

Community First New Forest

Annual Report and Accounts

Year Ended 31 March 2012

Community First New Forest (A Company Limited by Guarantee)

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Trustees Report (continued...) for the year ended 31 March 2012**

Legal and Administrative Information for the Year Ended 31 March 2012

The Trustees present their report for the year ended 31 March 2012. Community First New Forest is an incorporated charity, registered on 31 March 1998. The trustees are appointed as directors of the incorporated charity.

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

Registered Charity Number	1068964
Registered Company Number	3483827
Principal address & registered office	Archstone House, Pullman Business Park, Pullman Way, Ringwood, Hampshire BH24 1HD
President	Cllr Mrs Alexis McEvoy
Trustees/Directors	Stephanie Stokes (Chair) Alan Olson (Vice Chair) Derek Gurney (Honorary Treasurer) Ian Mason-Smith Paul Kirkland David Eley David Townsley Mary Riley (appointed 12.09.11) Margaret Hitch (resigned 05.12.11) Linda Fletcher (resigned 10.04.11) Cllr Steve Rippon-Swaine (HCC Representative) Annie Righton (NFDC Representative) Cllr Mrs Diane Andrews (NFDC Representative (from 30.11.11)
Chief Executive	Michael Clowes
Management Team	Lorraine Chastey Barrie Cheetham (left 03.06.11) Gael Clemett Graham Hartless Jackie Hartless Joss Ridge (left 29.02.12) Lucy Buis (started 31.05.11)
Bankers	Barclays Bank PLC, High Street, Ringwood, Hampshire BH24 1BZ
Auditors	Rothmans, Avebury House, St Peter Street, Winchester, Hampshire SO23 8BN

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Trustees Report (continued) for the year ended 31 March 2012

President's Report

I feel honoured as Chairman of the New Forest District Council to hold the post of President of Community First New Forest. I know the value of the work carried out by the charity and this is my opportunity to thank all the volunteers and dedicated staff for their continuing efforts in supporting Community First New Forest. The District Council has a long and good working partnership with the charity to serve the residents of the New Forest.

Many of you give your time freely to help and assist those in our society who are in less fortunate circumstances. Others provide the structure to coordinate and organise those resources that are needed to provide that help. The rewards are often not financial but more importantly you gain that personal satisfaction of knowing that you have helped to make a difference. There is no doubt you all do make a difference.

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

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

Cllr Mrs McEvoy
President

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Trustees Report (continued) for the year ended 31 March 2012

Chairs Report

In ancient times (BC) Pliny the Elder said 'In these matters the only certainty is that nothing is certain'. I would alter his proverb for the 21st Century (AD) to read 'in these **times** the only certainty is that nothing is certain.'

Community First New Forest, like the rest of the Third sector - and most of the public sector too - is living with uncertainty. This uncertainty lies in our income stability and our ability to continue our client services as stakeholder contracts end and new ones are not necessarily ours for the asking. This has led us to find new ways of engaging with stakeholders and clients and to accept that when change is unavoidable it is a challenge to be overcome, not a negative outcome.

Like the ubiquitous lab rat we are thus negotiating our way through the maze of public spending cuts and new ways of working. That we can do this is down to the fantastic efforts of both staff and trustees who have shown much backbone and loyalty, which for some has been in the face of not insignificant personal challenges as well as the business ones. I thus pay tribute to our CEO, Michael Clowes for his tenacity, leadership and seemingly inexhaustible supplies of energy. I have special thanks also for our Finance Manager, Lorraine Chastey, who has kept our finances on track while coping with significant physical pain for much of the year. She is one determined lady and I also admire her tenacity. I have been particularly impressed by the way Jude Todd, our Nightstop Co-ordinator, has grasped the mettle and gone out to seek new funding for a vital service for young people in the New Forest. A successful alliance with the Insurance Company Deacon to seek matched funding has been forged, which is a first for her service and for our charity.

Throughout the year staff has been supported by trustees and without their combined input many of the challenges we have faced would have been even more difficult. David Eley has supported Jude Todd in a manner above and beyond the call of duty and many of the gains made by Nightstop began at his door. Our Treasurer, Derek Gurney, has ably supported Lorraine Chastey and enabled us to develop a very successful relationship with our new auditors and to solve the various issues that crop up in a changing financial climate. Paul Kirkland has chaired the new TASC group (The Analysis and Strategy Committee) with vigour and helped Community First New Forest to face strategically some of its longer term challenges.

Strategic examination of our business needs and planning has led to a successful application for support from the charities charity Pilotlight (London). Pilotlight is unique in that it matches the pro bono expertise of business leaders in the private sector with ambitious charities to help them grow and meet more clients. Together they examine the current business of the charity and formulate a strategic business plan for longer term growth. It is like hiring a Management Consultancy, but without the fees! We are confident that this alliance will bear fruit in 2012/13 onwards (for more information visit www.pilotlight.org.uk).

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Thus in 2012/13 *sustainable growth* is what we seek. With the steps we are taking I am confident that we shall face the future with equanimity – even when the chips appear to be down for the whole sector. It is vital that our clients continue to be served by us and that our expertise and infrastructure be maintained for that purpose. As Henry Ford said 'Obstacles are those frightful things you see when you take your eyes off your goal!' We are not taking our eyes off any goals; we have 'all eyes' on current goals, while anticipating -and formulating - new ones and looking forward to the future with vision and purpose!

Stephanie M Stokes
Chair

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Chief Executives Report

Introduction

Community First New Forest has a real passion and purpose in making a difference towards improving quality of life. This Annual Report helps to demonstrate this passion and evidence the extent and achievements of all our work during the 2011/2012 period. The staff, volunteers and Trustees have all contributed to our work and aims. It is this team based approach that helps us to be effective in achieving and delivering our charitable aims.

Alongside our achievements are the challenges that are happening and those that lie ahead. I know that Community First New Forest (CFNF) is a strong and vibrant charity and that we will be taking a positive approach to how we can best meet those challenges. As our Chair has commented, we will be working with another charity, Pilotlight, who will be helping us to review our work, our strategic direction and to set out a new Business Plan that will take us forward.

In our role as a support organisation CFNF has provided a range of services that have helped local voluntary and community groups with their needs and challenges. A key area of support has been funding advice and information on funding opportunities. This is a reflection of the ongoing challenges of a harsh economic climate. We have also seen an increase in the number of volunteering enquiries, which is a positive development, where local groups are gaining more support.

During this year CFNF has also been engaging with our public sector partners to encourage a strategic and needs-led approach to commissioning or change in service provision. Underpinning this is the need to be aware of the impact of any change in funding and the consequences to vulnerable client groups.

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

- We have reached more voluntary and community organisations across the New Forest District and increased our membership, with our current membership being 220 voluntary and community groups
- We successfully passed the audit of our ISO9001 Quality Mark and remain accredited
- We have been an active supporter in the delivery of the New Forest Community Strategy and active member of the health, community safety, older people and the children & young people strategic networks.
- 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.

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Trustees Report (continued) for the year ended 31 March 2012

Examples included:

Reliability – 100% rated as good or excellent
Responsiveness – 99 % rated as excellent
Courtesy – 99% rated as excellent
Attentive Support – 99% rated as good or excellent

The services most valued by our members were:
CRB Service, Mini Bus Hire, Training and Funding advice and support

Future plans

- We will review our strategy and develop our Business Plan – this will support CFNF to take a planned approach to opportunity, risk, sustainability and delivering our charitable objectives in the coming years. This process will be supported by Pilotlight.
- Review and update the CFNF website to support accessibility and ease of use
- We will pursue and maintain relevant Quality Marks that enable and support us to deliver high quality services
- Develop our approach to the marketing and promotion of our services. We can improve our approach and we are committed to raising awareness of the services we offer and how they can help local people and voluntary and community groups

On a personal note I feel privileged to lead and support a charity that makes a real difference to the lives of many people. The CFNF team is an amazing group of people made up of volunteers, Trustees and employees – who are all committed to our aims. We are fortunate to have supporters and funders who have the same commitment and I am grateful for their support. At a time when many of us are experiencing challenges, working together in partnership is evermore vital.

Thank you for all your support.

Michael Clowes
Chief Executive

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Trustees Report (continued) for the year ended 31 March 2012

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 have the power to co-opt members to fill specialist roles. Any member so appointed will hold office only until the following Annual General Meeting (AGM), and shall then be eligible for re-election.

All members are circulated with invitations to nominate trustees prior to the AGM advising them of retiring trustees and requesting nominations for the AGM. When considering co-opting the Board has regard to the requirement for any specialist skills needed.

Trustee induction and training

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

Organisation

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

Related Parties

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

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Trustees Report (continued) for the year ended 31 March 2012

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. We have also developed a strong relationship with Deacon, as a corporate supporter and fundraiser in support of our Nightstop service.

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 trustees consider the risk to finances, an annual independent financial audit is carried out and systems and processes are in place to help mitigate any risk. There is a system of regular reporting to the Board to ensure the charity is performing within budgets.

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.

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Trustees Report (continued) for the year ended 31 March 2012

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. The range of activities that we undertake in this role contribute to how we fulfil 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
 - 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 young carers and providing parenting forums for Grandparents who are carers and parents of children on the autistic spectrum disorder.

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 Services

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

Nightstop

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

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

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Trustees Report (continued) for the year ended 31 March 2012

FINANCIAL REVIEW

Following continuing reviews of the charity's activities by the trustees, this years' results have again demonstrated the value of these reviews. The trustees will continue with these quarterly reviews which include in depth financial and strategic dialogue with service managers, especially in the current continuing difficult economic climate. The end of the year saw a sound financial position based on robust financial management. However for a second year we have discontinued some services due to loss of funding. Trustees invested in a Business Support Manager, Grandparents and ASD scheme, Volunteer Centre and Transport worker roles. During the year we were also required to relocate our head office and as a cost saving measure we reduced our accommodation needs. These measures were part of planned reinvestment of reserves, but do result in the overall accounts showing an apparent deficit at year end.

Investment powers and policy

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

Reserves Policy

The trustees presently aim to maintain reserves equivalent to between 3 and 6 months operating expenditure, in order to safeguard existing activities and to enable the charity to respond to new opportunities. During the year 2011/12 the trustees have invested in and supported some services from both restricted and unrestricted reserves. This has resulted in the unrestricted reserves being only 3 months of operating expenditure. Restricted reserves can only be used for specific purposes. The trustees have set aside some reserves for a designated fund for Voluntary and Community Sector training and development. This was initially set up with £25,000 and, of this, £471 has been used during the year to provide training courses for voluntary groups in our region. Many courses have been run on a self funding basis hence the need to only invest a small amount of money this year.

Plans for future periods

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

To meet these challenges we are:

- Undertaking an ongoing strategic review of all services to assess the future challenges and opportunities to meet the needs of our clients.
- Developing a three year Strategic Business Plan
- Developing a rolling 2 year Finance plan incorporating cash flow statements aligned to the Business Plan.

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Trustees Report (continued) for the year ended 31 March 2012

Voluntary & Community Services

Introduction

Our community development team is passionate in its commitment to all communities across the District, by delivering support, information and advice, in a way that is effective, fair, accessible and inclusive, aiming to collectively bring about social change and improve quality of life.

The development team proactively seeks engagement with local communities, working to enable the growth of diverse, strong communities in the New Forest District especially looking to engage with socially disadvantaged, vulnerable or hard to reach groups.

We understand that community development is important now more than ever. Communities are increasingly looking to take on roles in service design and delivery, planning and budgets for their local neighbourhoods. Reductions in public sector funding bring concerns that communities may decline and experience widening inequalities. We actively encourage individuals, families and communities to work together to achieve actions, to identify gaps in services, opportunities, rights and responsibilities and enable them to make considered decisions regarding the challenges and issues that affect them, looking to develop a stronger, healthier, safer and greener society.

One of the main aspects of our work is to strengthen the capacity and effectiveness of the Voluntary and Community Sector within the New Forest District. We actively encourage and enable representation and participation in strategic partnerships, by supporting and facilitating local, district and regional networks, acting as a link between the sectors.

Achievements and Performance

- Working in partnership with New Forest District Council & National Park we have been able to continue supporting Healthy Walks in the district. 29 new volunteer walk leaders have now successfully completed their training, from the three sessions we have facilitated, with a commitment to running new, as well as supporting existing Healthy Walks, encouraging healthier more active lifestyles.
- We are an independent voice and aim to provide representation for the needs of the voluntary sector in the New Forest District, providing input where appropriate as well as being a conduit for information and views between the sectors. We actively participate and provide representation at topic specific meeting groups such Community Safety, Drug & Alcohol Reference Group, Children & Young People, Older People, Public Health and Lifelong Learning. We continue to chair or attend approximately 27 strategic forums across the New Forest, demonstrating our commitment to strengthening our communities through direct development activity.
- We continue to offer affordable training sessions to our members, community groups and organisations, as well as individuals, providing specialist one to one training on specific issues including writing a constitution and the development of policies & procedures. We supported a total of **119** learners to increase their knowledge during the year.
- We have supported over 39 groups with information on funding and grants, with a total of **£4,196,820** applied for, and actual income received totaling **£355,510**

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Trustees Report (continued) for the year ended 31 March 2012

- We have engaged with over 120 groups giving a range of general advice and support, advising on both large and small projects
- **572** Criminal Record Checks carried out
- We worked in partnership with Extended Schools to deliver another successful funding Fayre at Lyndhurst which was attended by over 100 people.

Future Plans

- Following partnership work in Blackfield, we are planning to engage with other hard to reach and diverse communities such as teenage mums, working to enable a greater number of individuals to develop and improve the cookery skills for healthy, nutritious and affordable meals. The development of food skills can provide the tools to improve diet and nutrition and also impact on peoples self-esteem, confidence and overall mental wellbeing.
- We are currently developing our approach to how VCOs can access support and how we provide support. We are building on our current delivery and moving towards a stronger model that is based on four tiers, starting with self help and leading to in depth tailored support. Each tier is being developed and reviewed.
- As part of Tier 4 we are finalising a VCO Development Toolkit that will encompass all areas of support, guidance and training. This work is progressing and will be added to over the next 3 – 6 months, where the toolkit will be tested and further developed.

Feedback on our support:

'Thank you very much for all your help and support in guiding us through some difficult times, especially the funding support, we are waiting to here if we are successful with our bids

Your prompt response to our request was much appreciated and the information you gave us has really helped us make the right decisions, and we are now looking forward to a positive future.'

'Thank you very much for your prompt and excellent support in our bid, you will be pleased to hear we were successful! Many thanks again.'

'I would like to thank you for your help and patience over the last 2 years in assisting community groups take advantage of grants that HIWCF had on offer. It has been a pleasure working with you at Community First and I wish you continued success in your working with the community and voluntary sector.'

Jackie Hartless
Voluntary and Community Services Manager

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Email. cdmanager@cfnf.org.uk

Community First New Forest (A Company Limited by Guarantee)

Trustees Report (continued) for the year ended 31 March 2012

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 recognise the economic value of volunteers to the community and the reduction of health care costs from people feeling the benefit of volunteering.

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

- This year we have enquiries from 485 people. We have personally interviewed 71 volunteers and placed 85 with local organisations and agencies, of whom 30 disclosed they were unemployed.
- Placing 85 volunteers has provided an economic value to the New Forest community of £139,904.
- Working in partnership with the National Park Authority we held a volunteering event highlighting opportunities involving conservation and heritage. Over 350 hundred people attended.
- We celebrated volunteering in the New Forest by holding a recognition evening to highlight the work that takes place in the area by voluntary and community organisations and to acknowledge the valuable contribution that volunteers make to our community. We had an amazing response for the event this year acknowledging over 100 people from 25 groups.

Our Future Plans

- Begin to look at the potential of Employee Supported Volunteering and possible partnership working with key organisations in the New Forest.
- Focus on developing new volunteering opportunities in under represented parts of the New Forest.
- Focus on developing new volunteer related training sessions.
- Continuing to work with the Job Centre Plus Network encouraging unemployed people to engage in volunteering.

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Trustees Report (continued) for the year ended 31 March 2012

Feedback from volunteer groups and volunteers

'The volunteer you referred is going to come along to our next session with a view to helping us on a regular basis. Thank you'.

'I want to tell you how much the volunteer has changed since he won the award. He has suddenly become very positive and going out instead of being in doors with the heating on full blast. Thank you once again from the bottom of my heart, it was a really lovely afternoon'.

'Thanks for all the help you have given me with recruiting!'

Sarah Suddrey
Volunteer Centre Co-ordinator

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Email. vol.bureau@cfnf.org.uk

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Home Improvement Services

Introduction

Home Improvement Agencies support older people, people with disabilities and people on low incomes to maintain independence in their own homes. The New Forest and Test Valley HIA supports people with arranging and funding repairs, improvements and adaptations so that homes will be more suitable, safe and energy efficient.

The HIA continues to be a key provider of support services that enable people to remain living independently in their own homes. As well as to encourage more client involvement in the service we provide for them. The HIA continues to work closely with partners to improve grant procedures and waiting times for clients. This has included developing and implementing the Pilot Scheme with Test Valley Borough Council and New Forest District Council.

Achievements

New Forest and Test Valley Home Improvement Agencies

- Supported a total of 322 people in the New Forest and 394 people in Test Valley
- 156 people in the New Forest were assisted with improvements, repairs or adaptations to their homes and supported to apply for Disabled Facilities Grants (DGF) 151 were assisted in Test Valley
- 83 people were assisted with level access shower adaptations through the joint pilot, 28 in New Forest and 55 in Test Valley and the average time from start to completion was 8 weeks
- 51 people were assisted with fast track stair-lift installations, 27 in New Forest and 24 in Test Valley
- The Pilot process was implemented to fast track level access shower adaptations and has reduced waiting times and installation significantly seeing an average of 7 weeks from start to completion which is a significant improvement for the client. A Schedule of Works system has been established which makes it an even playing field for contractors as well as a cost saving for the Local Authorities.

Small Repair Service

The Small Repair Service (Handyman Service) saw some changes in staff in the first quarter, both the Handyman and Administrator posts became vacant and the ensuing recruitment process meant that service provision was affected. In Touch provided a Handyman 1 day per week for 2 months which helped to reduce waiting times for clients. The Handyman Service covers New Forest and Test Valley and during the later part of 2011, Test Valley disbanded the Fix-It scheme which provided the opportunity to further develop the service in Test Valley.

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Trustees Report (continued) for the year ended 31 March 2012

Achievements

- 536 jobs have been completed in the year; 430 jobs in New Forest and 106 in Test Valley
- 313 repairs visits have been made, 244 in New Forest and 69 in Test Valley. Of the work carried out jobs such as changing tap washers, changing light bulbs, hanging pictures, repairing and replacing toilet seats and toilet overflows and building flat pack furniture have been carried out amongst very many other things
- 168 home safety checks have been carried out which includes a basic safety check. Equipment is fitted to improve home safety and security such as grab rails, key safes, door chains and locks

Some Feedback on our support:

During the year 374 customer feedback forms have been sent of which 273 have been returned; a return rate of 73%. This is an excellent response and highlights the positive impact the service has on its clients.

'The Handyman was polite, friendly and very helpful, he also arrived very promptly.'

'I was delighted that the visit was arranged quickly and at a time I could be happy with – it is an excellent service and I am very relieved that you are there!'

Future Plans

- Complete the Foundations Quality Mark
- Bid for future Supporting People funding for the next 3 year contract

Lucy Buis
Home Improvement Services Manager

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Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Children and Young People Services

Young Carers Service

Introduction

The Young Carers Service supports Young Carers and their families across the New Forest area.

We use a Whole Family approach providing everything from respite and school support to the Young Carer (YC), to identifying and addressing gaps in service provision that would help the family. For example, enabling them to access statutory assessments, benefits or practical help that improves the quality of family life and help to alleviate the care burden.

Since we began, we have -

- Assessed over 120 Young Carers (YC)
- Developed a range of support services
- Delivered training and awareness raising workshops to more than 500 people ranging from teachers to nurses, social workers, ELSA support staff and community groups.
- Enabled more than 150 children and young people to take part in activities and experiences that they would otherwise have missed out on.
- Created a school assembly package seen by more than 1500 pupils to date.
- Supported 7 YC back into education after periods of absence.
- Assembled a library of support materials explaining various health problems for all ages.

Achievements and Performance

- Given over 60 Young Carers access to a respite break or activity allowing them priceless time off from their responsibilities.
- Carried out more than 50 YC assessments, home visits and Team Around a Child meetings resulting in more than 280 hours of support delivered.
- Delivered new school Student Assistance Programme (SAP) emotional support groups at 4 schools, working with 21 children and young people.
- Worked in partnership with Educational Welfare and the Locality Team to improve the attendance of 2 Young Carers saving approximately £47,000 in further intervention costs per young person. (see notes for further clarification)
- Enabled 7 families to access Disability Living Allowance – a gateway benefit – meaning they were each a minimum of £1016.60 a year better off (based on the lowest rate of £19.55) and potentially £3827.20 (based on highest rate of £73.60)
- YC training and awareness workshops and school assemblies delivered to over 1500 people raising the profile of Young Carers across the New Forest.

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

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Future Plans

- Three years of funding from the Big Lottery has been awarded enabling us to employ a project worker and expand the support we can offer, particularly within schools.
- £10,000 of funding has also been received from Hampshire County Council to support our activities and other work.
- Along with our Big Lottery consortium partners, we will be developing a Family Support Volunteers programme so our families can benefit from advice, advocacy and an extra pair of hands when necessary.
- Developing our links with Forest Arts Centre to offer our YC regular arts-based activities.

Some feedback on our support:

'It sounds silly but just little things like being able to sit quietly and watch a TV programme the whole way through is one of the best things for me. It's nice to be able to just have time to myself but have people around who understand'.

12 year old male YC

'Getting to see my girl perform on stage was lovely. We don't get chance to have much fun time together but Young Carers has really helped our family. Having someone there when I need to talk has been a great support.'

Mum with cancer

'When I got invited to my first activity I didn't want to go because I was scared that I wasn't going to make any friends but I actually enjoyed myself and Young Carers has helped boost my confidence and it has been great.'

16 year old female YC

Marie Shotbolt
Young Carers Coordinator

Tel. 01425 482773
Email. marie.shotbolt@cfnf.org.uk

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Parent Support Forums

Introduction

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

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

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

We can provide information on:

- where to get help
- benefits they are entitled to
- on other (local) services available to deal with for instance,
- educational advice
- legal issues
- bereavement
- drugs and alcohol abuse
- homework

The meetings are mainly of a social structure.

Achievements and Performance

- More than 180 parents/grandparents attended our parenting support meetings over the last year aimed at parents of children on the autistic spectrum (111) and another for grandparents with full time care of their grandchildren.(70)
- More than 30 new parents got in touch for our ASD support group, and more than 10 new grandparents.
- At least 3 ASD families are now claiming (DLA) Disability Living Allowance - a gateway benefit - this means they were each a minimum of £1016.60 a year better off (based on the lowest rate of £19.55) and potentially £3827.20 (based on the highest rate of £73.60)
- By sending out emails to schools, surgeries, churches about our ASD and grandparent meetings, we have reached potentially hundreds of families who can benefit.
- Developed the grandparents toolkit that provides advice and support to grandparents as carers

Community First New Forest (A Company Limited by Guarantee)
Trustees Report (continued) for the year ended 31 March 2012

Future Plans

- Securing funds to maintain the forums.
- Occasionally we will have new speakers to provide advice and support on specialist needs.
- Alternate locations for the grandparents meetings as some new grandparents find Exbury too far in case of an emergency.

Some feedback on our support:

'Thank you for a much needed service, meetings are very helpful, it's wonderful to meet and chat with other parents in same situation.'

Mother of 10 yr old with ASD

'It's a support group and it does just that, it provides support and advice, very useful. You realise you are not alone as others are in similar situations otherwise it can be very isolating, we just need to keep regular meetings.'

Mother of 21 yr old with Aspergers

'Hearing others in the same boat gives me strength.'

Mother of 12 yr old with Aspergers

'Always pick up tips from chatting to other mums and it's nice to go and meet up to remember that you are not on your own in your situation.'

Mother of 10 yr old with ASD

'I like the group being informal as it enables people to talk freely and let off steam! It has enabled me to form relationships with parents in the Ringwood area who are in a similar situation.'

Mother of 12 yr old with Aspergers

'The carers day was great, it was really good to have different speakers and to be able to talk to them and the advice given was much appreciated. So good to meet new people.'

Grandmother of 14 yr old

'Meetings are so useful and offer much needed support.'

Grandfather of 13 yr old

'It's good to meet others in same situation as me and good to talk.'

Grandfather of 5 yr old

'To talk to other people in similar situations and realise you are not on your own and help us out there so it's crucial that this type of support continues!'

Grandmother of 6 yr old

Carol Malky
Parent Facilitator

Tel. 01425 482773
Email. cypservices@cfnf.org.uk

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

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 who may suffer with personal mobility issues, unavailability of public transport or groups who need to travel together.

To support these aims we operate a fleet of wheelchair accessible minibuses, located in convenient locations across the forest, which are used for our Call and Go service and are also available to hire to local organisations.

We also operate a fleet of 34 mopeds which are available to hire to young people to enable them to access work or training opportunities.

Call and Go

Achievements and Performance

All of the nine routes that we operate each week continue to show growth. Many of our clients are dependent on this service as their only point of contact with the world outside of their homes. The reduction in a number of public bus services has also affected many elderly people who have until now relied on the local bus for their transport.

We currently employ 4 drivers and are dependent on the generosity of our volunteers who give up their time each week to ensure that all of our scheduled trips take place. Our passengers are collected from their homes and taken to their nearest supermarket or town centre to enable them to complete their weekly shop etc. They are then returned safely to their homes with the drivers assisting to carry their shopping if required.

- We made 8905 passenger trips, a 2% increase on last year.
- Our buses travelled nearly 22,000 miles.
- We now have 874 registered users, a 16% increase on last year.
- 748 wheelchair passenger trips, a 20% increase on last year.
- The average age of our passengers has risen to 84.
- Income has increased by 3%.

Future Plans

- To improve the scheduling and route planning to enable more passengers to travel and also to reduce costs.
- To continue to promote the scheme by issuing regular press releases and maintaining contact with local parishes and organisations.
- To seek sponsorship from major commercial organisations that benefit from the patronage of our clients.

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Some feedback on our support:

'Thank you, I feel that I have got my life back again.'

'Now that my husband has stopped driving I didn't know how we would cope, we don't have a bus service round here.'

'I've been on my own for three years but have met some wonderful new friends since travelling on the little bus.'

Minibus Hire

Our wheelchair accessible minibuses are available to hire to organisations that are members of Community First New Forest. We have endeavoured to keep our hire charges to an affordable level so we can continue to provide support for many of our group members who provide transport for their often vulnerable members.

A number of these groups rely heavily on donations or grants to continue their operation and the recent economic situation has proved difficult for them. During the last year we have lost a number of our regular groups for whom we have provided transport for a number of years, and others have been forced to reduce the frequency of their bookings. We have also found that schools that have used us in the past are reducing the out of school activities provided for their students.

We are hoping to maintain and expand the usage of our vehicles by encouraging care and residential homes to form 'friends of' groups which would then enable them to fulfil the hiring criteria. This in turn leads to an increasing demand for volunteer drivers and an ongoing need to attract and recruit new volunteers. Many of our groups would not be able to attend their regular meetings, medical sessions or social events without the ongoing support given by our drivers.

Achievements and Performance.

- Total of minibus hires has reduced by 18% to 399.
- Total of passenger trips made has reduced by 4% to 5594.
- Total of vehicle miles has reduced by 21% to 12,593.
- **Number of different hiring groups has increased** by 14% to 147.
- 15 new organisations have joined this year.

Impact

The cost to a voluntary organisation purchasing a new accessible minibus can be up to £50,000.

The cost to an organisation of hiring an accessible minibus and driver for a half day outing can exceed £100.

Future Plans

- Increase awareness by more frequent press releases.
- Actively target care homes and churches to increase bookings.
- Maintain close contact with HCC to enable us to assist with ad hoc contract work at short notice.
- Develop a fundraising plan for vehicle replacement.

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Some feedback on our support:

'We have come back to you again this year, the service that you and your drivers provided last year was second to none.'

'I thought we would have to close down when our normal driver had to give up, but the chap you provided has been brilliant.'

'We had to sell our bus last year, but thanks to you and your driver Lynda, our residents had a wonderful time on the boat trip last week, the first time they've been out for ages.'

MIDAS (Minibus Driver Awareness Scheme)

MIDAS is a scheme that has been developed by HCC to enhance and improve the safety, passenger awareness and driving skills of those who drive minibuses for voluntary organisations.

There is an increasing need for suitably trained drivers, and Community First New Forest is fortunate to have three trainers who are qualified to deliver the course.

We deliver the training for scout groups, schools, faith groups, youth clubs, health providers, age related charities etc, all of whom will need a driver who need these skills. Courses are held monthly in New Milton with delegates sometimes travelling from as far as Portsmouth to attend.

CFNF maintains a database containing details of over 700 drivers who have completed the course with us enabling us to link potential volunteers with groups who require drivers.

Achievements

- 86 delegates trained, 56% were new drivers, and the remainder received refresher training.

Some Feedback on our support:

'Very constructive and worthwhile training.'

'Although I had done MIDAS training before, this course reminded me of some of the things I had forgotten.'

'Good theory and practical advice on how to keep my passengers safe.'

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

W2W Moped Loan Scheme

The Wheels 2 Work (W2W) scheme provides an essential service to young people across the New Forest, Test Valley, Winchester and East Hampshire regions, enabling them to access both work and training opportunities where suitable public transport is not available.

The scheme provides a moped, recognised training, safety equipment and all running costs included, except fuel for a small weekly sum.

Having built close relationships with a number of referring agencies there is a continuous demand for mopeds, normally with a waiting list in place. The recent rapid rise in youth unemployment has also led to a large number of enquiries from individuals who would like to benefit from the scheme.

Achievements and Performance

- 29 different hirers within the New Forest and Test Valley.
- 23 riders gained employment.
- 4 riders accessed training opportunities.
- 95% moped utilization.

Impact

Provides considerable financial savings for the Exchequer. The average cost of 22 year old claiming full benefits for 6 months is £3500, the average national cost of W2W hirer = £2600

More than 60 young people removed from the NEETs register within the New Forest in the last 2 years.

Future Plans

- Continue to promote the scheme in the Winchester and East Hants districts using a more targeted approach with publicity material.
- Maximise overall moped utilisation to ensure continued funding.
- Improving operational procedures to reduce costs where possible

Some feedback on our support:

'Thank you so much, I wouldn't have been able to take on my job if it wasn't for the scheme.'

'Thanks, I really appreciate the opportunity of having my own transport.'

'He loves the moped and the independence it has given him.'

'Having the moped meant I could work all the shifts they wanted me to, as I was at risk of losing my job when I could only work the daytime ones.'

Graham Hartless
Transport Manager

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

Community First New Forest (A Company Limited by Guarantee)

Trustees Report (continued) for the year ended 31 March 2012

Home Support Services

Introduction

We aim to provide care to older people and adults with disabilities living in the East and West of the Forest, Hythe and the Waterside areas. The impact of this service is intended to enable our clients to remain living safely in their own homes, to prevent hospital admission and to address the social isolation which can so easily affect the quality of life of many of those for whom we provide care and support.

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

- 16% to clients who pay for their care privately.
- 66% who access personal care via Adult Services.
- 14% who receive Support via Adult Services.
- 4% through the Take a Break scheme.

Achievements & Performance

- Assisted some 195 clients, many with increasingly more substantial and critical care needs than before.
- Managed to maintain many frail clients living at home by adding support and companionship to the personal care package.
- Offered overnight and 24 hour care for the respite of carers.
- Suitably trained carers, to assist with end of life care in the client's own home.
- Worked with other health professionals who gave appropriate training for carers to manage skin viability and dressing certain wounds/ ulcers and to undertake daily injections for one client.
- Provided 7,582 hours of support (companionship, shopping, domestic help).
- Provided 36,909.5 hours of personal care.
- Private Care/support 716.
- Take a Break and enhanced Take a Break 2,216.75.
- Grand total of hours delivered 56,052.5.

Additional Achievements

- We have increased the number of private clients we now care for
- Two thirds of our care staff have either achieved their NVQ2 or 3 or are working towards this.
- Ten carers and three office staff are undertaking a government initiative training in Safe Administration of Medication consisting of 4 "NVQ Type" units.
- The Phoenix Club based at Fenwick2 in Lyndhurst has continued to attract new members and volunteers.

Future Plans

- Develop further the services we are delivering in the West of the Forest.
- Recruit in line with the expected increase in hours we hope to provide.
- Improve our induction of carers to encompass all the mandatory training in their first week.
- Put in place more specialised training for selected staff to enable us to keep abreast of the increasing complex care packages that we are being presented with.
- Develop a new domestic support service.
- Recruit appropriate staff to include cleaners.
- Advertise and launch the new service.

Community First New Forest (A Company Limited by Guarantee)
Trustees Report (continued) for the year ended 31 March 2012

Client feedback

From the husband of a client who has recently died:

'We'd like to express our gratitude for all the help you have given which enabled us to keep my wife at home as she wished. The compassion and dignity with which you treated her helped us to keep her at the heart of the family and we will remember it always....'

Carer Feedback

*'To Gael and all the team,
Thank you for all your support over the last 6 months. I've really enjoyed working for The Home support Service and have learned such a lot.....'*

Gael Clemett
Home Support Services Manager

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

Community First New Forest (A Company Limited by Guarantee) Trustees Report (continued) for the year ended 31 March 2012

Nightstop

Introduction

Nightstop is the only emergency accommodation service for homeless young people in the New Forest District.

Some of the key features of the service include:

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

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

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

Nightstop rescues many young people from the dangers and risks that are inherent to homelessness. A wide-ranging comparative review by Depaul UK amongst over 380 homeless and non-homeless young people, shows that young homeless people experience significantly poorer health than their peers.

Community First New Forest (A Company Limited by Guarantee)

Trustees Report (continued) for the year ended 31 March 2012

Key findings are 40% of young homeless people are likely to be experiencing depression compared with 21% of non-homeless young people, clients have higher usage of walk-in clinics, ambulance and A&E services and are more frequently admitted to hospitals. In the last 12 months, just over a third of the homeless young people had visited A&E (37%); a quarter had been in an ambulance (24%) and a quarter had been admitted to hospital (27%). Control group: A&E – 14%; ambulance – 3%; hospital admittance – 6%. Diet and nutrition rarely considered to be a health concern or priority – only 2% eat 5 a day compared to 11%; only 73% have at least 2 meals a day compared to 95% and 37% never eat fruit or veg compared to 6%; 11% eat fast food every day compared to 1% of the group of non- homeless young people.¹

Achievements and Performance

- Nightstop provided **197 bednights to 30 young people throughout 2011/12** meeting the target set by The Big Lottery and entering our 10th year Nightstop has provided 1728 bednights to 229 young people.
- Out of the 30 that stayed, 69% were in full time education or on training courses. Nightstop has provided the emergency accommodation but even more crucially, continuity and support, enabling the young person to continue their education uninterrupted, during a crisis point in their lives.
- The 22 young people who gave feedback confirmed that they felt safer whilst staying with Nightstop and all 30 young people who stayed in our host households received an information pack in their rooms to assist them with issues such as housing, employment and training, and health issues. 97% of young people received a housing interview with the District Council and/or a Housing Association.
- Nightstop currently has a total of 25 existing volunteers: 7 host households, 10 drivers and 2 support volunteers and 9 Nightstop Ambassadors. We are just inducting 6 new host households, 2 open role volunteers and 2 Events Management students.
- Nightstop has received 34 counts of press coverage for 18 press releases including 14 online counts of press coverage, 5 radio interviews and successfully facilitates a dedicated website and effective Facebook/Twitter accounts with 252 fans, reaching up to 500 people per post with news and the positive impact of Nightstop in the lives of young homeless people. Nightstop also publishes service impact, outcomes and updates via a quarterly Nightstop Newsletter to over 500 contacts as well as attending over 15 community events in 11-12. We have also been represented corporately by our corporate partner Deacon Insurance to over 1000 contacts.
- The Nightstop Crisis Fund continues to provide urgent items such as basic clothing, toiletries and urgent travel costs to young people who come to Nightstop with nothing; occasional furniture and fuel start up costs and supplied as well as food parcel referrals when they move into accommodation. We have also been able to secure donated pcs for young people via requests from Nightstop on our Facebook page.

¹ <http://www.depauluk.org/newsandresources/research/>

Community First New Forest (A Company Limited by Guarantee)
Trustees Report (continued) for the year ended 31 March 2012

Future Plans:

- With our 5 year Big Lottery funding ended in March 2012 and £45k a year needed, Nightstop is exploring the development of new routes of funding and future sustainability to ensure a future for the only emergency accommodation service in the New Forest.
- Nightstop has a target to seek and secure additional corporate partners with CSR programs for the purpose of future sustainability of the service in light of restricted funding opportunities available.
- We will develop the impact of Nightstop Ambassadors getting involved with the promotion of the service within their local community groups as well as promote new Open Role opportunities to enable anyone to invest their time, talent and passion into Nightstop for the benefit of the young people we serve.
- Nightstop will develop a downloadable fundraising resource pack via our dedicated website ensuring anyone is equipped with all information, ideas and support to promote and fundraise for Nightstop.
- We will use the Nightstop Film to promote, educate and inform local communities, potential funders, young people and New Forest agencies about the harsh and present realities of youth homelessness in the district and the crucial and positive difference Nightstop can make in their lives.
- Continue to contact young people following their stay with Nightstop to record feedback from their experience of the service and to make any improvements as well as developing referral agency and volunteer online feedback surveys to ensure an efficient and effective service for all.

Our essential and unique service has provided 197 nights of safety but more than ever, invested value and hope into so many young peoples lives through the open, unconditional care given by our team of volunteers.

Some feedback on our support:

'When I came to Nightstop I was nervous about staying in someone's home but I was happy that I had somewhere safe to go until I sorted out my housing. If Nightstop hadn't been there I don't know where I would have stayed, I would be sofa surfing for a longer time. Nightstop helped to push things forward and get me place to stay more permanently. They gave me lots of information and because of their help I am now renting room. Nightstop is great, they put a roof over your head, give you meals and best of all make you feel like you matter. I am now an apprentice chef at a day care centre cooking for 80-120 kids a day! Things are going well and I am getting on well with my supported lodgings host. Thanks so much for your help.'
(from a Nightstopper)

Community First New Forest (A Company Limited by Guarantee)
Trustees Report (continued) for the year ended 31 March 2012

'There are lots of reasons Nightstop helped me. Nightstop made me feel safe, gave me time to reflect on the last few months to pinpoint the wrongs and gave me the confidence to make them right. My hosts gave me all the time in the world if I needed to talk. They supported me in everything I did. Nightstop made me realise that when you are at the lowest of the low you can only go up! It wasn't just a bed for the night; it saved my life. Nightstop has made me feel so lucky!!'

'I would like to say a huge thank you! When I arrived I felt so nervous! But I had no reason to be. My hosts have been nothing but amazing to me from letting me stay in their home to supporting me and consoling me through what I have been through in the last few months. I cannot thank them enough even though I have told them a few times!! These two people are so warm, funny and genuine I really feel I have landed on my feet with them. However I think for people to invite homeless people in their home you have to be like this! They have not only given me a warm inviting place to stay they have saved my life and have given me a lot of hope for the future and a lot of faith back! It has made me realise that when I am fully back on my feet that possibly I would like to be a host for Nightstop. Thank you Nightstop and thank you to my hosts.'
(from a Nightstopper)

*'Nightstop gave me a very lovely safe house with a warm bed. I dont know where I will live after Nightstop. I am applying for jobs but want to go to college in September hopefully.
Whoever invented Nightstop is a genius!'*
(from a Nightstopper)

Jude Todd
Nightstop Co-ordinator

Tel. 01425 478391
nightstop@cfnf.org.uk
www.newforestnightstop.org.uk

Community First New Forest (A Company Limited by Guarantee)
Trustees Report (continued...) for the year ended 31 March 2012

Statement of Trustee's Responsibilities

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

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

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

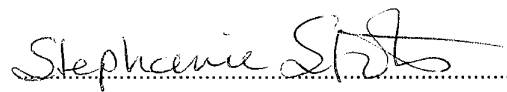
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

In so far as the trustees are aware:

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

This report has been prepared in accordance with the small company regime (section 419(2)) of the Companies Act 2006.

Approved and signed on behalf of the trustees


Mrs Stephanie Stokes (Trustee)

Date: 16-08-12

Community First New Forest (A Company Limited by Guarantee)
Independent Auditor's Report to the Members of Community First New Forest
For the year ended 31 March 2012

We have audited the financial statements of Community First New Forest for the year ended 31 March 2012 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditor

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

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

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees and the overall presentation of the financial statements.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2012 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Community First New Forest (A Company Limited by Guarantee)
Independent Auditor's Report to the Members of Community First New Forest
For the year ended 31 March 2012

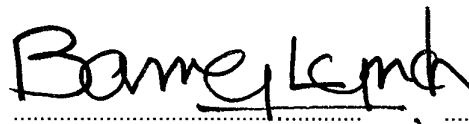
Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

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

 17 August 2012.
B M Lynch (Senior Statutory Auditor)

For and on behalf of

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

Community First New Forest (A Company Limited by Guarantee)
Statement of Financial Activities (Including Income & Expenditure Account)
For the year ended 31 March 2012

		Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Voluntary Income	2	1,914	166,641	168,555	155,815
Investment Income		546	-	546	595
Incoming resources from charitable activities	3	137,290	1,214,220	1,351,510	1,335,876
Total Incoming Resources		139,750	1,380,861	1,520,611	1,492,286
RESOURCES EXPENDED					
Cost of generating funds:					
Cost of generating voluntary income		-	-	-	-
Charitable activities	5	320,489	1,224,724	1,545,213	1,557,380
Governance costs	6	13,494	-	13,494	13,083
Total resources expended		333,983	1,224,724	1,558,707	1,570,463
NET (EXPENDITURE) / INCOME BEFORE TRANSFERS		(194,233)	156,137	(38,096)	(78,177)
Transfers between funds: Management Fees	13	119,907	(119,907)	-	-
NET (EXPENDITURE) / INCOME FOR THE YEAR		(74,326)	36,230	(38,096)	(78,177)
Fund balances at 1 April 2011		457,138	610,298	1,067,436	1,145,613
Fund balances at 31 March 2012		382,812	646,528	1,029,340	1,067,436

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

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

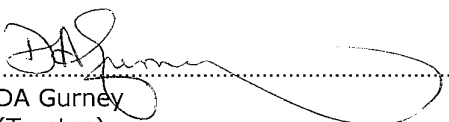
Community First New Forest (A Company Limited by Guarantee)
Balance Sheet
As at 31 March 2012

		2012		2011	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	7	<u>61,636</u>		<u>59,197</u>	
			61,636		59,197
CURRENT ASSETS					
Debtors	8	273,550		165,234	
Cash at bank and in hand		<u>846,291</u>		<u>1,000,810</u>	
		1,119,841		1,166,044	
CREDITORS: amounts falling due within 1 year	9	<u>(152,137)</u>		<u>(157,805)</u>	
NET CURRENT ASSETS			967,704		1,008,239
NET ASSETS		<u>1,029,340</u>		<u>1,067,436</u>	
FUNDS					
Restricted Funds	10	646,528		610,298	
Unrestricted funds: designated funds	11	5,011		30,251	
Unrestricted funds	11	377,801		426,887	
		<u>1,029,340</u>		<u>1,067,436</u>	

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

Approved by the trustees on 23.07.12.

And signed on their behalf by


 DA Gurney
 (Trustee)

Company Registration No. 3483827

Community First New Forest (A Company Limited by Guarantee)
Notes forming part of the Financial Statements
For the year ended 31 March 2012

1 Accounting Policies

a) Basis of accounting

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

b) Departures from Companies Act 2006 format

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

c) Periods Covered

The accounts cover the year to 31 March 2012, with comparatives for the year to 31 March 2011.

d) Incoming Resources

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

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

e) Resources expended

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

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

Community First New Forest (A Company Limited by Guarantee)
Notes forming part of the Financial Statements
For the year ended 31 March 2012

e) Resources expended (continued...)

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

f) Fixed Assets

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

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

Equipment and mopeds	- 3 years straight line
Vehicles and minibus fleet	- 25% reducing balance
Tenants improvements	- Over life of the lease

g) Pension costs - defined benefit scheme

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

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

h) Leasing

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

i) Fund accounting

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

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

All other funds are unrestricted general income funds

Community First New Forest (A Company Limited by Guarantee)
Notes forming part of the Financial Statements
For the year ended 31 March 2012

2 Voluntary Income

	Unrestricted Funds	Restricted Funds	Total 2012	Total 2011
	£	£	£	£
Hampshire County Council	-	54,399	54,399	60,149
New Forest District Council	-	89,490	89,490	89,490
New Forest Primary Care Trust	-	-	-	(3,907)
General Grants and Donations	1,914	22,752	24,666	10,083
	<u>1,914</u>	<u>166,641</u>	<u>168,555</u>	<u>155,815</u>

3 Incoming Resources from charitable activities

	Unrestricted Funds	Restricted Funds	Total 2012	Total 2011
	£	£	£	£
Hampshire County Council (Inc Social Services)	-	751,174	751,174	815,755
New Forest District Council	-	30,768	30,768	59,532
New Forest Primary Care Trust	-	13,653	13,653	55,053
Big Lottery Fund	-	73,919	73,919	42,405
Supporting People	-	100,500	100,500	80,500
Capacity Builders	-	-	-	25,931
Minibus Takings	-	29,319	29,319	34,427
Care/Support Income	129,367	-	129,367	101,928
Other Incoming Resources	7,923	214,887	222,810	120,345
	<u>137,290</u>	<u>1,214,220</u>	<u>1,351,510</u>	<u>1,335,876</u>

4 Staff Costs

	2012	2011
	£	£
Wages and Salaries	1,013,426	1,061,129
Social Security Costs	57,228	65,454
Pension Contributions	21,656	29,496
	<u>1,092,310</u>	<u>1,156,079</u>

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

No trustees received any remuneration (2011: £NIL). During the year travel and training expenses totalling £481 (2011: £338) were reimbursed to 1 Trustees (2011: 2).

Furthermore total costs of £1,433 (2011: £2,268) were associated with the trustee training day and subsistence provided at board meetings.

Community First New Forest (A Company Limited by Guarantee)
Notes forming part of the Financial Statements
For the year ended 31 March 2012

4 Staff Costs (Continued)

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

	2012	2011
Central Services	4	5
Transport	5	5
Children & Young People	2	4
Home Improvements	6	6
Home Support Services	30	32
Community Development	2	2
Volunteer Centre	1	1
Other (Nightstop/Innovations/Healthy Walks)	2	4
	<u>52</u>	<u>59</u>

Community First New Forest (A Company Limited by Guarantee)
Notes forming part of the Financial Statements

For the year ended 31 March 2012

5 Charitable Activities

	Central Services £	Transport £	Home Support Services £	Other £	Total Unrestricted £	Transport £	Children & Young Peoples Services £	Home Improvements and Repair £	Home Support Services £	Other Projects £	Total Restricted £	Total 2012 £	Total 2011 £
Minibus Hire	-	-	-	970	970	7,606	208	-	-	-	7,814	8,784	7,751
Helmets and gloves	-	-	-	-	-	1,764	-	-	-	-	1,764	1,764	3,816
Moped insurance	-	-	-	-	-	16,926	-	-	-	-	16,926	16,926	13,368
CBT (motorcycle training)	-	-	-	-	-	3,881	-	-	-	-	3,881	4,776	4,776
Moped maintenance	-	-	-	-	-	25,737	-	-	-	-	25,737	25,737	16,269
Road tax	164	135	-	-	299	1,185	-	576	-	-	1,761	2,060	1,426
Project costs	-	-	-	-	-	-	428	3,587	-	3,098	7,113	7,113	17,070
Minibus running costs	-	1,173	-	-	1,173	6,847	-	-	-	-	6,847	8,020	7,811
Minibus repairs	-	1,341	-	-	1,341	6,406	-	-	-	-	6,406	7,747	9,298
Minibus insurance	-	1,846	-	-	1,846	6,144	-	-	-	-	6,144	7,990	8,441
Tools and consumables	-	-	1,132	-	1,132	-	-	89	4,818	-	4,907	6,039	4,605
Van lease	-	-	-	-	-	-	-	2,856	-	-	2,856	2,856	3,621
Van insurance	-	-	-	-	-	-	-	1,498	-	-	1,498	1,488	1,488
Van running costs	-	-	-	-	-	-	-	2,063	-	-	2,063	2,063	3,106
Reprint of clients funds to contractors	-	-	-	-	-	-	50	36,987	-	-	37,037	38,125	38,125
Repayment of funds to funders	-	-	-	1,665	1,665	60	-	-	-	2,877	2,877	2,877	87
Staff costs	81,417	-	90,313	23,242	194,972	-	33,487	131,589	480,931	175,305	897,338	1,092,310	1,156,079
Travel, subsistence & volunteer expenses	1,885	-	8,201	1,355	11,441	6,380	2,860	4,980	32,565	8,686	55,471	66,912	64,182
Computer maintenance and support	8,202	-	1,092	1,004	10,298	3,101	728	5,412	4,581	6,380	20,202	30,500	33,303
Recruitment	74	-	370	-	444	44	138	2,016	1,582	2,422	6,202	6,646	4,553
Staff training	1,666	-	584	439	2,689	153	226	1,572	2,543	1,483	5,977	8,666	5,549
Publications and subscriptions	1,020	-	208	28	1,256	-	-	-	-	-	3,094	4,350	5,083
Depreciation	13,559	-	-	-	13,559	-	-	-	-	-	-	13,559	11,088
Minibus and moped depreciation	-	906	-	-	906	13,667	-	-	-	-	13,667	14,573	14,078
Loss on sale of fixed assets	-	-	-	-	-	-	-	-	-	-	-	-	1,191
Tutor fees	-	-	-	-	-	-	-	-	-	-	-	-	1,070
Conference, meeting and AGM expenses	3,683	-	408	10	4,101	214	185	125	465	593	1,582	5,683	6,872
Room Hire	94	-	1,540	515	2,149	-	38	-	-	1,023	1,061	3,210	3,119
Office rent and property maintenance	27,865	-	1,236	1,138	30,239	3,726	1,897	10,779	5,265	7,265	28,932	59,171	27,524
Telephone	6,084	-	658	76	6,818	2,268	317	3,155	2,802	1,379	9,921	16,739	13,970
Postage, printing, stationery and equip	17,044	17	1,442	947	19,450	2,118	965	6,301	6,054	11,756	27,194	46,644	35,728
Legal, professional and consultancy	7,745	-	14	-	7,759	350	-	579	56	-	985	8,744	8,616
Membership database	-	-	-	-	-	-	-	-	-	319	319	319	1,108
External CRB checks	(214)	-	516	342	644	1,446	441	2,939	2,192	6,644	6,644	6,644	4,280
Insurance	308	-	-	-	308	-	-	-	-	1,696	8,714	9,358	12,812
Bank charges	-	-	-	-	-	-	-	-	-	-	-	308	173
Bank interest	-	-	-	-	-	-	-	-	-	-	-	-	42
Bad debts and provision	-	-	30	-	30	65	-	(37)	1,500	92	1,620	1,650	5,752
Investment disposal	-	-	-	-	-	-	-	-	-	-	-	-	-
Donations	5,000	-	-	-	5,000	-	-	-	-	110	110	5,110	-
Sundry Expenses	-	-	-	-	-	-	-	-	-	-	-	-	149
TOTAL CHARITABLE EXPENSES	175,596	5,418	107,744	31,731	320,489	183,114	41,968	217,066	546,039	236,537	1,224,724	1,545,213	1,557,380

Community First New Forest
Notes forming part of the Financial Statements
Year ended 31 March 2012

6 Governance Costs

	Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
Auditors remuneration				
- audit services	7,700	-	7,700	6,669
- other services	3,850	-	3,850	3,808
Trustees expenses	1,944	-	1,944	2,606
	<u>13,494</u>	<u>-</u>	<u>13,494</u>	<u>13,083</u>

7 Fixed Assets

	Mopeds £	Equipment £	Vehicles & Minibuses £	Tenants Improvements £	Total £
Cost:					
As at 1 April 2011	15,976	96,584	213,812	-	326,372
Additions	5,364	17,246	-	7,962	30,572
Disposals	(3,227)	(52,360)	(20,000)	-	(75,587)
As at 31 March 2012	<u>18,113</u>	<u>61,470</u>	<u>193,812</u>	<u>7,962</u>	<u>281,357</u>

Depreciation

As at 1 April 2011	11,826	84,382	170,967	-	267,175
Charge for the year	3,862	13,159	10,712	400	28,133
Eliminated on disposal	(3,227)	(52,360)	(20,000)	-	(75,587)
As at 31 March 2012	<u>12,461</u>	<u>45,181</u>	<u>161,679</u>	<u>400</u>	<u>219,721</u>

Net Book Value

At 31 March 2012	<u>5,652</u>	<u>16,289</u>	<u>32,133</u>	<u>7,562</u>	<u>61,636</u>
At 31 March 2011	<u>4,150</u>	<u>12,202</u>	<u>42,845</u>	<u>-</u>	<u>59,197</u>

8 Debtors

	2012 £	2011 £
Trade Debtors	176,853	142,159
Prepayments	96,697	23,075
	<u>273,550</u>	<u>165,234</u>

9 Creditors: amounts falling due within one year

	2012 £	2011 £
Bank loans and overdrafts	-	10,762
Trade creditors	11,352	16,106
Taxation and social security	16,609	16,688
Other creditors	55,095	37,891
Accruals and deferred income	69,081	76,358
	<u>152,137</u>	<u>157,805</u>

Community First New Forest
Notes forming part of the Financial Statements
For the year ended 31 March 2012

9 Creditors: amounts falling due within one year (continued...)

Deferred income relates to grants received where the charity is contractually obliged to provide services for a fixed period which spans the financial year end. Deferred income is released to incoming resources in the year in which the services are provided.

10 Restricted Funds

	Balance at 1 April 2011 £	Incoming Resources £	Resources Expended £	Management charges and other transfers between funds £	Balance at 31 March 2012 £
Transport					
Minibus	-	21,131	(17,660)	(3,471)	-
Wheels 2 Work (Moped Scheme)	18,756	84,872	(90,983)	(7,956)	4,689
Minibus Replacement Fund	20,344	-	-	-	20,344
Moped Replacement Fund	8,772	-	-	-	8,772
Call & Go	29,693	67,919	(51,121)	(6,199)	40,292
Transport Worker	15,304	23,203	(23,350)	(2,552)	12,605
	<u>92,869</u>	<u>197,125</u>	<u>(183,114)</u>	<u>(20,178)</u>	<u>86,702</u>
WHHIA					
West Hampshire Home Improvement Agency	107,270	265,987	(217,066)	(19,904)	136,287
	<u>107,270</u>	<u>265,987</u>	<u>(217,066)</u>	<u>(19,904)</u>	<u>136,287</u>
Other Projects					
NF DARG	5,534	-	(670)	-	4,864
Nightstop Fund	46,989	88,092	(47,039)	(5,428)	82,614
PRIME	7,650	-	(5,093)	(2,557)	-
Innovations	75,832	15,087	(30,821)	(3,291)	56,807
Volunteer Centre	12,586	29,071	(33,900)	(2,957)	4,800
Ringwood 'Let's Get Growing'	79	-	-	(79)	-
Healthy Walks	16,468	-	(2,996)	(918)	12,554
Community Food Initiative	4,840	7,000	(5,423)	-	6,417
IMP Support	7,600	-	(4,599)	(3,001)	-
Community Development	17,073	125,575	(103,381)	(5,517)	33,750
Digital Switchover	-	2,700	(2,615)	(85)	-
	<u>194,651</u>	<u>267,525</u>	<u>(236,537)</u>	<u>(23,833)</u>	<u>201,806</u>
Home Support					
Home Support	121,625	596,079	(546,039)	(52,596)	119,069
	<u>121,625</u>	<u>596,079</u>	<u>(546,039)</u>	<u>(52,596)</u>	<u>119,069</u>
Childrens Services					
Childrens Projects	46,152	-	(44)	9,526	55,634
Young Carers Coordinator	33,222	44,557	(28,161)	(2,588)	47,030
Grandparents/ASD support scheme	-	-	(7,074)	7,074	-
Parent Information Scheme	6,870	-	-	(6,870)	-
Childrens Infrastructure Support	7,639	-	-	(7,639)	-
Community Buddy	-	9,588	(6,689)	(2,899)	-
	<u>93,883</u>	<u>54,145</u>	<u>(41,968)</u>	<u>(3,396)</u>	<u>102,664</u>
	<u>610,298</u>	<u>1,380,861</u>	<u>(1,224,724)</u>	<u>(119,907)</u>	<u>646,528</u>

Community First New Forest
Notes forming part of the Financial Statements
For the year ended 31 March 2012

10 Restricted Funds (continued...)

Transfers

Other Projects - The following projects ceased in the year and the balances of their funds were transferred to Community Development:

	£
PRIME	2,254
Ringwood 'Lets Get Growing'	79
IMP Support	3,001
Digital Switchover	85

Children's Services – During the year a transfer of £7,882 was made from Children's Projects to the Grandparents / ASD Support Scheme.

The following projects ceased in the year and the balances of their funds were transferred to Children's Projects:

	£
Children's Infrastructure Support	7,639
Parent Information Scheme	6,870
Community Buddy	2,899

Transport

Addressing transport issues across the forest, supporting people due to a lack of public transport services or individuals with mobility problems. The main source of income for this service is from Hampshire County Council. The balance of £86,702 will be used to continue the service during the coming year.

WHHIA

Supporting older people and people with a disability or those on a low income to repair, improve or adapt their homes. This service is funded by supporting people, Hampshire County Council, Test Valley Borough Council and New Forest District Council. The balance of £136,287 will be used to continue the service in the coming year.

Other Projects

NF DARG - supporting people with drug and/or alcohol abuse problems within the New Forest area. The main source of the income is HCC and the balance of £4,864 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, NFDC and public donations. The balance of £82,614 will be carried forward to support the service in the next two years.

PRIME – This service ceased in June due to no further funding.

Community First New Forest
Notes forming part of the Financial Statements
For the year ended 31 March 2012

10 Restricted Funds (continued...)

Innovations – Supporting older, vulnerable people in the community to stay in the community and aiming to prevent expensive medical intervention, funded from reserves. The balance of £56,807 will be carried forward to continue the service in the coming year. Innovations in Avon Valley, Waterside and SW Forest ceased at the end of June 2011 due to lack of funding for those areas.

Volunteer Centre – promoting and supporting volunteering across the forest funded by HCC, NFDC and NFPCT. The balance of £4,800 will be carried forward to the coming year.

Ringwood 'Lets Get Growing' – this service has ceased to continue

Healthy Walks – Working in partnership with National Parks and NFDC we employ a healthy walks administrator to promote and increase physical activity levels through healthy walking, targeting individuals identified as having health concerns. The balance of £12,554 will be carried forward to continue the service in the coming year.

Community Food Initiative – Encouraging communities to develop local food initiatives.

Community Development – Voluntary and community services promoting and supporting a sustainable voluntary and community sector in the New Forest, we provide information and advice and guidance around the complexities of running a local group or charity. We assist in the development of new groups, identify needs and develop initiatives to meet those needs. The balance of £31,281 will be used in the coming year to continue this work.

Home Support

A service providing support and care to older, vulnerable or disabled people in their own homes. Funded by HCC and NFPCT the balance of £119,069 will be used to continue to run and develop this service in the coming year.

Children's services

Supporting children and their families across the forest. Current project include supporting young carers and supporting Grandparent who have responsibilities for day to day care of children. The balance of £102,664 will be used in the coming year to continue these services.

Community First New Forest
Notes forming part of the Financial Statements
For the year ended 31 March 2012

11 Unrestricted Funds

	Balance at 1 April 2011	Incoming Resources	Resources Expended	Mgt Charges/ Transfers	Balance at 31 March 2012
Designated Funds					
Central Services Capital Reserve	1,416	-	-	-	1,416
Voluntary & Community Sector Training & Development	2,276	2,342	(2,618)	(195)	1,805
Business Support	23,366	-	(24,769)	-	(1,403)
ICT Plan	3,193	-	-	-	3,193
	30,251	2,342	(27,387)	(195)	5,011
Unrestricted Funds	426,887	137,408	(306,596)	120,102	377,801
Balance carried forward	457,138	139,750	(333,983)	119,907	382,812

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

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

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

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

12 Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
Fixed assets	61,636	-	61,636	59,197
Bank & cash balances	199,763	646,528	846,291	1,000,810
Other net assets /(liabilities)	121,413	-	121,413	7,429
	382,812	646,528	1,029,340	1,067,436

13 Transfers between funds

Management charges attributed to restricted funds, for administration and other office costs paid through unrestricted general funds. These charges totalled £119,907.

Community First New Forest
Notes forming part of the Financial Statements
For the year ended 31 March 2012

14 Operating lease commitments

At 31 March 2012 the charity was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2012:

Operating leases which expire:

	Land and Buildings		Other	
	2012	2011	2012	2011
	£	£	£	£
Within 1 year	2,167	6,500	504	-
Between 2-5 years	-	-	17,533	4,973
Over 5 years	25,250	-	-	-
	<u>27,417</u>	<u>6,500</u>	<u>18,037</u>	<u>4,973</u>

15 Related Party Transactions

During the year the charity paid wages totalling £NIL (2011: £631) to Mrs P Mason-Smith, wife of Mr I Mason-Smith (Trustee)

16 Pensions

Defined benefit schemes

Community First New Forest participates in two contributory pension plans providing defined benefits based on final pensionable pay for employees of Community First New Forest. The assets of the pension plans 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 and The Pensions Trust. The pension charge for the year was £21,656 (2011: £29,496)

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

17 Contingent Liabilities

The charity currently has 4 active members participating in its scheme with Hampshire County Council and 2 active members participating in its scheme with The Pensions Trust, details of which are provided in note 16 above. If the charity ceased to have any active members in either scheme, and hence contributions to that scheme stopped, the scheme's admission agreement is deemed to cease and the fund's actuary would carry out a closing valuation. If the valuation identified that a deficit existed at that date the charity would be obliged to submit proposals to meet the debt certified by the fund's actuary.

Following a valuation of the Hampshire County Council pension scheme on 31 March 2007 the potential deficit for the pension scheme was estimated to be £242,787. Following a valuation of The Pensions Trust pension scheme on 30 September 2011 the employer debt on withdrawal liability as at 31 March 2012 was estimated to be £5,488.

The trustees will continue to monitor these deficits and the impact that they may have on the charity's finances.

Community First New Forest
Notes forming part of the Financial Statements
For the year ended 31 March 2012

17 Contingent Liabilities (continued...)

The charity is conducting a review of its VAT status and has identified that there is a liability relating to late registration for VAT. The financial effect of this liability cannot be quantified at this time.

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

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

18 Ultimate controlling party

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

Community First New Forest

Notes forming part of the Financial Statements

Year ended 31 March 2012

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:

New Forest District Council
Hampshire County Council
NHS Hampshire

Barbon
Big Lottery Fund
Deacon
Depaul Society
Hythe and Dibden Allotment Society
New Forest National Park
Parent Voice
Ringwood School
Supporting People
Test Valley Borough Council
Town and Parish Councils
Waitrose
Waterside Rotary
Many donations from individual supporters.
Our members