

Community First New Forest

Community First New Forest Annual Report and Accounts 2009/2010

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Trustees Report for the year ended 30 March 2010

Legal and Administrative Information for the Year Ended 31 March 2010

The Trustees present their report for the year ended 31 March 2010. Community First New Forest is an incorporated charity, registered on 31 March 2009. 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 Pat Wyeth |
| Trustees/Directors | Stephanie Stokes (Chair) Nigel Clarke (Vice Chair) Ian Mason-Smith Margaret Hitch Derek Gurney (Honorary Treasurer) Paul Kirkland David Eley Linda Fletcher (appointed 26.01.10) Alan Olson (appointed 26.01.10) Cllr Steve Rippon-Swaine (HCC Representative) Annie Righton (NFDC Representative) |
| Chief Executive | Michael Clowes |
| Management Team | Lorraine Chastey Barrie Cheetham Gael Clemett Graham Hartless (appointed 01.07.09) Jackie Hartless Joss Ridge (appointed 01.12.09) Jean Watkins |
| Bankers | Barclays Bank PLC, High Street, Ringwood, Hampshire BH24 1BZ |
| Auditors | Fiander Tovell LLP, Chartered Accountants, Stag Gates House, 63/64 The Avenue, Southampton, Hampshire SO17 1XS |

Trustees Report for the year ended 30 March 2010

President's Report

I am delighted to have the opportunity of expressing my support for Community First New Forest and to be able to say thank you to all the volunteers and dedicated staff for their continuing effort in supporting the local voluntary and community sector. They are all amazing people who give of their time and experience without expecting anything back in return, other than the knowledge that they have helped other people, who are sometimes in difficult circumstances, in a meaningful way.

Community First New Forest continues to progress and make an impact on the lives of the people of the Forest; this could not be achieved without strong leadership and management, and I thank everyone involved and wish the Chief Executive, Michael Clowes, and his team further success for the future.

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

Cllr Pat Wyeth
President

Trustees Report for the year ended 30 March 2010

Chair's Report

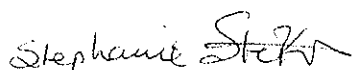
Dear Friends

They say time flies when you are having fun and a year has flown at Community First New Forest because we do have fun. The key to this is the community spirit that pervades the organisation and consequently to work at Community First is to work in a happy and supportive environment. It is this function of support that sums up for me the essence of what we do in this charity. Each of our services supports a sector of the New Forest community, be it providing help for children or digging granny's garden. It is the vital link between the individual and our community that is the lifeblood of our work and so as an organisation we engage on every level with the community we serve.

This year we have faced significant challenges; we have not been immune to the economic downturn. We have lost some income due to grants being cut or withdrawn, but we have risen to these challenges as a committed team and found new ways of developing through entrepreneurship and partnership working. Throughout, our supportive ethos has enabled us to retain staff and maintain a high level of service to the community. It has not been all doom and gloom, indeed the economic situation has meant we have helped more people through our Volunteer Centre than ever. The service is growing rapidly, with new ideas coming on stream. The Innovations project, in its infancy last year, has grown and developed to cover a wider geographic area. The Grandparents as Carers and the Autism Support Groups have been successful start ups and our small repairs service is stretched to capacity. Our cohesive Transport Service has increased throughput and we are looking at new ways of working to develop it. The personalisation agenda is providing our Home Support Service with challenges which may alter delivery, but we have the expertise to meet that challenge effectively.

Our role as an enabler of community projects has been hallmarked by the number we have supported, from simple networking events to the more complex Local Strategic Partnerships. Our CEO, Michael Clowes has been at the forefront of decision making. He works hard regardless of the task. That he can do so is tribute to the support he receives from his staff. As Trustees, the role of the Board is to be a 'critical friend', but with the emphasis on 'friend'. Each member of the Board is allied to a Service Manager, whom he or she supports particularly, providing that 'listening ear' and contact point to governance. It is often difficult to separate management from governance, but I believe we do it rather well at Community First New Forest. It would appear others do too, because to our surprise our Board has recently been listed as one of three finalists for the Wessex Charity Board of the Year. Such success can only be possible if we are seen to be committed, cohesive and mature. I believe that's exactly what we are and it is a privilege to serve as its Chair. We have a multiplicity of skills and talents and I am particularly indebted to our Treasurer, who has become a linchpin of the Board and to my Vice Chair who has been such a source of wisdom and support.

I look forward to 2011, confident that we can grow stronger and serve our community better. As Mahatma Ghandi once said "Happiness is when what you think, what you say, and what you do are in harmony". That's the spirit of Community First New Forest!



Stephanie Stokes
Chair

Trustees Report for the year ended 30 March 2010

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 on quality of life. I know that every day we continue make a difference.

This year has been one of successes and challenges, for CFNF and for voluntary and community groups across the New Forest. A key challenge for us all is funding and sustainability. This is set to continue and there are predictions that it will worsen. 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 the aims of our services, their achievements and future plans.

CFNF Achievements and Performance

- Developed a 3 year Strategic Business Plan that demonstrates a planned approach to partnership, sustainability, quality and future needs.
- 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. Our Chair is an active participant on the LSP and represents the interests of the voluntary and community sector.
- Lead and chair of the Active Communities Network. This network has a focus on delivering actions that support community engagement, volunteering, diversity and equality.
- Lead on the development of the New Forest District's Good Practice Guide to Community Engagement.
- Lead representative for the voluntary and community sector on the Hampshire Community Safety Strategy Group and Commissioning Group – this supports the delivery of the Hampshire Local Area Agreement.
- 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.
- Supported the development of new local initiatives. Examples here include Innovations, a service that supports the continued independence of older people, and the new Garden Share scheme in Ringwood. These highlight our commitment to supporting and developing new services that meet local needs.
- Completed the re-development of our website – please visit us at www.cfnf.org.uk.

Trustees Report for the year ended 30 March 2010

- We conducted an Annual Survey of our members to help us identify services used, 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.

You rated our staff for:

Reliability – as 98% good or excellent and
100% good or excellent for:

- Helpfulness
- Friendliness
- Knowledge
- Being non-judgmental

You rated our services at 100% good or excellent for:

- Reliability
- Helpful/informative
- Attentive and tailored
- Individualised support
- Being non-judgmental

Future plans

- Development of our quality systems by pursuing ISO 9001.
- Development and implementation of an Impact, Improvement and Involvement framework. This will help us to become more effective in demonstrating our impact, improving our services and involving our clients.
- We will aim to reach more voluntary and community organisations across the New Forest District and increase our membership.
- We will be developing our business with regards to opportunities and actively promoting and marketing the work of CFNF.
- Developing the range of services that can support our client groups, in particular those linked to personalisation and self directed support.

As a personal note I am fortunate to work with such a passionate and committed group of people. The level of professionalism and dedication of CFNF's Trustees, volunteers and staff has continued to shine in all our work throughout this past year.

A BIG 'thank you' to you all.



Michael Clowes
Chief Executive

Trustees Report for the year ended 30 March 2010

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 has 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 Hampshire PCT. 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.

Trustees Report for the year ended 30 March 2010

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:

1. 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.
 - Developing and maintaining links across the voluntary & community, statutory & private sectors.

Trustees Report for the year ended 30 March 2010

- 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.
2. 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, to remain independent in their own homes, in a warm, safe and secure environment.

Home Support Service

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

Nightstop

Enabling young homeless 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.

Financial Review

Following a continuing review of the Charity's activities by the Trustees, this year's strong results have again demonstrated the value of these reviews.

The end of year saw a strong financial position based on robust financial management. This reflects how the charity has continued to grow.

The principal sources of funding were Hampshire County Council £92,1482 (2009-£85,7489), New Forest District Council £131,287 (2009-£69,886), New Forest Primary Care Trust £51,220 (2009-£11,375), The Big Lottery Fund £42,170 (2009-£39,971), Hampshire Children's Fund £80,000 (2009-£85,498), Supporting People £80,500 (2009-£83,365) and Capacity Builders £30,716 (2009-£20,000).

The expenditure incurred has enabled CFNF to support the successful delivery of its key objectives through our wide and varied activities. The 2010 Annual Report provides extensive details on all our services and demonstrates the achievements and performance and our future plans.

Trustees Report for the year ended 30 March 2010

In the current economic climate the Finance Committee on behalf of the Board of Trustees monitors progress at both the macro and micro level against the strategic business plan.

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 advisor for the purposes of advising on and managing investments.

Reserves Policy

The Trustees presently aim to maintain reserves equivalent to between 3 and 6 months operating expenditure, in order to safeguard existing activities and enable the charity to respond to new opportunities. There are approximately 4 months funds in unrestricted reserves. In view of the current economic situation Trustees hope to increase reserves to between 6 and 9 months operating expenditure.

The trustees have set aside some of the reserves for designated funds;

Voluntary and Community Sector Training and Development. This was initially set up with £25,000 and, of this £3027 has been used during the year to provide training courses for voluntary groups within our region and the programme is set to continue into 2010/11.

IT Infrastructure plan. The Trustees set aside £20,000 in 2008 for IT infrastructure upgrade and of this £8,942 has been spent this year.

Business support. The Trustees set aside £57,000 and of this £9230 has been spent this year.

Plans for future periods

The charity does have a forward planning process that endeavours to secure funding through contracts or grants 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:

- Continue to highlight service areas at risk and their impact on the viability of the charity.
- Continue to review the 3 year strategic Business Plan.
- Develop a rolling 2 year Finance Plan incorporating cash flow statement.
- Finance Committee has instigated a rolling project of in depth discussions with Managers regarding budgetary control.
- Proactively manage any implications on our current service level provision with regard to the Government's proposals to reduce public sector expenditure.
- Continue to research opportunities for new services which enhance the well being of the local population.

Trustees Report for the year ended 30 March 2010

Voluntary & Community Services

Introduction

Our Community Development Team provides dedicated support to 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 aim 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.

We aim to enable both individuals and communities to improve quality of life for all and actively support the development of diverse, strong communities in the New Forest District especially looking to engage with socially disadvantaged, vulnerable or hard to reach groups.

Our work demonstrates the increasing importance and recognition of the role of the voluntary and community sector in supporting and delivering an increasingly wide range of services that sustain communities and individuals across the New Forest.

A key element of our work is to provide support and facilitate local, district and regional networks and forums and we aim to provide the link between local concerns and the bigger picture by strengthening the capacity and effectiveness of the Voluntary & Community Sector in the New Forest and by not only encouraging, but enabling voluntary and community representation and participation in strategic partnerships.

Achievements and Performance

- We demonstrated our commitment to raising multicultural awareness and celebrating the rich diversity of the New Forest by working in partnership to host the first ever New Forest Mela, celebrating the wealth of diverse communities who live and work locally. More than three thousand visitors attended to take part in the colourful, multicultural entertainment.
- Continuing the successful pilot of the Innovations team in Totton, we have been able to recruit three more Development Workers to join the teams that now provide the service to the entire district. Innovations is a partnership project working with 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.
- Following a second bid for funding from the Joint Action Group, the very successful 'it' anti criminal damage campaign has continued to be delivered to year 6 pupils across the New Forest.
- We are committed to the capacity building of identified communities through direct community development activity, participating and providing representation at topic specific meeting groups such as Community Safety, Public Health, Children & Young People, Older People and Lifelong Learning. We chair or attend approximately 26 strategic forums across the New Forest. At these we are an independent voice to provide representation for the needs of the voluntary sector, providing input where appropriate as well as being a conduit for information and views between the sectors.
- We have run 15 training sessions attended by a total of 195 people; we have also provided one to one training on specific issues including constitutions and policies & procedures.

Trustees Report for the year ended 30 March 2010

- We have engaged with over 49 groups giving a range of general advice and support, advising on both large and small projects. £1,354,974 of grant money has been applied for both locally and nationally with 39 groups using FunderFinder. We also held another successful Funding Fayre at Lyndhurst which was attended by over 100 people.

Future Plans

- We will be working in partnership with New Forest District Council and the National Park Authority to pilot a Healthy Walks project in the District, creating opportunities to build on existing initiatives and develop new opportunities eg GP referrals onto guided walks; access to other recreational activities that encourage health and wellbeing whilst promoting understanding and enjoyment of the National Park.
- Following the success of the Ringwood 'Let's Get Growing' Scheme, we will be using development expertise to expand this project to other targeted areas of the District, working to engage identified communities from across the New Forest, to empower local people of all ages, backgrounds and abilities, but primarily targeting vulnerable families with low incomes, to create opportunities for them to grow, eat and enjoy fresh produce, in a green and sustainable manner, and in the process to make a positive impact on their surrounding environment.
- We will be supporting Community First New Forest through a Diversity Audit ensuring we have the right policies, processes, procedures and systems in place so that diversity is promoted and valued. This in turn will help us improve service provision / support and engagement with diverse voluntary and community groups.

Feedback from voluntary and community groups

'Excellent and very instructive training session.'

'We feel so much more confident in our grant application, thank you for your support.'

'Thank you for all your help, we will definitely be using your services again!'

'Very useful guidance as to who to contact and the best way to do so.'

Jackie Hartless
Community Development Manager

Tel. 01425 482773
email. cdmanager@cnf.org.uk

Trustees Report for the year ended 30 March 2010

Volunteer Centre

Introduction

The Volunteer Centre actively promotes the benefits of volunteering for the individual and for our communities. We achieve this by attending events, producing media articles and working with hard-to-reach groups such as people who are socially isolated, unemployed or have mental health issues. We encourage diversity and inclusion in all aspects of volunteering, making a difference to the health and well being for all concerned. We are happy to deliver training or give talks to groups or on an individual basis. The Volunteer Centre provides a comprehensive information and advice service about volunteering and basic volunteering issues. One of our primary roles is to operate a brokerage between prospective volunteers and groups with appropriate voluntary opportunities. We aim to promote the awareness of local volunteering and community activity and support organisations to develop best practice.

Achievements and Performance

- Over the last year we have seen a steady rise in the number of people enquiring about volunteering. We have had enquiries from 398 people. We have personally interviewed 137 volunteers and placed 110 with local organisations and agencies.
- We have developed outreach centres in local venues holding drop in sessions for people to access volunteering opportunities in their community and held two roadshows enabling 32 organisations to take part in promoting their services and recruiting new volunteers.
- 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. Information we collated from people who attended the event shows that collectively they had been involved with volunteering for an amazing 585 years and over those years they had given an average of 673 hours per week to volunteering. Something definitely worth celebrating!
- As a Hampshire network we launched a photographic competition to find an image that could encapsulate the benefits of volunteering to help highlight 25 years of Volunteers Week. We had over 150 entries and the winners were shown on BBC South Today, raising the profile of volunteering.

Our Future Plans

- Continue to work with DWP to encourage unemployed people into volunteering.
- To develop capacity within LSP partner organisations to offer unemployed people voluntary placements.
- Volunteering in the Community is being piloted in the New Forest. Working with the Health and Wellbeing Board and two doctors surgeries, we hope to assist people over 55, who match the criteria, into volunteering.
- Providing support and advice for a Hampshire Volunteer Network.

Feedback from volunteer groups and volunteers

'This event was very well organised with an interesting range of organisations represented. An excellent day with a good response from the public.'

Trustees Report for the year ended 30 March 2010

'Although I have only just started my volunteering, getting over the fear of making contact and meeting people at the organisation has improved my confidence already.'

'The four people who went from here to this course have praised it very highly and said it was brilliant.'

Hazel Dyson
Volunteer Centre Co-ordinator

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

Trustees Report for the year ended 30 March 2010

Home Improvement Agencies

Introduction

The Home Improvement Agencies are non-profit organisations that support older people, people with a disability and people on low incomes, to maintain independence in their own homes. Our principal 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 manages Home Improvement Agencies in the New Forest and Test Valley Districts, along with a Small Repairs 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 486 people across the New Forest District. This includes signposting 168 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 318 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 272 people to apply for Disabled Facilities Grants. People have been supported in the application process, in selecting contractors, and in ensuring that works are carried out efficiently.
- We have supported 7 people to access alternative funding from charities, trusts, and benevolent organisations. During the year £11,659 was raised, and particular thanks go to the R.L. Glasspool Trust, Barchester Health Care and the Royal British Legion.
- We have supported 4 people with applications for Home Improvement Loans, funded from money granted to New Forest District Council by the Partnership for Urban South Hampshire.
- Our Technical Officer has supported 41 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. During the year technical support was also given by external surveyors to a further 57 people.
- We have carried out 228 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.
- During the year we helped to organise two Contractors Forums which built relationships with contractors and helped to improve grant system procedures.

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Test Valley Home Improvement Agency

- We have supported a total of 631 people across the Test Valley District. This includes sign-posting 92 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 250 people arrange works to their homes. The majority of these have been people who have applied for Disabled Facilities Grants (235) and Home Improvement Grants (15) from Test Valley Borough Council.
- We have supported 7 people to access alternative funding from charities, trusts, and benevolent organisations. We are especially grateful to the Royal British Legion and the Civil Service Benevolent Fund.
- It has not been possible to have an in house technical officer, but assistance from the Technical Officer at New Forest HIA has been provided for one client, and an external surveyor has helped with one home improvement loan application.
- We have carried out 117 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. 5 of these were referrals from Test Valley Borough Council's Fix-It scheme carried out before July 2009, after which checks were carried out by In Touch's new handyperson working in Test Valley.
- We assisted Test Valley Borough Council in the assessment process for grants and 87 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 106 telephone requests for work and passed them on to Test Valley's direct labour organisation, and dealt with 210 enquiries, most of which related to the original requests.
- 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 512 visits, resulting in 549 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.
- 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 228 home safety checks carried out 126 of these were done by the technician, resulting in the fitting of grab rails, door chains, key safes, and the removal of tripping hazards. Also clients

Trustees Report for the year ended 30 March 2010

were referred to Hampshire Fire and Rescue for the fitting of smoke alarms.

- During the year we were awarded a contract by the RoSPA Safe at Home Scheme to fit safety equipment in vulnerable families' homes to increase the safety of small children. The technician carried out work in three homes.

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 seek to continue to provide Home Improvement Agency Services by successfully tendering for the new HIA contract which will start in 2011.

Some examples of feedback from clients

'I cannot praise enough everyone who came to see me....You have all been so kind and understanding. Thank you, it has made a big difference.'

'Handling and filling in all the paperwork was first class, and advice with builders and helpful comments very much appreciated.'

'I couldn't have had a better person than Malcolm to help me. I am very pleased with the help I have been given. Your staff, both on the job and on the phone, are most considerate.'

Barrie Cheetham
Home Improvement Services Manager

Tel. 01425 478005
email: hia.manager@cfnf.org.uk

Trustees Report for the year ended 30 March 2010

Children and Young People Services

Introduction

The Children and Young People Service started in 2002 with just one service and has grown steadily since then. All of our services support vulnerable children, young people and families across the New Forest. Our services now include:

- Home, school, community mentoring services for children, young people and families.
- A young carer's service.
- A parenting support service.
- A grandparent support forum (for grandparents who have full time care of their grandchildren).
- A support forum for parents of children and young people with autism and Asperger Syndrome.
- A newly formed New Forest Children and Young People Voluntary Sector Alliance.

The most common worries affecting the children, young people and families we support are

- Parental divorce and separation.
- Parental drug and alcohol related problems.
- Behavioural concerns.
- Domestic violence.
- Bullying.
- Long-term family illness.
- Bereavement.
- Caring for a parent or a sibling.
- Disability.
- Poverty issues.

Our work focuses on supporting children's emotional wellbeing through a number of approaches and skills. The wellbeing of children and young people is fundamentally important – not only to their individual achievement and life chances, but also to the quality of life and future prosperity of everyone living in Hampshire.

Emotional wellbeing plays a part in every aspect of life and when children and young people have those skills their self esteem is enhanced enabling them to better form relationships, solve problems and manage strong feelings such as frustration, anger and anxiety.

Achievements and Performance

- Over 600 children, young people and families supported during the last year.
- 532 children and young people received one-to-one support for issues concerning their emotional well being for a minimum of one school term or a whole year.
- 42 children and young people were referred and supported by the new Young Carer Service and new funding has been found to develop more activities specifically suited to their needs including telephone friendship groups and holistic family support.
- More than 120 teachers, other school staff and other agencies have taken part in our awareness raising of emotional issues concerning children and young people.
- 1,283 hours were spent meeting with parents about support for their children and 316 hours of dedicated parent support counselling, including Triple P training was provided.
- 52 parents joined our new support network for parents of children with autism.
- 38 grandparents who look after their grandchildren full time joined our new grandparent forum.

Trustees Report for the year ended 30 March 2010

- 27 voluntary and community sector organisations joined the new New Forest Children and Young People Voluntary Sector Alliance, started February 2010 to enable improved infra structure development, information sharing and a voice for the sector within the New Forest.
- Over 600 meetings with partner organisations and fellow professionals took place.

Future Plans

Sustainability of our services is always a high priority for us and we will continue to seek funds to maintain them.

- Development of our current services is also important. This year we will:
 - Look to increasing the number of our autism and grand parenting forums to other parts of the New Forest so as to enable more parents/grandparents to attend.
 - Adding a new holistic based approach to our young carer service which will enable more leisure and respite time for those young people caring for their parents or siblings.
- Growth of our services is always important where there are unmet needs. For example, this year we are:
 - Developing an application in partnership with CAMHS (children and adolescent mental health services) to look at improved mentoring at tier 2/3 in specific areas ie youth offending and prisoner families.
 - Developing an application around obesity in children programme working alongside referred children and families, from a cookery, diet, leisure perspective.
- Continuing and developing the New Forest Children and Young People Voluntary Sector Alliance will be one of the main priorities for this forthcoming year. This will look at:
 - Increased infra-structure support.
 - Training needs.
 - Partnership and consortium working.
 - Improved working practice with the statutory sector through business networking lunches, market place displays and inviting relevant statutory speakers to Alliance meetings.

Client Feedback

Client, children, young people and families input in the design and delivery of our services is important and we encourage participation on steering groups and by other means such as feedback sheets. Feedback from some of our clients and partners are below:

'Jigsaw is when you can talk to someone about something that's been stuck inside you and you feel you want to talk to someone but everyone is busy and won't listen to you.'

Helen, aged 12

'We began looking after our two grandchildren full time when their mother died last year. We thought we were the only ones worried about money issues, support, and our own health in the New Forest. It is really good to meet other people who are in the same situation and see how they are coping.'

*Grandparents aged 70+ caring for two grandchildren
Aged 9 and 11*

Trustees Report for the year ended 30 March 2010

'I am so pleased that we have been able to participate in your service. The pastoral support programme within the school is strengthened. Thank you for all your good work. Please for the sake of the children and families, keep going. I hope that all schools should be able to access your service as a right.'

Head Teacher, local primary school.

Jean Watkins
Children & Young People Services Manager

Tel. 01425 482773
email. jean.watkins@cfnf.org.uk

Trustees Report for the year ended 30 March 2010

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.

Achievements and Performance

Minibus Hire

All of our minibuses are available for hire to any organisation that is a member of Community First New Forest, subject to availability and the driver having received MiDAS training. We currently have about 20 groups who hire vehicles on a regular basis, and over 200 hirings during the last 12 months.

We also operate a brokerage system whereby groups that are seeking to hire a minibus can be put in touch with other organisations who own minibuses that are underutilised. This system generates an additional income stream for both CFNF and the supplying organisation.

Future Plans

- Increase the number of hirings by raising awareness of the scheme by promotion and publicity.
- Contact the harder to reach and diverse communities.
- Continue to enlarge the listing of vehicles taking part in the brokerage scheme.
- Explore the possibilities of using our vehicles on contract work.

'14 members of Sway W.I. recently enjoyed a trip into deepest Dorset on the Community Bus, carefully driven by our much appreciated driver, Cliff. Everyone agreed it had been a memorable day, thanks to the bus.'

'Thank you for making the booking process so simple.'

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 one fully qualified trainer, and two others nearing the completion of their training.

During the past year we have trained over 100 drivers, some of whom have travelled from locations as far afield as Fareham and Winchester to access our training. We run courses on a regular monthly basis with additional courses added when necessary to satisfy the client demand.

There are many advantages for a voluntary organisation that has a MiDAS trained driver, including:

- The organisation is more self reliant and sustainable.
- Increased opportunities for group travel.

Trustees Report for the year ended 30 March 2010

Future Plans

- Continue to provide a professional training facility.
- Increase the number of MIDAS qualified drivers by utilising the 2 new trainers.
- Improving the awareness of the scheme by contacting new potential clients.

Feedback from Attendees

'Excellent course, very well presented by two knowledgeable people who made the sessions interesting and informative.'

'Very good course, approachable trainers, lots learnt today.'

'Excellent, understandable and to the point.'

Wheels to Work Moped Loan Scheme (W2W)

From November 2009 our fleet of mopeds has expanded to a total of 36 machines. These are available to hire to young people aged from 16 to 25, living within Hampshire who do not have access to private or public transport. This scheme then enables them to seek work, get to a job or attend vocational training, which may not otherwise have been possible.

This scheme has assisted 37 young people to either find work or give them the opportunity to save for their own transport. We have received several referrals from Social Services and this scheme has offered independence and the opportunity, for vulnerable young people to turn their lives around. We currently have a six week waiting list for young people who wish to hire our mopeds.

Future Plans

- If funding becomes available, to expand the fleet of mopeds.
- To double the number of hirings during the next 12 months.
- Target the harder to reach hirers in the most rural areas of the region.
- Continue to raise the percentage of mopeds in use.

'Everything about the scheme is fantastic, a really good idea for young people.'

'The scheme itself is excellent, and the staff are very good and helpful and friendly. It has improved my personal independence and responsibility.'

'It's a great idea, especially for those who live in rural areas or with bad transport links....James the trainer was very supportive and patient with me.'

Call and Go

This service remains popular among our ever growing list of clients whose transport needs cannot be met by public transport. We currently employ 6 drivers, in conjunction with our invaluable volunteers, to collect clients from their home and take them to a regular destination, usually a supermarket or local town centre. On return, our dedicated drivers and escorts will ensure their passengers are returned to their home, assisting with their shopping if necessary. We currently operate 9 routes across the New Forest and Waterside area, with our administration team and drivers aiming to provide a consistent and reliable service to all our passengers.

Trustees Report for the year ended 30 March 2010

We enabled 8,414 passenger trips to be made, compared with 7,888 the previous year. The average age of our passengers has risen to 82, and 74% of our passengers require mobility aids.

During the winter cold spell, many of our drivers went 'beyond the call of duty' by using their own vehicles to ensure that vulnerable clients were not left without provisions when our own minibuses were unable to be used. We thank them for their dedication.

Our volunteers are an integral part of our team, and without their continued support and dedication our service would not be able to grow at the anticipated levels.

Future Plans

- Continue to provide a consistent and reliable service for our passengers.
- Increase the number of passengers registered with CFNF using updated publicity material, and promoting the scheme at local events etc.
- Investigate the potential of introducing new routes.
- Increase the number of volunteer drivers and escorts.

Feedback from Clients

'This is a great service, and is much appreciated by people in outlying areas who are not on a main bus route. Thank you for this service.'

'This service is my lifeline. I have no other means to do my shopping, a wonderful service.'

'The office staff and drivers are excellent.'

'I am indeed very grateful to all the staff for this service especially to the driver.'

Graham Hartless
Transport Services Manager

Tel. 01425 482773
email. transport@cfnf.org.uk

Trustees Report for the year ended 30 March 2010

Home Support Service

Introduction

We aim to provide personal care and support to older people residing in the East of the Forest, Hythe and the Waterside areas. We accept referrals from Adult Services, directly from the person requiring help and from family members or friends.

Examples of the type of support we provide:

- The arrangement of a package of care that may include Personal care, shopping, companionship and domestic help.
- Collecting prescriptions, paying bills, assisting with correspondence and making telephone calls etc.
- Transport and escorts for clients attending GP, dental or hospital appointments.
- Companions to take clients on outings to the beach, forest or other places of interest.

Achievements & Performance

Service

- We have continued to provide a quality care service for our clients enabling them to remain safely in their own homes.
- We have increased the domestic support we provide, as our clients have become less mobile, we have been able to take over the daily tasks that they were finding difficult.
- We have been inspected by CQC and received a good report from them, they had no areas of concern.
- Our client questionnaires showed that we are appreciated and that many stated they could not manage without us.

Staff

- 27 carers have achieved NVQ2 in Social Care with 3 attaining an NVQ3 qualification.

Additional Achievements

The Phoenix Club is supported by the Friends of the Fenwick and our dedicated volunteers. These volunteers turn up each week to help our carers and their input will ensure the club will continue into the future. The club provides stimulation and friendship for members and respite for families.

The Pelican Club based in Calmore Community Centre is hoping to attract grant funding to help with the costs which have increased steeply due to the high uptake of available places. We have a waiting list of those hoping to join and regularly have 18 members at meetings. This provides them with a welcome break and a helps to combat the social isolation many are experiencing.

Future Plans

In order to increase the number of hours of care we provide we intend to:

- Increase our share of private client care packages, embrace the new personalisation agenda.
- Widen the services that we can offer clients.
- Further improve the quality of care delivered by additional and varied training.
- Branch out into other areas of the Forest initially with a Sitting & Support Service.

Trustees Report for the year ended 30 March 2010

- Enter our carers for the new Diploma in Care due to be available in September 2010 (replacing the NVQs).
- Explore the feasibility of providing 24 hour care either privately for an individual or in a housing complex.

Client Input

An email received – 'It is most kind of you to accommodate my Father's requirements. I am happy to report that both carers that visited today, easily completed the tasks within the 30 minutes allotted time and had a few moments spare to engage in conversation with my father. I have to say that both he and I have been very impressed thus far with the service that you and your carers have provided.'

Attending the funeral of a client for whom we had provided care for 7 or 8 years at the end of April, I was overwhelmed by the gratitude of the family who were genuinely grateful for the care we had provided. 'Mum never praised anyone in her life but even she said you weren't that bad!' Praise indeed.

Another son rang us to say how much he appreciated the way we had sprung into action to cover the extra care for his mother when he was unexpectedly rushed into hospital.

Gael Clemett
Home Support Services Manager

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

Trustees Report for the year ended 30 March 2010

Nightstop

Introduction

- The only emergency accommodation service for young homeless people in the New Forest District.
- Nightstop helps prevent rough sleeping 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 short breathing space to consider their options in their own time, in their own area and to get further advice on housing, employment, education and health.
- Trained 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.
- A new team of support volunteers has been set up to give practical advice and help during the day to young people staying with Nightstop.
- 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, colleges and schools.

Nightstop is part of 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 return home if appropriate, following mediation. Our Nightstop support volunteers give practical advice and help to young people who are not successful through the Housing Panel.

Achievements and Performance

- Our volunteer households provided a total of 291 support nights throughout the year which is an increase on previous years. This provided homeless support to 19 young people.
- Nightstop has fulfilled its required outcomes for its main funder, the Big Lottery, although the current economic climate has impacted on the outcomes for young people moving into employment and training this year.
- Nightstop continues to maintain its team of hosts, drivers and support volunteers – a total of 27 volunteers with new enquiries from interested members of the community.

Trustees Report for the year ended 30 March 2010

Future Plans

Over the coming year, Nightstop aims to:

- Improve the marketing and promotion to young people through developing a video on Nightstop and launching a dedicated website.
- Distribute essential packs to all hosts, including basic clothing and toiletries for young people.
- Continue to contact young people following their stay with Nightstop to record feedback from their experience of the service and to make any improvements.
- Continue to provide on-going training sessions for existing and new volunteers.

Comments from young people

'My hostess and her family have been really great and helpful and caring and I am really grateful. Thank you so much Nightstop for everything you have done for me. I shall be forever grateful.'

'Nightstop helped me by keeping me off the streets. It's a great service and thanks for the help.'

'Nightstop helped me to acquire permanent accommodation without being on the streets.'

Sue Roberts
Co-ordinator
email. nightstop@cnf.org.uk

Jude Todd
Support Worker
email. nightstopsupport@cnf.org.uk

Tel. 01425 478391

Statement of trustees' 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 the year. 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 judgements 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper 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 auditor is 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 auditor is aware of that information.

This report has been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies, and complies with the charity's governing document and SORP 2005 'Accounting and Reporting for Charities'.

Approved by, and signed on behalf of, the trustees

Stephanie Stokes Mrs. Stephanie Stokes (Trustee)

27-7-2010Date

Independent Auditor's Report to the Members of Community First New Forest for the year ended 31 March 2010

We have audited the financial statements of Community First New Forest for the year ended 31 March 2010 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. These financial statements have been prepared under the accounting policies set out therein and the Financial Reporting Standard for Smaller Entities (effective April 2008).

This report is made solely to the charitable company's members, as a body, in accordance with Sections 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company'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 charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The trustees' (who are also the directors of Community First New Forest for the purposes of company law) responsibilities for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and have been prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in the Trustees' Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the charity has not kept adequate accounting records, if the financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosure of trustees' remuneration specified by law are not made.

We read the Trustees' Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Independent Auditor's Report To The Members Of The Community First New Forest

Opinion

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 2010, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities;
- the financial statements have been prepared in accordance with the Companies Act 2006; and
- the information given in the Trustees' Annual Report is consistent with the financial statements.

Paul Meacher FCA (Senior Statutory Auditor)

For and on behalf of Fiander Tovell LLP

.....


.....
29th September 2010

Fiander Tovell LLP
Chartered Accountants
Statutory Auditor
Stag Gates House
63/64 The Avenue
Southampton
Hampshire
SO17 1XS

**COMMUNITY FIRST NEW FOREST
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND
EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2010**

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2010 £ | Total 2009 £ |
|---|------|----------------------------|--------------------------|--------------------|--------------------|
| INCOMING RESOURCES | | | | | |
| Incoming resources from generated funds: | | | | | |
| Voluntary income | 2 | 147,186 | 16,325 | 163,511 | 153,277 |
| Investment income | | 471 | - | 471 | 7,991 |
| Incoming resources from charitable activities | 3 | 118,740 | 1,349,721 | 1,468,461 | 1,455,778 |
| Total incoming resources | | 266,397 | 1,366,046 | 1,632,443 | 1,617,046 |
| RESOURCES EXPENDED | | | | | |
| Cost of generating funds: | | | | | |
| Cost of generating voluntary income | | - | - | - | - |
| Charitable activities | 5 | 378,277 | 1,175,796 | 1,554,073 | 1,527,394 |
| Governance costs | 6 | 12,527 | 1,087 | 13,614 | 8,367 |
| Total resources expended | | 390,804 | 1,176,883 | 1,567,687 | 1,535,761 |
| NET (OUTGOING)/INCOMING RESOURCES BEFORE TRANSFERS | | (124,407) | 189,163 | 64,756 | 81,285 |
| Transfers between funds: management fees | 14 | 104,763 | (104,763) | - | - |
| NET (OUTGOING)/INCOMING RESOURCES FOR THE YEAR | | (19,644) | 84,400 | 64,756 | 81,285 |
| Fund balances at 1st April 2009 | | 533,734 | 547,123 | 1,080,857 | 999,572 |
| Fund balances at 31st March 2010 | | 514,090 | 631,523 | 1,145,613 | 1,080,857 |

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

All incoming resources and expended derive from continuing activities.

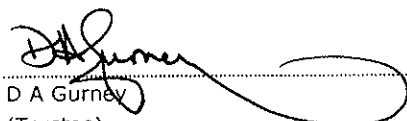
**COMMUNITY FIRST NEW FOREST
BALANCE SHEET
AS AT 31 MARCH 2010**

| | Note | 2010 £ | £ | 2009 £ | £ |
|---|------|-----------|------------------|-----------|------------------|
| FIXED ASSETS | | | | | |
| Tangible assets | 7 | 64,955 | | 87,589 | |
| Investments | 8 | - | | 2,000 | |
| | | | 64,955 | | 89,589 |
| CURRENT ASSETS | | | | | |
| Debtors | 9 | 258,562 | | 309,116 | |
| Cash at bank and in hand | | 965,572 | | 875,168 | |
| | | 1,224,134 | | 1,184,284 | |
| CREDITORS: amounts falling due within 1 year | 10 | (143,476) | | (193,016) | |
| NET CURRENT ASSETS | | | 1,080,658 | | 991,268 |
| NET ASSETS | | | <u>1,145,613</u> | | <u>1,080,857</u> |
| FUNDS | | | | | |
| Restricted funds | 11 | | 631,523 | | 547,123 |
| Unrestricted funds: designated funds | 12 | | 57,793 | | 27,940 |
| Unrestricted funds | 12 | | 456,297 | | 505,794 |
| | | | <u>1,145,613</u> | | <u>1,080,857</u> |

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

Approved by the trustees on 11-08-2010

and signed on their behalf by


D A Gurney
(Trustee)

Company Registration No. 3483827

COMMUNITY FIRST NEW FOREST NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2010

1 Accounting policies

a) Basis of accounting

The principal 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) 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 for 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.

c) 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:

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

d) 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 |

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

1 Accounting policies (continued..)

e) 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 to 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.

f) Leasing

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

g) 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.

| 2 Voluntary income | Unrestricted funds | Restricted funds | Total 2010 | Total 2009 |
|-------------------------------|---------------------------|-------------------------|-------------------|-------------------|
| | £ | £ | £ | £ |
| New Forest District Council | 68,219 | - | 68,219 | 81,556 |
| Hampshire County Council | 63,531 | - | 63,531 | 39,463 |
| New Forest Primary Care Trust | 3,907 | 13,914 | 17,821 | 15,628 |
| General grants donations | 11,529 | 2,411 | 13,940 | 16,630 |
| | <u>147,186</u> | <u>16,325</u> | <u>163,511</u> | <u>153,277</u> |

| 3 Incoming resources from charitable activities | Unrestricted funds | Restricted funds | Total 2010 | Total 2009 |
|--|---------------------------|-------------------------|-------------------|-------------------|
| | £ | £ | £ | £ |
| Hampshire County Council (Incl Social Services), | (22,011) | 879,962 | 857,951 | 857,489 |
| New Forest District Council | 12,742 | 50,326 | 63,068 | 69,886 |
| New Forest Primary Care Trust | 1,466 | 31,933 | 33,399 | 11,375 |
| Big Lottery Fund | - | 42,170 | 42,170 | 39,971 |
| Hampshire Childrens' Fund | - | 80,000 | 80,000 | 85,498 |
| Supporting People | - | 80,500 | 80,500 | 83,365 |
| Capacity Builders | - | 30,716 | 30,716 | 2,000 |
| Minibus takings | 293 | 24,280 | 24,573 | 14,506 |
| Care/support income | 99,876 | (2,106) | 97,770 | 73,364 |
| Other incoming resources | 26,374 | 131,940 | 158,314 | 218,324 |
| | <u>118,740</u> | <u>1,349,721</u> | <u>1,468,461</u> | <u>1,455,778</u> |

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

| 4 Staff Costs | 2010 | 2009 |
|--|------------------|----------------|
| | £ | £ |
| Wages and salaries | 979,275 | 781,838 |
| Social security costs | 57,513 | 49,245 |
| Pension contributions (defined contribution) | 28,401 | 31,904 |
| | <u>1,065,189</u> | <u>862,987</u> |

No employee received emoluments of more than £60,000 p.a.

No trustees received any remuneration (2009: £7,600). During the year, travel and training expenses totalling £346 (2009: £35) were reimbursed to 2 trustee (2009: 1). Furthermore, total costs of £2,787 (2009: £752) were associated with the trustee training day and subsistence provided at the board meetings.

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

| | 2010 | 2009 |
|--|-------------|-------------|
| Central services | 5 | 5 |
| Transport | 5 | 4 |
| Children & Young People | 4 | 3 |
| Home Improvements | 6 | 6 |
| Home Support Services | 31 | 27 |
| Other (Prime/Volunteer Centre/Nightstop) | 4 | 3 |
| | <u>55</u> | <u>48</u> |

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

| | Home Support Services | | Other Unrestricted | | Total Unrestricted | | Children & Young Peoples Transport services | | Home Improvements and repair | | Home Support Services | | Other Projects | | Total Restricted | | Total 2010 | | Total 2009 | | |
|---|-----------------------|---------------|--------------------|----------------|--------------------|----------------|---|----------------|------------------------------|------------------|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|--|
| | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ | |
| 5 Charitable activities | | | | | | | | | | | | | | | | | | | | | |
| Minibus hire | 826 | - | 798 | 1,625 | - | - | 7,038 | 214 | - | - | - | 485 | - | 38 | 7,775 | 9,401 | 19,276 | | | | |
| Helmets and gloves | - | - | - | - | - | - | 1,678 | - | - | - | - | - | - | - | 1,678 | 1,678 | 170 | | | | |
| Moped insurance | - | - | - | - | - | - | 7,753 | - | - | - | - | - | - | - | 7,753 | 7,753 | 4,361 | | | | |
| CBT (motorcycle training) | - | - | - | - | - | - | 3,210 | - | - | - | - | - | - | - | 3,210 | 3,210 | - | | | | |
| Moped maintenance | - | - | - | - | - | - | 15,213 | - | - | - | - | - | - | - | 15,213 | 15,213 | 3,358 | | | | |
| Road tax | - | - | - | - | - | - | 1,117 | - | - | - | - | - | - | - | 1,117 | 1,117 | 1,240 | | | | |
| Project costs | - | - | - | - | - | - | - | 31,739 | 4,037 | - | - | - | - | 2,457 | 36,233 | 38,233 | 27,492 | | | | |
| Minibus running costs | - | - | - | - | - | - | 7,093 | - | - | - | - | - | - | - | 7,093 | 8,343 | - | | | | |
| Minibus repairs | - | - | - | - | - | - | 14,880 | - | - | - | - | - | - | - | 14,880 | 14,880 | 7,891 | | | | |
| Minibus insurance | - | - | - | - | - | - | 11,859 | - | - | - | - | - | - | - | 11,859 | 11,859 | 4,776 | | | | |
| Vehicle running costs - car scheme | - | - | - | - | - | - | 1,516 | - | - | - | - | - | - | - | 1,516 | 1,516 | - | | | | |
| Tools and consumables | - | - | - | - | - | - | - | - | 479 | 4,291 | - | - | - | - | 4,770 | 4,770 | 2,270 | | | | |
| Van lease | - | - | - | - | - | - | - | - | 3,953 | - | - | - | - | - | 3,953 | 3,953 | 2,960 | | | | |
| Van insurance | - | - | - | - | - | - | - | - | 1,019 | - | - | - | - | - | 1,019 | 1,019 | 1,532 | | | | |
| Van running costs | - | - | - | - | - | - | - | - | 1,579 | - | - | - | - | - | 1,579 | 1,579 | 1,427 | | | | |
| Repayment of client funds to contractors | - | - | 3,415 | 3,415 | - | - | - | - | 26,902 | - | - | - | - | 448 | 27,342 | 30,757 | 17,730 | | | | |
| Repayment of funds to funders | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Staff costs | 141,808 | 77,031 | 14,212 | 233,051 | - | - | 67,924 | 94,936 | 135,799 | 443,516 | - | - | - | 89,963 | 832,138 | 1,065,169 | 25,576 | | | | |
| Travel, subsistence & volunteer expenses | 5,363 | 4,251 | 842 | 10,456 | - | - | 6,010 | 7,501 | 7,825 | 27,563 | - | - | - | 5,245 | 54,244 | 64,800 | 862,988 | | | | |
| Computer maintenance and support | 12,328 | - | 390 | 12,718 | - | - | 1,294 | 1,294 | 2,026 | 3,337 | - | - | - | 5,764 | 13,715 | 14,163 | 68,855 | | | | |
| Recruitment | 291 | - | 2,024 | 2,315 | - | - | 4,239 | 36 | 595 | 1,342 | - | - | - | 2,159 | 6,271 | 10,696 | 15,934 | | | | |
| Staff training | 4,884 | - | - | 4,884 | - | - | 350 | 35 | 456 | 2,800 | - | - | - | 810 | 4,451 | 9,335 | 16,899 | | | | |
| Publications and subscriptions | 2,263 | - | - | 2,263 | - | - | 74 | - | 600 | 521 | - | - | - | 1,027 | 2,322 | 4,685 | 4,427 | | | | |
| Depreciation | 8,996 | - | - | 8,996 | - | - | 21,194 | - | - | - | - | - | - | - | 21,194 | 21,194 | 13,812 | | | | |
| Minibus and moped depreciation | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Loss on sale of vehicle | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Tutor fees | - | - | 1,059 | 1,059 | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Conference, meetings and AGM expenses | 6,672 | - | 183 | 6,855 | - | - | 284 | 401 | 81 | 291 | - | - | - | 1,711 | 2,768 | 3,260 | 3,259 | | | | |
| Room hire | 368 | - | 2,228 | 2,596 | - | - | 188 | (74) | - | 832 | - | - | - | 577 | 1,443 | 1,059 | 3,260 | | | | |
| Office rent and property maintenance | 32,724 | - | - | 32,724 | - | - | 6,858 | 5,312 | 9,754 | (1,218) | - | - | - | 7,837 | 28,553 | 33,663 | 7,130 | | | | |
| Telephone | 9,425 | - | 43 | 9,468 | - | - | 1,906 | 1,555 | 2,644 | 3,289 | - | - | - | 1,060 | 10,454 | 11,539 | 4,039 | | | | |
| Postage, printing, stationery and equipment | 25,950 | - | 1,443 | 27,393 | - | - | 4,161 | 1,087 | 7,566 | 7,889 | - | - | - | 3,167 | 23,890 | 19,522 | 16,710 | | | | |
| Legal, professional and consultancy fees | 2,754 | - | - | 2,754 | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Membership database | 4,938 | - | - | 4,938 | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| External CRB checks | (1,734) | - | - | (1,734) | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Insurance | 375 | - | 336 | 711 | - | - | 2,076 | 1,633 | 3,067 | 2,900 | - | - | - | 36 | 252 | 5,191 | 4,773 | | | | |
| Bank charges | 4,443 | 106 | - | 4,549 | - | - | - | - | (13) | - | - | - | - | - | (13) | 362 | 338 | | | | |
| Bad debts and provisions | 2,000 | - | - | 2,000 | - | - | - | 5,000 | (1,204) | - | - | - | - | - | 3,796 | 8,345 | 5,744 | | | | |
| Investment disposal | 366 | - | - | 366 | - | - | - | - | - | - | - | - | - | - | - | - | - | | | | |
| Sundry expenses | - | - | - | - | - | - | 43 | 38 | 31 | 345 | - | - | - | 77 | 534 | 900 | 2,000 | | | | |
| TOTAL CHARITABLE EXPENDITURE | 269,916 | 81,368 | 26,973 | 378,257 | 188,197 | 151,007 | 207,206 | 488,599 | 130,787 | 1,175,796 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | 1,527,394 | |

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
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| 6 Governance costs | Unrestricted | Restricted | Total | Total |
|--|---------------|--------------|---------------|--------------|
| | Funds | Funds | 2010 | 2009 |
| | £ | £ | £ | £ |
| Auditors remuneration - audit services | 6,038 | - | 6,038 | 7,615 |
| - other services | 3,702 | 1,087 | 4,789 | - |
| Trustee expenses | 2,787 | - | 2,787 | 752 |
| | <u>12,527</u> | <u>1,087</u> | <u>13,614</u> | <u>8,367</u> |

| 7 Fixed assets | Mopeds | Equipment | Vehicles & Minibuses | Total |
|------------------------|--------------|---------------|-------------------------|----------------|
| | £ | £ | £ | £ |
| Cost: | | | | |
| At 1 April 2009 | 12,300 | 113,616 | 213,812 | 339,728 |
| Additions | - | 7,855 | - | 7,855 |
| Disposals | (2,548) | (35,690) | - | (38,238) |
| At 31 March 2010 | <u>9,752</u> | <u>85,781</u> | <u>213,812</u> | <u>309,345</u> |
| Depreciation: | | | | |
| At 1 April 2009 | 9,296 | 105,202 | 137,641 | 252,139 |
| Charge for the year | 2,151 | 8,996 | 19,043 | 30,190 |
| Eliminated on disposal | (2,249) | (35,690) | - | (37,939) |
| At 31 March 2010 | <u>9,198</u> | <u>78,508</u> | <u>156,684</u> | <u>244,390</u> |
| Net book value: | | | | |
| At 31 March 2010 | <u>554</u> | <u>7,273</u> | <u>57,128</u> | <u>64,955</u> |
| At 31 March 2009 | <u>3,004</u> | <u>8,414</u> | <u>76,171</u> | <u>87,589</u> |

| 8 Investments | 2010 | 2009 |
|-----------------|------|--------------|
| | £ | £ |
| Unquoted shares | - | <u>2,000</u> |

The investment of 2 ordinary B shares in Foundations Information Systems Limited, a company registered in England and Wales, was written off during the year.

| 9 Debtors | 2010 | 2009 |
|---------------|----------------|----------------|
| | £ | £ |
| Trade debtors | 245,463 | 294,274 |
| Prepayments | 13,099 | 14,842 |
| | <u>258,562</u> | <u>309,116</u> |

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

10 Creditors: amounts falling due within 1 year

| | 2010 | 2009 |
|------------------------------|----------------|----------------|
| | £ | £ |
| Trade creditors | 18,528 | 35,407 |
| Taxation and social security | 22,457 | 21,515 |
| Other creditors | 33,280 | 41,343 |
| Accruals | 69,211 | 94,751 |
| | <u>143,476</u> | <u>193,016</u> |

11 Restricted funds

| | Balance at 1 April 2009 | Incoming resources | Resources expended | Management charges and other transfers between funds | Balance at 1 March 2010 |
|---|----------------------------|-----------------------|-----------------------|---|----------------------------|
| | £ | £ | £ | £ | £ |
| Transport | | | | | |
| Minibus | - | 10,620 | (40,121) | 29,501 | - |
| Wheels 2 Work (Moped scheme) | 6,096 | 79,595 | (64,635) | (4,479) | 16,577 |
| Minibus replacement fund | 51,999 | - | - | (31,655) | 20,344 |
| Moped replacement fund | 8,772 | - | - | - | 8,772 |
| Call & Go | 20,745 | 61,197 | (50,629) | (5,532) | 25,781 |
| Voluntary car scheme | - | - | (1,638) | 1,638 | - |
| Transport worker | 4,889 | 36,450 | (32,262) | (3,852) | 5,225 |
| | <u>92,501</u> | <u>187,862</u> | <u>(189,285)</u> | <u>(14,379)</u> | <u>76,699</u> |
| WHHIA | | | | | |
| West Hampshire Home Improvement Agency | <u>132,168</u> | <u>235,308</u> | <u>(207,205)</u> | <u>(21,984)</u> | <u>138,287</u> |
| | <u>132,168</u> | <u>235,308</u> | <u>(207,205)</u> | <u>(21,984)</u> | <u>138,287</u> |
| Other Projects | | | | | |
| NF DARG | 4,642 | 1,050 | (940) | - | 4,752 |
| Nightstop fund | 15,789 | 58,733 | (46,382) | (5,496) | 22,644 |
| PRIME | 24,591 | 15,000 | (12,520) | (1,668) | 25,403 |
| Innovations | 43,790 | 47,500 | (19,152) | (2,622) | 69,516 |
| Volunteer Centre | - | 34,472 | (29,267) | (2,808) | 2,397 |
| Ringwood 'Let's Get Growing' | - | 2,000 | (418) | - | 1,582 |
| Healthy Walks | - | 16,482 | - | - | 16,482 |
| Community Food initiative | - | 5,000 | - | - | 5,000 |
| IMP Support | 935 | 29,796 | (22,109) | (5,148) | 3,474 |
| | <u>89,747</u> | <u>210,033</u> | <u>(130,788)</u> | <u>(17,742)</u> | <u>151,250</u> |
| Home Support | | | | | |
| Home support | <u>79,109</u> | <u>546,964</u> | <u>(498,600)</u> | <u>(37,020)</u> | <u>90,453</u> |
| | <u>79,109</u> | <u>546,964</u> | <u>(498,600)</u> | <u>(37,020)</u> | <u>90,453</u> |
| Carried forward to next page | <u>393,525</u> | <u>1,180,167</u> | <u>(1,025,878)</u> | <u>(91,125)</u> | <u>456,689</u> |

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

11 Restricted funds (continued..)

| | Balance at 1 April 2009 £ | Incoming resources £ | Resources expended £ | Management charges and other transfers between funds £ | Balance at 1 March 2010 £ |
|---|---------------------------------|----------------------------|----------------------------|--|---------------------------------|
| Brought forward from previous page | 393,525 | 1,180,167 | (1,025,878) | (91,125) | 456,689 |
| Children's Services | | | | | |
| Mentoring Projects Jigsaw | 22,549 | 27,029 | (16,370) | (1,056) | 32,152 |
| Kidzlink | 27,659 | 80,000 | (72,775) | (7,272) | 27,612 |
| Children's projects | 60,332 | 7,350 | (13,671) | (882) | 53,129 |
| Young Carers Co Ordinator | 25,065 | 45,000 | (19,965) | (1,716) | 48,384 |
| Parent Support Advisor | 17,993 | 15,000 | (23,584) | (2,412) | 6,997 |
| Grandparents support scheme | - | 10,000 | (3,861) | (300) | 5,839 |
| ASD Support Group | - | 1,500 | (779) | - | 721 |
| | <u>153,598</u> | <u>185,879</u> | <u>(151,005)</u> | <u>(13,638)</u> | <u>174,834</u> |
| | <u>547,123</u> | <u>1,366,046</u> | <u>(1,176,883)</u> | <u>(104,763)</u> | <u>631,523</u> |

Transfers

Voluntary Car Scheme - On 31st March 2009 the voluntary car scheme ended and the remaining funds of £25,111 were transferred to the minibus replacement fund. This year, there were some late costs. These have been covered by way of a transfer of £1,638 back from the minibus replacement fund.

Minibus - As expenditure on the minibus scheme exceeded income, this was supported via a transfer of £30,017 from the minibus replacement fund.

Transport

Addressing transport issues across the Forest, supporting people due to lack of public transport services or individuals with mobility problems. The main source of income for this service is Hampshire County Council. The balance of £76,699 will be carried forward to continue the service during the coming year.

WHHIA (West Hampshire Home Improvements 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 £138,287 will be carried forward to continue the service during the coming 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 funding is HCC and the balance of £4,752 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 £22,644 is to be carried forward to the coming year.

PRIME (Problem Resolution in a Multi Agency Environment) - working in a multi agency environment to resolve community safety issues. The balance of £25,403 is to be carried forward to continue the service for another 12 months.

Innovations - supporting older, vulnerable people in the community to stay in the community and aiming to prevent expensive medical intervention, funded by Hampshire County Council. The balance of £69,516 is to be carried forward to continue the service in the coming year.

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

11 Restricted funds (continued..)

Volunteer Centre - promoting and supporting volunteering funded by HCC and NFDC. Balance of £2,397 to be carried forward to the coming 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. This service is funded by Capacity Builders and the balance of £3,474 will be utilised during the coming year.

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 £1,582 will be used to support the project during its initial set up.

Healthy Walks - Working in partnership with National Park and New Forest District Council we will be employing 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 £16,482 is to be used during the coming year.

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 coming year.

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 £90,453 will be used for the service in the coming year.

Children's Services - supporting children and their families across the Forest. Improving children's self esteem, social skills and life chances where behavior 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 £174,834 will be used during the coming year to continue these services.

12 Unrestricted funds

| | Balance at 1 April 2009 | Incoming resources | Resources expended | Management charges and other transfers between funds | Balance at 1 March 2010 |
|----------------------------------|----------------------------|-----------------------|-----------------------|---|----------------------------|
| | £ | £ | £ | £ | £ |
| Designated funds | | | | | |
| Central Services Capital Reserve | 7,364 | - | (5,948) | - | 1,416 |
| Voluntary and Community Sector | | | | | |
| Training and Development | 8,441 | - | (3,027) | - | 5,414 |
| Business Support | - | 57,000 | (9,230) | - | 47,770 |
| ICT Plan | 12,135 | - | (8,942) | - | 3,193 |
| | 27,940 | 57,000 | (27,147) | - | 57,793 |
| Unrestricted funds | 505,794 | 209,397 | (363,657) | 104,763 | 456,297 |
| Balance carried forward | 533,734 | 266,397 | (390,804) | 104,763 | 514,090 |

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

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

12 Unrestricted funds (continued..)

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 of 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.

| 13 Analysis of net assets between funds | Unrestricted funds | Restricted funds | Total 2010 | Total 2009 |
|--|---------------------------|-------------------------|-------------------|-------------------|
| | £ | £ | £ | £ |
| Fixed assets | 64,955 | - | 64,955 | 89,589 |
| Bank & cash balances | 334,049 | 631,523 | 965,572 | 875,168 |
| Other net assets/(liabilities) | 115,086 | - | 115,086 | 116,100 |
| | <u>514,090</u> | <u>631,523</u> | <u>1,145,613</u> | <u>1,080,857</u> |

14 Transfers between funds

Management charges attributed to restricted funds, for administration and other office costs paid through unrestricted general funds. These charges totalled £104,763.

15 Operating lease commitments

At 31 March 2010, the charity was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2010:

| Operating leases which expire: | Land & Buildings | | Other | |
|--------------------------------|-----------------------------|---------------|---------------|---------------|
| | 2010 | 2009 | 2010 | 2009 |
| | £ | £ | £ | £ |
| Within 1 year | 14,458 | 14,458 | - | - |
| Between 2 - 5 years | 6,500 | 6,500 | 10,811 | 10,811 |
| | <u>20,958</u> | <u>20,958</u> | <u>10,811</u> | <u>10,811</u> |

16 Related party transactions

During the year the charity employed Mrs P Mason-Smith, wife of Mr J Mason-Smith (trustee). The gross pay and employer's national insurance totalled £7,553 (2009: £9,754).

**COMMUNITY FIRST NEW FOREST
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

17 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 £28,401 (2009: £31,904).

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.

18 Contingent Liability

The charity currently has 5 active members participating in its pension scheme, details of which are provided in note 17 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 then 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 31st 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.

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

Connexions

Capacity Builders

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

Our members