



Trustees' Annual Report for the period

Period start date Period end date
From 1 April 2022 To 31 March 2023

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			
5	Rebecca Davies-Cooke	Treasurer	Resigned 12/3/23	
6	David Moss	Treasurer	Appointed 13/2/23	

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 <small>(eg. trust deed, constitution)</small>	Memorandum and Articles of Association
How the charity is constituted <small>(eg. trust, association, company)</small>	Company registered in England and Wales No. 7102376
Trustee selection methods <small>(eg. appointed by election, etc.)</small>	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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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 £395,000.

We currently have 27 Befriending matched pairs. 80% 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.

20 clients currently receive weekly home visits by a volunteer, a further 7 clients receive at least weekly befriending telephone calls. Volunteer monthly reports show visits are for an average of 2 hours a week. These numbers exclude home visits by staff for benefits assessments.

From 1 April 2022 to 31 March 2023, we:

Successfully helped clients to access £395,000 worth of benefits claims

Supported 27 active befriending relationships with a further 20 on a waiting list.

Supported 100+ clients and an average of 50 volunteers including befriending, events and the Parkinson's group.

Ran a weekly Parkinson's group for an average of 10 attendees.

Meetings lasted five hours and were held on 47 weeks during the year.

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:

A grant from the Surrey Downs Better Care Programme to increase the number of clients supported.

A grant from the Elmbridge Partnership Fund to fund a part-time volunteer co-ordinator.

A grant from the Elmbridge Borough Council Cost of Living Fund to fund for one year a part-time resource to help with benefit applications.

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)

David Moss

Full name(s)

David Moss

Position (eg Secretary,
Chair, etc)

Hon. Treasurer

Date

05/10/2023



Concern and Help for East Elmbridge Retired

Receipts and payments accounts

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For the period
from

1-Apr-22

To

31/03/2023

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Funding	32,135	28,129	-	60,264	84,485
Sub total (Gross income for AR)	32,135	28,129	-	60,264	84,485
A2 Asset and investment sales, (see table).	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	32,135	28,129	-	60,264	84,485
A3 Payments					
Salaries & PAYE.	17,392	25,857	-	43,249	37,088
Befriending expenses	-	4,297	-	4,297	792
Office supplies, printing and sundries	1,263	-	-	1,263	656
Staff travel and subsistence	450	400	-	850	334
Training, conferences and subscriptions	1,216	85	-	1,301	1,481
Pensions	1,313	-	-	1,313	998
Insurance	424	-	-	424	424
Telephone, internet and postage	787	-	-	787	960
Bank charges	72	-	-	72	96
Other	100	-	-	100	-
IT service & website	5,358	-	-	5,358	648
IT upgrade	-	-	-	-	4,581
Rent	634	-	-	634	-
Overhead Allocation	2,793	2,793	-	-	-
Sub total	26,216	33,432	-	59,648	48,058
A4 Asset and investment purchases, (see table)	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	26,216	33,432	-	59,648	48,058
Net of receipts/(payments)	5,918	- 5,303	-	616	33,203
A5 Transfers between funds	- 4,017	4,017	-	-	-
A6 Cash funds last year end	18,178	41,723	-	59,901	26,697
Cash funds this year end	20,079	40,437	-	60,517	59,901

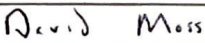
Section B Statement of assets and liabilities at the end of the period


Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Balance at bank	19,899	40,437	-
	Petty cash	180		-
		-	-	-
	Total cash funds	20,079	40,437	-
	(agree balances with receipts and payments account(s))			
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
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 liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	

Notes : Fund movement

	Fund bfw to nearest £	Movement to nearest £	Fund cfw to nearest £
Elmbridge BC Core Grant	£ -	£ 15,909	£ 15,909
General Unrestricted	£ 18,178	-£ 14,143	£ 4,035
Donations Events	£ -	£ 135	£ 135
Total Unrestricted funds	£ 18,178	£ 1,901	£ 20,079
Surrey County Council Members Allocation	£ -	£ 236	£ 236
Annual Grants Fund - Parkinsons	£ -	£ 19	£ 19
Surrey County Council Partnership Fund	£ -	£ 3,712	£ 3,712
Walsingham Care - Parkinsons	£ 1,433	£ 2,896	£ 4,329
Better Care	£ 40,290	-£ 11,699	£ 28,591
Restricted Donations Parkinsons	£ -	£ 3,549	£ 3,549
Total Restricted funds	£ 41,723	-£ 1,286	£ 40,437
Total Fund movement	£ 59,901	£ 616	£ 60,517

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

Signature	Print Name	Date of approval
	David Moss	5/10/2023

	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 st March 2023	Charity no (if any)	1133482	
Set out on pages	(remember to include the page numbers of additional sheets)			
Respective responsibilities of trustees and examiner	<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.</p> <p>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. 			
Basis of independent examiner's statement	<p>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.</p>			
Independent examiner's statement	<p>In connection with my examination, no matter has come to my attention (other than that disclosed below *)</p> <ol style="list-style-type: none"> 1. which gives me reasonable cause to believe that in, any material respect, the requirements: <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 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. <p>* Please delete the words in the brackets if they do not apply.</p>			
Signed:	<i>Neil Cunliffe</i>	Date:	27/10/2023	
Name:	NEIL CUNLIFFE			
Relevant professional qualification(s) or body (if any):	CIMA			
Address:	41 KENWOOD DRIVE,			
	WALTON ON THAMES			
	SURREY, KT12 5AX			
Section B Disclosure				

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