

# Community First New Forest

**Annual Report and Accounts**

**Year Ended 31 March 2011**

## **Community First New Forest (A Company Limited by Guarantee)**

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**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report for the year ended 31 March 2011**

**Legal and Administrative Information for the Year Ended 31 March 2011**

The Trustees present their report for the year ended 31 March 2011. Community First New Forest is an incorporated charity, registered on 31 March 1998. The trustees are appointed as directors of the incorporated charity.

**Reference and Administrative Details of the Charity and its Trustees and Advisers**

Registered Charity Number	1068964
Registered Company Number	3483827
Principal address & registered office	Public Offices, 65 Christchurch Road, Ringwood, Hampshire BH24 1DH
President	Cllr John Penwarden
Trustees/Directors	Stephanie Stokes (Chair) Alan Olson (Vice Chair) Nigel Clarke (Vice Chair) (Resigned 25.12.10) Ian Mason-Smith Margaret Hitch Derek Gurney (Honorary Treasurer) Paul Kirkland David Eley David Townsley (appointed 16.11.10) Linda Fletcher (resigned 18.04.11)  Cllr Steve Rippon-Swaine (HCC Representative) Annie Righton (NFDC Representative)
Chief Executive	Michael Clowes
Management Team	Lorraine Chastey Barrie Cheetham Gael Clemett Graham Hartless Jackie Hartless Joss Ridge Jean Watkins (retired 01.12.10)
Bankers	Barclays Bank PLC, High Street, Ringwood, Hampshire BH24 1BZ
Auditors	Rothman Pantall LLP, Avebury House, St Peter Street, Winchester, Hampshire SO23 8BN

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Trustees Report (Continued) for the year ended 31 March 2011**

**President's Report 2011**

This is my opportunity to thank all the volunteers and dedicated staff for their continuing efforts in supporting the Community First New Forest organisation. Many of you give your time freely to help and assist those in our society who are in less fortunate circumstances. Others provide the structure to coordinate and organise those resources that are needed to provide that help. The rewards are often not financial but more importantly you gain that personal satisfaction of knowing that you have helped to make a difference. There is no doubt you all do make a difference.

Community First New Forest continues to progress despite the difficult financial times we now live in. With the existing strong leadership and management the organisation is in a good position to maintain its success into the future. I would like to thank the Chief Executive Michael Clowes and his team for all their hard work over the past year and to wish them further success over the coming year.

I would also like to express my thanks to the Board of Trustees and its Chairman, Stephanie Stokes, for its continued support to Community First New Forest.

Cllr J Penwarden  
President

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Trustees Report (Continued) for the year ended 31 March 2011**

**Chair's Report**

Dear Friends,

The late American President, John F Kennedy said that: "When written in Chinese, the word "crisis" is composed of two characters. One represents danger and the other represents opportunity." At Community First New Forest we have been putting these words into practice during the last twelve 'rollercoaster' months, and we are the wiser for it. The year has been one of highs and lows; highest when the Board was a finalist in the Wessex Charity of the Year Awards and lowest when we realised how much of our income was threatened by the Government's spending review. At that point we had no choice but to reflect upon which aspects of our work defined us as a community voluntary service - in other words which of our services are at our core and thus essential and which are not absolutely essential, but nevertheless we would fight to retain.

Thus we have taken stock of our organisational structure, noting and acting upon services under threat, seeking new sources of income, and redefining our working parameters. One important development is that we are investigating new models to help us improve our output, including researching new partnerships and bids that can take us forward with confidence. It is clear to me that no-one in the Third Sector is underestimating the enormity of the task facing it. We are far from being alone in facing difficult challenges and the cuts the sector generally has already received, coupled with those yet to come, do make for challenging times.

No-one could foresee the depth of spending cuts the Government would meet out. It talks now of 'The Big Society', yet no-one has adequately defined what that actually is! Well, maybe we should ask the Government to come and take a look at Community First New Forest. We may be small in size, but we have **big** hearts and minds which dedicate themselves to the community we serve. Community First New Forest as a community **is** a Big Society! Everyone is part of the team and each of us - staff or trustee - joins in the efforts to achieve new, brave outcomes to benefit the New Forest. I have no doubt we will flourish in 2011-12, as our reserve finances are sound, but it will not be in the operational structure we had a year ago. Michael Clowes, our CE, has developed a new model to match the new Government's demands.

At Community First New Forest, as always, the Board has been informed of all the necessary operational decisions by Michael Clowes. He and our Finance Officer, Lorraine Chastey, supported by our Treasurer have borne the brunt of the difficult decisions - and I pay tribute to their tenacity and dedication. But they did not labour alone - they were part of the bigger team of managers and staff who **all** worked hard to adapt and keep Community First on the right road - even when that road was dark and difficult, because we knew not how big the 'cuts' might be! I pay tribute also to my colleagues on the Board of Trustees who have been a source of wisdom and strength for the staff, supporting and guiding them (and me) toward our taking prudent decisions when necessary. I am confident that the promise I made to our clients at the AGM in October 2010 has been kept. Every decision taken has been carefully considered and we have done our best to support our staff who have faced (and continue to face) such moral sapping uncertainty about job security.

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Trustees Report (Continued) for the year ended 31 March 2011**

In going forward I believe we should take heed of Mahatma Ghandi who said: "A small body of determined spirits fired by an unquenchable faith in their mission can alter the course of history." No-one should be afraid of change – one cannot grow if one does not change too, so that's what we are trying to do at Community First New Forest. Our mission now is to change the course of history by changing the ways we give support and care to the residents of the 'Big Society' we serve.

*Stephanie Stokes*.....

Date 13-9-11

Mrs Stephanie Stokes

Chair, Community First New Forest.

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Chief Executive's Report**

#### **Introduction**

I am pleased to report that Community First New Forest (CFNF) has continued to provide a range of essential services that support organisations and residents of the New Forest District. Each of these services has a positive impact to quality of life.

This year has seen some significant changes to the landscape we all operate in. The impacts of the challenging economic climate has touched all of us, some more than others. The impacts of these changes are ongoing and are set to continue into the next financial year. CFNF has been affected by these changes and we have seen some of our services sadly end.

CFNF has been engaging with our public sector partners to encourage a strategic and needs-led approach to commissioning or change in service provision. Underpinning this is the need to be aware of the impact of any change in funding. Alongside this there is an ongoing need for voluntary and community groups to become more effective in demonstrating the impact of their work. By doing so it helps to build awareness, understanding and commitment to your cause. We are also looking at new ways of working, especially in regard to diversifying funding options. In short, we are in a period of change and we are all having to look at new ways of partnership and being more effective and efficient in how we work.

In our support role as a Council for Voluntary Service we are committed to finding ways to help local groups with these key challenges. During this reporting period we have provided advice and support in lots of ways. Examples here include funding advice, business planning, training, recruiting and retaining volunteers. The support we have provided this year has helped local voluntary and community groups to do what they do best – to meet local needs, that is underpinned by their personal commitment and drive.

This year has been a busy period for all of us and this Annual Report sets out to let you know the aims of our services, their achievements and future plans.

#### **CFNF Achievements and Performance**

- Developed the CFNF Impact, Improvement and Involvement Framework. This framework helps to ensure that CFNF has a planned approach for how all services will demonstrate their impact, enable continuous improvement and have mechanisms in place to support client involvement.
- Secured the ISO 9001 Quality Mark that underpins our service delivery.
- Supported the delivery of the New Forest Community Strategy and active partner of the New Forest Local Strategic Partnership membership. Member of the health, community safety and the children & young people strategic networks.
- Lead and Chair of the Active Communities Network. This network has a focus on delivering actions that support community engagement, volunteering, diversity and equality.

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Trustees Report (Continued) for the year ended 31 March 2011**

- Lead on the development and launch of the New Forest District's Good Practice Guide to Community Engagement.
- Supported and lead on the Hampshire Infrastructure Modernisation Programme. This is a jointly delivered programme that will help to reduce duplication, increase efficiency and help ensure that voluntary and community groups across Hampshire have better local support.
- Enhanced the range of support and information on the CFNF website – please visit us at [www.cfnf.org.uk](http://www.cfnf.org.uk).
- We conducted an Annual Survey of our members to help us identify services used, obtain feedback on key areas of quality and to become more aware of the needs of our members and the local voluntary and community sector. We asked members how they rated us overall on key areas for quality and from those who responded:

Our staff were rated as good or excellent on:

Reliability – 98%  
Helpfulness – 100%  
Friendliness – 98%  
Knowledge – 100%  
Being non-judgmental – 100%

Our services were rated as good or excellent on:

Reliability – 100%  
Helpfulness – 97%  
Attentive and tailored – 94%  
Individualised support – 98%  
Being non-judgmental – 98%

The services most valued by our members were the CRB service, minibus hire, general advice and support, training and funding advice.

**Future plans**

- Implementing the CFNF Funding Plan - this will have a targeted approach to support the sustainability of services.
- We will aim to reach more voluntary and community organisations across the New Forest District and increase our membership.
- Developing the range of services that can support our client groups, examples here include:
  - Support services for older people
  - Transport development, travel club
  - Children & Young People Services
  - Home Safety and Home Improvement support

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On a personal note I am mindful that CFNF has had some challenges in this year and I am fortunate to work with a passionate and committed group of people. The level of professionalism and dedication of CFNF's Trustees, volunteers and staff has continued to make a real difference in all our work throughout this past year.



.....  
Michael Clowes  
Chief Executive

Date 12 Sep 11

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**STRUCTURE, GOVERNANCE, PUBLIC BENEFIT AND MANAGEMENT**

**Governing Document**

CFNF is a company limited by guarantee (No. 3483827) governed by its Memorandum and Articles of Association dated 5 November 1997 and amended to allow its current governance arrangement on 26 October 2005. It is registered as a charity with the Charity Commission (No. 1068964). Membership is open to voluntary and community organisations and other stakeholder organisations, each of whom agree to contribute £1 in the event of the charity winding up.

**Appointment of Trustees**

As set out in the Articles of Association trustees can be elected by members at the General Meeting in accordance with the procedures set out. One third of existing Trustees are required to retire annually with eligibility to be re-elected. The Board of Trustees has the power to co-opt members to fill specialist roles. Any member so appointed will hold office only until the following Annual General Meeting (AGM), and shall then be eligible for re-election. All members are circulated with invitations to nominate trustees prior to the AGM advising them of retiring trustees and requesting nominations for the AGM. When considering co-opting the Board has regard to the requirement for any specialist skills needed.

**Trustee induction and training**

New Trustees undergo induction through briefings on the role of CFNF and their duties as a Board Member. New Trustees declare agreement to the CFNF Trustee Code of Conduct and are provided with a Trustee Information Folder that contains the Memorandum and Articles of Association, current Business Plan, recent financial reports and the Charity Commission Trustee 'Welcome' document. Throughout the year Board Members receive updates on information relevant to their role and are encouraged to attend appropriate external training events. There is an Annual Trustee Away Day that provides an opportunity for the Board to consider key areas that impact on the charity and the role of Board Members.

**Organisation**

The Board of Trustees administers the Charity and meets bi-monthly. There is a Finance sub-committee that meets on a quarterly basis. Other sub-committees are set up where considered appropriate by the Board. A Chief Executive is appointed by the trustees to manage the day to day operations of the charity. To facilitate effective operations the Board have approved a Delegated Powers policy. The policy delegates certain authorities so as to enable the Chief Executive, managers and staff to carry out all the responsibilities required of them. The policy is targeted at preventing fraud, the exercise of proper financial and operational controls and minimising unnecessary bureaucracy.

**Related Parties**

The Charity has a close relationship with New Forest District Council, Hampshire County Council and NHS Hampshire. There is a clear common interest in this relationship towards improving the quality of life for people living in the local area. The organisations provide essential core funding to support our charitable objectives and actively support our continued development.

CFNF also has close relationships with all our funders who support the services we provide, these also include; Parish and Town Councils, the Big Lottery and other charitable trusts.

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

We have developed strong partnerships with other providers to deliver services; these include In Touch, Youth and Families Matter, Families Matter Hythe URC and local schools.

### **Risk Management**

The trustees have a risk management policy that enables the charity to:

- identify the major risks that apply to CFNF through an annual review.
- make decisions about how to respond to the risks we face.
- implement procedures designed to minimise any potential impact on the charity should those risks arise.

This process has identified the key risks that would have a significant impact and a high probability of occurring. The key areas identified include; loss of key staff, contract risk, recruitment and retention of volunteers, health & safety, disaster and recovery planning, ICT and sustainable funding. A key element in the management of financial risk is the setting of a reserves policy and its regular review by trustees. The current economic climate is having an impact on the inflationary uplift of funds for some services. This is a risk that will be reviewed regularly.

## **OBJECTIVES & ACTIVITIES FOR THE PUBLIC BENEFIT**

### **Objectives**

The objectives of Community First New Forest are:

- To promote any charitable purposes for the benefit of the community in the area of the administrative authorities comprising the historic county of Hampshire (including Portsmouth and Southampton) and in particular the local government district of the New Forest and, if the Trustees of the charity shall so decide, in any of the administrative authorities immediately adjoining.
- Advance education, protect health; relieve poverty, distress and sickness; promote, raise funds, and co-operate with others.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit and on reporting the Charity's aims and objectives and in planning future activities.

### **Activities**

The Charity has carried out these objectives through the following activities:

- In our role as a Council for Voluntary Service we are an affiliated member of the National Association for Voluntary and Community Action. A requirement of this affiliation is that we can evidence successful activity in 5 core areas. These areas and activities reflect the strategies we employ to achieve the charity's objectives:
  - Supporting the sustainable development of organisations in our local area.
  - Providing support which will underpin the functioning and develop the capacity of voluntary and community groups.

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- Developing and maintaining links across the voluntary & community, statutory & private sectors.
- Enabling the diverse views of the local voluntary and community sector to be represented to local statutory bodies and others, to be a conduit for this representation.
- To have active involvement in strategic partnerships as a means to ensure involvement and a strong voice from voluntary and community groups.

In our role as provider of services we have provided a range of support services. The activities of these services supported the delivery of our objectives, these are in summary:

*Children & Young People Services*

Supporting vulnerable children, young people and their families across the New Forest. Providing infrastructure and strategic support for voluntary organisations working with children and young people.

*Community Transport Services*

Providing and developing transport solutions and opportunities for individuals and groups.

*Home Improvement Services*

Enabling older people, people with a disability and people on low incomes throughout the New Forest and Test Valley, to remain independent in their own homes, in a warm, safe and secure environment.

*Home Support Services*

Promoting and supporting the independence of clients and enable them to remain living safely in their own home. To continually improve the quality of the care we provide.

*Nightstop*

Enabling homeless young people to access safe, free, emergency accommodation in our host households at the beginning of their homelessness when their need is most acute, then to support them into longer term housing through local housing providers.

The annual report contains details on the aims, achievements and future plans for each service area. These details provide evidence on the significant activities undertaken that are for the public benefit.

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**FINANCIAL REVIEW**

Following the continuing review of the charity's activities by the Trustees, this year's results have again demonstrated the value of these reviews. In the current economic climate we will continue monitoring progress against the strategic plan.

The end of year saw a sound financial position based on robust financial management. However some services have had to be discontinued during 2010/11 due to the loss of funding.

The principal funding sources were;

- Hampshire County Council £875,904 (2010 £921,482)
- New Forest District Council £149,022 (2010 £131,287)
- New Forest Primary Care Trust £51,146 (2010 £51,220)
- The Big Lottery Fund £42,405 (2010 £42,170)

Home Support Service was asked to absorb any inflationary increases in costs during the year. This service in particular faces significant challenges in 2011/12 and onwards.

The expenditure incurred has enabled CFNF to support the successful delivery of most of its key objectives through our wide and varied activities. The 2010 Annual Report also reflects that Jigsaw and Kidzlink ceased to be financially supported resulting in the termination of some of the very worthy support groups that have been set up. There will be further impact in established services during 2011/12 due to the economic climate and the financial constraints imposed by the government on our major funders.

**Investment powers and policy**

Under the Memorandum and Articles of Association, the charity has the power from time to time to appoint any person(s) who the trustees believe to be so qualified to be the charity's investment adviser for the purposes of advising on and managing investments.

**Reserves Policy**

The trustees presently aim to maintain reserves equivalent to between 3 and 6 month operating expenditure, in order to safeguard existing activities and enable the charity to respond to new opportunities. As at the 31 March 2010 in view of the economic situation Trustees felt it prudent to increase reserves to between 6 and 9 months operating expenditure. This unfortunately has not been possible. Trustees have supported some services from both restricted and unrestricted reserves in order to try to continue these services whilst trying to find alternative funding. Some income is not inflation proof and with significant increases in unavoidable costs this has resulted at year end with a reduction of unrestricted reserves to only 3 months of operating expenditure. Restricted reserves can only be used for specific purposes and in some cases may have to be repaid.

The trustees have set aside some of the reserves for a designated fund for Voluntary and Community Sector Training and Development. This was initially set up with £25,000 and, of this, **£1,475** has been used during the year to provide training courses for voluntary groups within our region.

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**Plans for future periods**

The charity does have a forward planning process that endeavours to secure funding through contract or grant for the continuity of services that meet its charitable aims. It is acknowledged that some contracts or grants will end within the coming year and that these will represent distinct challenges for this period.

To meet these challenges we will:

- Undertake a strategic review of all services in September 2011 to assess future challenges and plans to meet them.
- Diversify the range of support services to help support developments and protection of services.
- Continue to review our rolling 3 year business plan.
- Take a more pro-active approach towards the economic environment and new business.

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Trustees Report (Continued) for the year ended 31 March 2011**

**Voluntary & Community Services**

**Introduction**

Our community development team is committed to providing support to all communities across the District in order to collectively bring about social change and improve quality of life. Working with individuals, families or whole communities we help to identify needs, opportunities, rights and responsibilities. We aspire to engage with communities making sense of the issues which affect their lives, helping to set goals for improvement and taking action through empowerment, hopefully leading to broader priorities such as safer & greener communities.

**Our key aim is:**

- To improve the capacity and quality of voluntary and community organisations in the New Forest District.

**We do this by:**

- Providing a programme of funding information and advice to enable continued sustainability/new development.
- Facilitating liaison and collaboration in the voluntary and community sector and between the VCS and statutory sector
- Enabling voluntary organisations and community groups to gain greater access to information, practical support, services and facilities
- Facilitating and providing training opportunities working in partnership with other learning providers

**Achievements and Performance**

Working in partnership with New Forest District Council & National Park we have been able to recruit a Healthy Walks Coordinator for the district. This exciting pilot has been able to build on existing initiatives and develop new opportunities eg GP referrals onto guided walks; access to other recreational activities that encourage health & wellbeing whilst promoting understanding and enjoyment of the National Park. **12 new volunteer walk leaders have now successfully completed their training.**

- The four Innovations Development workers have each produced a directory of services for older people, covering the New Forest District. **Over 500 directories have been distributed across the District.** The Community Innovations project has been about working in partnership with NHS Hampshire and Adult Services, to provide support and help for older people who are becoming more vulnerable, with the aim of reintegrating them within their communities to boost their well-being, slow their growing vulnerability and reduce their need for expensive and distressing emergency interventions.
- We are an independent voice and aim to provide representation for the needs of the voluntary sector in the New Forest District, providing input where appropriate as well as being a conduit for information and views between the sectors. We actively participate and provide representation at topic specific meeting groups such Community Safety, Drug & Alcohol Reference Group, Children & Young People, Older People, Public Health and Lifelong Learning. We continue to chair or attend approximately 27 strategic forums across the New Forest, demonstrating our commitment to strengthening our communities through direct development activity.

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- **We have facilitated 18 training sessions, attended by a total of 182 people.** We have continued to provide specialist one to one training on specific issues including writing a constitution and the development of policies & procedures.
- **We have engaged with over 120 groups** giving a range of general advice and support, advising on both large and small projects. £1,650,395 of grant money has been applied for both locally and nationally with 38 groups and 6 individuals using funderfinder.
- **£596,427 - the level of funds secured by groups that we supported with funding advice and support.**
- We worked in partnership with Extended Schools to deliver another successful funding Fayre at Lyndhurst which was attended by over 100 people.
- Since the summer of 2009, the PRIME Co-ordinator has worked in partnership with local agencies and businesses to listen to the residents of the Heather Road estate and enable them to tackle some of the community issues they have highlighted as making a difference to their lives. There have been achievements from the community itself with 11 residents taking part in the Focus group, 41 residents who gave feedback in consultation and 20 parents who have become involved in looking at the play park issues. PRIME has also involved the Junior PCSO group and Blackfield Primary School.

**Future Plans**

- To develop current training provision towards self funding and targeted to local needs.
- To develop a 'health check' process that will support our work in helping local voluntary and community groups to be sustainable, fit for purpose and to meet the challenges ahead.
- We are currently working with the Community Innovations Team to identify vulnerable older men in the Waterside who will benefit from a fishing course, culminating in Healthy cooking & eating sessions. The development of food skills can provide the tools to improve diet and nutrition and also impact on people's self-esteem, confidence and overall mental wellbeing.
- To help us improve service provision/support and engagement with diverse voluntary and community groups we have undergone a Diversity Audit and now have an Equality & Diversity Champion ensuring that we have the policies, processes, procedures and systems in place that we will use to actively promote diversity and inclusion.
- Working with partners to achieve Walking for Health Accreditation for all Healthy Walks within the District.

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Trustees Report (Continued) for the year ended 31 March 2011**

**Feedback on our support:**

*'Once again thank you for the directory as it has saved me considerable time in reaching some of my target groups.'*

***'I'd like to thank you for your help and patience over the last 2 years in assisting community groups take advantage of grants that HIWCF had on offer.'***

***'Thanks for all your support, we really do appreciate your quick response – we always really appreciated you being there.'***

*'Thank you for giving us such a fascinating overview of the work you and your team are doing. **It is so helpful** and we have a good picture of the breadth of work the charity undertakes.'*

Jackie Hartless  
Voluntary and Community Services Manager

Tel. 01425 482773  
Email. [cdmanager@cfnf.org.uk](mailto:cdmanager@cfnf.org.uk)

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Volunteer Centre**

#### **Introduction**

The Volunteer Centre actively promotes the benefits of volunteering for the individual and for our communities. By encouraging diversity and inclusion in all aspects of volunteering we make a difference to the health and well being for all concerned.

We support and promote volunteering by:

- Matching individuals interested in volunteering to groups with appropriate opportunities in the local community.
- Promoting good practice in working with volunteers to all volunteer involving organisations.
- Supporting volunteer involving organisations, statutory bodies and Partners to develop opportunities and inclusion.
- Marketing volunteering, promoting and encouraging participation in voluntary activity.

#### **Achievements and Performance**

- Over the last two years we have seen a 75% rise in the number of people enquiring about volunteering.
- This year we have received enquiries from 561 people. **We have personally interviewed 177 volunteers and placed 164 with local organisations and agencies**, 37 of who disclosed they were unemployed.
- By placing 164 volunteers we have **supported an annual economic value to the New Forest community of £281,000.**
- Working in partnership with the National Park Authority we held a volunteering event highlighting opportunities involving conservation and heritage. Three hundred people attended.
- We celebrated volunteering in the New Forest by holding a recognition evening to highlight the work that takes place in the area by voluntary and community organisations and to acknowledge the valuable contribution that volunteers make to our community. We had an amazing response for the event this year acknowledging 27 groups. Information we collated from people who attended the event shows that collectively they had been involved with volunteering for 636 years and over those years they had given an average of 755 hours per week to volunteering.
- As a Hampshire network, to celebrate Volunteers Week we launched a slogan competition to find an eye-catching, thought-provoking poster slogan to encourage people of all ages to try volunteering. We had 192 entries and the winning slogan 'Volunteers do-it willingly' has been made into posters which have been distributed across Hampshire.

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- Volunteering in the community pilot has been ongoing with a small amount of referrals received. Three people have successfully been placed into voluntary work.

**Future Plans**

- Working with a volunteer, Community Action Hampshire and the Volunteer Centre Network, to develop a web based facility providing a voice for volunteers to express views and influence decisions.
- To capture interest arisen from the Olympic Volunteering opportunities to develop an 'Event Volunteer Helper' list, enabling people to participate in one off volunteering action.
- To look for funding opportunities to facilitate a supported volunteering project, working with people who have mental health issues.
- Continuing to work with the Job Centre Plus Network encouraging unemployed people to engage in volunteering.

**Feedback from volunteer groups and volunteers**

*'My volunteering role has given me the opportunity to refresh my computer skills. It is good returning to the work environment and I will shortly be taking on an additional role.'*

*'We have found that after some time with us here, many of our participants are ready to move on to voluntary work, **so your input here has been invaluable.**'*

*'Just wanted to say how nice it was to meet you yesterday. Thank you for your time and I'm quite excited about the prospects we talked about and look forward to seeing what happens next.'*

*'**Volunteering has been very good for me** and, whilst a steep learning curve initially, I now feel very much a part of the organisation, and I think we are making some very positive changes for a sound future. **Whatever would New Forest charities do without you all?!**'*

Hazel Dyson  
Volunteer Centre Co-ordinator

Tel. 01425 482773  
Email. vol.bureau@cfnf.org.uk

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Home Improvement Services**

#### **Introduction**

Home Improvement Services support older people, people with a disability and people on low incomes, to maintain independence in their own homes. Our principle aim is to help people arrange and fund repairs, improvements or adaptations to their homes to make them safer, more secure, more energy efficient and generally more appropriate for their needs.

In alliance with In Touch (part of Hyde Housing) we are working on a contract from Hampshire County Council (Supporting People). Community First manage Home Improvement Agencies in the New Forest and Test Valley Districts, along with a Handyperson service in the New Forest District which aims to carry out a wide range of minor works at low cost and in a professional and supportive manner.

#### **Achievements and Performance**

##### **New Forest Home Improvement Agency**

- We have **supported a total of 433 people** across the New Forest District. This includes signposting 165 people to contractors and other services such as Occupational Therapists, Hampshire Fire and Rescue, and the government's Warm Front grant scheme.
- We have directly **helped 308 people arrange works** in their homes. The majority of these have been people who have applied for grants to New Forest District Council, and we supported 286 people to apply for Disabled Facilities Grants. People have been supported in the application process, in selecting contractors and in ensuring works are carried out efficiently.
- We have supported 21 people to access alternative funding from charities, trusts and benevolent organisations. During the year **£12,922 was raised**, and particular thanks go to the BT Benevolent Fund, the Act Foundation and the Royal British Legion.
- We have supported 7 people with applications for Home Improvement Loans, funded from money granted to New Forest District Council by the Partnership for Urban South Hampshire.
- **Technical support has been provided to 111 people** to have complex work carried out. This has included drawing up schemes to provide extensions and internal alterations to properties, obtaining planning permission, selecting contractors, and supervising work. Technical support was provided by our own Technical Officer and by external surveyors.
- We have **carried out 295 home safety checks** in people's homes. These checks have resulted in tripping hazards being removed, smoke detectors being installed, and improved or additional locks and door chains being fitted.
- We have continued to develop links with other organisations and groups, and the excellent relationships with the Housing Improvement Team at New Forest District Council and with Occupational Therapists at Hampshire County Council continue.

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- During the year we helped to organise two Contractors Forums which built relationships with contractors and helped to improve grant system procedures.

**Test Valley Home Improvement Agency**

- We have **supported a total of 386 people** across the Test Valley District. This includes sign-posting 89 people to contractors and other services such as Occupational Therapists, Hampshire Fire and Rescue, and the government's Warm Front grant scheme.
- We have directly **helped 292 people arrange works** to their homes. The majority of these have been people who have applied for Disabled Facilities Grants (259) and Home Improvement Grants (20) from Test Valley Borough Council.
- We have supported 5 people to access alternative funding from charities, trusts, and benevolent organisations. We are especially grateful to the Civil Service Benevolent Fund, Royal British Legion, Act Foundation and Hospitality Action.
- It has not been possible to have an in house technical officer, but assistance from the Technical Officer at New Forest HIA has been available, and an external surveyor has helped with home improvement loan applications.
- We have **carried out 154 safety checks** in people's homes, resulting in tripping hazards being removed, smoke detectors being installed, and improved or additional locks and door chains being fitted.
- We assist Test Valley Borough Council in the assessment process for grants and 79 Preliminary Tests of Resources were carried out.
- Work with assisting Test Valley Borough Council to operate their Fix-It scheme has continued. This is a service for elderly and disabled people to get small repairs and adaptations carried out. We have taken 75 telephone requests for work and passed them on to Test Valley's direct labour organisation and dealt with many other enquiries, most of which related to the original requests.
- We have supported 13 people to apply for Home Improvement Loans, funded from money granted to Test Valley Borough Council by the Partnership for Urban South Hampshire.
- We have continued to develop partnerships with other organisations and the excellent relationships with the Housing Improvement Team at Test Valley Borough Council and Occupational Therapists at Hampshire County Council continue.

**Small Repairs Service (Handyperson Scheme)**

- The **technician has made 536 visits, resulting in 587 jobs being completed.** Examples of work carried out include; changing tap washers, easing drawers, fixing shelves, repairing door locks, hanging pictures, changing light bulbs and fitting key safes.

**Community First New Forest (A Company Limited by Guarantee)  
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- The service has been promoted through literature and talks given to local organisations and groups, but by far the best publicity has been through clients recommending the service to others. The service has gained an excellent reputation for professionalism, reliability and value for money and is very popular.
- In addition to the work carried out people were referred to other support services, voluntary organisations and health professionals, and signposted to other practical and statutory services.
- Of the 295 home safety checks carried out in the New Forest 121 of these were done by the technician, resulting in the fitting of grab rails, door chains, key safes, and the removal of tripping hazards. Clients were also referred to Hampshire Fire and Rescue for the fitting of smoke alarms.
- During the year work continued on the RoSPA Safe at Home Scheme and safety equipment was fitted in vulnerable families' homes to increase the safety of small children. The technician and handypersons from In Touch carried out 72 installations.

**Future plans**

- We will continue to be a key provider of services that support people with independence in their homes and we will continue to show that we are effective and efficient in delivering value-added services.
- We will seek to improve processes that encourage and enable our service users to be more involved in the operation of the Home Improvement Agencies.
- We will continue to work closely with partners and stakeholders to plan and implement improvements to grant procedures and to reduce waiting times for clients.

**Some examples of feedback from clients**

*'We would have had to have the work done, **but the Agency made it so much easier.** We had been struggling for years before we found the Agency. As well as help with all the forms from Judy we have had an increase in our Council Tax Benefit which is wonderful.'*

*'I am more than pleased with the staff that helped me –everything was fully explained to me. To be able to have a shower any time I want to, just to be able to walk in, needing no help from anyone, marvelous.'*

*'Malcolm is very friendly and very helpful and has helped me stay in my own home... **I feel I have someone to call on for small jobs...**So many thanks for an extra special service.'*

Lucy Buis  
Home Improvement Services Manager  
(Barrie Cheetham - to 03.06.11)

Tel 01425 478005  
Email: hia.manager@cnf.org.uk

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**Children and Young People Services**

**Young Carers Service**

**Introduction**

The Young Carers Service started in September 2008 to address a lack of provision for Young Carers and their families in the New Forest area.

We aim to support these families through a variety of means such as helping them access statutory services and benefits that would alleviate the care burden and enable the Young Carer (YC) to enjoy their childhood.

Since we began, we have -

- Assessed over 90 Young Carers.
- Developed a range of support services.
- Delivered training and awareness raising workshops to more than 350 people ranging from teachers to nurses, social workers, ELSA support staff and community groups.
- Enabled more than 120 children and young people to take part in activities and experiences that they would otherwise have missed out on.
- Supported five YC back into education after periods of absence.
- Assembled a library of support materials explaining various health problems for all ages.

**Achievements and Performance**

- Worked in partnership with Educational Welfare and the Locality Team to improve the attendance of 4 Young Carers saving approximately £47,000 in further intervention costs (see notes for further clarification).
- Enabled 10 families to access Disability Living Allowance – a gateway benefit – meaning they were each a minimum of £1016.60 a year better off (based on the lowest rate of £19.55) and potentially £3827.20 (based on highest rate of £73.60).
- **Given almost 70 Young Carers access to a respite break or activity** allowing them priceless time off from their responsibilities.
- **Carried out more than 60 YC assessments**, home visits and Team Around a Child meetings resulting in more than 300 hours of support delivered.
- **YC training and awareness workshops delivered to over 120 people** raising the profile of Young Carers across the New Forest.

notes : Figures are generated by calculations carried out in an economic assessment of the value of Young Carer interventions by Crossroads and Manchester University in November 2008. Having researched projects across the country they found that every pound invested in YC support saved the Exchequer and wider society £6.72. Report available online - <http://static.carers.org/files/finalfinal3-4040.pdf>

**Community First New Forest (A Company Limited by Guarantee)  
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**Future Plans**

- £9,200 of funding has been received from Hampshire County Council for us to develop the Student Assistance Programme in the New Forest. This will enable us to deliver light touch support to more children and young people and enable us to prioritise those with the most need.
- £10,000 of funding has also been received from Hampshire County Council to sustain the service over the new financial year.
- Alongside other Hampshire Young Carer services, we are part of a Big Lottery consortium bid. If successful this will deliver funding for three years and enable us to expand our service considerably.

**Client Feedback**

*'They sat down with me and explained my problems to my young son in a way I never could have. My son and I now have a fabulous relationship. We can talk more openly and freely with each other **and we share a special bond that has only been made possible due to Young Carer support.** Without the activities, he wouldn't have the joys of being able to be a young boy and to mix with other children, and knowing that he isn't the only one with a 'different' Mum.'*

*Mother with mental health problems*

***'It's good to meet other young carers... I thought I was the only one. And I've got to do things I wouldn't have otherwise.'***

*13 year old female YC*

*'thank you - your (sic) the best xxxxx'*

*14 year old female YC*

*'I would just like to say that the help to my daughter and me was of great help at a time when it was most needed. We were going through such a traumatic time and she helped to get funding for a holiday club one day a week during the summer. My daughter also got to go to the Honeypot bus which she really enjoyed. Since her sister was diagnosed with Leukaemia, E has been very isolated as we have had to spend so much time in hospital. I am grateful to have such support.'*

*Mum of 7 year old female YC*

Marie Shotbolt  
Young Carers Coordinator

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Email. marie.shotbolt@cfnf.org.uk

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Parent Support Forums**

#### **Introduction**

CFNF has led and supported the development of two parenting forums for:

- Parents of children and young people with autistic spectrum disorders.
- Grandparents as carers who care for their children full time.

We aim to provide support that helps with financial, emotional, practical and social needs by providing advice and information to help them cope better with the situation they are in. Knowledge is power and of great importance and putting them in touch with others who find themselves in a similar situation helps.

We can provide information on:

- Where to get help.
- Benefits they are entitled to.
- On other (local) services available to deal with for instance, educational advice.
- Legal issues.
- Bereavement.
- Drugs and alcohol abuse.
- Homework.

The meetings are mainly of a social nature.

#### **Achievements and Performance**

- More **than 120 parents/grandparents attended our parenting support meetings** over the last year, aimed at parents of children on the autistic spectrum (73) and another for grandparents with full time care of their grandchildren (54).
- **More than 40 new parents got in touch for our ASD support group.**
- At least 5 ASD families are now claiming (DLA) Disability Living Allowance - a gateway benefit - this means they were each a minimum of £1016.60 a year better off (based on the lowest rate of £19.55) and potentially £3827.20 (based on the highest rate of £73.60)
- By sending out emails to schools, surgeries, churches about our ASD and grandparent meetings, we have reached potentially hundreds of families who can benefit.
- We received a donation of £50.00 from a local organisation TEDS for the ASD group.
- Developed the grandparents guide that provides advice and support to grandparents as carers.

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**Future Plans**

- Securing funds to support the development of an ASD guide for parents.
- If our BBC funding bid, Children in Need, is successful, we will be setting up a 3 yr project for the development of a buddy system for children with additional support needs.
- Occasionally we will have new speakers to provide advice and support on specialist needs.
- Change the locations for the grandparents meetings and make it more of a social outing.

**Client Feedback**

*'Thanks for your huge amount of work you have done, thank goodness we have someone there!'*

*Mother of 17 yr old with Aspergers*

*'The group provides me with up to date information of events and activities in the local area for those on the Autism spectrum and of courses/talks for parents/carers. More importantly, the opportunity to meet with other parents in the same situation on a regular basis been invaluable. To be able share experiences, ideas and forge friendships is essential for me and I'm sure for other parents too.'*

*Mother of 16 yr old with ASD*

***'It is so good to know that I'm not the only one who struggles bringing up my granddaughter. To be able to talk to others in similar circumstances and see how they cope really helps.'***

*Grandmother of 7 yr old*

Carol Malky  
Parent Facilitator

Tel. 01425 482773  
Email. [cypservices@cfnf.org.uk](mailto:cypservices@cfnf.org.uk)

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**Jigsaw – home, school, community mentoring service**

**Introduction**

Community First New Forest (CFNF) was commissioned by the 4WP to establish new provision where required and to provide ongoing training and support for the existing Jigsaw, home-school link service in schools in the partnership. The service provides support to children and families targeted within their school requiring one to one support for a range of issues, including:

- Identifying barriers to learning.
- Developing self esteem and confidence.
- Working holistically with the whole family and the school community.
- Identifying barriers and challenges and removing them, or developing coping strategies for the children.
- Working in partnership with other agencies where appropriate.

**Achievements and Performance**

- Number of one to one support sessions with a Jigsaw worker provided by CFNF Co-ordinator:
  - 24 one to one support sessions in school.
  - 14 one to one support session outside school.
- **152 Children and Young People supported.**
- **156 families supported.**
- Team meetings held in October, January and March.
- Small Cluster Team Meetings organised with individual workers, to discuss shared families from "same catchment schools".
- Transition work discussed, with Jigsaw Workers aiming to meet to discuss families and work together.
- Christmas party hosted and organised by CFNF Co-ordinator with 98 Children and Young People attending. Ten sixth formers from Ringwood Secondary volunteered their help. Ministers, youth workers, faith groups, teachers, parent/helpers, and Jigsaw workers who are no longer in post attended the Christmas party to offer support.
- **Seventy food hampers distributed to vulnerable families** from the project at Christmas.
- Nativity Service organised for Jigsaw families. Food hampers distributed directly to families who attended.
- TAC (Team Around The Child) meeting – Co-ordinator the Chair for this meeting.
- Co-ordinator Chaired a Cluster meeting with Jigsaw Workers to discuss two families shared in three schools.
- Programme of work and information sharing.

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**Outcomes and Impact**

- One to one support provided by the CFNF Co-ordinator to Jigsaw workers.
- Provided an oversight of the role and purpose of the Jigsaw service to newly appointed senior staff within schools.
- Support to one school which has now provided allocated hours for Jigsaw workers who attended the training last year. Guidance and suggestions on how to progress within the school.

**Developments/Improvements**

A Jigsaw Lunch Club has been introduced into a senior school, young people, past and present being invited to talk and "chill out". Support Mentors from Jigsaw project are working with some younger peers within the school. Sixth formers from the school want to become "Jigsaw Mentors" and work alongside the Jigsaw worker.

One school has increased the hours allocated to the Jigsaw Project following work undertaken with families in the school. The families had difficult family issues, and were supported by the Jigsaw workers. Successful engagement and improved relationships between school and home highlighted the value of the project.

**Added Value**

- Discussions with local Faith groups resulting in emergency food parcels, clothes and house hold equipment given to vulnerable families and those who are in crisis.
- Birthday presents and payments for transport offered from local Faith Groups to the Jigsaw families.
- Money from church collections from the Faith groups has been given to the Jigsaw Project for children to have a summer activity.
- Sixth formers from Ringwood School have volunteered their time to help with any activities with the Jigsaw children.
- Faith groups have volunteers who will support families.
- Seventy food hampers given to vulnerable families from the project at Christmas.
- 15 Families benefiting from food parcels delivered weekly from Ringwood and Fordingbridge Churches Together in partnership with Sainsbury's.

Due to the end of funding support we ceased providing training, support and advice to the Jigsaw service during this financial year.

Jane Lockyer (to 31.03.11)  
Jigsaw Co-ordinator

Jean Watkins (retired 31.12.10)  
Children & Young People Services Manager

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Community Transport**

#### **Introduction**

The Community Transport Team aims to provide a transport service to both individuals and groups, meeting the needs of those living and working within the New Forest.

We offer solutions, advice and information to all those with transport difficulties, which may range from personal mobility issues, unavailability of public transport or groups who need to travel together.

To support these aims we operate a fleet of fully accessible minibuses which are available for hire, and also a fleet of 36 mopeds which are available to young people to enable them to access work opportunities or to save for their own transport.

#### **Call and Go**

#### **Achievements and Performance**

Our wheelchair accessible shopping service continues to be well supported by our clients who, for a variety of reasons are unable to access public transport.

We currently employ 5 drivers and also have a number of volunteers, who collect our passengers from their homes and take them to a regular destination which is usually a local supermarket or town centre. On their return our dedicated drivers and escorts ensure that their passengers are returned safely to their homes and will assist with their shopping if needed.

A recent development has enabled our clients who are in possession of a bus pass to travel for half fare on our trips. This change has been well received by our passengers and it is anticipated that this will enable more clients to register with us and use the service. The results from a client survey undertaken earlier in the year clearly demonstrated just how much passengers relied upon the service and how grateful they were to the drivers and administration team.

- **We made 8678 passenger trips**, a 3% increase over the previous year.
- Our buses travelled 21,376 miles.
- **We have over 750 registered users.**
- During this year we also made 624 trips involving wheelchair passengers, a 26% increase on the previous year.
- We operate 9 routes across the New Forest and Waterside area, some of which are operating permanently at capacity.
- The average age of our passengers has risen to 83.
- During the year we have had 104 new users registered to use the service.

#### **Future Plans**

- To investigate the feasibility of setting up a forest wide travel club to offer the opportunity to our clients to take part in social outings etc.
- To increase the revenue per passenger trip/vehicle mile.
- To further promote the scheme by issuing regular press releases and maintaining contact with potential groups and organisations in the region.
- To continue to provide a consistent and reliable service for our passengers.
- To continue to attract and train new volunteer drivers and escorts.

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Client Feedback**

*'I cannot praise your Call and Go service enough. I really look forward to Tuesdays, being able to complete a week's shopping in such a friendly happy atmosphere with willing help. Without your help I would rarely leave the house.'*

*'To me this transport is great. I still feel as though I've still got my independence.'*

*'The social participation is extremely valuable, many friendships have developed. It also takes all the burden out of shopping.'*

### **Minibus Hire**

Our wheelchair accessible minibuses are available to hire to any organisation that is a member of Community First New Forest, subject to availability and the driver having been MiDAS trained. We aim to make the costs affordable to our members but the current economic situation has had major effects on several of our hiring groups who are funded solely by donations. Following publicity during the previous year, more local schools have become aware of the availability of our vehicles, and this has been reflected in an increased usage. One of our vehicles has been returned to Hampshire County Council this year which has resulted in savings for the Transport budget but without adversely affecting bookings. Many of our groups would be unable to use our vehicles were it not for the generosity of our volunteer drivers who regularly give up their time to help out when needed. We have also been pro active by compiling a data base of available minibuses across the forest and presenting this information on our web site. Any group that requires a minibus that we are unable to supply can now be signposted to these alternatives.

### **Achievements and Performance**

- **Minibus hires have increased to 490**, a 12% increase on 2009.
- Education and training hirings have more than doubled this year.
- Bookings by groups requiring wheelchair accessible transport have increased by 9%.
- Number of different hiring organisations has risen to 129.
- 13 new organisations have joined this year.
- **28% increase in income.**

### **Future Plans**

- Continue to explore possibilities of contract work.
- Investigate registering for VAT.
- Continue to raise the number of bus bookings.
- Continue to raise awareness of the scheme using publicity and promotion.
- To seek additional funding/grants from alternative sources.
- To develop a cohesive minibus brokerage database.

### **Client Feedback**

*'Thank you so much for finding a driver for us for our trip, he was so kind and couldn't do enough for us. He made our day out complete.'*

*'I'm so pleased we found you. We didn't think we would be able to make our annual reunion this year as other minibus companies were so expensive.'*

*'Our local surgery refers elderly and frail people to us who would benefit from activities, exercises, a hot lunch and conversation. We provide what we, our local surgeries and our members regard as a vital service, and the use of your minibus is an essential link in the chain.'*

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**MiDAS** (Minibus Driver Awareness Scheme)

MiDAS is a scheme that has been developed to enhance and improve the driving and passenger awareness skills of those who drive minibuses for voluntary organisations, local authorities, schools and colleges etc. We currently have three fully qualified trainers who run regular training courses either at Community First or at more localised venues. Our training fees are competitive with other organisations and our trainers have often been able to comply with training needs at very short notice. There is a national shortage of MiDAS trainers and many organisations have found difficulty in locating suitable trainers. CFNF holds a database containing contact details of all trainers within the New Forest and we will forward this information if we are unable to fulfil any training needs.

**Achievements and Performance**

- **117 Drivers trained**, a 10% increase on previous year.

**Future Plans**

- Continue to expand this professional training facility.
- Promote the facility to schools and organisations.

**Client Feedback**

*'Very good training session with to the point information and good visuals'*

*'Content was very comprehensive and useful'*

*'Well organised, clear material, experienced trainer. Efficient and to the point'*

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**Wheels to Work Moped Loan Scheme**

This scheme continues to provide an essential opportunity for young people across the New Forest, East Hampshire, Winchester and Test Valley to access vocational training, attend interviews or simply to be able to get to work. We continue to receive referrals and applications every week and there is a short waiting list for those applicants who fulfil the hiring criteria.

We were successful with a bid to the New Forest National Parks SDF fund for sufficient funding to purchase 2 electric mopeds for use and trial within the New Forest. There will be no upper age limit for hirers of these machines. These bikes should be delivered by early May and we already have one bike set aside to be allocated to a client who is over the age of 25. If trials prove successful then we may use electric mopeds for replacement purposes in future.

**Achievements and Performance**

- 47 hirers within the New Forest and Test Valley in the last 12 months.
- Mopeds have been hired for 88% of the available time.
- **Over 58 hirers have found work as a result of the scheme.**
- 15 hirers have been able to access vocational training.

**Client Feedback**

*'Josh now has a job thanks to the scheme, he hopes he can now start to save for his own transport.'*

***'It was great to have got the moped, there was no other way I could have got to my job as I started so early and we are way off a bus route.'***

*'Thanks a lot for the scheme, Abi has gained a lot of confidence since getting the moped and is enjoying her independence.'*

**Future Plans**

- Increase number of hirers in Winchester and East Hampshire.
- Continue to target the harder to reach clients in the more rural areas.
- Analyse expenses for operating electric mopeds, if cost effective then replacing the fleet with these machines.
- If future funding allows, to increase the size of the fleet.
- Explore the possibility of working with East Hants if the new eco village in Bordon takes place (potential for a fleet of electric mopeds and charging points).

Graham Hartless  
Transport Manager

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Email. transport@cfnf.org.uk

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Home Support Services**

#### **Introduction**

Our aim is to provide care to older people living in the East and West of the Forest, Hythe and the Waterside areas. The impact of this service is intended to enable our clients to remain living safely in their own homes, to prevent hospital admission and to address the social isolation which is often a significant factor affecting the quality of life of many needing our help.

The percentage of hours of care we provide are as follows:

- 15.84% to clients who pay for their care privately.
- 63.69% who access personal care via Adult Services.
- 18.84% who receive support via Adult Services.
- 1.63% through the Take a Break scheme.

#### **Achievements & Performance**

- **Assisted some 170 clients**, many with increasingly more substantial and critical care needs than before.
- Managed to maintain many frail clients living at home by adding support and companionship to the personal care package .
- Offered and provided overnight and 24 hour care for the respite of carers.
- Trained carers to assist with end of life care in the client's own home.
- *Worked with other health professionals who gave appropriate training for carers to manage skin viability and dressing certain wounds/ ulcers and to undertake daily injections for one client.*
- Provided 15,403 hours of support (companionship, shopping, domestic help).
- **Provided 37,046 hours of personal care.**
- *Grand total of hours delivered 52,449.75.*

#### **Additional Achievements**

- We have started providing a range of care services to clients in the Lymington/New Milton areas. The care provided includes sitting/companionship, domestic help and shopping.
- We have increased the number of private clients we now care for.
- A further 15 carers have completed their NVQ2 or 3 during the year.
- The Phoenix Club based at Fenwick2 in Lyndhurst has continued to attract new members and volunteers.

#### **Future Plans**

- Develop further the services we are delivering in the West of the Forest.
- Explore the feasibility of including Ringwood/Fordingbridge area in the expansion.
- Recruit in line with the expected increase in hours we hope to provide.
- Improve our induction of carers to encompass all the mandatory training in their first week.
- Put in place more specialised training for selected staff to enable us to keep abreast of the increasing complex care packages that we are being presented with.

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

**Client feedback**

*Received from the step daughter of a client aged 91 who went into residential care after a number of years with us:*

*'To all the Ladies of Community First, thank you for the care and help you gave to my step mother over the years, she was so lucky to have such a great team, always ready to help. For me you were such a support and helped me more than you may realise, over some very difficult times.'*

*From a client aged 85 who improved in health enough to manage without our care:  
'To all the Girls who have given me their time and care during my time of need. You have all looked after me very well and we are both sorry we have to finish with your services.'*

*From an 87 year old gentleman:*

***'I write to express my appreciation to all the carers** from Community First over the past several months. They have been so cheerful and helpful that they have contributed to my recovery.'*

Gael Clemett  
Home Support Services Manager

Tel. 023 8066 7080  
Email. homesupportmanager@cfnf.org.uk

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Nightstop**

#### **Introduction**

The only emergency accommodation service for homeless young people in the New Forest District. Some of the key features of the service include:

- Nightstop helps prevent rough sleeping and its dangers by giving homeless young people aged 16–24 free emergency accommodation of 1–5 nights (or more if necessary) in the homes of approved volunteers in the New Forest.
- It allows homeless young people a safe place to consider their options in their own time, in their local area and to get further advice on housing, employment, education and health.
- Trained and approved volunteer host households provide safe, secure, supportive overnight accommodation.
- A transport service of volunteer drivers is also provided to help young people get to their accommodation or appointments related to their homelessness.
- A team of support volunteers gives practical advice and guidance during the day to young people staying with Nightstop, helping them with forms and issues related to their homelessness.
- Young people are referred via local agencies including Social Services, Connexions, NFDC Housing Needs, It's Your Choice, Job Centres, Youth Service, YOT, Citizens Advice Bureau and Colleges.

Nightstop is a unique and integral service in a multi-agency approach to youth homelessness and is a vital tool to other local advice agencies. Nightstop is not a permanent solution to youth homelessness but is temporary emergency accommodation when needed at the point of crisis. We support young people through the Supported Housing Panel run by New Forest District Council where those with the highest needs are allocated appropriate accommodation if available. There is a shortage of suitable accommodation for this age group, and some young people may return home if appropriate, following mediation. Our Nightstop support volunteers give practical advice and support, helping young people who are not successful through the Housing Panel when their only option is to find accommodation in the private rented sector.

Nightstop is all about volunteers in the community helping local young people who have fallen on hard times. Young people can benefit from increased feelings of self-esteem and their confidence in other people is improved. Our volunteers show them a respect they might never have experienced before and, as a result, young people's life chances are improved. Nightstop prevents these vulnerable young people from threats that come with rough sleeping such as violence, rape, prostitution, drug and alcohol abuse.

Therefore rescuing many young people from the dangers and risks that are inherent to homelessness... 13 times more likely to be victims of violence<sup>1</sup>, 11 times higher risk of mental health<sup>2</sup>, and a third getting so low, they will attempt suicide<sup>3</sup>.

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<sup>1</sup><http://www.crisis.org.uk/pages/-about-homelessness-61900.html>

<sup>2</sup><http://www.centrepoinpoint.org.uk/be-informed/facts-about-young-people/centrepoinpoint-supporting-young-people-with-mental-health-needs>

## **Community First New Forest (A Company Limited by Guarantee) Trustees Report (Continued) for the year ended 31 March 2011**

### **Achievements and Performance**

- Nightstop provided **204 bednights to 31 young people** exceeding the target set by The Big Lottery and entering our 9th year Nightstop has provided 1549 bednights in total.
- We have accommodated 12 more young people than last year, out of the 31 that stayed, 19 were in full time education or on training courses. Nightstop has provided the emergency accommodation but even more crucially, continuity and support, enabling the young person to continue their education uninterrupted, during a crisis point in their lives.
- The **29 young people who gave feedback confirmed that they felt safer** whilst staying with Nightstop and all 31 young people who stayed in our host households received an information pack in their rooms to assist them with issues such as housing, employment and training and health issues. Thirty young people received a housing interview with the District Council and/or a Housing Association.
- Nightstop currently has a total of 28 volunteers: 10 host households, 8 drivers, and 4 support volunteers along with 12 new volunteers, at various stages of induction and training.
- Nightstop has received 18 articles in the press, inclusion on 10 new websites, 3 radio interviews and is currently making a film about youth homelessness in the New Forest and the impact of Nightstop in the lives of young homeless people. Nightstop now publishes service impact, outcomes and updates via a quarterly Nightstop Newsletter.
- Nightstop has established an emergency furniture account with Dorset Reclaim to help young people when they move into accommodation. The Nightstop Crisis Fund continues to provide urgent items such as basic clothing and toiletries to young people who come to Nightstop with nothing; occasional fuel start up costs and food parcel referrals when they move into accommodation.

### **Future Plans:**

- With the Big Lottery funding ending in March 2012 and £50k a year needed, the internal CFNF Funding plan is being implemented as we recognise that on-going fundraising is vital to secure the future and sustainability of Nightstop.
- Assisted with the vital support of the CFNF Business Support Manager, Nightstop has begun work seeking business contacts with corporate social responsibility programmes as well as making applications to new funding opportunities.
- We will be holding our first Volunteers' Action Group in May & offering a new role of 'Nightstop Ambassadors' for volunteers to get involved with the promotion of the service within their local community groups.

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<sup>2</sup><http://www.centrepoin.org.uk/be-informed/media-centre/centrepoin-news/homelessness-organisations-call-for-action-in-run-up-to-world-mental-health-day/?searchterm=suicide>

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report (Continued) for the year ended 31 March 2011**

- We will use the Nightstop Film to promote, educate and inform local communities, potential funders, young people and New Forest agencies about the harsh and present realities of youth homelessness in the district and the crucial and positive difference Nightstop can make in their lives.
- Continue to contact young people following their stay with Nightstop to record feedback from their experience of the service and to make any improvements as well as developing referral agency and volunteer online feedback surveys to ensure an efficient and effective service for all.

Our essential service has provided 204 nights of safety but more than ever, invested value and hope into so many young people's lives through the open, unconditional care given by our team of volunteers.

**Client feedback:**

'I have been able to continue my college course by having Nightstop to stay with. **My stay with Nightstop has allowed me to get the ball rolling in reference to longer term accommodation** and if Nightstop had the necessary means to help more people then it would be much stronger, I feel as a young person that we need Nightstop. Looking back, I would sum it up by saying it was relaxing and peaceful. Nightstop is a worthwhile charity, in my opinion it should have more funding as to accommodate more people. Without Nightstop the world would be an unhappier place as we young people need Nightstop. Please keep it running. Thank you.'

*(from a Nightstopper)*

'..... signed her tenancy today. She would like to get a thank you card for the hosts. **She was so happy there** she said she wished they would adopt her. She said she would gladly pay them rent to stay there. How lovely. I just wanted you to know as I am sure you give the hosts feedback.'

*(from a Housing Support Worker to Nightstop)*

Jude Todd  
Nightstop Co-ordinator

Tel. 01425 478391  
nightstop@cnf.org.uk

**Community First New Forest (A Company Limited by Guarantee)  
Trustees Report for the year ended 31 March 2011**

**Statement of Trustee's Responsibilities**

The trustees (who are also directors of Community First New Forest for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware, and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved and signed on behalf of the trustees

.....

Mrs Stephanie Stokes (Trustee)

Date...13-9-11

**Community First New Forest (A Company Limited by Guarantee)**  
**Independent Auditor's Report to the Members of Community First New Forest**  
**For the year ended 31 March 2011**

We have audited the financial statements of Community First New Forest for the year ended 31 March 2011 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of trustees and auditor**

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non financial information in the Trustees annual report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Community First New Forest (A Company Limited by Guarantee)**  
**Independent Auditor's Report to the Members of Community First New Forest**  
**For the year ended 31 March 2011**

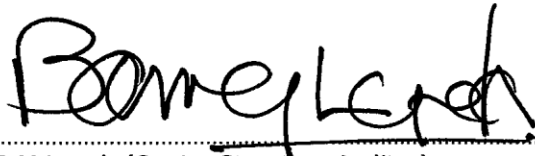
**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements and the Trustee's Annual Report in accordance with the small companies regime.



B M Lynch (Senior Statutory Auditor)

3.10.11.

For and on behalf of

ROTHMAN PANTALL LLP.  
Chartered Accountants and Registered Auditors  
Avebury House,  
6 St. Peter Street,  
Winchester,  
Hampshire, SO23 8BN

**Community First New Forest (A Company Limited by Guarantee)**  
**Statement of Financial Activities (Including Income & Expenditure Account)**  
**For the year ended 31 March 2011**

		Unrestricted Funds £	Restricted Funds £	Total 2011 £	Total 2010 £
<b>INCOMING RESOURCES</b>					
Incoming resources from generated funds:					
Voluntary Income	2	(2,218)	158,033	155,815	163,511
Investment Income		594	1	595	471
Incoming resources from charitable activities	3	110,114	1,225,762	1,335,876	1,468,461
<b>Total Incoming Resources</b>		<b>108,490</b>	<b>1,383,796</b>	<b>1,492,286</b>	<b>1,632,443</b>
<b>RESOURCES EXPENDED</b>					
Cost of generating funds:					
Cost of generating voluntary income		-	-	-	-
Charitable activities	5	269,793	1,287,587	1,557,380	1,554,073
Governance costs	6	13,083	-	13,083	13,614
<b>Total resources expended</b>		<b>282,876</b>	<b>1,287,587</b>	<b>1,570,463</b>	<b>1,567,687</b>
<b>NET (EXPENDITURE) / INCOME BEFORE TRANSFERS</b>		<b>(174,386)</b>	<b>96,209</b>	<b>(78,177)</b>	<b>64,756</b>
Transfers between funds: Management Fees	13	117,434	(117,434)	-	-
<b>NET (EXPENDITURE) / INCOME FOR THE YEAR</b>		<b>(56,952)</b>	<b>(21,225)</b>	<b>(78,177)</b>	<b>64,756</b>
Fund balances at 1 April 2010		514,090	631,523	1,145,613	1,080,857
Fund balances at 31 March 2011		<b>457,138</b>	<b>610,298</b>	<b>1,067,436</b>	<b>1,145,613</b>

The statement of financial activities includes all gains and losses recognised in the year

All incoming resources and expended resources derive from activities that occurred during the year.

**Community First New Forest (A Company Limited by Guarantee)**

**Balance Sheet**

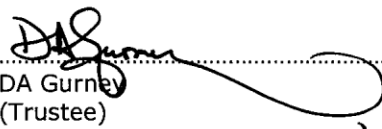
**As at 31 March 2011**

		2011		2010	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Assets	7	<u>59,197</u>	59,197	<u>64,955</u>	64,955
<b>CURRENT ASSETS</b>					
Debtors	8	165,234		258,562	
Cash at bank and in hand		<u>1,000,810</u>		<u>965,572</u>	
		1,166,044		1,224,134	
<b>CREDITORS:</b> amounts falling due within 1 year	9	<u>(157,805)</u>		<u>(143,476)</u>	
<b>NET CURRENT ASSETS</b>			1,008,239		1,080,658
<b>NET ASSETS</b>			<u>1,067,436</u>		<u>1,145,613</u>
<b>FUNDS</b>					
Restricted Funds	10		610,298		631,523
Unrestricted funds: designated funds	11		30,251		57,793
Unrestricted funds	11		426,887		456,297
			<u>1,067,436</u>		<u>1,145,613</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and within the Financial Reporting Standard for Smaller Entities (effective April 2008)

Approved by the trustees on ..... 12-9-11 .....

And signed on their behalf by

  
 .....  
 DA Gurney  
 (Trustee)

**Company Registration No. 3483827**

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**1 Accounting Policies**

**a) Basis of accounting**

The principle accounting policies of the charitable company are set out below. The financial statements have been prepared using the historical cost convention and are in accordance with the applicable accounting standards and the Statement of Recognised Practice (SORP) 'Accounting and Reporting by Charities' (issued 2005), the Companies Act 2006 and the Financial Reporting Standard for Smaller Entities (FRSSE effective April 2008)

**b) Departures from Companies Act 2006 format**

The company is a registered charity and so achievements cannot be measured by normal commercial criteria. Accordingly the Trustees consider that it would be inappropriate to present the financial statements in either of the formats set out in the Companies Act 2006. Therefore, as permitted by the Companies Act, in order to reflect the special nature of the Company's activities and comply with SORP 2005, the Trustees have presented a combined statement of financial activities and income and expenditure account.

**c) Periods Covered**

The accounts cover the year to 31 March 2011, with comparatives for the year to 31 March 2010.

**d) Incoming Resources**

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations, legacies and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, when entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant;
- Investment income is included when receivable;
- Incoming resources from activities generating funds are accounted for when earned; and
- resources are deferred when, at the end of an accounting period, they have been received but the charity has yet to become unconditionally entitled to them.

**e) Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. It includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Cost of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising;

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**e) Resources expended (continued...)**

- charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those of an indirect nature necessary to support them;
- governance costs include those associated with meeting the constitutional and statutory requirements of the charity and include audit fees and the costs linked to the strategic management of the charity;
- all costs are allocated between the expenditure categories on the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly.

**f) Fixed Assets**

Fixed assets are stated in the balance sheet at cost less depreciation. Fixed assets are capitalised for ongoing use within the charitable company, where the individual cost of the asset exceeds £1,000.

Depreciation is provided so as to write off the cost of the fixed assets, less their residual value, over the estimated useful lives of the assets, at the following rates:

Equipment and mopeds	- 3 years straight line
Vehicles and minibus fleet	- 25% reducing balance

**g) Pension costs - defined benefit scheme**

Community First New Forest participates in a multi-employer pension plan for employees of Hampshire County Council. The plan's actuary has advised that it is not possible to separately identify the assets and liabilities relating Community First New Forest for the purposes of FRS 17 disclosure.

The cost of the defined benefit pension plan is charged to the Statement of Financial Activities so as to spread the cost of pensions over the service lives of employees. The pension cost is assessed in accordance with the advice of qualified actuaries.

**h) Leasing**

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

**i) Fund accounting**

Restricted funds are maintained when a grant requires that it must be spent on a particular purpose or where funds have been raised for a specific purpose.

Designated funds are funds set aside by the trustees for particular purposes or projects.

All other funds are unrestricted general income funds

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**2 Voluntary Income**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2011 £</b>	<b>Total 2010 £</b>
New Forest District Council	-	89,490	89,490	68,219
Hampshire County Council	-	60,149	60,149	63,531
New Forest Primary Care Trust	(3,907)	-	(3,907)	17,821
General Grants and Donations	1,689	8,394	10,083	13,940
	<u>(2,218)</u>	<u>158,033</u>	<u>155,815</u>	<u>163,511</u>

**3 Incoming Resources from charitable activities**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2011 £</b>	<b>Total 2010 £</b>
Hampshire County Council (Inc Social Services)	807	814,948	815,755	857,951
New Forest District Council	-	59,532	59,532	63,068
New Forest Primary Care Trust	-	55,053	55,053	33,399
Big Lottery Fund	-	42,405	42,405	42,170
Hampshire Childrens' Fund	-	-	-	80,000
Supporting People	-	80,500	80,500	80,500
Capacity Builders	-	25,931	25,931	30,716
Minibus Takings	-	34,427	34,427	24,573
Care/Support Income	101,855	73	101,928	97,770
Other Incoming Resources	7,452	112,893	120,345	158,314
	<u>110,114</u>	<u>1,225,762</u>	<u>1,335,876</u>	<u>1,468,461</u>

**4 Staff Costs**

	<b>2011 £</b>	<b>2010 £</b>
Wages and Salaries	1,061,129	979,275
Social Security Costs	65,454	57,513
Pension Contributions	29,496	28,401
	<u>1,156,079</u>	<u>1,065,189</u>

No employee received emoluments of more that £60,000 pa.

No trustees received any remuneration (2010:£NIL). During the year travel and training expenses totalling £338 (2010: £346) were reimbursed to 2 Trustees (2010:2). Furthermore total costs of £2,268 (2010: £2,787) were associated with the trustee training day and subsistence provided at board meetings.

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**4 Staff Costs (Continued)**

The average number of employees during the year, calculated on a basis of full time equivalents, was as follows:

	<b>2011</b>	<b>2010</b>
Central Services	5	5
Transport	5	5
Children & Young People	4	4
Home Improvements	6	6
Home Support Services	32	31
Community Development	2	2
Volunteer Centre	1	1
Other (Nightstop/Innovations/Healthy Walks)	4	1
	<u>59</u>	<u>55</u>

**Community First New Forest (A Company Limited by Guarantee)**

**Notes forming part of the Financial Statements**

**For the year ended 31 March 2011**

**5 Charitable Activities**

	Central Services	Transport	Home Support Services	Other	Total Unrestricted	Children & Young Peoples Services	Home Improvements and Repair	Home Support Services	Other Projects	Total Restricted	Total 2011	Total 2010
	£	£	£	£	£	£	£	£	£	£	£	£
Mimbus Hire	-	90	-	-	90	-	-	-	-	7,661	7,751	9,401
Helmets and gloves	-	-	-	-	-	7,661	-	-	-	3,816	3,816	1,678
Moped Insurance	-	-	-	-	-	3,816	-	-	-	13,368	13,368	7,753
CBT (motorcycle training)	-	-	-	-	-	13,368	-	-	-	4,776	4,776	3,210
Moped maintenance	-	-	-	-	-	4,776	-	-	-	16,269	16,269	15,213
Road tax	-	-	-	-	-	16,269	-	-	-	1,102	1,426	1,117
Project costs	-	324	-	-	324	1,038	64	-	2,195	17,070	17,070	38,233
Mimbus running costs	-	2,000	-	-	2,525	10,529	4,346	-	-	5,286	7,811	7,093
Mimbus repairs	-	2,602	-	525	2,602	-	-	-	-	6,696	9,298	14,880
Mimbus insurance	-	3,078	-	-	3,078	-	-	-	-	5,363	8,441	11,859
Vehicle running costs - car scheme	-	-	-	-	-	-	-	-	-	-	-	1,516
Tools and consumables	26	-	-	-	782	-	30	3,793	-	3,823	4,605	4,770
Van lease	-	-	-	-	-	-	3,621	-	-	3,621	3,621	3,953
Van insurance	-	-	-	-	-	-	1,489	-	-	1,489	1,489	1,019
Van running costs	-	-	-	-	-	-	3,106	-	-	3,106	3,106	1,579
Rep'm't of clients funds to contractors	2,941	-	-	-	2,941	-	35,173	11	-	35,184	38,125	30,757
Repayment of funds to funders	-	-	-	-	-	-	-	-	87	87	87	-
Staff costs	74,667	-	83,330	26,709	184,706	92,969	142,508	451,490	207,147	971,373	1,156,079	1,065,189
Travel, subsistence & volunteer expense	1,079	-	5,767	1,287	8,133	5,787	8,477	26,332	9,967	56,049	64,182	64,800
Computer maintenance and support	8,993	-	1,000	1,054	11,047	1,693	3,872	4,846	8,884	22,256	33,303	26,433
Recruitment	51	-	318	-	369	42	2,591	1,321	194	4,184	4,553	10,686
Staff training	1,994	-	72	431	2,497	389	1,667	477	376	3,052	5,549	9,335
Publications and subscriptions	1,772	-	297	-	2,069	-	554	957	1,503	3,014	5,083	4,685
Depreciation	11,088	-	-	-	11,088	-	-	-	-	-	11,088	9,295
Mimbus and moped depreciation	-	4,907	-	-	4,907	-	-	-	-	-	14,078	21,194
Loss on sale of fixed assets	1,191	-	-	-	1,191	-	-	-	-	9,171	1,191	-
Tutor fees	-	-	-	1,070	1,070	-	-	-	-	-	1,070	1,059
Conference, meeting and AGM expenses	3,393	-	(25)	14	3,382	479	90	311	2,110	3,490	6,872	9,623
Room Hire	83	-	1,610	289	1,982	75	117	117	945	1,137	3,119	4,039
Office rent and property maintenance	303	-	-	695	998	3,127	6,583	6,059	5,731	26,526	27,524	61,277
Telephone	2,822	-	700	63	3,587	785	2,707	2,891	1,710	10,383	13,970	19,922
Postage, printing, stationery and equip	8,720	2	2,054	1,178	11,952	2,270	4,422	6,618	7,932	23,776	35,728	51,283
Legal, professional and consultancy	7,214	-	248	-	7,462	75	-	479	600	1,154	8,616	8,904
Membership database	-	-	-	-	-	-	-	-	1,108	1,108	1,108	4,773
External CRB checks	-	-	432	324	756	-	-	-	4,280	4,280	4,280	5,191
Insurance	173	-	-	-	173	-	-	-	3,562	12,056	12,812	10,747
Bank charges	42	-	-	-	42	-	-	-	-	-	42	-
Bank interest	41	-	-	-	41	-	-	5,710	-	5,711	5,752	8,345
Bad debts and provision	-	-	-	-	-	-	-	-	-	-	-	2,000
Investment disposal	-	-	-	-	-	-	-	-	-	-	-	-
Sundry Expenses	-	-	-	(1)	(1)	-	-	-	-	-	149	900
<b>TOTAL CHARITABLE EXPENSES</b>	<b>126,593</b>	<b>13,003</b>	<b>96,559</b>	<b>33,638</b>	<b>269,793</b>	<b>170,706</b>	<b>225,800</b>	<b>513,246</b>	<b>258,481</b>	<b>1,287,587</b>	<b>1,557,380</b>	<b>1,554,073</b>

**Community First New Forest**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**6 Governance Costs**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2011</b>	<b>Total 2010</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Auditors remuneration				
- audit services	6,669	-	6,669	6,038
- other services	3,808	-	3,808	4,789
Trustees expenses	2,606	-	2,606	2,787
	<u>13,083</u>	<u>-</u>	<u>13,083</u>	<u>13,614</u>

**7 Fixed Assets**

	<b>Mopeds</b>	<b>Equipment</b>	<b>Vehicles &amp; Minibuses</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost:</b>				
As at 1 April 2010	9,752	85,781	213,812	309,345
Additions	6,224	14,375	-	20,599
Disposals	-	(3,572)	-	(3,572)
As at 31 March 2011	<u>15,976</u>	<u>96,584</u>	<u>213,812</u>	<u>326,372</u>

**Depreciation**

As at 1 April 2010	9,198	78,508	156,684	244,390
Charge for the year	2,628	8,255	14,283	25,166
Eliminated on disposal	-	(2,381)	-	(2,381)
As at 31 March 2011	<u>11,826</u>	<u>84,382</u>	<u>170,967</u>	<u>267,175</u>

**Net Book Value**

At 31 March 2011	<u>4,150</u>	<u>12,202</u>	<u>42,845</u>	<u>59,197</u>
At 31 March 2010	<u>554</u>	<u>7,273</u>	<u>57,128</u>	<u>64,955</u>

**8 Debtors**

	<b>2011</b>	<b>2010</b>
	<b>£</b>	<b>£</b>
Trade Debtors	142,159	245,463
Prepayments	23,075	13,099
	<u>165,234</u>	<u>258,562</u>

**9 Creditors: amounts falling due within one year**

	<b>2011</b>	<b>2010</b>
	<b>£</b>	<b>£</b>
Bank loans and overdrafts	10,762	-
Trade creditors	16,106	18,528
Taxation and social security	16,688	22,457
Other creditors	37,891	33,280
Accruals and deferred income	76,358	69,211
	<u>157,805</u>	<u>143,476</u>

**Community First New Forest (A Company Limited by Guarantee)**

**Notes forming part of the Financial Statements**

**For the year ended 31 March 2011**

**10 Restricted Funds**

	<b>Balance at 1 April 2010</b>	<b>Incoming Resources</b>	<b>Resources Expended</b>	<b>Management charges and other transfers between funds</b>	<b>Balance at 31 March 2011</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Transport</b>					
Minibus	-	18,528	(17,341)	(1,187)	-
Wheels 2 Work (Moped Scheme)	16,577	83,360	(73,028)	(8,153)	18,756
Minibus Replacement Fund	20,344	-	-	-	20,344
Moped Replacement Fund	8,772	-	-	-	8,772
Call & Go	25,781	63,835	(53,922)	(6,001)	29,693
Transport Worker	5,225	39,437	(26,415)	(2,943)	15,304
	<b>76,699</b>	<b>205,160</b>	<b>(170,706)</b>	<b>(18,284)</b>	<b>92,869</b>
<b>WHHIA</b>					
West Hampshire Home Improvement Agency	138,287	217,243	(225,800)	(22,460)	107,270
	<b>138,287</b>	<b>217,243</b>	<b>(225,800)</b>	<b>(22,460)</b>	<b>107,270</b>
<b>Other Projects</b>					
NF DARG	4,752	1,013	(231)	-	5,534
Nightstop Fund	22,644	62,220	(33,914)	(3,961)	46,989
PRIME	25,403	-	(15,814)	(1,939)	7,650
Innovations	69,516	66,667	(49,169)	(11,182)	75,832
Volunteer Centre	2,397	44,543	(31,243)	(3,111)	12,586
Ringwood 'Let's Get Growing'	1,582	-	(1,503)	-	79
Healthy Walks	16,482	7,300	(6,439)	(875)	16,468
Community Food Initiative	5,000	-	(160)	-	4,840
IMP Support	3,474	26,943	(19,854)	(2,963)	7,600
Community Development	-	129,065	(100,154)	(11,838)	17,073
	<b>151,250</b>	<b>337,751</b>	<b>(258,481)</b>	<b>(35,869)</b>	<b>194,651</b>
<b>Home Support</b>					
Home Support	90,453	571,279	(513,246)	(26,861)	121,625
	<b>90,453</b>	<b>571,279</b>	<b>(513,246)</b>	<b>(26,861)</b>	<b>121,625</b>
<b>Childrens Services</b>					
Mentoring Projects Jigsaw	32,152	(1,412)	(22,929)	(7,811)	-
Kidzlink	27,612	18,607	(26,420)	(19,799)	-
Childrens Projects	53,129	-	(863)	(6,114)	46,152
Young Carers Coordinator	48,384	20,000	(30,459)	(4,703)	33,222
Parent Support Advisor	6,997	15,068	(19,183)	(2,882)	-
Grandparents support scheme	5,839	-	(5,582)	(257)	-
ASD Support Group	721	-	(1,155)	434	-
Parent Information Scheme	-	-	(5,182)	12,052	6,870
Childrens Infrastructure Suppo	-	100	(7,581)	15,120	7,639
	<b>174,834</b>	<b>52,363</b>	<b>(119,354)</b>	<b>(13,960)</b>	<b>93,883</b>
	<b>631,523</b>	<b>1,383,796</b>	<b>(1,287,587)</b>	<b>(117,434)</b>	<b>610,298</b>

## **Community First New Forest (A Company Limited by Guarantee)**

### **Notes forming part of the Financial Statements**

**For the year ended 31 March 2011**

#### **10 Restricted Funds (continued...)**

##### **Transfers**

Children's Services - During the year transfers were made from the Childrens Projects fund to the Parent Information Service, Childrens Infrastructure Support, Grandparents Support Scheme and ASD Support Group funds of £12,857, £16,492, £209 and £624 respectively. Additionally, transfers were made to the Childrens Projects fund from the Mentoring Projects Jigsaw, Kidzlink and Parent Support Advisor funds of £5,091, £18,123 and £854 respectively.

##### **Transport**

Addressing transport issues across the forest, supporting people due to lack of public transport services of individuals with mobility problems. The main source of income for this service is Hampshire County Council. The balance of £92,869 will be carried forward to continue the service during the coming year.

##### **WHHIA (West Hampshire Home Improvement Agency)**

Supporting older people, people with a disability or those on low income to repair, improve or adapt their homes. This service is funded by Supporting People, HCC, NFPCT and NFDC. The balance of £107,270 will be carried forward to continue the service in the current year.

##### **Other Projects**

**NF DARG (New Forest Drugs and Alcohol Abuse Group)** - supporting people with drug and/or alcohol abuse problems within the New Forest area. The main source of income is HCC and the balance of £5,534 is to be carried forward to the coming year.

**Nightstop** - providing free overnight emergency accommodation for homeless young people aged 16-25 funded by Big Lottery and NFDC. The balance of £46,989 is to be carried forward to the coming year and a bid has been made to Big Lottery to use £12,000 of the underspend from 2010/11.

**PRIME (Problem Resolution In a Multi Agency Environment)** - working in a multi agency environment to resolve community safety issues. The balance of £7,650 is to be carried forward to the coming year when the project will end on 30 June 2011 due to no further funding available.

**Innovations** - supporting older, vulnerable people in the community to stay in the community and aiming to prevent expensive medical intervention, funded by HCC. The balance of £75,832 is to be carried forward to the coming year to continue the Innovations Totton service. The Innovations Avon Valley, Waterside and South West Forest will end on 30 June 2011 due to no further funding available.

**Volunteer Centre** - promoting and supporting volunteering funded by HCC and NFDC. The balance of £12,586 is to be carried forward to the coming year.

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**10 Restricted Funds (continued...)**

**Ringwood 'Let's Get Growing'** - Community First New Forest were invited to apply for funding to support the exploration and development of a local food initiative in the Ringwood South area. The Ringwood based Community Food project has now been named 'Let's Get Growing' and is funded by NFDC. The balance of £79 will be carried forward to the coming year.

**Healthy Walks** - Working in partnership with National Park and New Forest District Council we employ a Healthy Walks Coordinator to promote and increase physical activity levels through healthy walking, targeting individuals identified as having health concerns, funded by HCC, NFDC and New Forest Parks. The balance of £16,468 is to be used during the coming year when the project will end in October 2011 due to no further funding available.

**Community Food Initiative** - Following the success of the 'Let's Get Growing' project we have received a small pot of money from NFDC to develop similar schemes in other, targeted communities in the District during the current year.

**IMP Support (Infrastructure Modernisation Programme)** - ensuring that all CVS infrastructure support services are delivered consistently and systematically across Hampshire making better use of funding and resources through collaborative approaches. The service ended on 31 March 2011 and of the remaining balance of £7,600, £1,721 was returned to Capacity Builders in May 2011.

**Community Development** - Voluntary and Community Services promoting and supporting a sustainable voluntary and community sector in the New Forest, we provide information, advice and guidance around the complexities of running a local group or charity. We assist in the development of new groups, identify needs and develop initiatives to meet them. The balance of £17,073 will be used in the coming year to continue this work.

**Home Support** - A service providing support and care to older, vulnerable or disabled people in their own homes. Funded by HCC and NFPCT the reserves of £121,625 will be used for the service in the coming year.

**Children's Services** - supporting children's and their families across the Forest. Improving children's self esteem, social skills and life chances where behaviour at school or at home causes concern. Providing support to young carers across the Forest, and also helping children with transitional changes from pre-school to primary school and onwards. The balance of £93,883 will be used during the current year to continue these services. The Kidzlink Project finished in December 2010 and Jigsaw on 31 March 2011 due to no further funding.

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**11 Unrestricted Funds**

	<b>1 April 2010</b>	<b>Incoming Resources</b>	<b>Resources Expended</b>	<b>Charges/ Transfers</b>	<b>31 March 2011</b>
<b>Designated Funds</b>					
Central Services Capital Reserve	1,416	-	-	-	1,416
Voluntary & Community Sector Training & Development	5,414	2,578	(4,845)	(871)	2,276
Business Support	47,770	-	(24,404)	-	23,366
ICT Plan	3,193	-	-	-	3,193
	<u>57,793</u>	<u>2,578</u>	<u>(29,249)</u>	<u>(871)</u>	<u>30,251</u>
Unrestricted Funds	456,297	105,912	(253,627)	118,305	426,887
Balance carried forward	<u>514,090</u>	<u>108,490</u>	<u>(282,876)</u>	<u>117,434</u>	<u>457,138</u>

**Central Services Capital Reserve** - money designated for the redecoration of the premises the charity currently occupies, according to the terms of the lease.

**Voluntary and Community Sector Training and Development** - money designated to support a 5 year plan to develop the charity's training services project.

**Business Support** - an internal service to provide support to CFNF and its managers to assist with the implementation and quality standard ISO 9001, to help with tendering and grant applications and to review company policies.

**ICT Plan** - money designated to replace and improve the ICT provision across the organisation.

**12 Analysis of Net Assets Between Funds**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2011 £</b>	<b>Total 2010 £</b>
Fixed assets	59,197	-	59,197	64,955
Bank & cash balances	390,512	610,298	1,000,810	965,572
Other net assets /(liabilities)	7,429	-	7,429	115,086
	<u>457,138</u>	<u>610,298</u>	<u>1,067,436</u>	<u>1,145,613</u>

**13 Transfers between funds**

Management charges attributed to restricted funds, for administration and other office costs paid through unrestricted general funds. These charges totalled £117,434.

## Community First New Forest (A Company Limited by Guarantee)

### Notes forming part of the Financial Statements

#### For the year ended 31 March 2011

#### 14 Operating lease commitments

At 31 March 2011 the charity was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2011:

Operating leases which expire:	Land and Buildings		Other	
	2011	2010	2011	2010
	£	£	£	£
Within 1 year	6,500	14,458	-	-
Between 2-5 years	-	6,500	4,973	10,811
	<u>6,500</u>	<u>20,958</u>	<u>4,973</u>	<u>10,811</u>

#### 15 Related Party Transactions

During the year the charity employed Mrs P Mason-Smith, wife of Mr I Mason-Smith (trustee). The gross pay and employer's national insurance totalled £631 (2010: £7,553)

#### 16 Pensions

Defined benefit scheme

Community First New Forest participates in a contributory pension plan providing defined benefits based on final pensionable pay for employees of Community First New Forest. The assets of the pension plan are held separately from those of Community First New Forest and at the year end these were invested in pooled funds operated by Hampshire County Council. The pension charge for the year was £29,496 (2010: £28,401)

The plan's actuary has advised that it is not possible to identify separately the assets and liabilities relating to Community First New Forest for the purposes of FRS 17 disclosure

#### 17 Contingent Liabilities

The charity currently has 7 active members participating in its pension scheme, details of which are provided in note 16 above. If the charity ceased to have any active members, and hence contributions to the scheme stopped, the scheme's admission agreement is deemed to cease and the fund's actuary would carry out a closing valuation. If the valuation identified that a deficit existed at that date the charity would be obliged to submit proposals to meet the debt certified by the fund's actuary. Following a valuation on 31 March 2007 the potential deficit for the pension scheme was estimated to be £242,787. The trustees will continue to monitor this deficit and the impact that it may have on the charity's finances.

The mopeds included in fixed assets were purchased with funding provided by HCC. If any of the mopeds are disposed of then 100% of the sale proceeds are due to be repaid to HCC.

The minibuses included in fixed assets were purchased with HCC providing between 50% and 100% of the total purchase price. If any of the vehicles are disposed of then a proportion of the sale proceeds equal to that of the percentage of funding provided is due to be repaid to HCC.

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**18 Ultimate controlling party**

The charitable company is controlled by its trustees, who are also its directors.

**Community First New Forest (A Company Limited by Guarantee)**  
**Notes forming part of the Financial Statements**  
**For the year ended 31 March 2011**

**Our Mission**

We are a not-for-profit umbrella organisation which supports and promotes the sustainable development of the local voluntary and community sector. By building relationships, fostering partnerships and delivering quality services we aim to improve quality of life and assist in the development of diverse, strong communities primarily in the New Forest district. We work towards removing barriers to social inclusion by working with communities and individuals who may be socially disadvantaged, vulnerable and isolated.

**We acknowledge the support of:**

Big Lottery Fund  
Capacity Builders  
East Hampshire District Council  
Hampshire County Council  
Hampshire Primary Care Trust  
New Forest District Council  
New Milton Masonic Lodge  
Supporting People  
Test Valley Borough Council  
Town and Parish Councils  
Winchester City Council  
Our members