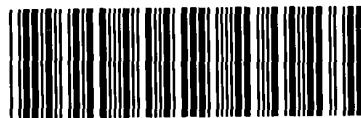


REGISTERED COMPANY NUMBER: 03483827 (England and Wales)
REGISTERED CHARITY NUMBER: 1068964

**Report of the Trustees and
Audited Financial Statements for the Year Ended 31st March 2017
for
Community First New Forest**

WEDNESDAY



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A21

20/12/2017

#321

COMPANIES HOUSE

Sheen Stickland
Chartered Accountants
Statutory Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Community First New Forest

**Contents of the Financial Statements
for the Year Ended 31st March 2017**

	Page
Report of the Trustees	1 to 22
Report of the Independent Auditors	23 to 24
Statement of Financial Activities	25
Balance Sheet	26
Cash Flow Statement	27
Notes to the Cash Flow Statement	28
Notes to the Financial Statements	29 to 38

**Community First New Forest
Report of the Trustees
for the Year Ended 31st March 2017**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2017. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
0483827 (England and Wales)

Registered Charity number
1068964

Registered office
First Floor Offices
71 Christchurch Road
Ringwood
Hampshire
BH24 1DH

President
Cllr Christine Ward

Trustees / Directors

Mary Falk	Appointed Joint Chair 07/06/16
Paul Kirkland	Appointed Joint Chair 07/06/16
David Eley	Treasurer
Roma Andrews	
William Munt	Resigned 01/09/17
Stephen Avery	
Richard Levell	Appointed 14/03/17
Chris Nutt	Appointed 14/03/17
Malcolm Walker	Resigned 03/04/17
Vicky Mudford	Resigned 15/11/16
Stephanie Stokes	Resigned 30/04/16

Representatives

Cllr Steve Rippon-Swaine	HCC Representative, resigned 01/03/17
Cllr Mrs Diane Andrews	NFDC Representative

Chief Executive
Michael Clowes

Management Team
Jackie Hartless
Jude Todd

Senior Statutory Auditor
P E H Wright FCA DChA

Auditors
Sheen Stickland
Chartered Accountants
Statutory Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Bankers
Barclays Bank PLC
High Street
Ringwood
Hampshire
BH24 1BZ

Community First New Forest

**Report of the Trustees
for the Year Ended 31st March 2017**

PRESIDENTS REPORT

As Chairman of New Forest District Council and President of Community First New Forest, I know and appreciate the value of the work carried out by this charity. I would like to take this 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 excellent working partnership with this charity to serve the residents of the New Forest.

I would especially like to thank you for the work of the Volunteer Centre, the advice you give to organisations with regard to the recruitment of volunteers ensuring the right people help with the right projects, because without these people nothing would happen. Also the Hampshire wide project with young carers, training teachers on the issues and challenges these brave young people have to cope with. The list of communities and young people is endless.

Many of you give your time freely to help those in our society through Community First New Forest who are in less fortunate circumstances. Through yourselves, a structure is provided to coordinate and organise those resources that are needed to provide help. The rewards are often not financial but more importantly personal satisfaction can be gained by knowing that you have helped to make a difference to make people's lives better.

With the existing strong leadership and management I am sure the organisation has the potential to maintain its success in the future. I wish to thank the Chief Executive Michael Clowes and his team for all their hard work over the past year. I also wish them every success in all their future endeavours.

I would like to express my appreciation to the outgoing Chief Executive, Michael Clowes, for his long standing service in supporting and leading Community First New Forest and for making a difference to the quality of life for many residents of the New Forest District and to also welcome his successor, Jackie Hartless, as Acting Chief Executive.

I also wish to express my thanks to the Board of Trustees and their Co-Chairmen, Mary Falk and Paul Kirkland, for their continued support to Community First New Forest.

Cllr Mrs Christine Ward

President

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

CHAIRS' REPORT

The period covered by this report has been one of challenge. These challenges included the need to secure funding in the face of increased competition for a smaller pot and to achieve efficiencies and find cost savings in the light of warnings of future funding reductions. At the same time we needed to ensure that we satisfied the more stringent requirements of our funders and, of course, that we maintained, or improved, the service which we provided to our members and to the community. Following the discontinuance of our Home Support and Community Support Services in the previous financial year and the loss of the Home Improvement Agency Service (taken in house by NFDC and TVBC at the end of March 2017) we had to meet these challenges as a smaller organisation than we had previously been.

We are glad to be able to report some success in meeting these challenges. At the end of 2016 we moved into smaller premises with significantly lower outgoings. With judicious use of our reserves we were able to continue our direct services during the period and, in some cases e.g. Wheels to Work, to expand them. Our members continued to show appreciation for the support we gave them.

We worked with other charitable organisations, including other Hampshire CVSs, to achieve efficiencies and improvements in service delivery through collaborative work.

Members' views as to how we can best continue to serve them are always welcome and, with this in mind, we conducted a survey of our members. This showed top needs to be advice and support on setting up a group, governance, policies, business planning and marketing, followed closely by volunteer recruitment and retention. We took these priorities into account in our ongoing planning.

Two of our trustees resigned during this period and a further trustee resigned more recently and we were sorry to lose their input. However we have appointed two new trustees who bring with them experience of both the public and private sectors.

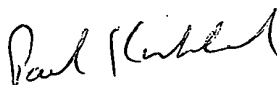
The continuation of our services depends on receipt of sufficient funding. We would therefore like to thank our major funders, Hampshire County Council and New Forest District Council, for their continued support and to thank all those who have contributed to our funding during this period.

We would also like to thank Michael Clowes, who was our Chief Executive throughout the period, and our managers, staff and volunteers for their dedication and hard work which has ensured the effective delivery of our services.

After 16 years with CFNF, of which 14 were as our Chief Executive, Michael resigned from CFNF at the end of July 2017. We would like to take this opportunity to thank Michael for his loyalty to CFNF and for his hard work on its behalf throughout these many years and to wish him well for the future. Meanwhile we are glad to be able to report that our Service Manager Jackie Hartless, who has herself been with CFNF for 17 years, has stepped up to the role of Acting Chief Executive.



Mary Falk
Joint Chair



Paul Kirkland
Joint Chair

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

CHIEF EXECUTIVE'S REPORT

Introduction

I am delighted to report that Community First New Forest (CFNF) has continued to deliver a highly professional and much needed range of services that support organisations and residents of the New Forest District.

We continue to support and promote the professionalism and diverse activities of the voluntary and community sector across the New Forest District. In our role as an infrastructure organisation our fundamental aim is to support those groups and organisations who make a difference to the quality of life for people living in our district.

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

We have experienced challenges and changes in this reporting period. We were sad to see the transfer of the Home Improvement Agency (HIA) service to New Forest District Council and Test Valley Borough Council. The good news is that the service will continue under these new management arrangements. We have successfully provided the HIA service for over 16 years; an achievement in itself in this era of short term contracts and increased levels of competition. This service has, over these many years, touched the lives of hundreds of vulnerable people and helped them to live independently in their own home.

This ability of services and support to meet the individual's needs remains vital in a period of austerity and changes to the thresholds to access public sector support. We remain committed to helping groups achieve their aims in making a difference to the local voluntary and community sector.

We conducted an Annual Survey of our voluntary and community sector members to help us identify services used, obtain feedback on key areas of quality and to become more aware of the needs of our members and the local voluntary and community sector. Eighty eight percent of respondents envisaged they will require the same or increased levels of support from CFNF in 2017/18.

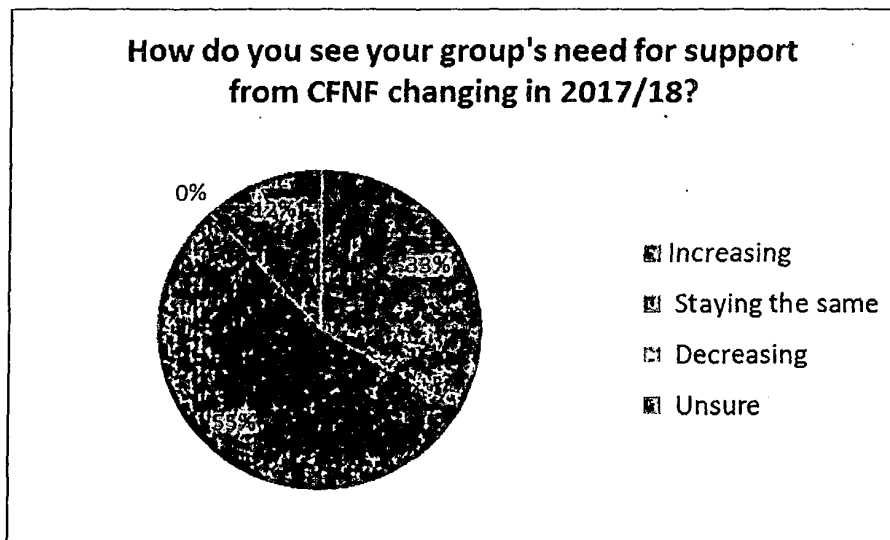
CFNF support services were rated as good or excellent for:

Reliability	-	100%
Helpfulness	-	100%
Knowledge	-	97%
Being non-judgemental	-	97%

All respondents agreed that CFNF provides high quality services that are easy to use and 97% would recommend voluntary and community groups to join Community First New Forest.

CHIEF EXECUTIVE'S REPORT (continued)

Introduction



The continued success of CFNF in all its work is testimony to the efforts and dedication of staff, volunteers and trustees. I also feel that the depth and breadth of our partnership working and partner support has been critical in making a real difference to our work.

On a personal note I would like to thank all of you who have supported me and feel privileged to be part of such a dedicated team. I know that our enthusiasm and belief in the voluntary and community sector will continue to make a real difference to the quality of life for people living in the New Forest District.

Michael Clowes
Chief Executive
michael.clowes@cfnf.org.uk

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

OUR VISION

An excellent quality of life for everyone living in the area served by CFNF.

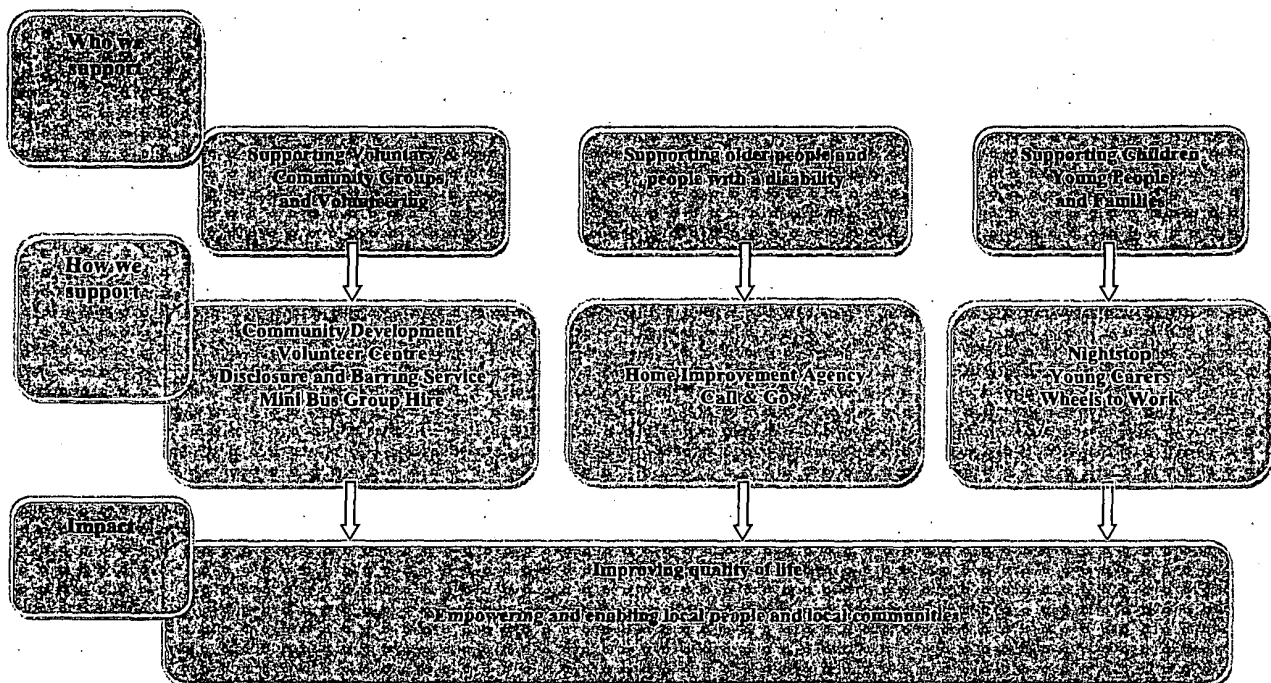
OUR MISSION

To identify the needs of local people and meet those needs through sustainable solutions;

and

To support and promote the effective development of the local voluntary and community sector.

OUR IMPACT



Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

STRUCTURE, GOVERNANCE, PUBLIC BENEFIT AND MANAGEMENT

Governing Document

CFNF is a company limited by guarantee (No. 3483827) governed by its Articles of Association adopted on 20 October 2010 as amended by special resolution on 19 November 2013. 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 company winding up.

Appointment of Trustees

New Trustees (either to fill a vacancy or, subject to limits on numbers, additional) may be elected by the Members as set out in the Articles of Association. Also one third of the existing Trustees are required to retire annually at the Annual General Meeting (AGM) with eligibility to be re-elected. The Board of Trustees also have the power to appoint new Trustees but any Trustee so appointed will hold office only until the following AGM when he or she will be eligible for re-election.

All Members are informed prior to the AGM of the names of the Trustees who will be retiring at the AGM and are given the opportunity to nominate replacement and/or additional Trustees.

The Board, when considering an appointment of a new Trustee, has regard inter alia to 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 Trustees.

Organisation

The Board of Trustees oversees the operation of the Charity and meets quarterly. There is a Finance Committee that meets on a quarterly basis. Other Committees or Working Groups are set up where considered appropriate by the Board. The 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 delegating in such a way as to prevent fraud while enabling 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 and Hampshire County Council. There is a clear common interest in these relationships towards improving the quality of life for people living in the local area. These organisations provide essential core funding to support our charitable objectives and actively support our continued development.

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

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.

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

STRUCTURE, GOVERNANCE, PUBLIC BENEFIT AND MANAGEMENT (Continued)

This process identifies 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 and 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 risk. There is a system of regular reporting to the Board to ensure the charity is performing within budgets.

Objects and activities for the public benefit

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

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

Activities

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

- 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 and private sectors.
- Enabling the diverse views of the local voluntary and community sector to be represented to local statutory bodies and others and to be a conduit for this representation.
- Being actively involved in strategic forums and networks. This seeks to support a strong voice for voluntary and community groups and a means for stronger involvement of the voluntary and community sector.
- 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 objects.

Children and Young People Services

Supporting young carers.

Community Transport Services

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

Home Improvement Services (ceased 31/03/17)

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

Nightstop and 25+

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

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

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

FINANCIAL REVIEW

As expected, due to continued central government controls on local government spending, the Charity suffered further cuts in our 2016-17 funding from Hampshire County Council for our CVS and Volunteer Centre funds. Further reductions are anticipated for the year 2017-18.

The overall accounts for 2016-17 show an actual surplus of £17,203 which compares with a planned budget deficit of £29,319. CFNF has spent valuable time and effort in the past year in the recovery of monies from debtors and this has resulted in the debtors as at 31st March 2017 being at a much reduced and manageable amount.

The Trustees continued their policy of stringent quarterly financial reviews. The value of these reviews has been proven once again. The Trustees also held additional meetings to discuss the way forward for the Charity based on the work undertaken by the Finance Committee. Every budget was re-examined and adjusted where necessary to reduce recurring costs.

Whenever possible any staff vacancy was filled internally during the year and the Trustees continue an overall review of staffing requirements suitable to our financial resources.

Investment Powers

The Trustees may deposit or invest funds in any manner on obtaining advice as specified in the Article of Association, and having regard to the suitability of investments and the need for diversification. Under the Articles of Association, the Trustees may also appoint an investment manager for the Charity and delegate to an investment manager so appointed, at his discretion to buy and sell investments for the Company in accordance with the Investment Policy laid down by the directors from time to time.

Reserves Policy

The Trustees have had regard to the guidance issued by the Charity Commission and currently aim to maintain reserves equivalent to six months operating expenditure in order to safeguard existing activities and to enable the Charity to respond to new opportunities.

In addition following the transfer of the services provided under West Hampshire Home Improvement Agency to the New Forest District Council and Test Valley Borough Council, surplus funds that have arisen over the course of this contract have been transferred to unrestricted reserves. The Trustees have decided to create a new Business Development reserve as a designated fund in the amount of £80,000 which will be used to fund new opportunities that may arise in the future. This reserve will be reviewed on an annual basis.

Future Liability

See Note 18 for details of the pension schemes and contingent liabilities.

Plans for future periods

The Charity has a forward planning process that endeavours to secure funding for the community services that meet its charitable aims. The Trustees have agreed budget plans for the 2017-18 period and continue to explore ways in which to reduce our overheads in this uncertain economic period. This budget and forecast indicate that the organisation will remain a going concern for the immediate future.

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

VOLUNTARY & COMMUNITY SERVICES

Introduction

The Community Development Team is passionate in its commitment to all communities across the District and delivers support, information and advice, in a way that is effective, fair, accessible and inclusive. It aims collectively to bring about social change and improve quality of life.

The 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.

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 joint working, by supporting and facilitating local, district and regional networks and acting as a link between the sectors.

Achievements and Performance

During the 2016-17 period CFNF supported 93 organisations with funding advice. Funding applied for amounted to £1,321,000 with successful applications amounting to £72,497. Our percentage of successful applications is broadly in line with the current national success average of around 5 - 10 %.

We supported 378 groups across a range of support needs, examples include governance, finance, start-up, policies and procedures and training.

CFNF provide a Disclosure and Barring Service (DBS) and during this period we processed 342 DBS checks that supported local VCOs.

We continued to support the Waterside Neighbourhood Centre Partnership and Fordingbridge Workers Forum. These forums provide local groups the opportunity to carry out joint work, network and share developments.

CFNF provides training to the local voluntary and community sector and also promotes training opportunities.

Examples of training include:

Lyndhurst Community Centre Trustee Responsibility training which enabled the committee to fulfil its legal obligations and develop good practice. Many organisations use the Community Centre which serves a local population of over three thousand people.

Vulnerable Persons Health and Wellbeing Trigger Tool training session at Totton to 11 volunteers and staff who work or volunteer in the community.

Future Plans

As part of a local arrangement with two other Councils for Voluntary Services (CVSs) (One Community and Test Valley Community Services) we will continue to jointly develop and deliver targeted services in 2017.

We will be working with the Hampshire CVS Network and HCC to enhance and develop a more streamlined approach for support options to local organisations. Examples include the better use of Information and Communications Technology (ICT), a new county wide web site and the co-ordination of communication and newsletters.

We will promote the 'Essentials' toolkit that supports voluntary and community organisations across a range of thematic support areas (finance, funding, governance, future planning, policies and procedures, training, staff and volunteers), alongside the 'Starting a group' toolkit and Fact sheets on priority topics.

Community First New Forest

**Report of the Trustees
for the Year Ended 31st March 2017**

VOLUNTARY & COMMUNITY SERVICES (Continued)

Feedback

New Forest South Street Pastors

'Thank you - it was your link which helped us to get £2,000 from the Cooperative Scheme for our Street Pastor Organisation.'

Michael Clowes
Chief Executive

Tel. 01425 482773
Michael.clowes@cfnf.org.uk

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

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 wellbeing 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 around volunteering and basic volunteering issues. One of our primary roles is to operate brokerage between prospective volunteers and local organisations 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 had enquiries from 444 people and have interviewed more than 100 potential volunteers.

We have worked with local voluntary and community groups to place 44 volunteers, giving a total economic value of £86,703 to the New Forest.

We have signposted and referred over 400 people who would potentially contribute an economic value of £802,009 to the New Forest.

Working in partnership with a wide range of local organisations including Job Centre Plus, Sport and Physical Activity Alliance, NFDC and 228 non-profit organisations to promote volunteering and deliver workshops and training to 229 people.

Our volunteering ambassadors have advised, interviewed and referred over 100 people during 30 sessions held around the New Forest.

A brand new database system was commissioned then delivered to improve the 'Volunteering experience' enabling a more comprehensive, bespoke brokerage service benefiting organisations and volunteers.

Future Plans

Developing and promoting our new in-house volunteer matching and registration system.

Working with sponsors and supporters to run a volunteer recognition event to acknowledge all the incredible work carried out by volunteers and organisations across the New Forest.

Working with partners to promote volunteering in new and innovative ways including roadshows, community events workshops and drop-ins.

Focused work to involve more hard-to-reach people with volunteering such as those with additional or complex needs.

Feedback from volunteer groups and volunteers

'I am very pleased to let you know that I have been contacted by 2 people who picked up our leaflet from your stand on Sunday. They are both considering volunteering. Thank you so much for supporting me, by publicising the leaflets.'
Sue Leppington, Office Administrator and Volunteer Co-ordinator, Honeyptot.

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

Feedback from volunteer groups and volunteers

Thank you for attending our Jobs Fair at Ringwood Jobcentre Plus. It was a great success and it was good to make new contacts with colleagues and employers. We had good feedback from all who attended. Once again, thank you for your contribution to helping local unemployed people.

Christine Davison, Employer Adviser New Forest

Comments from volunteers:

Mrs R, an 83 year old lady signed up with a Ringwood based organisation, contacted the Volunteer Centre to say it was 'The best voluntary job' she had ever had.

'I never thought I would find a volunteer job because of my disabilities but I'm so happy to have found a place where I can help out. Thank you.' Mr L

Lorraine Lambert
Volunteer Centre Co-ordinator

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

Healthy Walks

Introduction

Healthy Walks is a low cost and cost effective way of helping people to take control of their own health and lead more active lives by taking part in regular led health walks. The healthy walks service aims to promote and increase physical activity levels through healthy walking, targeting individuals and communities identified as having health concerns, socially excluded, people with disabilities, young people and people in areas of high deprivation.

Unlike most other forms of exercise:

Walking is free and requires no special equipment or training

Almost everyone is capable of walking, anywhere and it is safe, low impact, with a low risk of injuries and accidents.

Regular walking can:

- Improve heart health
- Lower blood pressure and cholesterol levels
- Help maintain a healthy weight
- Build strength in muscles and bones
- Boost the immune system
- Build confidence and mental well-being

Achievements and Performance

During the year 1,356 walkers participated in 1,453 hours of Healthy Walks, led by 36 Volunteer Walk Leaders, whose support is vital to this service.

**Community First New Forest
Report of the Trustees
for the Year Ended 31st March 2017**

Future plans

Our Healthy Walks continued in 2016-17 thanks to the New Forest District Council and the New Forest National Park Authority awarding grant funding. We will continue to work with both organisations in developing the service and seeking to reach more people.

A key aim for the service is to achieve weekly walks in the current areas of activity. We will continue to recruit new volunteer walks leaders to support this aim.

An example of one of our walkers:

Mrs M began walking as one of the first few to join a local walk. Being among the first she was comfortable in her own mind that the pace wouldn't be something she couldn't cope with. Mrs M had suffered with a weak knee joint for years and didn't have the confidence to walk any distance alone in case her knee gave way. This meant that she wasn't able to walk in the beautiful surrounding area of fields. By joining the walk she has been able to walk out into and enjoy the countryside and to increase the pace at which she walks. This has benefited her confidence in both her ability to walk and the extent to which she can rely upon her knee. Mrs M says that it is a great way for her to meet up with old friends and how much she has enjoyed making new ones.

Jan Barratt

Healthy Walks Co-ordinator
healthywalks@cfnf.org.uk

NEW FOREST HOME IMPROVEMENT AGENCY/ TEST VALLEY HOME IMPROVEMENT

The Home improvement Agency is dedicated to helping older people, people with disabilities, and vulnerable people to live in safety and with dignity in their own homes.

It assists clients with funding applications for disabled facility grants or charitable funding for adaptations, improvements and repairs, enabling people to live independently in a safe and energy efficient environment.

Achievements

We received a total of 1,205 enquiries of which 143 enquiries were for level access showers.

Over £17,000 worth of alternative/charitable funding was raised for clients not eligible for statutory funding.

Future Plans

The service contract was not extended and, following discussions, the service was handed over to Test Valley Borough Council and New Forest District Council on 31 March 2017.

Feedback

'So grateful for all the caseworker did for me, finding extra money from a charity to replace some of the kitchen equipment means I am able to cook for myself again. I would never have thought of this myself.'

'What an improvement!! Really happy with the work, what a great job. This has been life changing for my husband; it has given him some personal independence as he can now have a shower instead of bed baths. Thank you so much.'

Jackie Hartless
Service Manager

Tel. 01425 482773
service.manager@cfnf.org.uk

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

YOUNG CARERS SERVICE

Introduction

The New Forest Young Carer Service supports children from 7 to 18 years old with a caring responsibility for a family member.

We provide a variety of support services both for the Young Carer (YC) and their family, including one to one work, respite activities, support within schools, awareness raising, training, advice and advocacy.

We deliver targeted work to alleviate the care burden and equip YCs with improved coping skills. Our activities tackle social isolation and encourage YCs to expand friendship and support networks while offering essential respite and time out and giving them the opportunity to enjoy their childhood.

Achievements and Performance

Received 71 new referrals, a 69% increase on referrals for 2015-16.

Provided 20 activities with over 200 activity places, and approximately 1500 respite hours in total.

Successfully led a pilot support programme based on the Wellness Recovery Action Plan (WRAP) across Hampshire offering YCs improved emotional resilience and coping strategies.

Piloted a new monthly Youth Club night in Totton to help us reach and engage with more YCs.

Received £2,500 from the FJB Hotel group via Wave 105 Cash for Kids to help with activity costs.

Future Plans

To continue to develop WRAP and improve access to emotional and mental health support across Hampshire for YCs and their families.

To grow our Youth Club pilot and expand with monthly youth clubs in other areas of the New Forest to help us reach more YCs.

Client Feedback

'The toolbox and learning about myself, my triggers and how to look after myself was really interesting and useful.'
15 year old male YC attending WRAP

Thank you for all the things that you have done for me this year. I wouldn't get to do most of them if it wasn't for Young Carers.'
9 year old female YC

Marie Shotbolt
Young Carers Coordinator

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

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

COMMUNITY TRANSPORT

Introduction

The Community Transport team aims to provide a transport service to both individuals and groups living or working within the New Forest, meeting the needs of those who may have personal mobility issues, inaccessibility of public transport, or VCOs looking for local transport options.

To support these aims we operate a fleet of 5 wheelchair accessible minibuses, located across the New Forest, which are used by our Call and Go service as well as being available for hire by member groups and organisations. We help young people to access employment by operating a fleet of 28 mopeds which are available for hire to young people aged 16 and upwards.

We completely rely on our fantastic drivers, both paid and voluntary, who work tirelessly to ensure our minibus services are delivered to our clients.

CALL AND GO

The rurality of the district combined with a reduction in public transport has had a major impact on vulnerable and older people who traditionally relied on the local bus for their transport, and for many reasons no longer have access to this.

Call and Go is a flexible minibus service taking passengers to set destinations using one of our wheelchair accessible minibuses. This is a door to door service, picking up at pre-arranged times, taking passengers to the nearest town, to supermarkets and services. They are then returned safely home, with the drivers providing help if necessary.

For many of our clients this is the only opportunity to shop for essential items and they are completely reliant on this service. The social benefit of meeting and chatting to others has a really positive impact on their health and wellbeing.

Achievements and Performance

439 passengers registered.

533 passenger trips involving wheelchairs.

9701 passenger trips taken.

The average passenger age is 84 years old.

Future Plans

The transport team will continue to proactively seek engagement with local communities, especially looking to engage with socially disadvantaged, vulnerable or hard to reach groups to provide sustainable transport options. We have received a generous bequest and will be looking to offer social outings in addition to shopping trips for our registered passengers.

Client Feedback

'I really look forward to my trips out, the driver is always so cheerful and helpful, always has a smile on his face!'

'It is such a great service, I now have company whilst I am doing my own shopping, it's so nice to be able to get out of the house and I have made some new friends.'

'When I heard about Call and Go I was over the moon, now I am able to do my own shopping without having to impose on anyone to take me, it is such a relief.'

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

GROUP HIRE

Our wheelchair accessible minibuses are available to hire to non-profit organisations that are members of Community First New Forest. They are used by a wide variety of groups ranging from local schools, health groups, faith groups, the WI, through to reunion events for members of the retired military.

Achievements and Performance.

570 mini bus hires to 215 different hiring community groups and organisations.

More than 9964 passenger trips made.

550 wheelchair passenger trips, a 50% increase.

Around 19,000 miles travelled, a 12% increase.

3800 hours of group hire activity.

Bookings by community organisations and groups continue to hold steady and a new minibus funded by a grant from the Department of Transport Grant will be utilised for Group Hire.

The category that has shown the biggest increase is from the education sector with 3 new hirers making regular bookings.

During the year we have recruited 12 new volunteers who drive both for us and other organisations.

Future Plans

We were delighted to receive a brand new minibus, courtesy of the Department of Transport and are making full use of this vehicle for group hire, especially for groups supporting local health and wellbeing objectives.

Client Feedback

'With older people being isolated, this service gives opportunities for them to travel safely, with other people who are similarly disadvantaged. Excellent idea and well run.'

'Hugh and his wife recently drove us to go Paintballing. With lots of moaning teenagers in the mini bus I cannot give them enough credit as they were absolutely fantastic. They were on time (if not early) made the clients feel extremely welcome and didn't stop smiling all day – although they had to wait for 8 hours at the Paintballing arena (which was very boring for them I am sure). Please send them millions of thanks for all of us at Pennington and Hythe Supported Housing.'

W2W MOPED LOAN SCHEME

Wheels 2 Work is a moped loan scheme aimed at helping people who live in the New Forest, Test Valley, Winchester and East Hampshire regions, to overcome the initial problem of getting to work or training where no suitable alternative transport exists.

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

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

50 riders have benefitted from the scheme, the majority either gaining employment or accessing worked based training.

Across the four districts we operate in we have had a 78% hire rate this year.

Operating costs have reduced this year with savings achieved in insurance, maintenance and breakdown cover.

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

W2W MOPED LOAN SCHEME (Continued)

Feedback

Text from hirer – *'It's perfect and I've named my bike Margaret and I love her! Thank you again it really is such a good scheme and has changed my life.'*

Facebook message - *'Thank you Nicola and if I didn't have the bike I wouldn't have the job so I appreciate everything massively that you have done.'*

Phone call from hirer – *'I really appreciate having the bike, thank you so much. It's made a real difference to me and I've now been able to get to work. I hope the scheme keeps going so it can give other people this opportunity.'*

Future plans

We are slowly replacing our fleet with the new Honda Vision, 50cc or 110cc. We already have one on the road and the hirer, garage and CBT provider are all impressed.

MIDAS

MIDAS is the Minibus Driver Awareness Scheme, a national scheme to enhance the driving and passenger awareness skills of minibus drivers. We provide standard, accessible and refresher training.

Achievements and Performance

64 new drivers trained, from 24 organisations and groups.

Feedback

'The content was good with some very good driving hints and tips to help me drive safely.'

'A very informative session.'

Jackie Hartless
Service Manager

Tel. 01425 482773
service.manager@cfnf.org.uk

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

NEW FOREST NIGHTSTOP AND NIGHTSTOP 25+

Introduction

New Forest Nightstop Emergency Accommodation Services

The emergency accommodation service for single homeless 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. Nightstop 25+ offers the same service to those aged 25+.

It allows homeless 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 homeless people get to their accommodation or appointments related to their homelessness and a team of support volunteers can provide practical assistance.

Nightstop is a unique and integrated service in a multi-agency approach to homelessness and is a vital tool to other local advice agencies. Nightstop is not a permanent solution to homelessness but is temporary emergency accommodation when needed at the point of crisis. There is a local shortage of suitable and accessible accommodation and Nightstop works with a multi-agency approach to achieve the best outcome for service users.

Nightstop is all about local community helping our people who have fallen on hard times. People can benefit from increased feelings of self-esteem and their life chances are improved.

Nightstop Achievements and Performance

Nightstop received 48 referrals, 26 of which were accepted and offered a place; 16 offers were taken up and Nightstop provided 102 bednights. Entering our 15th year Nightstop has provided 2,392 bednights to 341 young people.

Of the 48 referrals 58% had experienced rough sleeping or sofa surfing and 2 of those referred were aged 16/17.

73% were homeless due to family breakdown/no longer able to stay with family or friends, 17% were evicted from hostel/tenancy. 9% of those referred were Care Leavers.

Dealing with client's complex needs, we can report that 88% of referrals had more than one issue, 54% had more than two. The most common issues were family breakdown 52%, drug abuse/recreational drugs 8%, escaping violence 10%, emotional, behavioural and mental health issues 58%.

Nightstop Ambassadors have given 16 presentations to community groups about both Nightstop services and Nightstop has been supported through fundraising gifts by 54 community groups.

Having recruited 9 new volunteers this year, Nightstop currently has a total of 30 volunteers: 13 host households, 8 drivers, 1 support volunteer and 11 Ambassadors. With an economic value of £3,032 per volunteer this represents £90,960 of economic benefit in 16/17. Volunteers receive ongoing training, support and newsletters.

Nightstop 25+ Achievements and Performance

We received 36 referrals, 8 of which were accepted and offered a place; 5 offers were taken up and Nightstop provided 56 bednights.

Community First New Forest

Report of the Trustees for the Year Ended 31st March 2017

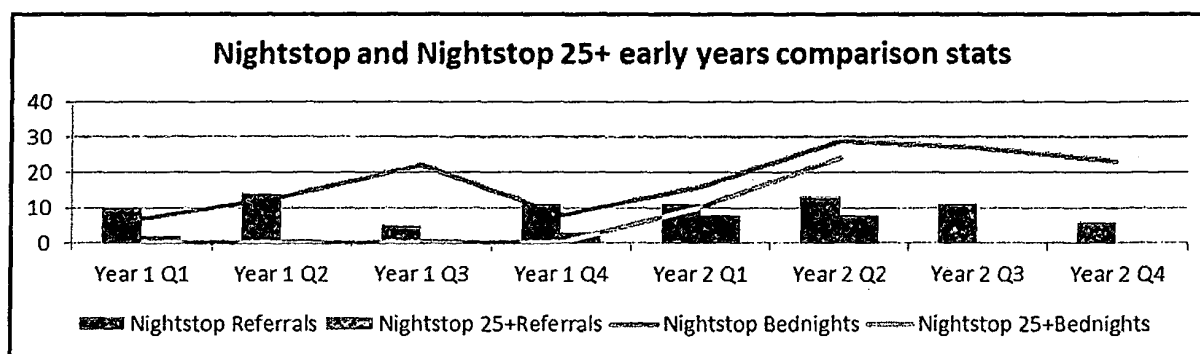
NEW FOREST NIGHTSTOP AND NIGHTSTOP 25+ (CONTINUED)

Of the 36 referrals 52% had experienced rough sleeping or sofa surfing. 30 were male and 6 were female, consisting of 12 aged 25-30, 10 aged 31-40, 4 aged 41-50 and 10 aged 51+.

50% were homeless due to family/ relationship breakdown/no longer able to stay with family or friends and 19% were evicted from hostel/tenancy. 11% of those were referred due to leaving hospital and 11% due to leaving prison.

Dealing with client's complex needs Nightstop can report that 39% of referrals had more than one issue, 43% had more than 2. The most common issues that played a factor were family breakdown 28%, drug abuse/recreational drugs, offending 36%, emotional, behavioural and mental health issues 39%.

Nightstop 25+ has a current total of 9 host households open to 25+ comprising of 16 host volunteers, plus access to 8 drivers and 1 support volunteer and 11 Ambassadors.



Service users receive free accommodation for up to 5 nights including meals, shower and washing facilities and a 'listening ear' being provided to all services users in the homes of trained and vetted hosts.

This service is the first in the UK to be accredited by Depaul Nightstop UK and only one of two Nightstop 25+ services.

The Nightstop Crisis Fund continues to provide urgent items such as basic clothing, toiletries and urgent travel costs to people who come to Nightstop with nothing; occasional furniture and fuel start-up costs are supplied as well as food parcel referrals when they move into accommodation.

Future Plans

Nightstop emergency accommodation services have secured contributions for 17/18 funding from NFDC and is implementing a future funding strategy over the year ahead to secure a sustainable future for our services. We will also explore development options of services in new areas.

We will continue a programme of forest wide promotion and recruitment, volunteer induction and the ongoing support and annual training of all referral agency partners.

Nightstop will work with the local authority to respond to the Homelessness Reduction Bill recently enacted in Parliament as a timely and viable resource to assist New Forest District Council in meeting its new responsibilities and contributing to its homelessness strategy ahead.

As a contributing affiliate of the national network of 33 Nightstop services, New Forest Nightstop will continue to act as part of the national steering group and work towards the UK goal of 50% local authority coverage.

Community First New Forest

**Report of the Trustees
for the Year Ended 31st March 2017**

NEW FOREST NIGHTSTOP AND NIGHTSTOP 25+ (Continued)

Client Feedback

'I had been sleeping in a tent for a while but one night I was attacked – it was a relief to be able to stay in Nightstop. I felt safe and warm and dry. The hosts were really nice people and they had a lovely house.' (Male aged 20, supplied with 35 nights between May and October)

A recent case study

A 21 year old young man, previously a local college student, had been caring for an elderly relative who was living abroad. Despite being employed as a rehabilitation worker in a young person's brain injury unit there, the isolation and pressure of being a sole carer for a grandparent became overwhelming and when the grandparent entered hospital and longer term care, the young man returned to the UK in the hope of returning to his previous life. Initially staying with old college friends, he realised this was not a positive option as they were involved in negative lifestyles.

He was then referred to Nightstop. Within 2 days he had been able to secure 2 jobs for 70 hours a week and began saving for a deposit for a room as he had no recourse to public funds or local authority support. During the next 30 days Nightstop supported him with free accommodation.

Jude Todd
Nightstop Manager

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

Community First New Forest

**Report of the Trustees
for the Year Ended 31st March 2017**

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Community First New Forest for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

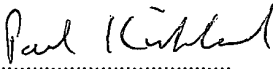
In so far as the trustees are aware:

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

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

Approved by order of the board of trustees on 30 October 2017 and signed on its behalf by:


.....
Mary Falk (Joint Chair)


.....
Paul Kirkland (Joint Chair)

Report of the Independent Auditors to the Members of Community First New Forest

We have audited the financial statements of Community First New Forest for the year ended 31st March 2017 on pages twenty five to thirty eight. 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 charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page twenty one, 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 Ethical Standards for Auditors.

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2016 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.

Opinion on other matter prescribed by the Companies Act 2006

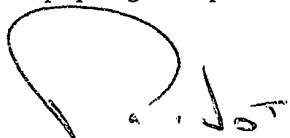
In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

**Report of the Independent Auditors to the Members of
Community First New Forest**

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 from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.



P E H Wright FCA DChA (Senior Statutory Auditor)
for and on behalf of Sheen Stickland
Chartered Accountants
Statutory Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Date: 30 October 2017

Community First New Forest

**Statement of Financial Activities (Including Income and Expenditure Account)
for the Year Ended 31st March 2017**

	Notes	Unrestricted funds £	Restricted funds £	2017 Total funds £	2016 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	50,000	243,706	293,706	126,661
Charitable activities	3	501	564,075	564,576	508,184
Investment income	4	3,312	-	3,312	2,843
Total		53,813	807,781	861,594	637,688
EXPENDITURE ON					
Charitable Activities	5	49,456	794,935	844,391	740,892
Total		49,456	794,935	844,391	740,892
NET INCOME/(EXPENDITURE)		4,357	12,846	17,203	(103,204)
Transfers between funds	16	193,581	(193,581)	-	-
Net movement in funds		197,938	(180,735)	17,203	(103,204)
RECONCILIATION OF FUNDS					
Total funds brought forward		54,271	405,947	460,218	563,422
TOTAL FUNDS CARRIED FORWARD		252,209	225,212	477,421	460,218

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

Community First New Forest (Registered Number: 0483827)

Balance Sheet
At 31st March 2017

	Notes	2017 £	2016 £
FIXED ASSETS			
Tangible assets	10	90,019	41,006
CURRENT ASSETS			
Debtors	11	44,836	48,903
Cash at bank and in hand		<u>662,614</u>	<u>897,137</u>
		707,450	946,040
CREDITORS			
Amounts falling due within one year	12	<u>(75,407)</u>	<u>(269,028)</u>
NET CURRENT ASSETS		<u>632,043</u>	<u>677,012</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		722,062	718,018
CREDITORS			
Amounts falling due after more than one year	13	<u>(244,641)</u>	<u>(257,800)</u>
NET ASSETS		<u>477,421</u>	<u>460,218</u>
FUNDS	16		
Unrestricted funds		252,209	54,271
Restricted funds		<u>225,212</u>	<u>405,947</u>
TOTAL FUNDS		<u>477,421</u>	<u>460,218</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 30 OCTOBER 2017 and were signed on its behalf by:



D Eley - Treasurer

The notes form part of these financial statements

Community First New Forest

**Cash Flow Statement
for the Year Ended 31st March 2017**

		2017 £	2016 £
Cash flows from operating activities:	Notes		
Cash generated from operations	1	(160,578)	181,979
Interest paid		<u>(981)</u>	<u>(1,376)</u>
Net cash provided by (used in) operating activities		<u>(161,559)</u>	<u>180,603</u>
Cash flows from investing activities:			
Purchase of tangible fixed assets		(70,613)	(16,545)
Sale of tangible fixed assets		<u>-</u>	<u>1,469</u>
Net cash provided by (used in) investing activities		<u>(70,613)</u>	<u>(15,076)</u>
Change in cash and cash equivalents in the reporting period		(232,172)	165,527
Cash and cash equivalents at the beginning of the reporting period	2	<u>892,140</u>	<u>726,613</u>
Cash and cash equivalents at the end of the reporting period	2	<u><u>659,968</u></u>	<u><u>892,140</u></u>

The notes form part of these financial statements

Community First New Forest

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2017**

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2017 £	2016 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	17,203	(103,204)
Adjustments for:		
Depreciation charges	21,600	30,880
Interest paid	981	1,376
Decrease in debtors	4,067	151,525
Increase/(decrease) in creditors	(204,429)	101,402
Net cash provided by (used in) operating activities	<u>(160,578)</u>	<u>181,979</u>

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2017 £	2016 £
Cash in hand	200	200
Notice deposits (less than 3 months)	662,414	896,937
Overdrafts included in bank loans and overdrafts falling due within one year	<u>(2,646)</u>	<u>(4,997)</u>
Total cash and cash equivalents	<u>659,968</u>	<u>892,140</u>

Community First New Forest

Notes to the Financial Statements for the Year Ended 31st March 2017

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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 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;
- Income from activities raising 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.

Expenditure

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 expenditure to which it relates:

- Cost of raising funds comprise the costs associated with attracting voluntary income and the costs of fundraising;
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those of an indirect nature necessary to support them;
- Governance costs include those associated with meeting the constitutional and statutory requirements of the charity and include audit fees and the costs linked to the strategic management of the charity;
- All costs are allocated between the expenditure categories 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Tenants Improvements	- in accordance with the lease
Mopeds	- 33% on cost
Equipment	- 33% on cost
Vehicles & Minibuses	- 25% on reducing balance

Fixed assets are capitalised for ongoing use within the charitable company, where the individual costs of the asset exceeds £1,000.

Community First New Forest

Notes to the Financial Statements - continued for the Year Ended 31st March 2017

1. ACCOUNTING POLICIES - continued

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2017 £	2016 £
NHS England – Young Carers. WRAP	195,000	-
Department of Transport – New Minibus	50,000	-
Other Grants and Donations	48,706	126,661
	<u>293,706</u>	<u>126,661</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	2017 £	2016 £
Hampshire County Council (Inc Social Services)	187,068	194,205
New Forest District Council	113,334	104,700
Test Valley Borough Council	22,000	22,000
Big Lottery Fund	35,729	-
Supporting People	66,088	75,972
Minibus Takings	51,874	57,023
Other Incoming Resources	88,483	54,284
	<u>564,576</u>	<u>508,184</u>

4. INVESTMENT INCOME

	2017 £	2016 £
Interest Received	<u>3,312</u>	<u>2,843</u>

Community First New Forest

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2017**

5. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 6)	Totals
	£	£	£
Central Services	28,662	-	28,662
Transport	223,076	2,186	225,262
Children & Young Peoples Services	259,447	2,094	261,541
Home Improvement and Repair	134,772	2,264	137,036
Other Projects	188,174	3,716	191,890
	<u>834,131</u>	<u>10,260</u>	<u>844,391</u>

6. SUPPORT COSTS

	Governance costs £
Transport	2,186
Children & Young Peoples Services	2,094
Home Improvement and Repair	2,264
Other Projects	3,716
	<u>10,260</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2017	2016
	£	£
Auditors' remuneration	5,527	7,025
Auditors' remuneration - non audit services	3,685	4,091
Depreciation - owned assets	<u>21,600</u>	<u>30,880</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2017 nor for the year ended 31st March 2016.

Trustees' expenses

During the year, total costs of £430 (2016: £1,179) were associated with the trustee training day, professional indemnity insurance, subsistence and room hire for board meetings. No trustees were reimbursed for expenses (2016: None).

Community First New Forest

Notes to the Financial Statements - continued for the Year Ended 31st March 2017

9. STAFF COSTS

	2017	2016
	£	£
Wages and salaries	333,315	362,713
Social security costs	25,270	25,501
Other pension costs	16,160	15,169
	<u>374,745</u>	<u>403,383</u>

The average monthly number of employees during the year was as follows:

	2017	2016
Central services	1	3
Transport	3	2
Children & Young People	3	1
Home Improvements	3	2
Community Development	2	3
Volunteer Centre	1	2
Community Support	-	3
Other	-	1
	<u>13</u>	<u>17</u>

No employees received emoluments in excess of £60,000.

10. TANGIBLE FIXED ASSETS

	Tenants Improvements £	Mopeds £	Equipment £	Vehicles & Minibuses £	Totals £
COST					
At 1st April 2016	7,962	41,548	71,401	233,958	354,869
Additions	-	6,618	-	63,995	70,613
At 31st March 2017	<u>7,962</u>	<u>48,166</u>	<u>71,401</u>	<u>297,953</u>	<u>425,482</u>
DEPRECIATION					
At 1st April 2016	3,640	29,787	71,401	209,035	313,863
Charge for year	810	9,193	-	11,597	21,600
At 31st March 2017	<u>4,450</u>	<u>38,980</u>	<u>71,401</u>	<u>220,632</u>	<u>335,463</u>
NET BOOK VALUE					
At 31st March 2017	<u>3,512</u>	<u>9,186</u>	<u>-</u>	<u>77,321</u>	<u>90,019</u>
At 31st March 2016	<u>4,322</u>	<u>11,761</u>	<u>-</u>	<u>24,923</u>	<u>41,006</u>

Community First New Forest

Notes to the Financial Statements - continued
for the Year Ended 31st March 2017

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017	2016
	£	£
Trade debtors	25,288	16,287
Prepayments and accrued income	19,548	32,616
	<u>44,836</u>	<u>48,903</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017	2016
	£	£
Bank overdraft	2,646	4,997
Trade creditors	17,599	9,791
Social security and other taxes	9,589	5,891
VAT	8,508	6,936
Other creditors	15,875	23,083
Accruals and deferred income	7,030	206,530
Pension liability	14,160	11,800
	<u>75,407</u>	<u>269,028</u>

Accruals and deferred income at 31 March 2016 included £195,000 of income from NHS Education England for the charity's Young Carer service that was used in 2016-17.

13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2017	2016
	£	£
Pension liability	<u>244,641</u>	<u>257,800</u>

14. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

	Land and buildings		Other operating leases	
	2017	2016	2017	2016
	£	£	£	£
Expiring:				
Between one and five years	42,200	-	23,952	33,565
In more than five years	-	109,315	-	-
	<u>42,200</u>	<u>109,315</u>	<u>23,952</u>	<u>33,565</u>

Community First New Forest

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2017**

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2017 Total funds £	2016 Total funds £
Fixed assets	69,406	20,613	90,019	41,006
Bank & cash balances	662,614	-	662,614	897,137
Other net assets/(liabilities)	(652,779)	377,567	(275,212)	(477,925)
	<u>79,241</u>	<u>398,180</u>	<u>477,421</u>	<u>460,218</u>

16. MOVEMENT IN FUNDS

	At 1.4.16 £	Net movement in funds £	Transfers between funds £	At 31.3.17 £
Unrestricted funds				
General fund	49,255	4,118	115,712	169,085
Central Services Capital Reserve (Designated)	5,016	239	(2,131)	3,124
Business Development Reserve (Designated)	-	-	80,000	80,000
	<u>54,271</u>	<u>4,357</u>	<u>193,581</u>	<u>252,209</u>
Restricted funds				
Restricted funds (see note 17)	405,947	12,846	(193,581)	225,212
	<u>460,218</u>	<u>17,203</u>	<u>-</u>	<u>477,421</u>

Transfer between funds

A transfer of £7,601 was made from Nightstop Fund to 25+ Service relating to misallocation of costs in 2016.

A transfer of £1,260 was made from the general fund to the designated Central Services Capital Reserve to provide for end-of-lease repairs to the charities offices.

A transfer of £11,085 was made from Young Carers Alliance – WRAP to Young Carers Coordinator this represents the under-spend on the funding received from the NHS. The NHS gave authority for Community First to keep this and use it for the benefit of their Young Carers.

A transfer of £13,995 was made from the Vehicle Replacement Fund to the General fund following the purchase of a second hand bus.

A transfer of £1,200 was made from the general fund to the designated Central Services Capital Reserve to provide for end-of-lease repairs to the charities offices.

A transfer of £179,586 was made from West Hampshire Home Improvement Agency to the General Fund and Business Development Reserve following the closure of the service.

Community First New Forest

Notes to the Financial Statements - continued
for the Year Ended 31st March 2017

17. MOVEMENT IN RESTRICTED FUNDS

	Balance at 1.4.16 £	Incoming Resources £	Resources Expended £	Transfers between funds £	Balance at 31.3.17 £
Transport					
Minibus	4,477	39,097	(35,082)	-	8,492
Wheels 2 Work (Moped Scheme)	26,027	91,503	(79,551)	-	37,979
Vehicle Replacement Fund	24,247	-	-	(13,995)	10,252
Call & Go	39,051	70,794	(63,151)	-	46,694
Transport Worker	4,045	25,082	(23,112)	-	6,015
MiDAS	4,151	3,035	(3,576)	-	3,610
	<u>101,998</u>	<u>229,511</u>	<u>(204,472)</u>	<u>(13,995)</u>	<u>113,042</u>
WHHIA					
West Hampshire Home Improvement Agency	<u>174,811</u>	<u>141,811</u>	<u>(137,036)</u>	<u>(179,586)</u>	<u>-</u>
Other Projects					
NF DARG	4,593	-	-	-	4,593
Nightstop Fund	72,374	35,558	(69,632)	(7,601)	30,699
Innovations/Older Persons	-	-	-	-	-
Volunteer Centre	2,648	25,079	(22,490)	-	5,237
Healthy Walks	8,610	4,000	(5,106)	-	7,504
Community Food Initiative	-	5,834	(4,557)	-	1,277
Community Development	3,109	114,548	(112,587)	-	5,070
25 +	-	-	-	7,601	7,601
	<u>91,334</u>	<u>185,019</u>	<u>(214,372)</u>	<u>-</u>	<u>61,981</u>
Childrens Services					
Young Carers Alliance - WRAP	-	195,602	(184,517)	(11,085)	-
Young Carers Coordinator	37,804	55,838	(54,538)	11,085	50,189
	<u>37,804</u>	<u>251,440</u>	<u>(239,055)</u>	<u>-</u>	<u>50,189</u>
Total Funds	<u>405,947</u>	<u>807,781</u>	<u>(794,935)</u>	<u>(193,581)</u>	<u>398,180</u>

17. MOVEMENT IN RESTRICTED FUNDS - continued

Transport

Addressing transport issues across the New Forest District, supporting people due to 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 £106,424 will be used to continue the services 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 service closed 31 March 2017 and was transferred to New Forest District Council and Test Valley Borough Council. The balance of £179,586 was transferred to unrestricted funds as at 31 March 2017 as was no requirement to repay any unspent monies that arose during the course of the contract.

Other Projects

NF DARG - supporting people with drug and/or alcohol abuse problems within the New Forest area.

Nightstop - providing free overnight emergency accommodation for homeless young people aged 16 - 25 funded by NFDC and public donations. The balance of £30,699 will be carried forward to support the service in the coming year.

Volunteer Centre - promoting and supporting volunteering across the forest funded by HCC and NFDC. The balance of £5,237 will be carried forward to the coming year.

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 £7,504 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 £5,070 will be carried forward to continue the service in the coming year.

25+ - providing free overnight emergency accommodation for homeless aged over 25 funded by NFDC and public donations. The balance of £7,601 will be carried forward to continue the service in the coming year.

Children's Services

Supporting children and their families across the New Forest. Projects in 2016-17 include supporting young carers and the WRAP Young Carer Alliance. The WRAP service has ended with the year-end balance being given approval for transfer to the Young Carers Co-ordinator to support this work. The balance of £50,189 will be carried forward to continue the service in the coming year.

18. PENSIONS

The charity participates in the Hampshire Pension Fund which is a multi-employer defined benefit pension scheme administered by Hampshire County Council.

The scheme was subject to a full actuarial valuation at 31 March 2013 and was assessed as being in deficit. Subsequent to the valuation, it has been agreed that the charity will make annual capital contributions towards its share of the deficit over a period of 22 years from 1 April 2014 at a total cost of £417,817.

During the year a contribution of £11,800 (2016: £9,800) was made towards the deficit and the liability at 31 March 2017 is £258,801 (2016: £269,600). The net present value of the liability was determined using an average corporate bond yield rate of 3%.

19. CONTINGENT LIABILITIES

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.

Some of the minibuses included in fixed assets were purchased with joint funding from HCC who contributed between 50% and 100% of the total purchase price. If any of these 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.

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2017.

21. ULTIMATE CONTROLLING PARTY

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

22. MEMBERS LIABILITY

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

Community First New Forest

Notes to the Financial Statements - continued for the Year Ended 31st March 2017

23. WE ACKNOWLEDGE THE SUPPORT OF:

2016-17 Supporters

New Forest District Council
Hampshire County Council (including Supporting People)

Action Hampshire
A.W Lymn Ltd, Nottingham
Bauer Radio – Cash for Kids
Beaulieu WI
Bransgore Townswomen
CAMEO Ladies Group, New Milton
Dorset Plane Pull
Durlston Court School
Everton & Lymore WI
Exxon Mobil
Howdens Joinery
Hythe Fire Engine Preservation Society
Hythe Lodge
Hythe Townswomen
Hythe & Dibden Parish Council
Ichthus Charity Shop, Totton
King Edward VI School, Southampton
Langley WI
Lighthouse Cookery School, Ringwood
Lord Nelson Cyclocruze
Lymington WI
New Forest 10
New Forest National Park
Newsquest Media Group
NHS Health England
NHS Retirement Fellowship
Proquest, Ringwood
Ringwood and Fordingbridge Lions
Ringwood Rotary Club
Sainsburys
St Marks Church, Pennington
The King's Church, Ringwood
Waitrose
Woodlands Methodist Church
Woodlands WI

Many donations from individual supporters
Our members