

# **Dulwich Helpline & Southwark Churches Care**

**(A Company Limited by Guarantee)**

## **Trustees Annual Report and Financial Statements For The Year Ended 31 March 2013**



**Company Registration Number: 05189161  
Charity Registration Number: 1105923**

Introduction by the Chair and Deputy Chair	2
Legal and administrative information	3

**Trustees report for the year ended 31 March 2013**

1 Structure and Governance	4
2 Trustee Liability	5
3 Objectives and Responsibilities	5
4 Public Benefit	6
5 Safeguarding Adults	6
6 Organisation of Work and Activities	6
7 Service Delivery	7
8 Volunteers	11
9 Inter-generational work	14
10 Achievements	18
11 Fundraising	19
12 Performance	20
13 Financial Review	24
14 Risk management and Governance	25
15 Plans for the Future	27
16 Trustees' responsibilities	28
<i>Appendix 1 – List of Groups</i>	29
<i>Appendix 2 – List of Partner Agencies</i>	32
<i>Independent Examiners' report to Trustees</i>	33
<i>Statement of Financial Activities</i>	34
<i>Balance Sheet</i>	35
<i>Notes to the Financial Statements</i>	36

DULWICH HELPLINE & SOUTHWARK CHURCHES CARE  
INTRODUCTION TO ANNUAL REPORT 2012/13

2013 marks the 20<sup>th</sup> anniversary of the founding of Dulwich Helpline and Southwark Churches Care as separate charities to serve older people in neighbouring parts of Southwark. This is an anniversary that we will celebrate proudly as a single organisation.

Our core activity remains recruiting, training and supporting volunteers to befriend isolated and vulnerable older people living in the community so that their quality of life and ability to live sustainably in and as part of the community is enhanced. Our work is underpinned by key values of respect and care for the dignity of older people and mutual support within the community.

We have much to be proud of. The combined organisation brings together the considerable skills and experience of the Trustees, wide geographical coverage with deep links into the different communities of Southwark and both sound finances and systems of financial control. This year our combined volunteers numbered 384 and the people that we helped numbered 539. We have come a long way in twenty years!

However, there is still so much more to do. At our Business Planning day held in January, we agreed to continue with the traditional ways of working through volunteers and to extend our activities in two key ways: by developing a specialism of working with those who experience memory loss and confusion (a growing issue as the number of those living longer continues to rise) and by strengthening our work in the middle and north of the borough in partnership with similar organisations.

Finally, it is important to say a huge thank you to all who work with us: our service users and volunteers, our partners in Southwark Council, the health service, other voluntary organisations and churches, the large number of our supporters in the community who raise money for us and attend our fundraising events and of course our staff team, so ably led by our Director, Barbara Scott, for whom this will be her last Annual Report as she is soon to retire. We owe her a lot and she will be greatly missed.

Katharine St John-Brooks  
Chair

Adrian Greenwood  
Deputy Chair

**Patron:** The Right Honourable Dame Tessa Jowell DBE MP

**Trustees:**

- |                            |                   |
|----------------------------|-------------------|
| • Katharine St John-Brooks | Chair             |
| • Adrian Greenwood         | Deputy Chair      |
| • Myra Chapman             | Treasurer         |
| • Michael Merfield         | Company Secretary |
| • Patricia Cox             |                   |
| • Kirsty Gould             |                   |
| • Angela Johnston          |                   |
| • Nicholas Merriman QC     |                   |
| • Aro Nylander             |                   |
| • Edward Salmon            |                   |
| • Rosalind Saunders        |                   |
| • Norma Searles            |                   |
| • Anne Sullivan            |                   |
| • Christopher Young        |                   |

**Company Registered Number**

05189161

**Charity Registered Number**

1105923

**Registered Office**

Dulwich Community Hospital, East Dulwich Grove, London SE22 8PT

**Director**

Barbara Scott

**Independent Examiners**

Knox Cropper, Chartered Accountants, 8/9 Well Court, London EC4M 9DN

**Bankers**

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements of Dulwich Helpline and Southwark Churches Care (the company) for the year ended 31 March 2013. The Trustees confirm that the Annual Report and Financial Statements of the company comply with current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP) '*Accounting and Reporting by Charities*' issued in March 2005.

## **1. Structure and Governance**

### **Constitutional and organisational structure**

Dulwich Helpline (DH) and Southwark Churches Care (SCC) were both founded in 1993. They operated as two separate charities until October 2012 when, after a period of joint working, the Trustees of the two charities decided to make them one entity. The assets, staff and work of SCC were transferred to DH. SCC was closed. The title Dulwich Helpline and Southwark Churches Care was adopted and the Trustees of Southwark Churches Care were co-opted onto the new board.

The Charity is constituted as a Company Limited by Guarantee, and is therefore governed by its Memorandum and Articles of Association. It is a registered Charity, number 1105923, and a registered Company, number 05189161. Legal responsibility for the management and stewardship of the Charity is vested in the Board of Trustees.

The members of the Charity are eligible to elect Trustees, and to put forward and vote on resolutions at the Annual General Meeting (AGM). The membership is composed of Trustees plus those volunteers, service users and supporters of the organisation who ask to become members.

The Charity has no subsidiaries or formal ties with other organisations.

The management of the Charity is the responsibility of the Board of Trustees who are elected and co-opted under the terms of the Articles of Association. The Board of Trustees, in consultation with the Director, makes strategic decisions. The Director attends all board meetings and other staff members are also invited to attend from time to time. The Director and staff take operational decisions.

### **Recruitment and appointment of Trustees**

The Articles of Association provide that, at each AGM, one third of the Trustees (or the number nearest to one third) must retire from office. Those who have been in office longest retire first. Retiring Trustees may normally put themselves forward for re-election by the members of the charity. The maximum time a trustee may serve is three periods of three years, though a trustee will be eligible for reappointment after a two-year break. A succession plan is reviewed by the board annually.

Trustees are recruited both from the members of the Charity and from the wider local community. Trustees bring experience in the public and voluntary sectors, management, finance and care of older people. Some Trustees are also volunteers. We are currently searching for service users who might want to be Trustees. The Trustees meet at least six times a year and more frequently when necessary. The Board of Trustees has two sub-committees, finance and fundraising, which meet regularly throughout the year. The sub-committees work within agreed terms of reference and report to the Board of Trustees.

### **Induction and training of Trustees**

The induction programme for new Trustees includes

- written information on DH&SCC
- a meeting with the Chair and the Director
- a half day in the office to meet staff and ask questions
- an invitation to attend the charity's activities in the community
- attendance, as an observer, at a Board of Trustees meeting

Information from the Southwark Trustees' Network, which aims to educate and inform Trustees about their responsibilities and raise their understanding of good practice in governance, is circulated to Trustees. Training courses run by Community Action Southwark (formerly Southwark Community Care Forum) and Southwark Council are open to all Trustees.

### **Staff**

At the end of the year there were 3 full-time and 6 part-time staff -

#### **Director:**

Barbara Scott, part-time

#### **Project Co-ordinators:**

Sandra Arnold, full-time

Bethany Holtum, full-time (maternity leave from April 2013)

Sue Yeomans, part-time

Claire Street, full time from February 2013 (maternity cover)

Michele McKeown, part-time

#### **Volunteer Co-ordinators :**

Jean Hedden, part-time

Michele McKeown, part-time

#### **Bookkeeper**

Michelle Sinclair, part-time

## **2. Trustees' Liability**

The members (including the Trustees) of the company guarantee to contribute an amount not exceeding £10 each to the assets of the charity in the event of winding up.

## **3. Objectives and Responsibilities**

### **Summary of objectives**

The principal object of DH&SCC is to assist in the relief of need, hardship and distress within areas of south London as determined by the Board of Trustees. Since their inception both charities have concentrated on meeting the needs of isolated and excluded older people within defined areas in Southwark.

### **Mission statement**

DH & SCC works to improve the quality of life and the physical and mental health of isolated older residents in Southwark

- by recruiting and supporting volunteers to befriend them and provide emotional and practical support, and
- by organising community and group activities

We combat loneliness and enable older people to live in their own homes for as long as possible.

## **Vision**

DH&SCC aims to contribute to a stronger and richer local community in which older people feel respected, supported and a part of the life going on around them, a community which recognises and accepts the valuable contribution that older people can make and where people of all ages are enabled to get to know and help one another

## **Core values**

In practical terms, these objectives require DH&SCC staff, working with volunteers, to

- provide isolated older people (our service users) with the practical and emotional support they need to remain in their own homes, both in the long term and at times of crisis,
- involve service users in the design and delivery of our services and, where possible, encourage them to act as volunteers,
- integrate service users into the wider community and local networks

## **4. Public Benefit**

The Charity Commission requires all charities to consider and report on how their activities benefit the public. The Trustees have paid due regard to the Charity Commission guidance on public benefit when reviewing the charity's aims and objectives.

The activities of DH&SCC contribute to public benefit by offering services to people (over the age of 60) living within a defined geographical area. The charity's services are open to all. There is no restriction based on ability to pay, although many of our service users voluntarily support DH&SCC through donations and becoming part of the 'Friends' scheme.

Our work in providing befriending, social groups, activities, assistance with travel, gardening and household tasks, helps to keep people active within the community and to build their resilience in times of crisis. Friendships and social contacts are fostered and developed. Our work helps to reduce service users' recourse to other, publicly funded services.

Our volunteers also benefit as they recognise the value of their contribution to their community. Their activities help build a sense of community cohesion in the area, and the work with local schools promotes inter-generational contact.

## **5. Safeguarding Adults**

An organisation that works with older people must be aware of the possibility that older people may experience abuse in some form. Trustees, staff and volunteers are required to complete a Disclosure and Barring Service application form (DBS). This gives us a measure of confidence that we have taken reasonable measures to safeguard people in the first instance.

When we have concerns, we work with our colleagues in the London Borough of Southwark, asking for advice and guidance when it is appropriate to do so, always trying to involve the vulnerable people in decisions about what should happen.

## **6. Organisation of Work and Activities**

Referrals come to DH&SCC from a variety of sources, including professionals working in the health and social care services, family and friends, and individuals themselves.

Each person referred is contacted, and with their agreement, an appointment is made to assess them and to engage them in using the range of services offered.

Each co-ordinator supports a number of individual service users and is responsible for specific activity and befriending groups. The co-ordinators, in turn, preside at a weekly referral meeting where new service users are allocated for assessment, user needs are discussed and service users are matched with appropriate volunteers. Wherever possible we use volunteers to run groups.

To achieve its aims during 2012-13 DH&SCC has undertaken a wide range of activities related to the following areas of work:

- the recruitment, training and ongoing support of volunteers
- service delivery
- fundraising
- organisational development

All staff now participate in a range of administration and fundraising tasks, the production of the newsletter, and any other activity which helps the work of the organisation. These activities are in addition to their core roles.

## **7. Service Delivery**

The charity provides friendly volunteer support for isolated older people aged over 60, covering almost all of the densely populated London Borough of Southwark.

Over the course of the year **539** people used our services. The volunteers and the services provided help people to stay in their own homes. These services cover five broad areas:

- **One-to one befriending**  
A volunteer visits someone regularly in their own home, for either a chat, or around a specific task, such as reading to a blind person, assisting with correspondence, or helping with domestic administration.
- **Activity groups**  
We run a selection of groups in the local area. These include coffee mornings, chair-based exercise, reading, computers, bridge etc. See Appendix 1 for the full list of groups offered this year.
- **Practical tasks**  
We can offer one-off practical help around the home. Volunteers carry out a range of tasks such as help with putting up shelves, changing light bulbs, gardening and occasional transport help.
- **Transport**

Volunteers provide lifts to an older person to help them keep appointments and maintain a social life.

- **Inter-generational work with local schools**

The inter-generational schools groups bring together older people and school pupils around a programme of activities such as computing and reminiscing.



The delivery of DH&SCC services relies on volunteers and a small, committed staff team. Our co-ordinators, Sandra Arnold, Jean Hedden, Bethany Holtum, Michele McKeown, Claire Street and Sue Yeomans, assess new service users, identify the services that might be of value to them and give information about the services they wish to use. If we are unable to help, we try to point enquiries to alternative sources of help and advice.

#### **Case Study 1**

Mr S (name changed) has been a service user since 2007. He is 81 years old, lives alone and has no family in South-East England.

As a user of our befriending services and a member of one of our groups, he is in contact with DH&SCC on a regular basis. During a standard courtesy call, Mr S mentioned in passing that he had been without heating and hot water for 3 weeks. It transpired that the contractor used by Mr S's housing association had attempted to carry out repairs on several occasions, but to no avail. The problems were ongoing, leaving Mr S in a particularly cold flat and in a lot of discomfort.

When we checked on Mr S two days later, the hot water and heating had still not been restored. The housing association had failed to provide temporary electric heaters, causing Mr S to rely on an attentive neighbour for a portable radiator.

The situation was cause for particular concern as Mr S had recently been discharged from hospital and suffered from general ill-health. The extremely low temperatures around that time also added to our disquiet. Moreover, Mr S appeared distressed and reported having been given confusing explanations as to where the responsibility for repairs lay and when to expect work to be completed.

We decided to express our concern to the housing association and press them to take swift action to remedy Mr S's heating issues. We were advised that specialist engineers would be sent out that very day, and failing an immediate resolution, Mr S would be provided with temporary heaters. When we phoned the following day, Mr S said that the contractors had been unable to provide him with electric heaters as they had run out of them. After stressing the seriousness of the situation to the housing association, especially given Mr S's frailty, and getting the police to check on Mr S (in the interim Mr S's phone had stopped working and we were temporarily unable to follow his progress), the faulty boiler was replaced and the hot water and heating finally restored within 48 hours.

#### **Case Study 2**

Mr X is 97 years of age and was referred to DH in 2010. He and his late wife had been together for 58 years and had led a full and interesting life. They both had a love of animals and had visited Kenya many times. Mr X had been awarded a civic award in 2002 for his services to Scouting. He described his health as being good considering his age and said that he was still able to get out unaided and that his family were very supportive. He chose to have a befriender who started visiting once a week. He also expressed an interest in joining one of our reminiscence groups which we organised a few weeks later. He became a firm favourite with other group members and was always keen to share memories of his past travels and life within the scout movement.

In 2012 his health started to deteriorate and Mr X had a number of falls at home. Each fall led to periods spent in hospital and his mobility started to decline, then his heart began to fail. During

these periods the group members continued to stay in touch and visit when they could. His befriender also continued to visit him in hospital. In May 2012 he returned home, his bed had to be moved downstairs as he was unable to climb the stairs. A few days later, we found him without any heating or cooking facilities as the gas had been turned off. The gas company stated that for health and safety reasons a person could not sleep in the same room that housed a gas fire. The family purchased electric heaters but he still had the problem of no gas for his cooker. Mr X managed with help from family, his befriender and carers for a few weeks then was re-admitted to hospital. During this time his long term befriender moved out of London so could no longer continue his visits (he had let us know some weeks prior so we were able to find someone else).

In October 2012 it was agreed by all concerned that Mr X would not be able to return home and would need to move into a nursing home. This went ahead a week later and once he had settled in we introduced another befriender and the Reminiscence group members were able to visit him and were given permission to hold their group meeting in his room.



-Volunteer and service user at one of our groups-

### Case Study 3

Mrs S (name changed) was referred to DH&SCC in October 2012 by Southwark Social Services. This referral was for a volunteer befriender, and also for the volunteer to help Mrs S get out of her flat as she only went out for GP and hospital appointments. As she had osteoporosis and was prone to frequent falls, Mrs S had lost the confidence to go out alone and this had prevented her from going to church every week.

Mrs S lived in a sheltered housing unit and she managed well with small amounts of help from a variety of sources. Some of her children lived outside London and/or worked full-time and so she didn't see many people during the week.

At the assessment Mrs S said she felt weak and was often in pain because of her health issues. She was very keen to get out of her flat and see the local area as she hadn't lived there for very long and did not know her way around.

Soon after our assessment visit, Mrs S was matched to a volunteer, Ben (name changed), who

was happy to see her weekly and go for a walk Ben had done this with previous service users and enjoyed doing something practical He now visits Mrs S every Wednesday and they go out for around an hour together, to the park and local shops Mrs S reports that she enjoys getting out now and that she is very grateful to Ben for his time

#### Case Study 4

I have been a volunteer with DH&SCC for a year. I don't have enough time to become a befriender but I do feel able to give 2 mornings a month to help run one of the drop-in groups This only requires me to ensure that there are refreshments, a quiz and some raffle prizes available I also act as the main contact point for the group, so occasionally there is information to be shared with those who attend the group and with the other volunteers

However I am not alone in doing this I work with a great group of volunteers, the wonderful staff at Kingswood House and the staff of DH&SCC who are a huge source of support Collectively we hope that we provide those who come with a welcoming environment, and the opportunity to meet with others

I enjoy my Thursday mornings and look forward to catching up with those who come along to the group, who are so supportive of each other and us volunteers I feel as if I have gained a large group of new friends

Leonard Nimoy (Star Trek) was so right when he said that "the more we share, the more we have"



-Volunteers at the Forest Hill Road Baptist Church Christmas Fair-

## 8. Volunteers

We continue to be successful in recruiting volunteers and there were **384** active volunteers during 2012-2013. This is largely due to the commitment and enthusiasm of Jean Hedden and Michele McKeown, our Volunteer Co-ordinators. In April 2012 DH&SCC had 310 volunteers and during the course of the year gained 74 and lost 34.

Volunteers are the lifeblood of the organisation and our work would be impossible without them. We have a diverse and dedicated team of volunteers, who give, and receive, a great deal from their volunteering. We are deeply grateful to our volunteers for their support across the whole range of activities. They have helped in the office, led some of the social groups, visited people at home, gardened, changed light bulbs, tackled utility companies, baked cakes, planned and helped at fundraisers, and provided transport.

We also appreciate the contribution of our young volunteers from local schools who undertake some befriending, help with computers, and have provided us with excellent parties putting on great entertainment.

We maintain links with other recruiting organisations such as Volunteer Centre Southwark and we benefited from help from the Glaziers and Glassmakers Federation on our day out at Hall Place.

Talks are given to local organisations, and publicity leaflets are distributed widely. A comprehensive volunteer programme is in place to provide on-going support to volunteers, and staff are always available to discuss any difficulties which may arise.

Our approach to the recruitment of volunteers is to offer individual, as opposed to group, sessions for people interested in volunteering. Over this year, we have had sufficient trained volunteers to cover all areas of activity.

### What volunteers do

Service	Description
Befriending	Volunteers regularly visit service users, on a one-to-one basis, to offer friendship and sociability to those who cannot easily get out or who feel isolated.
Gardening	Our volunteer gardeners help our service users with light gardening, cutting the lawn, weeding a flowerbed, or trimming the hedge.
Transport	Our transport volunteers provide lifts to an older person, by car, to help them keep appointments and maintain a social life.
Groups and activities	Staff and volunteers run groups for older people across our local area. Groups focus on activities such as reading, reminiscence, and gentle exercise. Our drop-in groups also offer the opportunity for meeting other people over light refreshments for sociability and

conversation (See Appendix 1 for a complete list of groups )

Practical Help	Volunteers assist with practical tasks including accompanying someone on a shopping trip, reading newspapers, books or documents, and sorting out small scale household maintenance e.g. changing light bulbs
Fundraising and Events	An energetic group of fundraising volunteers is in charge of an expanding programme of fundraising events. Anne Sullivan, Trustee, leads this group. They are supported by reliable volunteers who help out at our regular fundraising events.
Office Help	Volunteers come into the office and help out with administrative tasks, to assist with the smooth running of the organisation.

In order to replenish our supply of good quality volunteers, DH&SCC has to maintain a high profile in the local community. Our Volunteer Co-ordinators, Jean Hedden and Michele McKeown, have arranged for volunteers to attend and help at 29 local events over the last year and have attended many of the events themselves. This increases the number of people who see material about our work and the opportunities for volunteering. Such events have proved to be a useful source of new volunteers, while word of mouth is also an important way of recruiting new volunteers.

<b>Volunteer Statistics</b>	<b>2012-13</b>
Number of volunteers over the whole year <sup>1</sup>	384
Volunteers recruited	74
Volunteers left	34
Befriending volunteers, a subset of the total	136
Volunteer involvement in facilitating groups <sup>2</sup>	34
Volunteer involvement in fundraising	153

<sup>1</sup> This is the total number of volunteers over the year, regardless of when they joined or left us. This number does not include students whom we work with within their school, but does include 13 school students who were involved in befriending.

<sup>2</sup> This number does not include school students.



-The plant stall at the Garden Safari 2012, staffed by two very enthusiastic volunteers-

### **Volunteer training April 2012 to March 2013**

Opportunities for training are offered every month except August. Two levels of training are offered – longer/in depth and taster/mini training. In-depth training is on a Saturday morning and taster/mini training is part of the monthly Volunteers Get Together held in the evening from 7.00 to 8.30pm. This is a social evening for volunteers to meet and share experiences thus encouraging group cohesion. We invite volunteers to say what training they would like.

- All training is offered free of charge to volunteers and we fund only the annual First Aid course – all other speakers very kindly offer their services free of charge
- All volunteers are invited to attend
- We try to hold volunteer training in different venues throughout the borough and vary the evening on which they are held in order to try to attract as many volunteers to attend as possible

### **Volunteer Training / Social Programme**

Month	Topic
March 2012	Hearing Impairment
April 2012	Saturday Alzheimer's and Dementia Course
May 2012	Bereavement
July 2012	Summer Social
Oct 2012	Befriending
Nov 2012	Provision of activities in varied settings
Jan 2013	Saturday First Aid course
Feb 2013	Reminiscence

Other topics have covered Basic Counselling Skills, The Ageing Process, Sensory Deprivation Workshop, Wheelchair Handling Training, Occupational Therapy provision for older people

### Service user involvement in volunteering

Service users, once they have gained confidence within the groups, often become 'user-volunteers' through phoning other participants with the schedule of group meetings, helping with refreshments or sharing and cascading particular skills acquired through a lifetime of experience, be it drawing or music appreciation. Service users may also become trustees or host groups in their own homes.

### Occasional volunteers

This year we also drew on the services of the Glaziers and Glassmakers Federation who helped us with an outing to Hall Place in Bexley. We needed additional volunteers to assist service users with mobility problems. Three buses left various parts of the borough for a visit to the house and gardens, once the home of Edith Nesbit and meeting place for many Fabians.

## 9. Intergenerational work 2012-2013

Reminiscence groups were offered across 4 schools this year, Kingsdale, Dulwich College, James Allen's Girls' School and Alleyn's. The attendance figures remained consistently high, though after a number of successful years the numbers dwindled this year at Kingsdale.

	2012 - 13				
	Computer Groups	Reminiscence Groups			
	JAGS	Kingsdale	DC	JAGS	Alleyn's
Attendance	153	71	122	134	175
No of Sessions	13	8	9	12	9
Average (rounded)	12	9	14	11	19

These groups are labour-intensive and make a significant call on staff time. The drive for working with schools has always come from staff who have been particularly enthusiastic. The future of this programme will depend on staff capacity and other demands made on DH&SCC staff time.



-Student and service user at one of our Intergenerational groups-

We are required to fit into the timetable and termly activity programme in each school. This is set around Easter for the following September. The groups run per term, for around 10 weeks, and depending on our capacity, may run over one or two terms per academic year. As we generally work with the sixth forms, the final term each school year is unsuitable, as the students have exams.

These cross-generational groups have received some funding from the London Borough of Southwark. All transport is provided by volunteers and, to date, this has worked very well, with transport volunteers often choosing to join in with the sessions.

Over the last 6 years DH&SCC has built excellent relationships with the five schools in the Dulwich area, the four already mentioned and the Charter School. This has had a positive impact not only on the groups held there, but on the organisation as a whole. We benefit from fundraising events, both held with us (eg JAGS) and on our behalf (eg Alleyn's) as well as parties and other events for our service users (eg a party at the Charter School).

Our service user feedback from all of these groups has been very positive and people really like being offered the chance to talk to youngsters in a welcoming and friendly environment. The students have all given positive feedback and have specifically said how much they enjoyed the sessions. Many people have said that they don't have grandparents/grandchildren and have found this group enlightening as it involves contact with a generation they would not usually meet.

In December 2012, we asked our main contacts at the schools for a statement of support to put into a fundraising bid, and each of these are below.



### Intergenerational Case Studies

Dulwich College have been working with DH&SCC for a number of years now and in a variety of ways that support their intergenerational work. This ranges from one to one contact time of boys and an elderly person to group discussion meetings on a weekly basis. These projects are always a popular choice with our pupils as they immediately see the mutual benefit for them and for the elderly people involved. Many of them have commented on how eye-opening and informative the time is, and that they feel a genuine sense of positive relationship being established between the two opposite ends of the community generationally. As a College, we hope that we can long continue to support The Helpline both in man-power and resources as and when needed.

Olivia Boyd  
Dulwich College



-Student and service user at one of our Intergenerational groups-

Our 6th Form students have been working with the DH&SCC Intergenerational project for over a year. Each week, our students meet local users of the service in an informal and pleasant setting and share their experiences, opinions and ideas. The themes for the weekly sessions have varied over the course of the project, but are always interesting and exciting. Topics have ranged from experiences of World War 2, to food, and edible art.

Feedback from our students has shown that they have really enjoyed the sessions and that they have found them stimulating. Some of the students have gone on to be befrienders in the local community and all of those involved have cited the experience in a really positive light on their university applications. From our point of view, we believe the project is a unique chance for our 21st century students to interact and engage in dialogue with people whose experiences mostly come from a completely different time. Students therefore benefit greatly from the chance to discuss different perspectives. We are very pleased to be involved with this project.

Andrew Sear  
Kingsdale Foundation School

Our students have gained a huge amount from their work with DH&SCC's Silver Surfers. Not only have they enjoyed sharing their knowledge of IT, helping the Surfers to gain useful life skills, they have perhaps more importantly shared time and experiences with them. It's definitely helped teach our students to be patient, express themselves clearly and given them a genuine interest in the lives of other members of the community. They really look forward to seeing their surfing buddies each week, and I think it's mutual!

Brian Reid  
Charter School

JAGs girls currently volunteer in three schemes run by DH&SCC: the befriending scheme, in which they visit the elderly regularly in their own home, the Silver Surfers, where they offer customised individual tuition in computer skills, and the Talking History scheme, where old and young share memories and ideas about aspects of their lives, past and present.

In all these schemes, the young people are very keen to share their experiences, I was able to visit them regularly, and the peals of laughter as well as serious concentration from all were evidence of how much fun and learning was going on, and of how relationships were built and sustained. The Silver Surfers and Talking History schemes currently run also have provided enthusiastic responses from our girls, one very early came to thank me for (gently!) pressing her to become involved, as she said it was such a rewarding and enjoyable experience which she looks forward to every week.

Vikki Askew  
JAGS



-Intergenerational group at Alleyn's School-

## 10. Achievements

This year we have

- Assessed and offered services to a larger number of people
- Recruited and trained an increased number of volunteers
- Streamlined our systems to incorporate best practice
- Undertaken preparatory work to design a project to improve the work we do for people with Dementia
- Expanded the number of inter-generational opportunities offered with schools and older people with the aim of promoting intergenerational cohesion
- Worked with other voluntary sector partners to establish COPSINS (Consortium of Older People's Services in Southwark) These closer links have many advantages for cross referral, maximising training opportunities and sharing intelligence A joint bid was largely successful in respect of befriending
- Involved all staff in supporting community fundraising and in producing the newsletter
- Continued to maintain links with organisations who might extend or improve the opportunities we offer
- Increased the amount of transport we offer and the number of tasks undertaken
- Continued to involve service users within the groups to become 'user-volunteers' through phoning other participants with the schedule of group meetings, helping with refreshments or sharing and cascading particular skills

### Challenges

The biggest change for the staff has been working to ensure our approach to supporting volunteers and service users who are new to us (because of the merger) is of a consistently high quality and that our back office systems support service delivery

Some of the issues remain the same year on year, for example, recruiting enough volunteer drivers so that we don't overuse the same willing volunteer drivers We have now found two reliable commercial transport providers who take service users to groups and activities We have worked with our colleagues in LASCOT, a local transport provider who supports one of our groups where many service users are disabled, to ensure that people can take part in a social activity at least once a week

The need for and the cost of transport increases every year, but providing transport is vital if people are to participate in social opportunities

### Securing future funding

During 2012-13 we were invited to apply for a community support grant We formed a consortium with other voluntary sector partners in order to provide a consistent and coherent approach to the provision of discretionary services. DH&SCC were successful and we are pleased to report that the London Borough of Southwark have agreed to fund DH&SCC at the same level for a further two years, so long as their settlement from central government is not dramatically reduced

### Working smarter

With only 5 full-time equivalent staff we have a greater need for admin volunteers and we are very grateful to our loyal office volunteers, Sue Vernon, Lorraine Schot and Cass Pope We are thrilled that so many volunteers responded to our request for people to hand deliver the newsletter This reduces our postage costs and we have increased the number of newsletters that are sent out by e-mail Writing the newsletter is now a team effort and we are grateful to Michelle Sinclair for planning its layout We are always pleased to hear from people telling us

what they want more or less of in the newsletter and don't mind being challenged on the occasional inaccuracy

### **Emerging needs**

During the course of the year we have established a small project group to guide the development of the Dementia Project and have submitted the first bid for funding for this project

### **Ongoing work**

Since August our work has largely been about consolidating our systems and processes as a result of the amalgamation of the two charities. Throughout the year we have improved a number of our internal systems, in order to streamline our communications, and have made good progress in assuring the quality of our operations

- All staff had appraisals and supervision
- All staff undertook some training or development
- We have produced a new business plan
- We held a Board development day

## **11. Fundraising**

### **The Friends Scheme**

We are very lucky in having a number of individuals (105) who contribute to our 'Friends' scheme and we aim to recruit 500 friends within the next five years. These Friends support us by making donations via standing order. Having a regular source of income on which we can rely is very helpful for forward planning.

### **Review of Fundraising Activities**

This year we've included pictures of our fundraisers and participants at some of our annual fundraising events. These events have the advantage of being very sociable, raising our profile in the community and generating income. We are very grateful to the people and businesses who donate plants, raffle prizes, Coolings Garden Centre, Myra Bright (caterers), the cake bakers and the garden openers. Finally thanks to all the school jazz musicians who participated in the successful and vibrant Jazz night hosted by James Allens' Girls School [Allen's Girls']



-The Sunset Soiree at Howletts Mead has become an annual event-

## 12. Performance

### Statistical analysis and profile of our service users and volunteers

At the end of the financial year 2012 -13 Dulwich Helpline recorded 410 service users over the course of the year and Southwark Churches Care recorded 159 (total 569). From the point when the two charities amalgamated we have spent a considerable amount of time checking our data. Over the course of 2012/13 we have worked with a combined caseload of 539 service users.

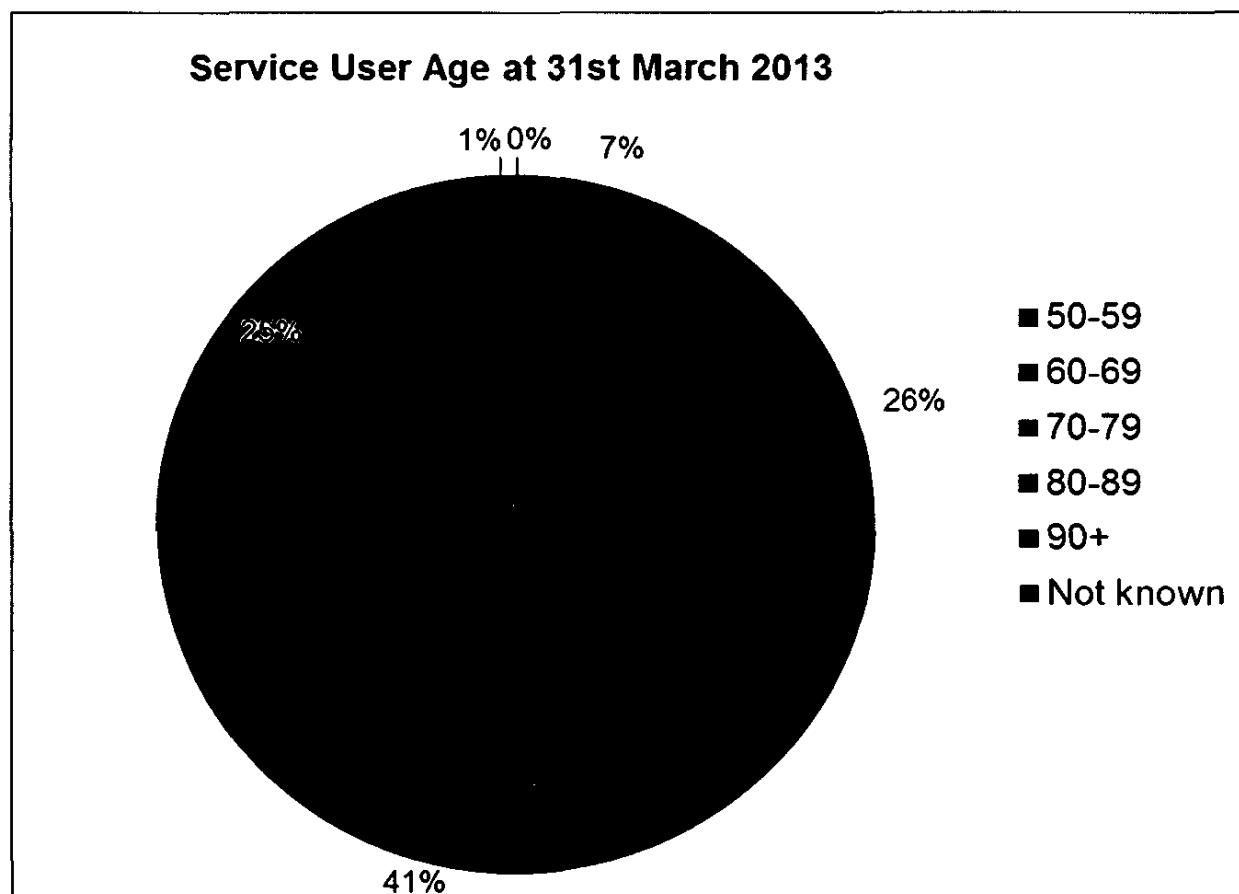
Over this year, 45 service users left the organisation, compared to 42 last year. These include a number of deaths, 29 this year as compared to 28 last year. We do not record why people leave for other reasons, such as moving into care homes, to live with family or away from the area.

There is of course a difference between the total number of people we help over the course of the year and the numbers on the database when we calculate the number of actual service users at the end of the financial year. We aim to expand year by year so long as this can be done without affecting the quality of the services we offer.

The graphs below are based on the total number of service users over the year, regardless of when they joined or left us.

**Gender** There has been a slight shift in the proportion of female to male service users. The number of females has dropped to 76% female to 24% male, as compared to 79% and 21% last year.

**Age** The graph below shows the age of our service users.

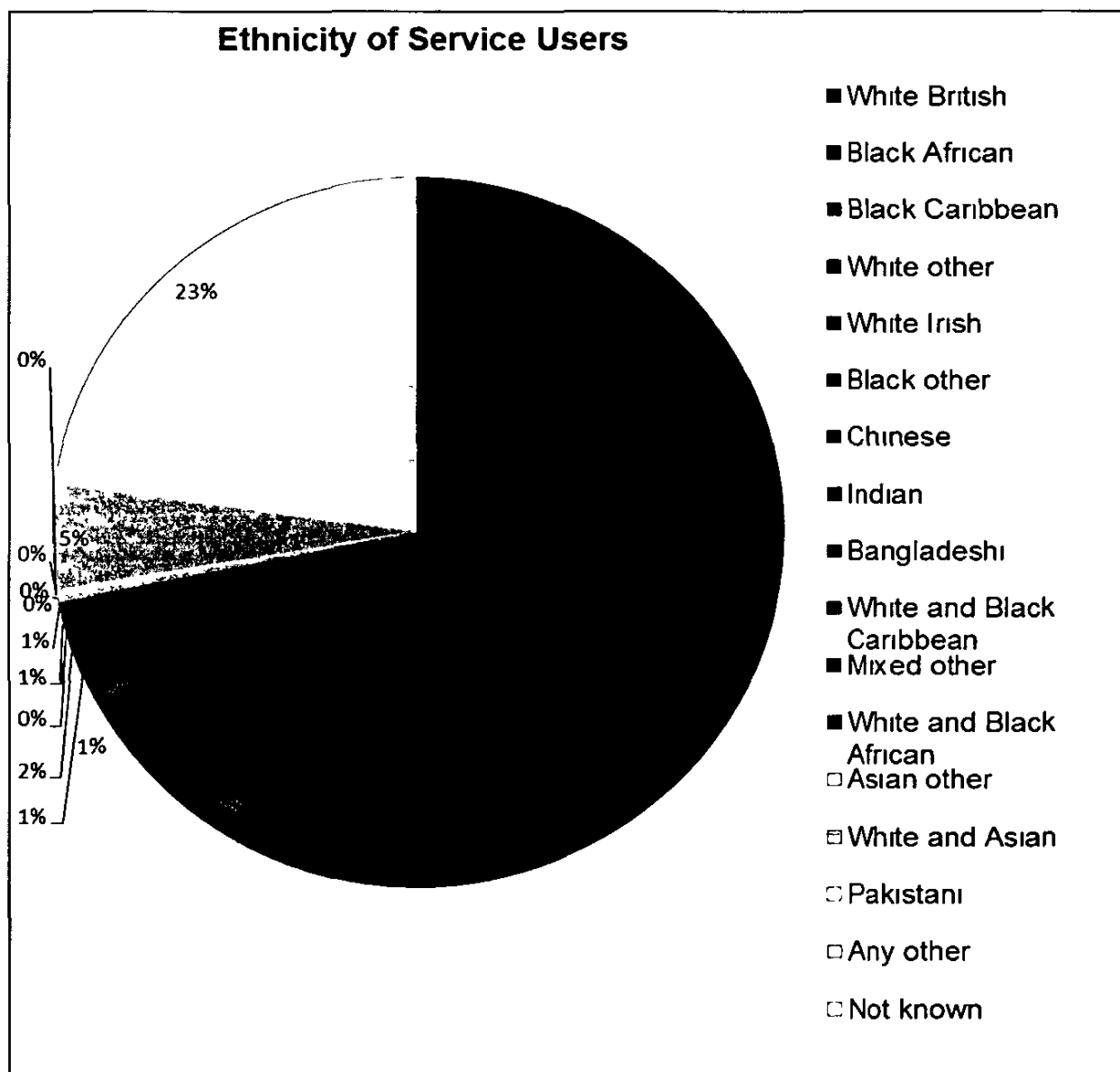


As at 31<sup>st</sup> March 2013, we had 539 active service users, 2 of whom were under 60, 35 in their 60's, 136 in their 70's, 217 in their 80's and 133 in their 90's. There were 6 people whose date of birth was not recorded. The average age at 31<sup>st</sup> March 2013 was 83, compared to 82 the previous year.

**Disability** We have a fairly steady number of service users who identify themselves as having a disability, some 20%. However, this question is only asked at the point of assessment, so if a person later becomes disabled, this may not be recorded. Increasingly people live with multiple problems. The increasing age and mobility problems of our population mean we have to make greater efforts to facilitate access to our social groups by calling on volunteers to provide transport or to organise minibuses where appropriate.

#### Ethnicity

We have not recorded on our database the ethnicity of many of our service users, though we have plans to address this. From what we know, the predominant ethnic group is White British.

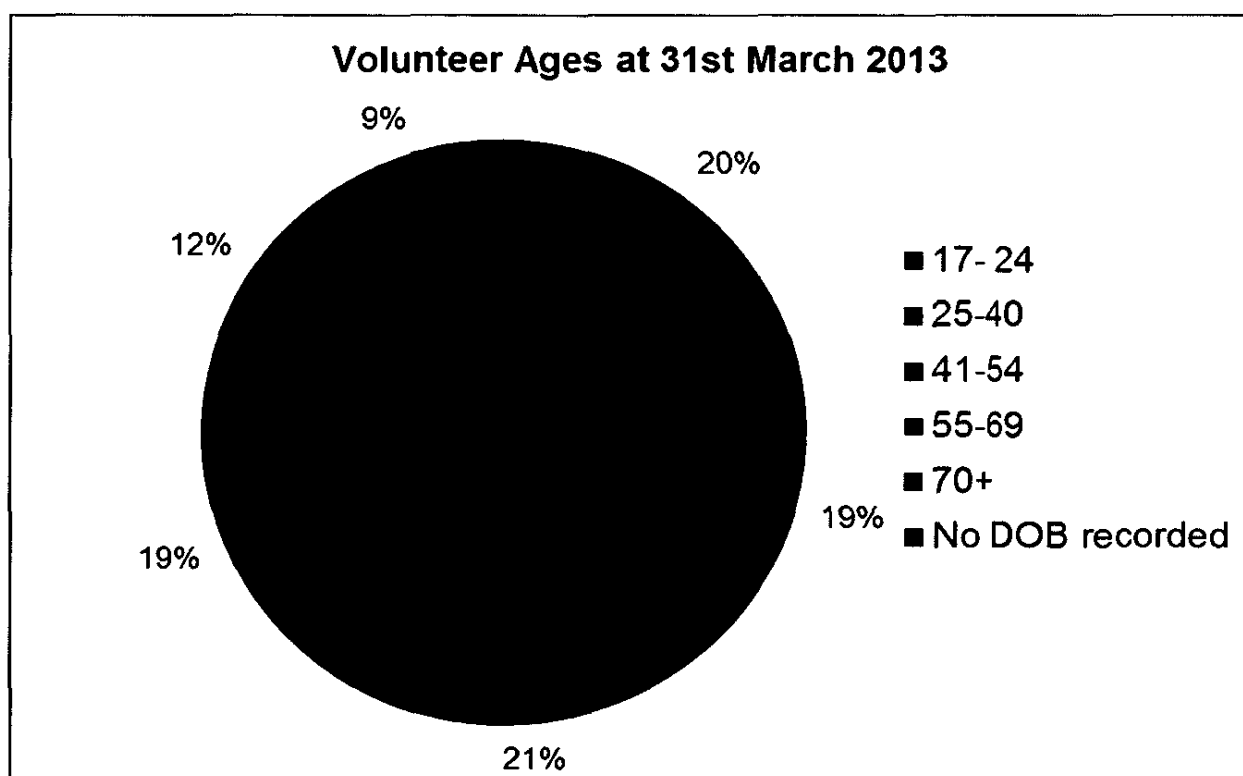


### Who are our volunteers?

Anyone over 16 years old can volunteer for us, subject to a successful Disclosure & Barring Service (DBS) check, and references. During 2012-13, we had 384 active volunteers over the year.

**Gender** As with the service users, we continue to have a predominantly female volunteer base, with 77% of volunteers being female and the proportion of male to female volunteers has not changed since 2011/12.

**Age** The majority of our volunteers are in the age categories 41 to 54 (21%) and 17 to 24 (20%), with significant numbers still volunteering in their 70s. We are also pleased with the length of time people continue with their volunteering. We do not analyse this information routinely, but it is relatively common for people to have been befriending someone for 5 years or more.



### Where do our referrals come from?

The majority of our referrals come from either health care sources (other than GPs) and from social care workers. We get referrals from occupational therapists, practice nurses and old age psychiatrists. Other professional referrers include staff working in sheltered housing, other voluntary sector partners, Ministers of religion and housing staff.

The other major sources of referrals are older people themselves and family and friends. Older people who choose to join us often embrace what we offer very enthusiastically. They recognise having a social life and contact with others is important to their sense of wellbeing. Referrals from other sources can be problematic if the person being referred is unenthusiastic about joining in.

Almost half of the referrals we received in 2012-13 did not result in a lasting contact with DH&SCC. This was often because the referral was inappropriate, or the person referred did not

respond to our efforts to contact them

Referrers are sometimes unrealistic about the sort of activities volunteers can undertake, not realising that we cannot offer personal social care or cleaning. Over the last year we have seen an increase in the number of people referred who have substantial memory problems. We try to help but we find it takes longer to find suitable volunteers and where the problems are progressive the volunteers may find it difficult to maintain contact with someone who does not really recognise them. We are seeking funding for a project to work with people with dementia.

Our impression is that because the eligibility criteria for Fair Access to Care Services now only cover people who have critical or substantial needs there are a lot of people with low or moderate needs who may require help and are perhaps approaching a number of different services to try and find this.

**A Statistical Breakdown of our work in 2012-13: -**

Number of tasks for service users completed by volunteers <sup>3</sup>	2524
Number of groups offered over the year <sup>4</sup>	20
Number of meetings of groups in total	437
Number of attendances at groups in total	3597
Average number of group attendance per group, per meeting	8.2

<sup>3</sup> We are aware that this number does not represent the full extent of tasks and transport being undertaken by DH&SCC

<sup>4</sup> The number of groups has remained steady, although specific groups may end after a number of years





-Golden Oldies Group at St Mary's Church & Community Centre, Peckham-

### 13. Financial Review

During the financial year 2012-13, the viability of both Dulwich Helpline and Southwark Churches Care was substantially improved as a result of the merger of the two organisations

At the beginning of the year, Dulwich Helpline had set a budget which foresaw a deficit of some £42,000 at the end of the year, (this would, of course, have been covered by money taken from the reserves) Financially, Southwark Churches Care was in a healthier position, but faced a number of staffing problems We had been working closely together throughout the year and the key step of co-location – with Southwark Churches Care staff moving into Dulwich Helpline premises in October 2011 – made the benefits associated with a complete merger unarguable Not only were there savings in administrative and overhead costs, but the larger staff team, working over a wider area, allowed for more flexible use of resources and learning through sharing of experience

In simple financial terms, Southwark Churches Care (SCC) joined Dulwich Helpline (DH) with a 'dowry' of just under £67,500 This was made up of an immediate transfer of funds from SCC to the formally merged organisation, DH&SCC, of £38,349 at the beginning of October 2012 and, later in the year, a payment of £29,125 which was the second tranche of a grant from the London Borough of Southwark committed to SCC

From the beginning of October 2012, the book-keeping of the two organisations was drawn together and, at the end of the financial year, the expenditure of the merged organisation, DH&SCC, was £226,201 The total income for the year (including the £38,349 transferred from SCC) was £252,493 – giving a net surplus for the year of £26,292

The merged organisation, DH&SCC, thus starts its first full year of operations in a secure financial state. We have cash reserves of some £194,000 which satisfies our policy of having sufficient money in reserves to cover between six and nine months of running costs plus an additional £70,000. And there is further good news. Both of the original organisations have, for many years, received a substantial proportion of their income from the London Borough of Southwark – some from Social Services and some from the Health budget. For 2013-14, and 2014-15, DH&SCC has been assured of some £115,000 from these two sources.

As always, our other sources of funds include charitable foundations and trusts. We continue to apply for funding from those who support our aims and objectives, such as the Drapers' Charitable Fund and the May and Stanley Smith Trust. We are generously supported by donations from local individuals and organisations. In 2012-13 we received some £61,000 from these sources, including a generous legacy of £10,000. Our own Fundraising Action Group had a busy and successful year raising over £15,000 through events such as the Garden Safari and the Sunset Soiree.

The largest item on the expenditure side is, of course, staff costs, 77% of the total. It is the size of the staff team that determines what level of activity can be supported by DH&SCC. By comparison, other individual costs represent a small fraction of total expenditure.

### **Reserves Policy**

DH&SCC needs to carry a sufficient reserve to maintain a reasonable level of service to service users in the event of a gap in the provision of income or an unforeseen rise in expenditure. A gap in funding may occur because it takes time for trusts to respond to applications for funding, or because payment of grants may not follow DH&SCC's financial year. An unscheduled rise in expenditure may arise from the need to find alternative accommodation, the need to meet our legal obligations to staff in the event of termination of employment, the need to meet any ex-gratia payment approved by the Trustees, or to fund temporary staff in the absence of permanent staff, for example as a result of maternity or long-term sick leave.

For many years Trustees felt that reserves should be at the level of between three and six months of current expenditure. However, with the increasing uncertainty about the future of the Dulwich Community Hospital, where DH&SCC are currently accommodated, Trustees now feel that the reserves should be increased to a level that would permit six to nine months of normal operations while alternatives were explored. In addition, there should be sufficient reserves to permit an orderly winding up of DH&SCC. A rough estimate of the cost of redundancy payments to staff plus legal costs of winding up the organisation is £70,000. At current levels of expenditure (approximately £240,000 per year), the reserves therefore need to be maintained between £190,000 and £250,000. At the end of the financial year the charity held cash reserves of £194,000. In addition there was some £17,000 in the current account, representing part of a month of normal running costs.

## **14. Risk Management and Governance**

### **Risk management**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to its operations and finances, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Members of the Board of Trustees and the Director carried out a risk assessment in June 2012 and this has been monitored and updated. Each risk identified is graded according to likelihood and severity where 1 = low and 5 = high. By multiplying these figures together the assessment of risk is placed on a scale from 1 (low risk) to 25 (high). The Board of Trustees judged the

following to be high risks (with a score of 12 or over) and considered action to minimise them

**Risk Categories over 12 are:**

**1. Premises**

**Risk1.1** The main financial risk arises from the likely loss of our current accommodation at the favourable rent of £8,000 per year. The consultation into the future configuration of primary and community health services 'Improving Health Services' closed at the end of May 2013. The consultation proposed two options both involving a health centre on this site, but it is clear that Dulwich Community Hospital is not sustainable and it is not recommended that the hospital continues in its present form. Over the next 2 to 3 years we must therefore formulate a business model that either factors in a commercial rent or explores new ways of working (such as hot-desking and/or working from home). DH&SCC's reserves must therefore be sufficient to continue running normally while options are explored. See page 25 for the revised Reserves Policy.

**2. Fundraising**

**Risk 2.1 Loss of key funders**

We must accept that we will continually 'lose' key funders. All the major charitable trusts have time limits on how long funding can carry on. To mitigate this we continue to research new funders and to apply to new sources. This is done mainly by the Director and the Chair and Treasurer using on-line directories of major and minor trusts. We also keep in contact with charitable trusts who have funded us in the past and apply for further funding at the earliest permitted date.

**Risk 2.2 Inability to find new funders**

One way to mitigate this is to involve more people within the organisation in fundraising so that skills across the organisation are shared. We recognise that in the current financial climate grant funding may be more difficult to find.

Other ways of mitigating the effect of losing key funders is to raise more money from the local community. We will continue to build on the success we have had in the past two years. The Fundraising Action Group, which includes a staff member, at least two trustees and a number of volunteers now meets on a quarterly basis to plan and take forward community fundraising events for the organisation.

**3. Statutory Funding**

**Risk 3.1**

In spite of the restructuring of the NHS locally and the impact of reduced funding from central government to London Borough of Southwark, the income for this and the next financial year are assured. Beyond 2015 it is difficult to predict. NHS Southwark contributed to the current year's funding, investing in discretionary services, but future contributions cannot be relied upon. This could represent a loss of income of around a quarter of the charity's income. To mitigate the effect of the threats, DH&SCC has increased its reserves.

DH&SCC have participated in a consortium of voluntary organisations based in Southwark in order to bid for funds and to work more efficiently for the benefit of service users. Whilst this is undoubtedly beneficial in some ways it is time consuming and displaces other work around project improvement, re-design and bid writing.

#### **4. Service Delivery/ Volunteers**

##### **Risk 4.1**

Not having enough suitable volunteers who are willing to accept service users with more challenging needs is problematic, but our work on the Dementia project has been a way of seeking to mitigate this

#### **5. IT and Data**

##### **Risk 5.1**

Although the database functions for most purposes on a practical day-to-day level, it has some inherent shortcomings which we have not been able to alter. We would like to have a new database and have attempted to recruit volunteers with an interest in helping with this. We are also waiting to see if the new Age UK (Southwark & Lewisham) database could be used - if it is fit for purpose

### **15. Plans for the Future**

Dulwich Helpline & Southwark Churches Care's principal aims and objectives remain the same for 2013-2014 as described above. We will work to achieve

#### **For service users**

- increased independence and the ability to remain in their own homes
- reduced anxiety and increased self-confidence
- involvement in planning and delivering the service
- feeling supported by, and connected to, the wider community
- encouragement to acquire new skills

#### **For volunteers**

- positive contribution to and identification with the local community
- a satisfying and enjoyable experience
- involvement in planning and delivering the service
- encouragement to acquire new skills

#### **For the community**

- increased community cohesion through inter-generational work with schools and through other community participation events
- provision of a range of services to older people in the community by the community

#### **To achieve these aims**

- we are continuing to recruit, induct and train local volunteers who will provide emotional and practical support to isolated older people in the area,
- we will run groups covering a range of activities that promote mental and physical health, and develop new areas of activity with new groups,
- we will respond to user requests for both emotional and practical support and match suitable volunteers with service users to provide this,
- we will encourage more service users to become involved as volunteers themselves and encourage groups to make their own independent decisions about activities,
- we will promote Dulwich Helpline and Southwark Churches Care widely across the local community and involve the maximum number of potential service users and volunteers. We will also provide information about our activities and opportunities to service users, volunteers and supporters through regular editions of the DH&SCC newsletter,

- we will monitor and report on our activities as agreed with current funders,
- we will consult service users and volunteers and involve them in future planning through forums, surveys and group evaluations,
- we will continue to apply for grants and to raise money from the local community to support our activities

## 16. Trustees' Responsibilities

The Trustees are responsible for preparing the Annual Report and the Financial Statements in accordance with applicable law and regulations. Company and charity law require the Trustees to prepare financial statements for each financial year. Under that law the Trustees are required to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently,
- make judgements and estimates that are reasonable and prudent, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

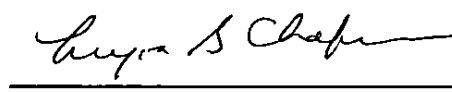
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets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

## Independent Examiner

A proposal to once again appoint Kevin Lally of Knox Cropper, Chartered Accountants, as independent examiner for the forthcoming year will be put forward at the Annual General Meeting.

This report was approved by the Trustees on 4 Sept. 2013 and signed on its behalf by:

  
Katharine St John-Brooks  
Chair

  
Myra Chapman  
Treasurer

## **Appendix 1 – List of Groups**

### **1. Abbeyfield Reminiscence**

This weekly reminiscence group is held at an Abbeyfield sheltered housing scheme. Members follow an agreed reminiscence timetable each term and take it in turns to tell their stories. It is a friendly group who are always looking for people with new stories or from different backgrounds.

### **2. Book Club**

This group meets on a monthly basis on a Tuesday afternoon and is held in a small sheltered housing unit. The volunteer who runs the group also works for one of Southwark's Libraries and is able to access large print, talking books or specific books that members may request. Members take home as many books as they want to read and are asked to make comments about the books which are then discussed over refreshments at the next meeting.

### **3. Bridge Group**

This group gets together on a fortnightly basis and is held in a sheltered housing unit. The group is run by two volunteers, who are both skilled Bridge players, their role being to assist members who are less able. Tea and coffee is served between games.

### **4. Computer Groups**

We run computer groups with local schools in term-time. Each group matches a school pupil with a service user for one-to-one learning about computers. Service users can follow a designed course, or work on whatever aspect appeals to them. Popular themes are emails and the Internet, digital photography, or a basic introduction to computers for the first time.

### **5. East Dulwich Grove Estate Group (Known as life on the E D G E!)**

This group meet weekly at the Sea Cadets Hall. It is a tea and chat group with regular background music played by one of the members on his keyboard. On alternate weeks DH&SCC provide a programme of activity which includes newspaper discussion, quizzes, reminiscence sessions, games, craft, and occasional guest speakers. New members are warmly welcomed.

### **6. Gentle Exercise Group**

This lively group meets every fortnight in a sheltered housing block, for an hour of chair-based exercise with a paid tutor, followed by tea and biscuits. It is a very popular and sociable group which is very well attended.

### **7. Kingswood Estate Befriending Group**

This group meets once a month in a community centre. Many of the members have poor mobility and are unable to get out to meet up, so friends and neighbours are brought together to have tea and a chat and reminisce about past times. Every birthday is also celebrated with a birthday cake.

### **8. Kingswood Estate Drop-in**

This very popular drop-in group happens twice a month at a community centre. The drop-in offers a social occasion for the estate and a great opportunity to sit and chat, or make new friends. Each drop-in has a raffle and a quiz, refreshments are also provided. There are often special events, such as speakers or performers for the group and these are publicised around the estate.

#### **9. Kingswood Estate Reminiscence Group**

This group meets weekly. Group members decide on topics for each term and share memories through photos, magazines, books or other items of interest. They also organise trips out and lunches during the year. Refreshments are provided and the group tends to be very lively.

#### **10. Kingswood Estate Shopping**

This is a monthly trip by minibus from Kingswood Estate to a large supermarket in Sydenham. Help is available for those who need a hand while others shop independently. After everyone has done their shopping they meet up in the café for a cup of tea and a bite to eat.

#### **11. Men's Group**

This group meets monthly in a local pub. Group members are offered a first drink (alcoholic or non-alcoholic) which DH&SCC pays for, members then pay for any further drinks. Topics of conversation vary at each meeting. However, many members like to reminisce about times past, or any other topics of interest.

#### **12. Music Group**

The music group meets fortnightly at the home of one of the group members. Ideas for the sessions are put forward by the members and a varied programme is produced. Examples include music by classical composers, songs from the shows, various concertos and occasional piano recitals. The sessions always start with refreshments and general chat. *This group closed in December 2012.*

#### **13. Paxton Green Drop-in**

This group meets fortnightly and was initially set-up by Paxton Green Surgery. The group is lively, well attended and offers an opportunity for socialising and friendship – with refreshments, of course!

#### **14. Poetry**

This group meets fortnightly and focuses on a different topic each time. Members can bring published poetry with them to read out around the topic, are invited to write their own, or can sit and listen to the other contributors. Topics are wide ranging and the tutor asks for suggestions from the group about what topics to cover. *This group closed in May 2012.*

#### **15. Olley's Lunch Group**

This group meets once a fortnight on Tuesday lunchtime for a fish and chip lunch and conversation at 'Olley's Fish Restaurant', Norwood Road, SE24.

#### **16. Singing Group**

This weekly group is very popular and the group members sing a variety of songs. It is held at a sheltered housing block. All levels of singing are accommodated, the paid teacher emphasises the fun and health benefits for everyone.

#### **17. Yoga**

This sedate exercise group meets fortnightly to do yoga-inspired chair based exercise, with a paid instructor. New members are welcomed and anyone can join in for these gentle exercises. The group meets for tea and biscuits just before each session, offering the opportunity of a chat and some social time.

**18. Inter-generational Groups**

We offer various groups with local schools which vary over the year and run in term-time only. They are based around activities to bring people together and improve community cohesion.

**19. Golden Oldies**

This group meets weekly and because of the level of disability within the group many people need a high level of assistance in order to participate. The group has fortnightly chair-based Tai Chi sessions and a range of different activities on the alternate week. The group has enjoyed photography, creative writing, quizzes and some craft activity.



## Appendix 2– List of Partner Agencies

### ***With thanks to: -***

- Abacus Cards
- Age UK Digital Network
- Alleyn Park Garden Centre
- Alleyn's School
- The Alzheimer's Society
- Ashton Edwards Trust
- The Bigger Picture
- BBC First Click Campaign [no bullet point?]
- Blackfriars Settlement
- The Charter School
- Community Action Southwark
- Coolings Garden Centre
- The Co-operative – Lordship Lane Branch
- The Crystal Palace Foundation
- Dulwich Almshouse Charity
- Dulwich Books
- Dulwich and Sydenham Hill Golf Club
- Dulwich College
- Dulwich Library
- The Dulwich Luncheon Club
- Dulwich Picture Gallery [remove gap after]
- Dulwich Players
- Dulwich Park Runners
- Dulwich Runners
- The Dulwich Society
- The Dulwich Festival
- Dulwich Sports Club
- Dulwich Trader
- East Dulwich Women's Institute
- The Fox on the Hill Pub, Denmark Hill
- Friends of Kingswood House
- The 'FunRaisers' group in Dulwich
- Greetings – Lordship Lane
- Health Matters – Lordship Lane
- The Herne Hill Society
- James Allen Community Orchestra
- James Allen's Girls' School
- Kingsdale Foundation School
- Kingswood Estate Tenants and Residents Assn
- Kingswood House
- Jaaddu [sort out bullet point below]
- League of Friends of Dulwich Community Hospital
- Lew Evans House
- Lightbox Ltd
- Media Edge
- Myra Bright (Food@myrabright)
- Olley's Fish Experience – Norwood Road
- Paxton Green Surgery
- Paxton Green Timebank
- Peckham Settlement
- Practical Law Company
- Push Studios/ The Push Foundation
- Race Online 2012
- SE Magazines
- South London and Maudsley NHS Trust
- Southwark Borough Police
- Southwark Council
- Southwark Pensioners Centre
- St Mary's Church & Community Centre, Peckham
- St Stephen's Church [note apostrophe]
- St Barnabas Church
- St Paul's Church, Herne Hill
- St James Cloisters - ECHG
- St Luke's Primary School, West Norwood
- Time and Talents
- Volunteer Centre Southwark

### ***With special thanks to: -***

- Our local Councillors for their ongoing help and support
- All those who have run events to fundraise for DH&SCC
- All our donors, friends and people who support our work
- All of our volunteers, without whom we would not exist at all

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF**  
**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**  
**FOR THE YEAR ENDED 31 MARCH 2013**

I report on the financial statements of Dulwich Helpline and Southwark Churches Care for the year ended 31 March 2013 which comprise the statement of financial activities (incorporating the income and expenditure account), the balance sheet and the related notes

This report is made to the Trustees, as a body, in accordance with the terms of my engagement. My work has been undertaken so that I might carry out an Independent Examination of the financial statements in accordance with the General Directions given by the Charity Commissioners. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees, as a body, for my work or for this report.

**Respective responsibilities of trustees and examiner**

The Charity's Trustees, who are also the Directors of the charitable company, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the Charities Act) and that an Independent Examination is required. It is my responsibility to:

- examine the accounts under section 145 of the Charities Act
- follow the procedures specified in the General Directions given by the Charity Commission under section 145 (5) (b) of the Charities Act.
- state whether particular matters have come to my attention.

**Basis of Independent Examiner's Report**

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently I do not express an audit opinion as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

**Independent examiner's Statement**

In connection with my examination, no matter has come to my attention

- 1) which gives me reasonable cause to believe that in any material respect the requirements
  - to keep accounting records in accordance with the companies Act 2006, and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Companies Act 2006 and Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met, or
- 2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Signed *Kevin Lally*  
Kevin Lally FCA

Date 4/9/2013

Knox Cropper, Chartered Accountants  
8/9 Well Court, London, EC4M 9DN

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**STATEMENT OF FINANCIAL ACTIVITIES**

**INCLUDING THE INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

	Notes	Un- Restricted £	Restricted £	Total 2013 £	Total 2012 £
<b>INCOMING RESOURCES</b>					
<b>Incoming Resources from Generated Funds</b>					
Voluntary Income	2	95,913	5,250	101,163	112,579
<b>Activities for generating funds:</b>					
Fundraising Income		15,779	-	15,779	22,450
Investment Income – Bank Interest		3,316	-	3,316	2,887
Incoming resources from charitable activities – Supporting Older People	3	87,125	-	87,125	88,858
Other Income	4	6,761	-	6,761	3,280
<b>Total Incoming Resources</b>		<b>208,894</b>	<b>5,250</b>	<b>214,144</b>	<b>230,054</b>
<b>RESOURCES EXPENDED</b>					
Costs of Generating Voluntary Income	5	24,416		24,416	20,280
Charitable Activities – Supporting Older People	8	178,722	5,727	184,449	176,064
Governance Costs	7	17,336	-	17,336	16,552
<b>Total Resources Expended</b>		<b>220,474</b>	<b>5,727</b>	<b>226,201</b>	<b>212,896</b>
<b>Net Income/(Expenditure) before transfers</b>		<b>(11,580)</b>	<b>(477)</b>	<b>(12,057)</b>	<b>17,158</b>
Transfer from Southwark Churches Care	17	38,086	263	38,349	-
<b>Net Movement in Funds in the Year Income/(Expenditure)</b>		<b>26,506</b>	<b>(214)</b>	<b>26,292</b>	<b>17,158</b>
<b>Reconciliation of Funds</b>					
Total Funds at 1 <sup>st</sup> April 2012		183,881	647	184,528	167,370
<b>Total Funds at 31<sup>st</sup> March 2013</b>	<b>14,15</b>	<b>210,388</b>	<b>433</b>	<b>210,821</b>	<b>£184,528</b>

The Statement of Financial Activities includes all gains and losses recognised in the year

The notes on pages 36 to 43 form part of these financial statements

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**BALANCE SHEET**

**AS AT 31<sup>st</sup> MARCH 2013**

	Notes	2013	2012
		£	£
<b>FIXED ASSETS</b>	11	1,923	3,011
<b>CURRENT ASSETS</b>			
Debtors	12	5,995	9,632
Cash at bank and in hand		<u>211,770</u>	<u>176,439</u>
		217,765	186,071
<b>CREDITORS:</b>	13	(8,867)	(4,554)
Amount falling due within one year		<u></u>	<u></u>
<b>NET CURRENT ASSETS</b>		208,898	181,517
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>£210,821</u>	<u>£184,528</u>
<b>CHARITY FUNDS</b>			
Restricted Funds	14	433	647
Unrestricted Funds	14	<u>210,388</u>	<u>183,881</u>
		<u>£210,821</u>	<u>£184,528</u>

The Company is exempt from the requirements relating to preparing audited accounts in accordance with Section 477 of the Companies Act 2006. The members have not required the Company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Trustees on the 4<sup>th</sup> Sept. 2013 and signed on their behalf by

*Katharine St John-Brooks*  
Katharine St John-Brooks  
Chair

*Myra Chapman*  
Myra Chapman  
Trustee

The notes on pages 39 to 47 form part of these financial statements

Company Registration No. 05189161

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**1. ACCOUNTING POLICIES**

**Basis of Preparation**

The financial statements have been prepared under the historical cost convention and in accordance with the special provisions of Part VII of the Companies Act 2006 applicable to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in March 2005, applicable accounting standards and the Companies Act 2006.

**Company Status**

The company is a company limited by guarantee. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the company.

**Fund Accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are to be used in accordance with specific restrictions imposed by donors and have been raised by the company for particular purposes. The cost of raising and administering such funds is charged against the specific fund.

Investment income, gains and losses are allocated to the appropriate fund.

**Incoming Resources**

All incoming resources are included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy – except when donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

**Resources Expended**

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and are allocated on the basis of staff cost.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the board of trustees in the discharge of their statutory duties.

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**1. ACCOUNTING POLICIES (Continued)**

**Tangible Fixed Assets and Depreciation**

All assets costing more than £1,000 are capitalised

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value over their expected useful lives on the following bases:

Furniture and Fixtures	33 33%	straight line
Office Equipment	33 33%	straight line

**Pensions**

The Charity contributed up to 10% of gross salaries into individual employees' personal pension schemes as approved by the board of trustees. Pension charge represents the amounts payable by the company to the various schemes in respect of the year

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**2. VOLUNTARY INCOME**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>2013 Total</b>	<b>2012 Total</b>
	£	£	£	£
<b>Grant Income</b>				
The Dulwich Almshouses Charity	-	2,000	2,000	2,000
The Henry Smith Charity	-	-	-	20,000
Drapers' Charitable Fund	15,000	-	15,000	-
Merchant Taylors' Company	-	-	-	7,500
Concertina Charitable Trust	-	-	-	100
Capital International	-	-	-	905
The Sobell Foundation	-	-	-	10,000
Dulwich Community Council	2,000	-	2,000	500
Southwark Council Transition Fund	5,000	-	5,000	6,500
London Catalyst	-	-	-	5,000
Metropolitan Police	-	-	-	2,500
The Richardson Family Charitable Trust	-	-	-	2,000
May & Stanley Smith Trust	7,476	-	7,476	-
Southwark Community Fund	3,000	-	3,000	-
<b>Other Voluntary Income</b>				
Dulwich Luncheon Club	1,913	-	1,913	1,990
Church Collections	1,474	-	1,474	700
Gift Aid	4,660	-	4,660	6,195
Trust & Foundations	7,000	3,250	10,250	-
Friends	8,893	-	8,893	10,211
Concerts and Events	1,165	-	1,165	2,534
Other Voluntary Income	1,507	-	1,507	15,769
Christmas Appeals	1,418	-	1,418	570
In Memoriam	3,388	-	3,388	960
Funraisers	2,005	-	2,005	1,443
Legacy	10,000	-	10,000	-
Individuals and organisation donations	20,013	-	20,013	-
Celebration	-	-	-	8,202
	<b>£95,913</b>	<b>£5,250</b>	<b>£101,163</b>	<b>£112,579</b>

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE****NOTES TO THE FINANCIAL STATEMENTS (Continued)****FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013****3. CHARITABLE ACTIVITIES – SUPPORTING OLDER PEOPLE**

	<b>Restricted Funds</b>	<b>Unrestricted Funds</b>	<b>Total Funds 2013</b>	<b>Total Funds 2012</b>
	£	£	£	£
Southwark Health and Social Care	-	87,125	87,125	88,858
	-	£87,125	£87,125	£88,858

In 2013 the £87,125 receivable from Southwark Council represents a £58,000 grant direct to Dulwich Helpline and the second tranche of a grant to Southwark Churches Care (£29,125) which was received following the merger. The £88,858 received from Southwark Council in the previous year represents two grants for Outreach/Support and Helpline

4. **Other income** - is made up of amounts charged to Southwark Churches Care for the use of Dulwich Helpline facilities and staff in the six months before full merger.

**5 RESOURCES EXPENDED**

	<b>Direct Staff Costs</b>	<b>Other Direct Costs</b>	<b>Support Costs</b>	<b>2013</b>	<b>2012</b>
	£	£	£	£	£
<b>Charitable Expenditure</b>					
Supporting Older People	117,014	18,320	49,115	184,449	176,064
<b>Other Expenditure</b>					
Cost of Generating Voluntary Income	15,715	2,990	5,711	24,416	20,280
Governance Costs	6,709	8,343	2,284	17,336	16,552
	<u>£139,438</u>	<u>£29,653</u>	<u>£57,110</u>	<u>£226,201</u>	<u>£212,896</u>

**6. SUPPORT COSTS:**

	<b>Supporting Older People</b>	<b>Cost of Generating Voluntary Income</b>	<b>Governance Costs</b>	<b>2013</b>	<b>2012</b>
	£	£	£	£	£
Repairs, Maintenance & IT	2,153	250	100	2,504	4,213
Telephone	2,830	329	132	3,291	2,338
Bookkeeping	4,498	523	209	5,231	5,807
Rent	6,834	795	318	7,947	7,947
Insurance	1,523	177	71	1,771	1,737
Training and recruitment	755	88	35	878	346
Printing, Postage & Stationery	6,186	719	288	7,193	8,555
Staff Costs	22,941	2,668	1,067	26,676	25,037
Depn, bank chg, consumable	1,393	162	65	1,620	1,714
<b>Total</b>	<u>£49,115</u>	<u>£5,711</u>	<u>£2,284</u>	<u>£57,110</u>	<u>£57,694</u>



**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**7. GOVERNANCE**

	<b>2013</b>	<b>2012</b>
	£	£
Audit and Accountancy Fees	2,430	2,382
Trustees' Costs	5,913	6,008
Support Costs	2,284	2,308
Staff Costs	6,709	5,854
	<u>£17,336</u>	<u>£16,552</u>

**8. ANALYSIS OF RESOURCES EXPENDED BY ACTIVITIES**

	<b>Activities Undertaken Directly</b>	<b>Support Costs</b>	<b>2013 Total</b>	<b>2012 Total</b>
	£	£	£	£
Supporting Older People	<u>£135,334</u>	<u>£49,115</u>	<u>£184,449</u>	<u>£176,064</u>

**9. NET INCOME (EXPENDITURE)**

	<b>2013</b>	<b>2012</b>
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets	1,588	1,505
Independent examination	2,430	2,382
Pension Costs	<u>5,754</u>	<u>6,912</u>

During the year, no trustees received any remuneration, benefits in kind or reimbursement of expenses (2013 - £ Nil).

**10. STAFF COSTS**

	<b>2013</b>	<b>2012</b>
	£	£
Staff costs were as follows		
Wages and Salaries	149,220	139,445
Social Security Costs	11,141	10,632
Pension Costs	<u>5,754</u>	<u>6,912</u>
	<u>£166,115</u>	<u>£156,989</u>

The average number of full –time equivalent employees during the year was:

	<b>No:</b>	<b>No:</b>
Charitable	5	4
Support	<u>2</u>	<u>1</u>
	<u>7</u>	<u>5</u>

No employee received remuneration amounting to more than £60,000 in the year (2012: none).

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**11. TANGIBLE FIXED ASSETS**

	<b>Office Equipment £</b>
Cost	
At 1 April 2012	20,214
Additions from Southwark Churches Care	500
Disposals	-
At 31 March 2013	<u>20,714</u>
Depreciation	
At 1 April 2012	17,203
Charge for the year	1,588
Eliminated on Disposals	
At 31 March 2013	<u>18,791</u>
Net Book Value	
At 31 March 2013	<u>£1,923</u>
At 31 March 2012	<u>£3,011</u>

**12. DEBTORS**

	<b>2013 £</b>	<b>2012 £</b>
Other Debtors	4,105	7,642
Prepayments and Accrued Income	<u>1,890</u>	<u>1,990</u>
	<u>£5,995</u>	<u>£9,632</u>

**13. CREDITORS: amounts falling due within one year**

	<b>2013 £</b>	<b>2012 £</b>
Accruals and Deferred Income	<u>8,867</u>	<u>4,554</u>
	<u>£8,867</u>	<u>£4,554</u>

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**14. STATEMENT OF FUNDS**

	<b>Brought Forward</b>	<b>Incoming Resources</b>	<b>Resources Expended</b>	<b>Carried Forward</b>
	£	£	£	£
<b>Unrestricted Funds</b>				
General Funds	183,881	208,894	(220,473)	172,302
Southwark Churches Care	-	38,086	-	38,086
	<u>183,881</u>	<u>246,980</u>	<u>(220,473)</u>	<u>210,388</u>
<b>Restricted Funds</b>				
The Dulwich Almshouses Charities	-	2,000	(2,000)	-
Metropolitan Police	477	-	(477)	-
First State Investment	-	3,250	(3,250)	-
Dulwich Community Council	170	-	-	170
Concertina Charitable Trust	-	-	-	-
London Catalyst	-	-	-	-
Southwark Churches Care	-	263	-	263
Subtotal	<u>647</u>	<u>5,513</u>	<u>(5,727)</u>	<u>433</u>
 Total of Funds	 <u>£184,528</u>	 <u>£252,493</u>	 <u>£(226,200)</u>	 <u>£210,821</u>

**SUMMARY OF FUNDS**

Unrestricted Funds	183,881	246,980	(220,473)	210,388
Restricted Funds	647	5,513	(5,727)	433
	<u>£184,528</u>	<u>£252,493</u>	<u>£(226,200)</u>	<u>£210,821</u>

**15. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Restricted Funds</b>	<b>Unrestricted Funds</b>	<b>2013</b>	<b>2012</b>
	£	£	£	£
Tangible Fixed Assets	-	1,923	1,923	3,011
Current Assets	433	217,332	217,765	186,071
Creditors due within one year	-	(8,867)	(8,867)	(4,554)
	<u>£433</u>	<u>£210,388</u>	<u>£210,821</u>	<u>£184,528</u>

**DULWICH HELPLINE AND SOUTHWARK CHURCHES CARE**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2013**

**16. PENSION COMMITMENTS**

The Charity contributed up to 10% of gross salaries into individual employees' personal pension schemes as approved by the board of Trustees. The pension cost charge represents contributions payable by the charity to the schemes and amounted to £5,754 (2012: £6,912). At the end of the year there were no amounts owing.

**17. TRANSFER FROM SOUTHWARK CHURCHES CARE**

In accordance with a Transfer Agreement, the Net Assets and operations of Southwark Churches Care were transferred to Dulwich Helpline on 30 September 2012.