT ASSETS:					
Cash at bank and in hand		107,493		108,765	
Debtors	10	10,113		2,699	
		<u>117,606</u>		<u>111,464</u>	
CREDITORS:					
Amounts falling due within one year	11	4,916			24,908
NET CURRENT ASSETS:			112,690		86,556
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>112,690</u>		<u>87,776</u>
THE FUNDS OF THE CHARITY					
Restricted Funds	14		58,715		59,070
Unrestricted Funds			53,975		28,706
TOTAL CHARITY FUNDS			<u>112,690</u>		<u>87,776</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2016. No members have required the company to obtain an audit of its accounts for the year in question, under Section 476 of the Companies Act 2006.

These accounts have been prepared in accordance with the provisions applicable to companies subject the small company's regime.

CNCA - CROYDON NEIGHBOURHOOD CARE

Company Information



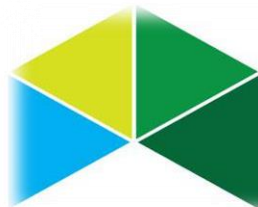
Address: Croydon Neighbourhood Care Association
Central Hall
Davidson Lodge
Freemasons Lodge
Croydon
CR0 6PD
Tel: 020 8662 1000

Website: www.cnca.org.uk

Email: info@cnca.org.uk

Twitter: @croydonnc

Facebook: <https://www.facebook.com/Croydon-Neighbourhood-Care>



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