



# Annual Report

**1<sup>st</sup> April 2010 - 31<sup>st</sup> March 2011**

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## Reference and Administrative Details

**Community First East Hampshire, known as Community First**

**Registered Charity No 1054498**

**Company Registered in England No 3165839      Limited by Guarantee**

### **Trustees for the year 2010-2011**

Catherine Stagg-Macey	(Chairman)	
Adrian Judge	(Vice Chairman)	(Appointed April 2010)
Nicky Barham	(Treasurer)	(Appointed April 2010)
Vanessa Beech		(Appointed October 2010)
Beverley Jones		(Appointed October 2010)
Natasha Kerrigan		
Phil Ladds		(Retired October 2010)
Will Lanham-New		(Resigned May 2010)
Dr. Chris Leggett		
Ruvini Silva		(Resigned July 2010)
Gillian Stanton		(Resigned March 2011)
Kirsty Stratton		
William Struthers		(Retired October 2010)
Tim Tyler		(Resigned March 2011)
Sue Williams		(Resigned July 2010)

### **Advisers and representatives to the Board**

Councillor Julie Butler	East Hampshire District Council
Mike O'Mahony	East Hampshire District Council
Mark Surtees	Hampshire County Council

### **Staff Team**

Terry Bishop	Chief Executive
Anstey Brierley	Project Co-ordinator (from October 2010)
Jim Cleverly	Finance and Administration Officer
Janet Easton	Outreach Worker
Helen Freeston	Volunteer Coordinator (from October 2010)
Sue Greene	Project Co-ordinator (to September 2010)
Sue Hartwell	Information Co-ordinator (to January 2011)
Fiona Jeynes	Business Development Worker
Ann Johnson	Cleaner
Michael Lock	Administration Support Worker (to September 2010)
Liz Moore	Learning & Development Manager
Wendy Shone	Community Innovations Project Worker
Bernard Simmons	Volunteer Centre Manager
Ronnie Trenchard	Volunteer Centre Administrator (to August 2010)
Chris Turner	Learning & Development Co-ordinator
Carolyn Warne	Community Development Manager

**Community First receives valuable support from its volunteers.** Thanks this year to Amy, Dave, Emma, Jean, Judith, Julia, Julie, Justin, Liv, Mike, Pauline, Stella, Stuart, Tracey, Vanessa and all our helpers at the Kingsley Centre, Bordon

**Bankers**

CAF Bank Ltd  
West Malling

Co-operative Bank plc  
Portsmouth

**Reporting Accountants**

PWP Accounting Services  
Bournemouth

## DIRECTORS' AND TRUSTEES' REPORT FOR 2010/11

### Structure, Management and Governance

Community First East Hampshire is a Company Limited by Guarantee, and the governing instrument is its Memorandum and Articles of Association dated 6<sup>th</sup> February 1996.

The Trustees are the Directors of the Company.

Community First is a member of the National Association for Voluntary and Community Action, National Council for Voluntary Organisations, and Volunteering England.

### **Methods of recruiting trustees**

The following methods are used in recruiting new trustees

- An audit is carried out of the skills of Trustees
- Gaps in skills are identified by the Executive Committee
- Nominations to the Trustee Board are invited at the Annual General Meeting and through contact with member groups
- Securing Trustees with specific skills may require additional action by publicity through local networks, contacts and companies

### Objectives, Activities and Achievements

#### **Objects in the Constitution**

The Charity's objects are:

- a) to promote any charitable purposes for the benefit of the community in the local government district of East Hampshire and its neighbourhood and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness;
- b) to promote and organise co-operation in the achievement of the above purposes and to that end bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

#### **How our activities deliver public benefit**

The trustees have referred to the Charity Commission general guidance on public benefit when reviewing the company's objectives and planning future activities.

The charity carries out a wide range of activities in pursuance of its charitable aims. The trustees consider that these activities provide benefit to the wider community of East Hampshire and are summarised below in greater detail:

Volunteering - Working with individuals and voluntary groups

Support - Providing information, guidance and assistance to voluntary and community groups

Networks - Sharing information, representing locally communities and involvement in local strategic planning

Training - Development of staff, trustees and volunteers.

## DIRECTORS' AND TRUSTEES' REPORT FOR 2010-2011 (*continued*)

### The Overall Aim of Community First

Community First aims to improve the effectiveness of the voluntary and community sector in East Hampshire

### The aims for the year 2010 - 2011 were:

#### Aim 1: Development

- The Outreach project has continued to meet the needs of small and rural groups in the community.
- We have worked with partner organisations to promote the Equalities Bill
- We provide group support and have contributed to the development of 13 new projects/organisations.
- Taster basic IT sessions have been offered to elderly sheltered housing residents with help from volunteers.
- We have maintained the 3 C's network based on requests from service users ensuring that the LSP is a standing item on the agenda for all future meetings
- We delivered and evaluated the outcomes from the Culture in the Park Event hosted and supported by a range of local providers and statutory partners.
- We have provided research on the black and minority ethnic communities across East Hampshire as funded through the Community Partnership
- We have researched and run events to promote the Lesbian, Gay and Bisexual communities across East Hampshire and Havant in partnership with both authorities and the Hampshire Constabulary

#### Aim 2: Support and Services

- Information has been provided to the sector through a quarterly newsletter and monthly eNews circulated to over 450 contacts
- New and updated information sheets have been produced and displayed on our website.
- 139 groups were provided with individual support on 511 different issues.
- 88 training events reflecting the local communities' needs were provided reaching 739 participants.
- Our Community Innovations Officer worked with statutory partners to deliver older people's workshops and increased the development of the Services Directory across East Hampshire.

#### Aim 3: Liaison

- We continue to deliver our Interagency and Volunteer Manager's Forums on a range of topics including Collaborative Working, Interfaith and Equalities issues.
- We seek new opportunities to work in partnership exploring alternative ways of delivering services connecting with other CVS and voluntary sector partners such as CAB and Youth Umbrella Group
- We have built new relationships with the Primary Care Trust engaging during a time of change ensuring that we have a voice at the new GP consortium meetings.
- We respond to policy discussions and seek to influence on behalf of the sector. For example, we have responded to a number of national surveys outlining the funding cut impact to voluntary groups.

#### **Aim 4: Representation**

- We provide policy information through our 3 C's (Chief Officer, Chairs and Charity Co-ordinator) network and Interagency Forum
- We share policy information through our newsletters and e-news mailings
- We regularly engage with statutory partners to support strategic planning
- We participate in a range of strategic meetings at both local and county level such as the Hampshire Learning Forum and EH Community Partnership

#### **Aim 5: Strategic Work**

- We engage with statutory partners to help determine local priorities
- We build upon local knowledge and help support local planning
- We represent on the Local Strategic Partnership and encourage voluntary groups to become involved in key local strategic initiatives
- We provide a link to the wider communities across the District.
- We offer outreach to local areas, ensuring that Community First services are available to local groups
- We inform the sector on changing trends and needs
- We provide a voice for the voluntary and community sector
- We lever in funding where possible, to support this work

#### **Aim 6: To promote and support volunteering activity locally**

- We received 376 enquiries from potential volunteers and 37 were placed
- An organisational health check is now provided to share good practice and support organisations with volunteering activities
- We have become the Hampshire wide Volunteering Brokerage Lead for the Department of Work and Pensions for people who are long term unemployed.
- We hosted 4 Volunteer Manager meetings
- We have delivered 4 Volunteer Centre training sessions and a Risk Assessment Workshop/Forum providing guidance on issues and legal responsibilities.
- We have participated in a Hampshire wide Photographic Competition
- A successful Community Volunteering Certificate Awards evening was held in the Council Chamber in Penns Place Petersfield in partnership with East Hampshire District Council. 134 volunteers were nominated from 33 different organisations.
- We planned and promoted volunteering through a number of events including Volunteers' week, Make a Difference Day, Culture in the Park, and the Petersfield Christmas Festival
- We provided Drop-In sessions at local Libraries, enabling a rural extension to the District.
- We have successfully secured an extension to our Volunteering England Accreditation to January 2012

#### **Aim 7: To improve the sustainability and quality of Community First's services**

- We been successful in achieving the prestigious NAVCA (the National Association of Voluntary and Community Action) quality award.
- We continue to monitor the quality of our services through the PQASSO self assessment tool
- A RARPA (Recording & Recognition of Progress and Achievement) system continues to operate, ensuring quality in the delivery of our training programmes.

- Big Lottery funding has allowed us to improve record keeping for our Group Support & Information service.
- Our biannual user survey has been carried out.
- We have invested in new database software and we are reviewing our membership.
- Induction and support for 3 new staff was provided.
- Induction and support for 3 new volunteers was provided.
- 15 organisations became members of Community First.
- Funding was obtained from Hampshire Learning to continue development work with our Training Project.

## DIRECTORS' AND TRUSTEES' REPORT FOR 2010-2011 (*continued*)

### Financial Review

#### Reserves policy

The Trustee Board has determined that the Charity should maintain reserves as follows:

- Unrestricted reserves representing the prior 6 months expenditure,
- The loss on realisation of any fixed assets and any additional contractual liabilities.
- Designated reserves to accumulate funds for specific purposes as determined by the Board from time to time.
- Restricted reserves to the extent that funds for restricted purposes have not been fully expended. No additional reserves will be established for restricted projects.

This policy is principally to enable the Charity to continue operations whilst awaiting receipt of grants, to pay contractual liabilities in the event that grants were discontinued or significantly reduced whilst services were realigned and to recover the potential loss on fixed investments in the event that continued funding were withdrawn.

Application of this Policy as at 31<sup>st</sup> March 2010 produced the following figures:-

Designated Reserves:	
Potential loss on fixed assets	£5,150
Required per Reserves Policy:	
Six months' turnover	<u>£112,700</u>
Total Reserves required	<u>£117,856</u>

The level of reserves will be reviewed annually against the policy. In addition and independent of Reserves as such, accruals will be established at the end of each year and reviewed quarterly thereafter, to cover any expenses that can reasonably be estimated, such as: sickness pay, insurance claim excesses, equipment and services received but not invoiced

#### Funding

Community First received core funding from East Hampshire District Council under a 3 year agreement to March 2010. There is an annual agreement with Hampshire County Council.

Community First received a gift of £25,000 in June 2008 from the estate of Mr. R. Porter which it now holds as custodian. The terms of the gift are that it is to be used solely for the development of new youth facilities at the Alton Boys Club. If the club is not re-developed within 3 years from the date of varying the estate, then the principal beneficiary shall direct Community First to transfer the gift to any charity of his choosing.

The gift is held in the company's deposit account. The trustees will ensure the balance in this account does not fall below the unused value of the gift at any time during the 3 years in question. The trustees consider that the intentionally broad nature of the company's constitutional objectives allow it to be an intermediary for such a transaction, which will hopefully be of future benefit to the local community.

## DIRECTORS' AND TRUSTEES' REPORT FOR 2010-2011 (*continued*)

### Future plans

The Business Plan for 2009 - 2012 has been agreed and is available.

#### **During 2010 - 2011 there will be a focus on the following**

- We will continue to provide an accessible service to voluntary and community groups and encourage them to participate in the wider strategic networks of East Hampshire and Hampshire
- We will enhance and publicise our websites to ensure that they are accessible and continue to extend our use of electronic communication where appropriate, offering an online resource library to our members.
- We will update our own database information and work with the county-wide eVOLve project
- We will provide affordable and accessible training events, including support to groups in relation to personal safety and lone worker issues
- We will work with colleagues in Hampshire to ensure the effective use of our resources
- The Volunteer Centre will continue as the lead organisation for the Department of Works and Pensions Volunteer Brokerage Scheme across Hampshire, supporting long term unemployed people to access volunteering opportunities
- We will survey our customers, volunteers, staff and trustees to ensure that we maintain and if possible improve satisfaction amongst our stakeholders.
- We will work to ensure that our services are available to all the communities of East Hampshire, particularly through our work with East Hampshire Disability Forum and East Hampshire Diversity Forum
- We will monitor, evaluate and measure the impact of our services, mapping local service provision to enable us to work effectively in support of the local sector and to target areas of development.
- We will engage more effectively with the business community to encourage volunteering and voluntary action.
- We will encourage greater volunteering support within the organisation and develop our workforce.
- We will review our marketing strategy including the training brochure, newsletter and other circulations
- We will review our policies and procedures and ensure that staff and volunteers are aware of and working within these principles.
- We will grow the membership of Community First East Hampshire and will review our membership pack and services.
- We will seek a diverse range of funding to enable us to maximise on our efficiency and sustainability.

## DIRECTORS' AND TRUSTEES' REPORT FOR 2009-2010 *(continued)*

### Directors' and Trustees' Responsibilities

Company law requires the directors and trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that year. In preparing those financial statements, the Directors and Trustees are required to:-

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the company will continue in business

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

Signed on behalf of the Directors and Trustees

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Trustee

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Date

**Chartered Accountants' Report to the Board of Trustees  
on the Unaudited Accounts of  
Community First East Hampshire**

We report on the accounts for the year ended 31 March 2011 set out on pages 13 to 18.

**Respective responsibilities of directors and reporting accountants**

As described on page 11, the company's directors are responsible for the preparation of the accounts, and they consider that the company is exempt from an audit. It is our responsibility to carry out procedures designed to enable us to report our opinion.

**Basis of opinion**

Our work was conducted in accordance with the Statement of Standards for Reporting Accountants and so our procedures consisted of comparing the accounts with the accounting records kept by the company, and making such limited enquiries of the officers of the company as we considered necessary for the purposes of this report. These procedures provide only the assurance expressed in our opinion.

**Opinion**

In our opinion:

- (a) the accounts are in agreement with the accounting records kept by the company under section 386 of the Companies Act 2006;
- (b) Having regard to, and on the basis of the information contained in those accounting records:
  - (i) the accounts have been drawn up in a manner consistent with the accounting requirements specified in section 394 and 395 of the Act; and
  - (ii) the company satisfied the conditions for exemption from an audit of the accounts for the year specified in Section 477 of the Act and did not, at any time within the year fall within any of the categories of companies not entitled to the exemption specified in section 478 of the Act.

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Reporting Accountants

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Date: .....