



# Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	1	April	2020		31	March	2021

## Section A Reference and administration details

**Charity name** Concern and Help for East Elmbridge Retired

**Other names charity is known by** CHEER

**Registered charity number (if any)** 1133482

**Charity's principal address** Claygate Centre  
Elm Road, Claygate  
Esher  
Surrey  
**Postcode** KT10 0EH

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Robert Fulton	Treasurer		
2	Joanne Cundy			
3	Jill Ainsworth	Vice Chair		
4	Julian Rye			
5	Janis Fletcher	Chair (to 21/1/21)		
6	Kate Wratten			
7	Julian Mobbs	Chair (from 21/1/21)		
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**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

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<b>Section B</b>	<b>Structure, governance and management</b>
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**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Memorandum and Articles of Association
How the charity is constituted (eg. trust, association, company)	Company registered in England and Wales, No. 7102376
Trustee selection methods (eg. appointed by, elected by)	Appointed by Board of Trustees following open advertising and selection process. Appointments confirmed by election at AGM.

**Additional governance issues (Optional information)**

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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## Section C

## Objectives and activities

**Summary of the objects of the charity set out in its governing document**

CHEER (Concern and Help for East Elmbridge Retired) exists to promote the welfare of the elderly in Elmbridge.

We seek through our services to alleviate financial hardship and to reduce social isolation, particularly for elderly people who are lonely, disabled or housebound, and to help our clients lead full, dignified and independent lives in their own homes.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

CHEER provides befriending services and social events for the elderly (those over 60) throughout Elmbridge Borough. Benefits advice is provided in the eastern part of the Borough – namely, Cobham, Stoke D'Abernon, Oxshott, Esher, Claygate, Hinchley Wood, Weston Green, Thames Ditton, Long Ditton, East & West Molesey.

We help elderly people to receive all benefits they are entitled to, and where appropriate, carry out home visits to complete benefit application forms.

We operate a befriending scheme, where volunteers visit the lonely and housebound elderly at home.

We organise social events for our clients, carers and volunteers. These include Pie & Pint lunches aimed at older men, tea parties, befriending events and volunteer training sessions

We maintain up-to-date information on relevant benefits and services available for the elderly in Elmbridge.

We run an activity group for Parkinson's disease sufferers, providing:

- Social, physical, emotional and psychological benefits for the individual participants
- Support for carers and a break from caring responsibilities.
- An exchange of useful information, and access to people who can help with benefits.

## Section D

## Achievements and performance

***From 1 April 2020 to 31 March 2021, we:***

Successfully helped 42 elderly clients access £166,525 of unclaimed benefits

Made over 7,000 hours of telephone calls (via CHEER staff and its team of volunteers) to the elderly in the community who are isolated and lonely

Supported 39 active befriending relationships and 40 active volunteers.

Completed over 20 special lockdown compliant contacts with our clients and volunteers via welfare calls, supplemented by letters (including one written for CHEER clients by Dominic Raab MP), cards, distribution of winter advice and Christmas treats and, for the Parkinson's Group members, some Christmas carolling as well.

For volunteers, provided regular guidance by email on COVID restrictions that affect how they interact with their CHEER friends, held a quiz and provided volunteer training organised by us through the Mary Francis Trust on wellbeing via Zoom.

Ran a weekly Parkinson's group session online via Zoom (48 in total) for 6-10 sufferers and their carers

CHEER reacted swiftly to the pandemic and was able to move the office into the homes of its staff. The first lockdown brought about great fear and presented us with an increased number of calls as the elderly community, their neighbours, friends and family tried to navigate support around the new limitations. CHEER's signposting facility was inundated with calls – from people being stranded abroad and their elderly relatives being left without food or support – to questions about letting carers into the home. As the pandemic continued, CHEER became the hub for COVID information, with some of our partners sharing the updates that CHEER had put together. There remains a large demand for signposting and information about COVID as people begin to emerge from lockdown and start to live life outside their homes in the new normal.

In addition, we have successfully dealt with a wide range of referrals from statutory and voluntary agencies and individuals, referring onwards to the appropriate agency where we are not in a position to help directly ourselves.

Many of these activities have resulted in positive outcomes which are not reflected in hard performance measures, e.g. identifying cases where clients had unidentified health needs or were vulnerable to exploitation by confidence tricksters, and taking appropriate action to prevent harm to our clients and/or avoid unnecessary calls to emergency services.

Our Parkinson's group who prior to Covid-19 restrictions met weekly in person for high quality activities, instead met online via Zoom, where they engaged in many activities including quizzes, poetry reading, hand and finger exercises and a general chat. These sessions continue to receive positive feedback from all participants and their carers.

## Section E Financial review

### Brief statement of the charity's policy on reserves

The charity seeks to maintain unrestricted reserves equivalent to between 4 and 6 months of unrestricted expenditure.

### Details of any funds materially in deficit

N.A.

### Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The charity's main sources of funding are via annual grants from Elmbridge Borough Council and Walsingham Care, both of whom have a service level agreement which is regularly managed and monitored by all parties. In addition, we have recently secured project-based funding from Walton Charity, Community Foundation for Surrey, and Elmbridge Philanthropy, and are actively pursuing funding applications with other donors.

The charity also benefits from individual donations and fundraising activities in the local area.

The bulk of our expenditure is on the staff who provide our frontline services and on activities of direct benefit to our clients.

Funds not required for immediate use are kept in bank deposit accounts: the charity does not hold investments.

## Section F Other optional information

## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



17<sup>th</sup> August 2021

(eg Secretary, Chair, etc)	Full name(s)	PAUL ROBERT ANTHONY	FULTON	
		HON. FINANCE OFFICER		



Charity Name Concern and Help for East Elmbridge Retired	No (if any) 1133482
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## Receipts and payments accounts

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For the period from	Period start date 01-Apr-20	To	Period end date 31-Mar-21
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Local authority grants	23,390	-	-	23,390	23,390
Unrestricted donations & misc.	2,648	-	-	2,648	3,339
Interest	134	-	-	134	158
Social isolation (Walsingham - East)		2,500	-	2,500	4,250
Parkinson's Group	-	9,893	-	9,893	3,450
West Elmbridge	-	750	-	750	4,500
Job Retention Scheme	3,984	-	-	3,984	
IT upgrade	-	4,860	-	4,860	-
<b>Sub total (Gross income for AR)</b>	<b>30,156</b>	<b>18,003</b>	<b>-</b>	<b>48,159</b>	<b>39,087</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>30,156</b>	<b>18,003</b>	<b>-</b>	<b>48,159</b>	<b>39,087</b>
<b>A3 Payments</b>					
Salaries, PAYE, contracted benefits advice	30,473	4,840	-	35,313	32,376
Befriending expenses	-	410	-	410	4,493
Office supplies, printing and sundries	1,188	-	-	1,189	768
Staff travel and subsistence	55	-	-	55	559
Training, conferences and subscriptions	1,187	-	-	1,187	1,826
Pensions	1,211	-	-	1,211	667
Insurance	-	-	-	-	332
Telephone, internet and postage	928	-	-	928	1,767
Computers and office equipment	1,075	-	-	1,075	1,201
Bank charges	69	-	-	69	60
Website	468	-	-	468	360
IT upgrade		3,498		3,498	
Parkinson's Group		5,980		5,980	6,740
<b>Sub total</b>	<b>36,654</b>	<b>14,728</b>	<b>-</b>	<b>51,383</b>	<b>51,149</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>36,654</b>	<b>14,728</b>	<b>-</b>	<b>51,383</b>	<b>51,149</b>
<b>Net of receipts/(payments)</b>	<b>- 6,498</b>	<b>3,275</b>	<b>-</b>	<b>- 3,224</b>	<b>- 12,062</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>24,697</b>	<b>2,000</b>	<b>-</b>	<b>26,697</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>18,199</b>	<b>5,275</b>	<b>-</b>	<b>23,474</b>	<b>26,697</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Balance at bank	17,994	5,275	-
	Petty cash	205	-	-
		-	-	-
	<b>Total cash funds</b>	<b>18,199</b>	<b>5,275</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature



Print Name

Paul Robert Anthony FULTON

Date of approval

2nd Sep. 2020





# Independent examiner's report on the accounts

## Section A

## Independent Examiner's Report

Report to the trustees/  
members of

Concern and Help for East Elmbridge Retired

On accounts for the year  
ended

31<sup>st</sup> March 2021

Charity no  
(if any)

1133482

Set out on pages

(remember to include the page numbers of additional sheets)

Respective  
responsibilities of  
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 43 of the 1993 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 43(7)(b) of the 1993 Act, and
- to state whether particular matters have come to my attention.

Basis of independent  
examiner's statement

My examination was carried out in accordance with 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 no opinion is given 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 ~~(other than that disclosed below \*)~~

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 41 of the 1993 Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act have 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.

\* Please delete the words in the brackets if they do not apply.

Signed:



Date:

6/8/21

Name:

GORDON MANICKAM

Relevant professional  
qualification(s) or body  
(if any):

FCCIA

Address:

84 Greenways, Hinchley Wood KT10 0QJ.

April 2009

# Section B

## Disclosure

Only complete if the examiner needs to highlight material problems.

Report to the following members of the charity and I am for East Cheshire District

On accounts for the year ended 31st March 2011

Charity no. 1137482 (if any)

On and on behalf of

I, the representative of members and members

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that the accounts are true and correct for the year ended 31st March 2011 of the Charity Act 1993 (the 1993 Act) and that at a independent examination is needed.

- to provide the accounts under section 43 of the 1993 Act;
- to follow the provisions that apply in the general Order given by the Charity Commission under section 43.7(3) of the 1993 Act; and
- to state whether particular matters have come to my attention.

Signatures of the representative of members and members

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 significant 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 no opinion is given 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.

Signatures of the representative of members and members

In connection with my examination, no matter has come to my attention which indicates that the accounts are not true and correct.

I have given no dispositive opinion on whether the accounts are true and correct, the requirements of:

- to keep accurate records in accordance with section 41 of the 1993 Act;
- to provide accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act have not been met.

I do not, in my opinion, consider that there is a risk of a material misstatement of the accounts to be treated.

Please delete the words in the brackets if they do not apply.

Signature

Name

Relevant professional qualification(s) or body (if any)

Address