



Trustees' Annual Report for the period

From

Period start date
1 April 2021

To

Period end date
31 March 2022

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	Julian Mobbs	Chair		
2	Janis Fletcher			
3	Julian Rye			
4	Christine Elmer	(from 27/10/21)		
5	Rebecca Davies-Cooke	Treasurer (from 20/01/2022)		
6				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

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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Section B Structure, governance and management

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.

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 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.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

The total benefit gain for 2021/22 was £258,000.

We currently have 27 Befriending matched pairs (6 telephone only) including two new matches. 90% of our current volunteers have been befrienders for over 3 years. They have gained experience and skills in helping older people to feel less lonely. The volunteers feel a sense of fulfilment when they see the difference they make to an older person's life.

21 clients currently receive weekly home visits by a volunteer, including 1 new client recently matched with a volunteer. Volunteer monthly reports show visits are for an average of 2.5 hours a week.

From 1 April 2021 to 31 March 2022, we:

Successfully helped clients to access £258,000 worth of benefits claims

Supported 29 active befriending relationships

Supported 100+ clients and an average of 40 volunteers with regular telephone calls and Covid compliant contacts

Ran a weekly Parkinson's group for an average of 9 people via Zoom until face-to-face meetings resumed in June 2021

In addition, we have successfully dealt with a wide range of referrals from statutory and voluntary agencies and individuals, and there has been an increased demand for CHEER's signposting service where we work in partnership with other agencies to refer onwards if 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.

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

NA

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, during the year we secured project-based funding as follows:

Grants from the Community Foundation for Surrey and the Edward Gostling Foundation for the Parkinson's Group;
A grant from the National Lottery Local Connections fund;
Two small grants for IT equipment to support remote working as a result of Covid

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

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Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)



Full name(s) Rebecca

Davies-Cooke

Position (eg Secretary, Chair, etc)	Treasurer	
Date	27/07/2022	



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

For the period from	Period start date 1-Apr-21	To	Period end date 31-Mar-22
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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 £
A1 Receipts					
Elmbridge BC core grant	23,390	-	-	23,390	23,390
Unrestricted donations & misc.	4,606	-	-	4,606	2,648
Interest	4	-	-	4	134
Befriending & events(Walsingham Care & National Lottery)	-	9,495	-	9,495	3,250
Parkinson's Group	-	3,500	-	3,500	9,893
Surrey CC (CHEER connections)	-	40,290	-	40,290	-
Job Retention Scheme	-	-	-	-	3,984
IT upgrade	-	3,200	-	3,200	4,860
Sub total (Gross income for AR)	28,000	56,485	-	84,485	48,159
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	28,000	56,485	-	84,485	48,159
A3 Payments					
Salaries & PAYE.	22,405	8,703	-	31,108	35,313
Befriending expenses	-	792	-	792	410
Office supplies, printing and sundries	656	-	-	656	1,189
Staff travel and subsistence	334	-	-	334	55
Training, conferences and subscriptions	1,481	-	-	1,481	1,187
Pensions	998	-	-	998	1,211
Insurance	424	-	-	424	-
Telephone, internet and postage	960	-	-	960	928
Office equipment	-	-	-	-	1,075
Bank charges	96	-	-	96	69
IT service & website	648	-	-	648	468
IT upgrade	19	4,562	-	4,581	3,498
Parkinson's Group	-	5,980	-	5,980	5,980
Sub total	28,021	20,037	-	48,058	51,383
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	28,021	20,037	-	48,058	51,383
Net of receipts/(payments)	- 21	36,448	-	36,427	- 3,224
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	18,199	5,275	-	26,697	-
Cash funds this year end	18,178	41,723	-	59,901	26,697

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 £
B1 Cash funds	Balance at bank	18,000	41,723	-
	Petty cash	178	-	-
		-	-	-
	Total cash funds	18,178	41,723	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	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	Date of approval	
CCXX R2 accounts (SS)	2			

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**

31st March 2022

**Charity no
(if any)**

1133482

Set out on pages

1-2

(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

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:

17 May 2022

Name:

Gordon Manickam

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


FIIA, MIIA, CIA, QIAL, QiCA

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.

Report to the trustees members of	On accounts for the year ended	Set out on pages	Respective responsibilities of trustees and examiner
Concern and Help for East Elmbridge Reliefed	31st March 2022	1-2	
<p>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:</p> <ul style="list-style-type: none"> • 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. <p>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 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.</p> <p>In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, the requirements:</p> <ul style="list-style-type: none"> • to keep accounting records in accordance with section 41 of the 1993 Act; and • to prepare accounts which accord with the accounting requirements of the 1993 Act <p>have not been met, or</p> <p>to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.</p> <p>Please delete the words in the brackets if they do not apply.</p>			
<p>Signed: </p> <p>Name: Gordon Manickam</p> <p>Relevant professional qualification(s) or body (if any): FIA, MIA, CIA, OIA, CICA</p>			