

Elmore
Community
Services



Annual Report

April 2011 – March 2012

www.elmorecommunityservices.org.uk



Janet's story

Janet has 54 previous convictions, covering 88 offences including criminal damage, theft and racially aggravated harassment. She has been diagnosed with Histrionic Personality Disorder and as a result has received support from mental health services, including being under the care of a Community Psychiatric Nurse for many years. Her mental health problems have been exacerbated by alcohol abuse, and Elmore began working with her as her offending became more persistent between 2001 and 2008, and her behaviour was becoming increasingly chaotic.

We arranged a series of professionals meetings with housing and day centre providers, alcohol workers and the Community Mental Health Team to discuss coordinated efforts to support her in the future. These meetings have enabled us to develop a fairly robust network of support around Janet so that any early signs of relapsing into her previous behaviour patterns can be quickly detected and responded to. We aim to meet with her twice a week, and due to her risk status she has to be met by two Elmore workers at each session. This intensive support, coupled with other inter-agency support, has enabled her to maintain a period of stability for over a year now. She has not re-offended during this time and has successfully maintained her tenancy. Janet's Anti-social behaviour order (ASBO) has now ended, and she is regularly engaging with alcohol services.



Wendy's story

Following encouragement from her GP, Wendy self-referred to Elmore Community Services in September of last year. She was suffering from depression, anxiety and agoraphobia, which has had a huge impact on her daily living. She is a lone parent to two children, has been dependent on alcohol for at least five years, and has accumulated around £7,000 of debt whilst on benefits.

Her partner passed away due to alcohol related illness early last year, causing her further emotional distress.

Elmore's Mental Health Floating Support Team agreed on a support plan, firstly introducing her to a bereavement service in Oxford that has provision to visit clients in their own homes. This has enabled her to focus on her emotions surrounding her loss. We then worked with her to consolidate her debts, and supported her in applying for a debt relief order, which was subsequently granted. We referred Wendy to a drug and alcohol service in Oxford and she has now been referred and assessed for a residential detoxification. She has made great progress with the support that we have been able to offer, and has made huge changes to her life –well on the way to achieving her goals.



Sarah's story

Sarah (aged 20) and Daisy (8 months) were referred to the Parenting Team after Daisy had been placed on a child protection plan due to domestic violence between her parents. Sarah was found to be severely depressed, and we supported her to visit her GP for treatment.

Sarah was referred onto the project's therapeutic group: she said that she found this to be helpful, though only attended a few times. She was very isolated and was not going out much with her baby, so we introduced her to her local Children's Centre. We also helped her to work through the Parents under Pressure programme, in particular looking at the effects of domestic violence on the baby's developing brain and how to keep her baby safe. The relationship with her partner began to improve. We also talked to Sarah about how she felt about Daisy, and offered support with debt management and benefits. She became pregnant again, and felt that she was managing very well as a result of the changes she had made, and subsequently needed less intensive support from Family Action support service.

The year at Elmore

Elmore Community Services works with people with complex needs (including mental health) who do not easily fit into existing service provisions or who need support to access service provisions in their local community. We aim to identify gaps and barriers in current provision, and create and implement models of working that address these issues. We work directly with people on the margins of society and aim to enable such individuals to have equal access to basic rights.

Between April 2011-March 2012 Elmore continued to expand its work with the Complex Needs and Mental Health Services across the county creating new opportunities and responding to the local need. Both of these services have received a record number of referrals and Elmore have worked with a greater number of clients across the County responding to different challenges and working creatively alongside clients and partner agencies.

Elmore has been fortunate to recruit a new Chief Executive, Charlotte Buckingham. The change in title from Director indicates our ambition to move Elmore Community Services forward with the prospect of expanding further geographically and in scope. In November this year, Charlotte and a client presented a workshop at Revolving Doors Community Safety and Mental Health Conference, sharing best practice while giving practical advice and guidance on how to work with this difficult client group.

Elmore's Anti-Social Behaviour Project continues to work in partnership with Oxford City Council and are extremely pleased to have secured funding from Lankelly Chase and Henry Smith Foundation to develop this service in 2012/13, when we will be expanding to work in some additional areas of the county. However, what we will not lose is our commitment to working to improve the living circumstances of the most multiply disadvantaged members of our community. Elmore continues to look forward and actively seek new areas where innovative work can supply needs. An example of one such project is the pilot Court Divert Scheme which commenced in April 2012.

After 3 years, our parenting project and prison team came to an end. We would like to thank our funders: Big Lottery, Henry Smith Foundation and Lloyds TSB Foundation who gave generous funding to these services. The skills and approaches that Elmore developed to work with vulnerable young parents have been embraced by the local authority and continue to shape future practices. This year celebrated the completion of our pilot Personalisation Multi Agency Project, led by Elmore, funded by the Department of Health, who will be using the outcomes to develop future services.

As always, my thanks as Chair go to the Board of Trustees, Partner Agencies and to our outstanding staff whose dedication and commitment produce so many positive outcomes for our clients.



Mike Simm
Chair

“ We work directly with people on the margins of society and aim to enable such individuals to have equal access to basic rights. ”



182

clients

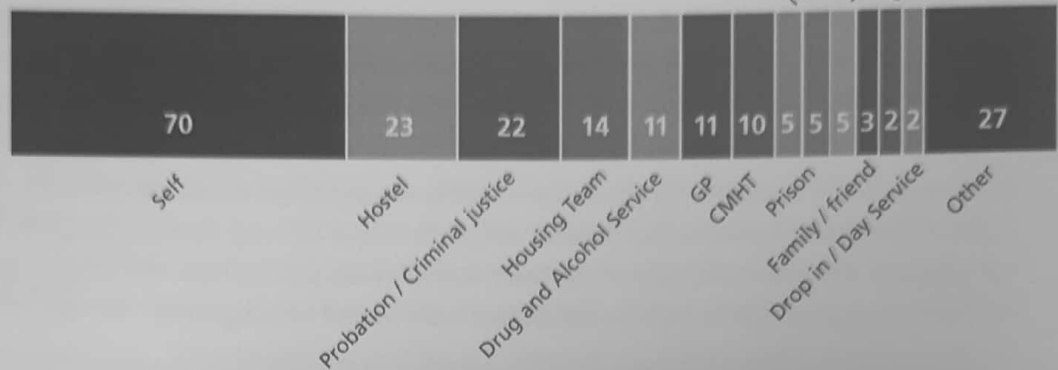
(140 in 2010/2011)

210

referrals

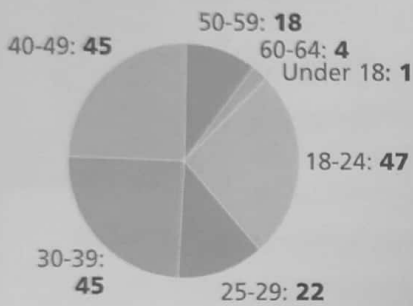
(213 in 2010/2011)

Source of referral (of 210 referrals)



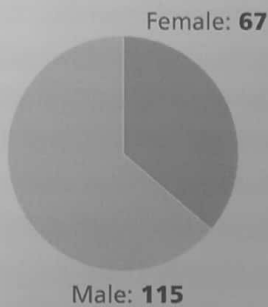
Age range of clients

(of 182 clients)



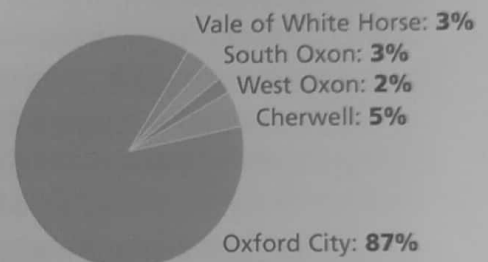
Gender of clients

(of 182 clients)



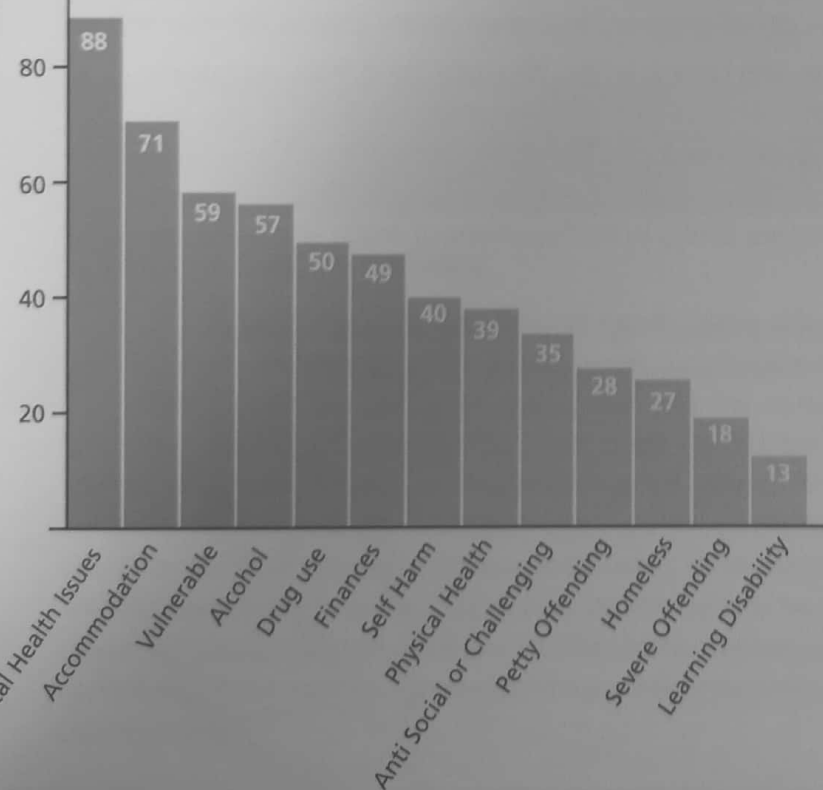
District of origin

(% of 182 clients)



Breakdown of needs

(% of 182 clients)



Ethnicity of clients

(of 182 clients)

British	142
Irish	5
Caribbean	5
White and Black Caribbean	5
African	4
Other White background	4
Other Asian background	3
Other mixed background	3
Bangladeshi	1
Pakistani	1
Gypsy/Romany	1
Traveller of Irish Heritage	1
Czech	1
Do not know / won't say	6

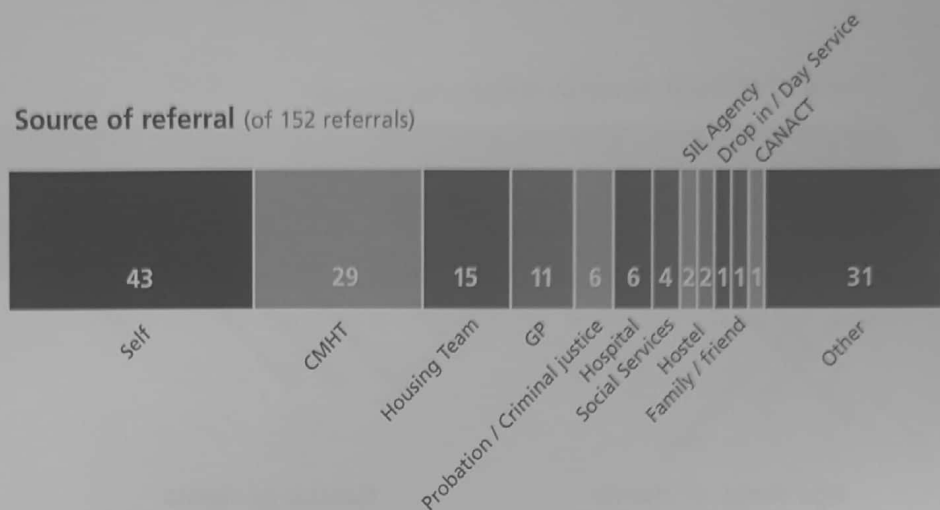
Facts and figures: Mental Health Team



167
clients

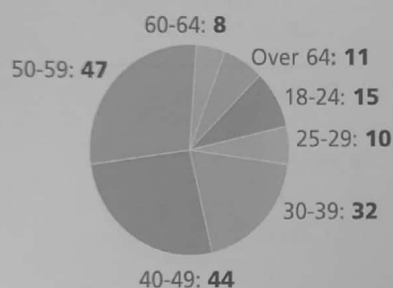
152
referrals

Source of referral (of 152 referrals)



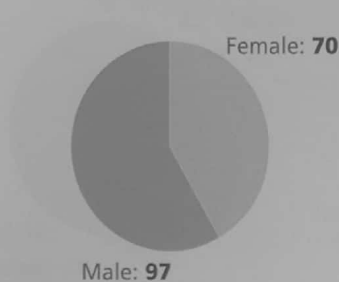
Age range of clients

(of 167 clients)



Gender of clients

(of 167 clients)



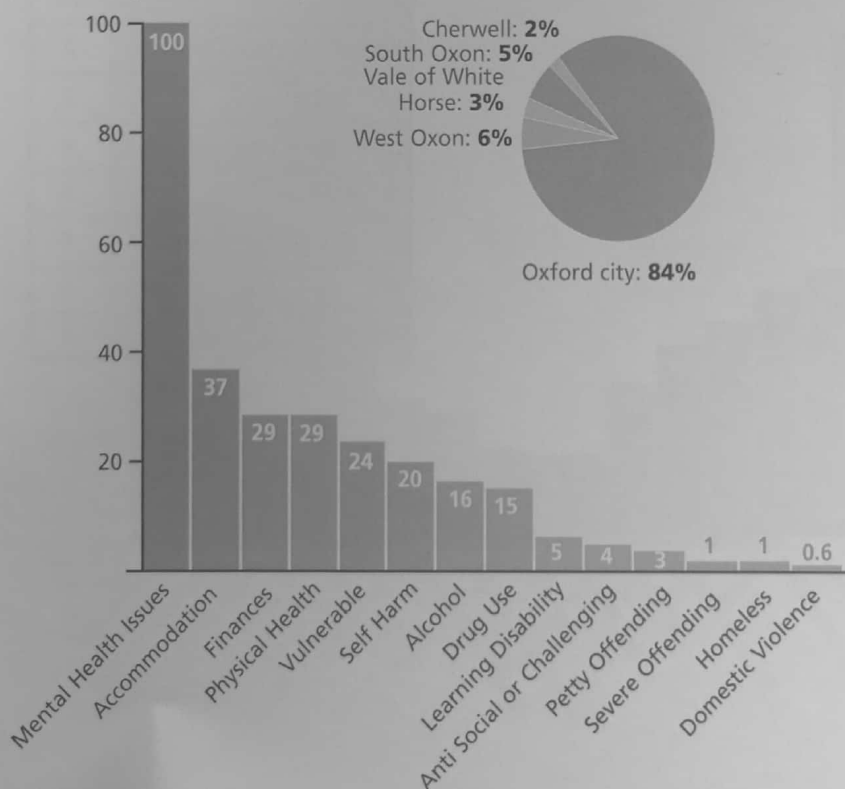
Ethnicity of clients

(of 167 clients)

British	136
Caribbean	6
Any other mixed background	4
Irish	4
Any other White background	3
Pakistani	2
White and Asian	2
White and Black African	2
White and Black Caribbean	2
African	1
Chinese	1
Indian	1
Other Asian background	1
Do not know / unknown	2

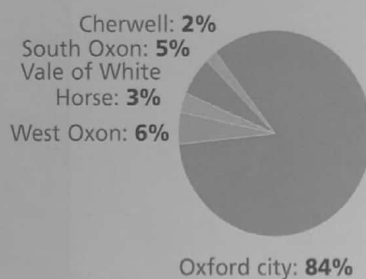
Breakdown of needs

(% of 167 clients)



District of origin

(% of 167 clients)



Facts and figures: ASB Team

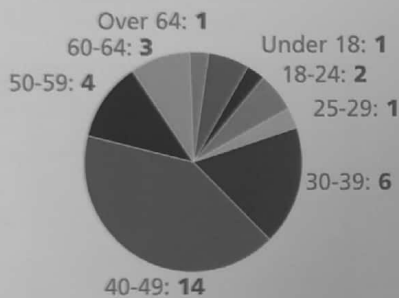


Source of referral (of 22 referrals)



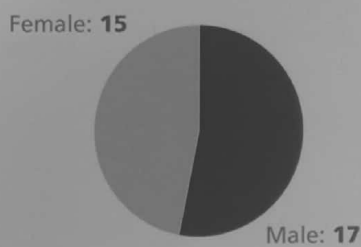
Age range of clients

(of 32 clients)



Gender of clients

(of 32 clients)



32

clients

(38 in 2010/2011)

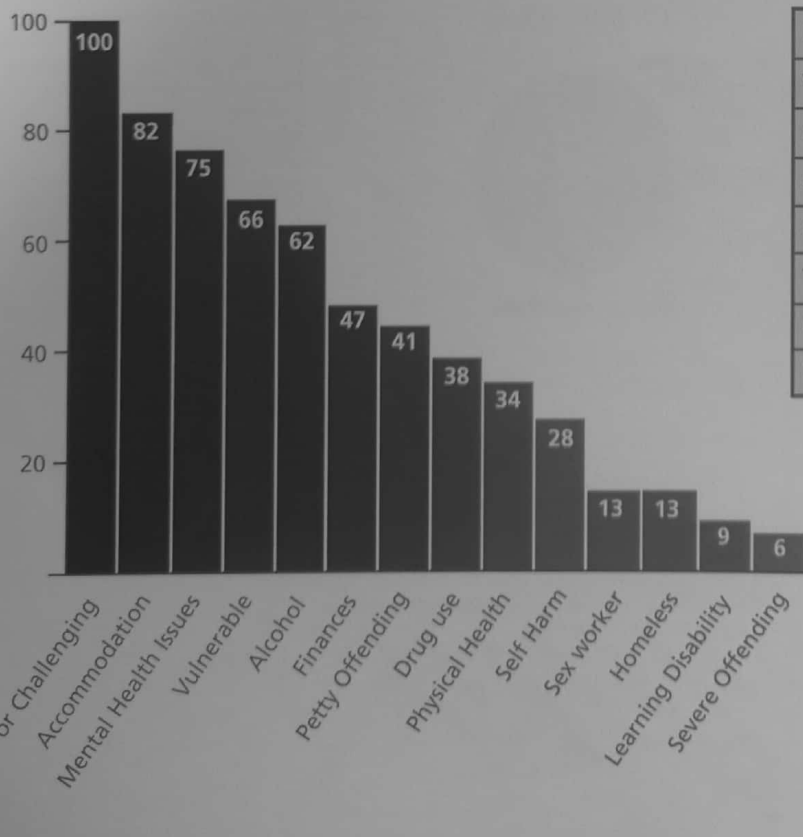
22

referrals

(34 in 2010/2011)

Breakdown of needs

(% of 32 clients)



Ethnicity of clients

(of 32 clients)

British	21
White and Black Caribbean	2
Caribbean	2
Other Black background	1
Other Asian Background	1
Traveller of Irish Heritage	1
Irish	1
Unknown	3

Facts and figures: Parenting Team



38

clients

(33 in 2010/2011)

20

referrals

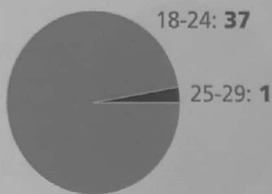
(30 in 2010/2011)

Source of referral (of 20 referrals)



Age range of clients

(of 38 clients)



Gender of clients

(of 38 clients)



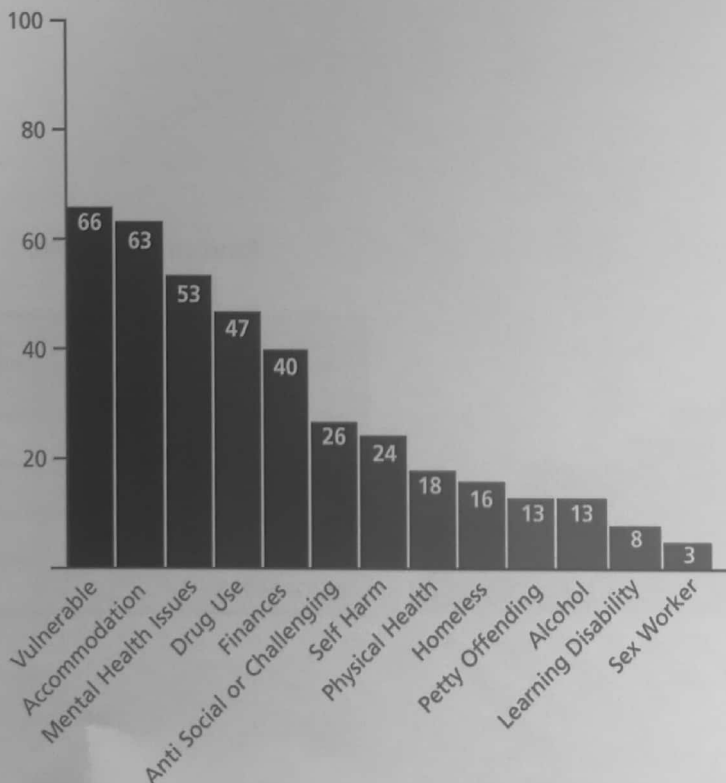
Current accommodation

(of 38 clients)



Breakdown of needs

(% of 38 clients)



Ethnicity of clients

(of 38 clients)

British	35
White and Black Caribbean	1
Caribbean	1
Traveller of Irish heritage	1

Facts and figures: Prison Team



32

clients

(33 in 2010/2011)

25

referrals

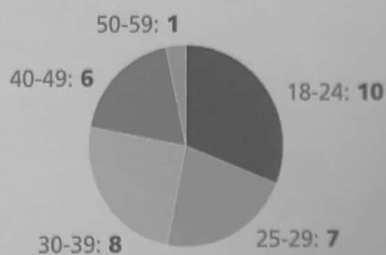
(37 in 2010/2011)

Source of referral (of 25 referrals)



Age range of clients

(of 32 clients)



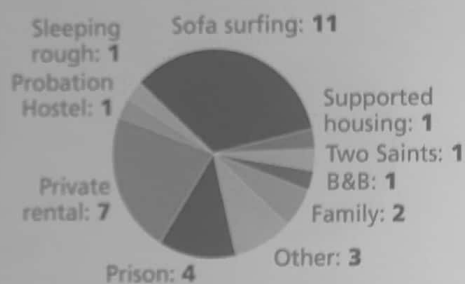
Gender of clients

(of 32 clients)



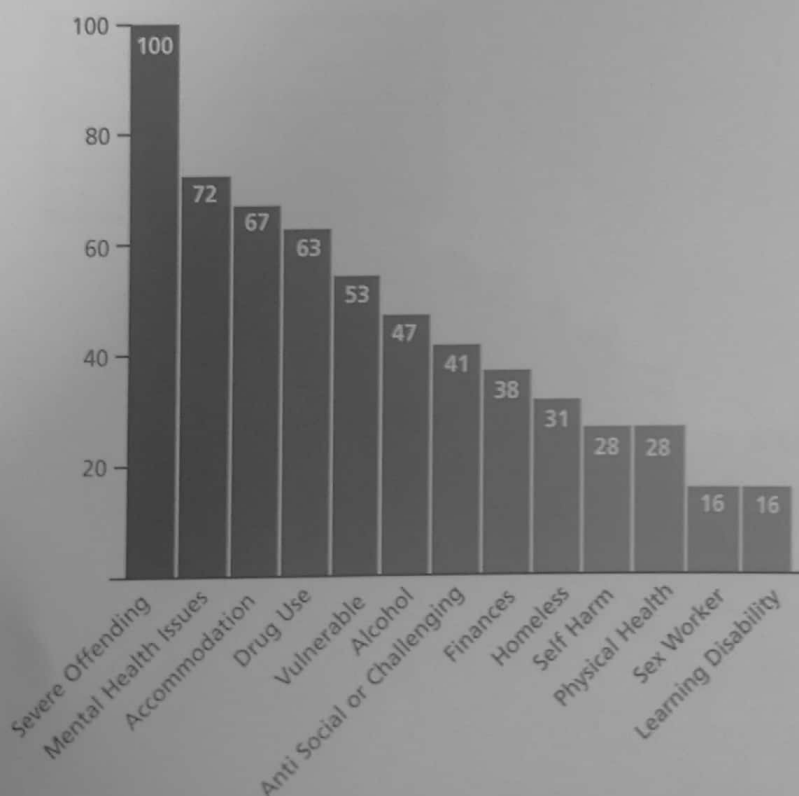
Current accommodation

(of 32 clients)



Breakdown of needs

(% of 32 clients)



Ethnicity of clients

(of 32 clients)

British	25
White and Black Caribbean	2
Caribbean	1
Any other White background	1
Other mixed background	1
Do not know	2

COMPANY NUMBER: 04139974

**ELMORE COMMUNITY SERVICES
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012**

Charity No. 1090616

ELMORE COMMUNITY SERVICES
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2012
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ELMORE COMMUNITY SERVICES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012

Registered Name: Elmore Community Services

Company Number: 4139974

Registered Charity Number: 1090616

Registered Office and Operational Address: 174b Bullingdon House
Cowley Road
Oxford
OX4 1UT

Company Secretary: Ms L Poole (22 March 2011 – 31 August 2011)
Ms C Buckingham (Appointed 21 November 2011)

Board of Trustees: Mr M Hammond
Ms T M Lea
Dr S Pearce
Ms C E Rowntree (Maternity leave March until December 2011)
Mr M R Wigglesworth
Ms C H Ashley
Mr M Simm (Chair)
Mr P Goodman (Resigned 16 August 2012)
Mr M McNamara (Treasurer - Appointed 23 February 2012)

Bankers: Barclays Bank Plc
Oxford

Auditors: Critchleys LLP
Chartered Accountants
Greyfriars Court
Paradise Square
Oxford
OX1 1BE

ELMORE COMMUNITY SERVICES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and organisation

Elmore Community Services is a charitable company registered in England (number 04139974) that is limited by guarantee and governed by its Memorandum and Articles of Association.

The company was incorporated on 11 January 2001 and registered as a charity on 15 February 2002 (number 1090616).

Recruitment and appointment of directors

The Board of Trustees seeks to ensure that the needs of the client group and the organisation are appropriately reflected through the diversity of its members. In an effort to maintain this broad skill mix trustees are required to carry out an informal skills assessment. In the event of particular skills being lost due to retirement or if new identified skills are required, individuals are approached to offer themselves for election by the Board of Trustees. On occasions selective advertising is used. Appointments of Trustees are made in accordance with the Articles of Association including receipt and approval of an application for membership.

Organisational structure

Overall responsibility for Elmore Community Services rests with the Board of Trustees who are also appointed as Directors of the charitable company. The Board of Trustees meet formally four times a year. Authority from the Trustees is delegated to a Director, who is also the company secretary, and is responsible for the day to day running of the charitable company. The Director is supported operationally by three team leaders. The team leaders co-ordinate the multiple needs workers who undertake the direct charitable activities.

Risk assessment

As Trustees of Elmore Community Services we recognise and accept our responsibility for ensuring that risks to which the charity is exposed are reviewed and steps taken to mitigate potential damage by use of appropriate preventative controls and corrective actions. A risk management strategy has been implemented which comprises:

- an annual review of the risks which the charity may face
- the establishment of systems and procedures to mitigate those risks identified
- the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise

Public benefit

In considering the charity's objectives and planning its activities, the trustees have considered the Charity Commission guidance on public benefit. Details of how the charity has carries out its aims for the public benefit are set out in the sections below.

OBJECTIVES AND ACTIVITIES

The charity's objectives are to identify individuals with multiple needs, on the margins of existing services, and to engage those individuals to assess their needs and provide practical and emotional support to enable them to have equal access to basic rights enjoyed by society.

ELMORE COMMUNITY SERVICES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

ACHIEVEMENTS AND PERFORMANCE

The Complex Needs Team worked with 182 clients who all received support packages which included a combination of practical help, emotional support, advocacy, outreach and signposting to other agencies. The service successfully expanded into all districts of Oxfordshire.

The Mental Health Team recruited a full complement of staff and supported 167 clients and has successfully been integrated into Elmore's service provision. In March 2012 the Mental Health Team celebrated its first year with Elmore.

In November 2012 Elmore Community Services spoke at Revolving Doors Agency "Community Safety and Mental Health Conference." The conference enabled us to share good practice in working with individuals with complex needs who fall or at risk of falling under Anti-Social Behaviour legislation. Our Anti-Social Behaviour support team worked with 32 clients.

During this period the Parent Project worked with 38 clients. Our funding for this service ceased at the end of March 2012, however the project led to fundamental changes in the practice of social workers working with young parents with complex needs.

The Prison Team funding ceased at the end of January 2012. We supported 32 clients during this period, our staff continue to provide support to prisoner's pre and post release and our learning from this project continues to influence how we work with offenders moving forward.

In March 2012 we were successful in securing new funding from April 2012 - March 2013 to run a court divert system. More on this next year.

FINANCIAL REVIEW

Reserves policy

Definition

'Reserves' are the resources the charity has, or can make available, to spend for any or all of the charity's purposes once it has met its commitments and covered its other planned expenditure. Reserves are to be spent at the Board of Directors' discretion in furtherance of any of the charity's objectives.

Purpose

There is a level of instability with funding for Elmore Community Services as most is via grants that only guarantee funding for one year at a time, and expire on the same date in the year.

Elmore Community Services needs to secure viability beyond the immediate future. Reserves allow the organisation to absorb set backs such as a decline or interruption of sources of income. Reserves also allow the organisation to take advantage of change and opportunity.

Elmore Community Services works with vulnerable people and needs to ensure continuity in its provision of a service. The service provided is an integral and essential part of the lives of beneficiaries, to have to withdraw or cut back service provision with little or no notice could cause real hardship.

ELMORE COMMUNITY SERVICES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

FINANCIAL REVIEW (continued)

Procedure

The level of reserves the charity needs

The Board of Directors has reviewed the charity's need for reserves in line with the guidance issued by the Charity Commission.

The level of reserves should be within a range such that the maximum is equivalent to one year's total core statutory funding and the minimum is equivalent to the total value of our two most high risk sources of funding.

The charity believes the reserves should be to this level to ensure that the charity can run efficiently and meet the needs of its beneficiaries.

The monitoring of the reserves

The day to day monitoring of this policy will be the responsibility of the CEO of Elmore Community Services, who will be expected to bring any issues to the immediate attention of the Board. The Board of Directors will review the reserves levels on an annual basis as part of the budget planning for the following year. They will be informed by:

- The forecasts for levels of income in future years, taking into account the reliability of each source of income and the prospects for opening up new sources.
- The forecasts for expenditure in the future years on the basis of planned activity.
- The analysis of any future needs opportunities, consequences or risks the effects of which are not likely to be able to be met out of income if and when they arise.
- The assessment on the best evidence reasonably available of the likelihood of each of these needs arising and the potential consequences for the charity of not being able to meet them.

The total reserves at the balance sheet date stood at £406,221 (2011: £501,210). A deficit of £94,989 was incurred for the year, our first deficit since 2006. This can largely be attributed to the Board agreeing to fund the Anti-Social Behaviour Service from reserves for 6 months, pending clarification of whether long term funding sources could be obtained. At the same time funding streams are continually under pressure and the Board assess what opportunities there are to manage costs whilst pursuing additional income streams.

Investment policy

Monies surplus to operational working capital requirements are invested in line with our investment policy, the objective of which is to maximise returns whilst ensuring that as far as possible funds are both adequately safeguarded and appropriately accessible.

ELMORE COMMUNITY SERVICES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

PLANS FOR THE FUTURE

Elmore Community Services has recently reviewed its mission statement and has developed a new three year strategy (key objectives below)

Mission statement

Elmore Community Services aims to work with people with complex needs (including mental health) who do not easily fit into existing service provisions or who need support to access service provisions in their local community. We aim to identify gaps and barriers in current provision and create and implement models of working that address these issues. We work directly with people on the margins of society and aim to enable such individuals to have equal access to the basic rights of society.

Our objectives (2012 – 2015)

- To provide evidence based high quality services
- To research and develop new innovative projects which respond to emerging need
- To provide services to clients in a range of locations
- To employ and retain a high quality work force including volunteers and board members
- To be financially viable and to resource appropriate new opportunities in line with our reserve policy

DIRECTORS

The following persons served as Directors throughout the year unless otherwise stated on page 2. They are also Trustees under charity law, and have a beneficial interest in the charitable company.

Mr M Hammond
Ms T M Lea
Dr S Pearce
Ms C E Rowntree
Mr M R Wigglesworth
Ms C H Ashley
Mr M Simm (Chair)
Mr P Goodman
Mr M McNamara (Treasurer)

The Trustees guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding-up.

ELMORE COMMUNITY SERVICES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

RESPONSIBILITIES OF THE DIRECTORS

Company law requires the Directors to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of their incoming resources and the application of resources, including income and expenditure, for the year then ended.

In preparing those financial statements the Directors should follow best practice and

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charitable company will continue on that basis

The Directors are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011.

The Directors are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In accordance with company law, we the Trustees, as the company's directors, certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 24 September 2012 and signed on their behalf by



M McNamara
Trustee

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF ELMORE COMMUNITY SERVICES

We have audited the financial statements of Elmore Community Services for the year ended 31 March 2012 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

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

Opinion on financial statements

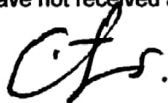
In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2012 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.



Critchleys LLP, Statutory Auditor
Oxford

Date: 25/9/2012

Critchleys LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

ELMORE COMMUNITY SERVICES
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2012

	Notes	Restricted Funds 2012 £	Unrestricted Funds 2012 £	Total 2012 £	Total 2011 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income:					
Donations	1	188	3,000	3,188	6,000
Incoming resources from charitable activities					
Grants	2	690,960	6,580	697,540	668,007
Investment income					
Interest receivable		-	178	178	309
Total incoming resources		<u>691,148</u>	<u>9,758</u>	<u>700,906</u>	<u>674,316</u>
Resources expended					
Costs of generating income	3	-	32,198	32,198	35,939
Charitable activities	4	736,074	-	736,074	596,307
Governance costs	5	-	27,623	27,623	25,103
Total resources expended		<u>736,074</u>	<u>59,821</u>	<u>795,895</u>	<u>657,349</u>
Net incoming resources before transfer		(44,926)	(50,063)	(94,989)	16,967
Transfers between funds	12	<u>16,743</u>	<u>(16,743)</u>	-	-
Net incoming resources for the year		<u>(28,183)</u>	<u>(66,806)</u>	<u>(94,989)</u>	<u>16,967</u>
Fund Balances brought forward		<u>183,128</u>	<u>318,082</u>	<u>501,210</u>	<u>484,243</u>
Fund Balances carried forward		<u>154,945</u>	<u>251,276</u>	<u>406,221</u>	<u>501,210</u>

All of the above results are derived from continuing activities. The statement of financial activities includes all gains and losses recognised in 2011 and 2012 and hence Net incoming resources for the year is also the charitable company's net income for the year.

The accompanying accounting policies and notes form an integral part of these financial statements.


ELMORE COMMUNITY SERVICES

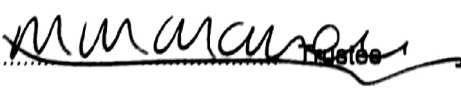
BALANCE SHEET
AS AT 31 MARCH 2012

	Notes	2012	2011
Fixed assets	8	19,874	27,596
Current assets			
Debtors and prepayments	9	1,098	2,047
Cash in bank and in hand		<u>464,688</u>	<u>522,181</u>
		465,786	524,228
Current liabilities			
Creditors	10	<u>(79,439)</u>	<u>(50,614)</u>
Net current assets		<u>386,347</u>	<u>473,614</u>
Net assets	11	<u>406,221</u>	<u>501,210</u>
Fund			
Restricted funds		154,945	183,128
Unrestricted funds		<u>251,276</u>	<u>318,082</u>
Total funds	12	<u>406,221</u>	<u>501,210</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime under the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the board, authorised for issue on 24 September 2012 and signed on their behalf by

M Simm  Trustee

NMcNamara  Trustee

The accompanying accounting policies and notes form an integral part of these financial statements.

ELMORE COMMUNITY SERVICES
PRINCIPAL ACCOUNTING POLICIES
FOR THE YEAR ENDED 31 MARCH 2012

BASIS OF PREPARATION

The financial statements have been prepared under the historical cost convention and in accordance with Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the recommendations of the Statement of Recommended Practice Accounting and Reporting by Charities (the SORP) issued in January 2005.

INCOMING RESOURCES**Donations**

All monetary donations are included in full in the statement of financial activities when receivable, provided that there are no donor-imposed restrictions as to the timing or the related expenditure, in which case recognition is deferred until the pre-condition is met.

Grants receivable

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless they relate to a specified future period, in which case they are deferred.

RESOURCES EXPENDED

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives;
- Expenditure incurred in the management and administration of the charity.

FUND ACCOUNTING

Restricted funds are to be used for specific purposes laid down by the donor. Expenditure for those purposes is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

FIXED ASSETS

Depreciation is provided on fixed assets in order to write-off each asset over its anticipated useful life. For equipment, fixtures and fittings the rate of depreciation is 25% straight line.

TAXATION

As Elmore Community Services is a registered charity, its income and capital gains are generally exempt from tax if applied for charitable purposes.

CONTRIBUTIONS TO PENSION SCHEMES

The pension costs charged against profits represent the amount of the contributions payable to the scheme in respect of the accounting period.

ELMORE COMMUNITY SERVICES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

1	DONATIONS	Restricted 2012	Unrestricted 2012	Total 2012	Total 2011
	St Michael's and All Saints Charities	-	3,000	3,000	5,000
	Other	188	-	188	1,000
		<u>188</u>	<u>3,000</u>	<u>3,188</u>	<u>6,000</u>
2	GRANTS	Restricted 2012	Unrestricted 2012	Total 2012	Total 2011
	Oxfordshire Primary Care Trust				
	Multiple Complex Needs	198,048	-	198,048	129,780
	Mental Health Floating Support	257,129	-	257,129	17,716
	NHS South Central Strategic Health Authority	-	-	-	49,450
	Oxfordshire County Council:				
	Learning Disability	3,919	-	3,919	3,908
	Supporting People	-	-	-	78,690
	Client Involvement	-	-	-	-
	Parenting Project	-	-	-	20,000
	Oxford City Council:				
	Housing	40,757	-	40,757	42,231
	Preventing Homelessness	40,757	-	40,757	39,280
	Anti social behaviour	20,000	-	20,000	-
	Student Placements and Training	-	6,580	6,580	5,544
	Tudor Trust	-	-	-	50,000
	Lloyds TSB Foundation for England and Wales	-	-	-	71,000
	Pilgrims Trust	-	-	-	20,000
	Lankelly Chase Foundation	-	-	-	15,000
	Big Lottery	85,350	-	85,350	80,408
	Henry Smith	35,000	-	35,000	35,000
	Rayne Foundation	10,000	-	10,000	10,000
		<u>690,960</u>	<u>6,580</u>	<u>697,540</u>	<u>668,007</u>
3	COSTS OF GENERATING INCOME	Restricted 2012	Unrestricted 2012	Total 2012	Total 2011
	Staff costs	-	32,198	32,198	35,939

ELMORE COMMUNITY SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

4	CHARITABLE ACTIVITIES	Restricted 2012	Unrestricted 2012	Total 2012	Total 2011
	Provision of community services				
	Client welfare support	21,628	-	21,628	41,694
	Staff, consultancy and related costs	639,040	-	639,040	489,829
	Office costs	67,684	-	67,684	62,846
	Depreciation	7,722	-	7,722	1,938
		<u>736,074</u>	<u>-</u>	<u>736,074</u>	<u>596,307</u>
5	GOVERNANCE COSTS	Restricted 2012	Unrestricted 2012	Total 2012	Total 2011
	Management and administrative support	-	12,471	12,471	14,376
	Accounting and payroll services	-	6,416	6,416	2,805
	Insurance	-	5,366	5,366	3,808
	Audit, accountancy and professional fees	-	3,370	3,370	4,114
		<u>-</u>	<u>27,623</u>	<u>27,623</u>	<u>25,103</u>
6	ANALYSIS OF RESOURCES EXPENDED	Staff Costs	Other	Total 2012	Total 2011
	Charitable activities	600,794	135,280	736,074	596,307
	Governance costs	12,471	15,152	27,623	25,103
	Costs of generating voluntary income	32,198	-	32,198	35,939
		<u>645,463</u>	<u>150,432</u>	<u>795,895</u>	<u>657,349</u>
	Total resources expended include:			2012	2011
				£	£
	Auditors remuneration			3,370	4,114
	Pension costs			<u>23,372</u>	<u>24,197</u>

ELMORE COMMUNITY SERVICES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

7 EMPLOYEES	Total 2012	Total 2011
Staff costs during the year were as follows:		
Salaries and wages	569,939	422,902
Social security costs	52,152	37,276
Pension costs	<u>23,372</u>	<u>24,197</u>
	<u>645,463</u>	<u>484,375</u>
 The average weekly number of full-time equivalent employees was:		
CEO	1	0.8
Team leader	3.4	2.1
Multiple needs workers	16.3	10.2
Office support	1	1
Admin support	0.6	0.6
User involvement co-ordinator	<u>-</u>	<u>0.2</u>
	<u>22.3</u>	<u>14.9</u>

No employee earned more than £60,000 per annum in the current or preceding period.

During the year no trustee was reimbursed for expenses (2011: £Nil).

No trustee received any remuneration during the year (2011: £Nil).

8 FIXED ASSETS	Equipment, Fixtures & Fittings	Total
Cost		
At 1 April 2011	30,888	30,888
Additions	<u>-</u>	<u>-</u>
At 31 March 2012	<u>30,888</u>	<u>30,888</u>
Depreciation		
At 1 April 2011	3,292	3,292
Charge for year	<u>7,722</u>	<u>7,722</u>
At 31 March 2012	<u>11,014</u>	<u>11,014</u>
Net book value		
At 31 March 2012	<u>19,874</u>	<u>19,874</u>
At 31 March 2011	<u>27,596</u>	<u>27,596</u>

ELMORE COMMUNITY SERVICES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012 (continued)

9	DEBTORS		2012 £	2011 £
	Prepayments		<u>1,098</u>	<u>2,047</u>
10	CREDITORS		2012 £	2011 £
	Accruals		4,483	4,698
	Deferred income		23,000	-
	Taxation and social security		14,698	14,946
	Receipts in advance		-	-
	Other creditors		<u>37,258</u>	<u>30,970</u>
			<u>79,439</u>	<u>50,614</u>
11	ANALYSIS OF NET ASSETS BETWEEN FUNDS	Restricted Funds £	Unrestricted Funds £	Total £
	Fund balances at 31 March 2012 are represented by:			
	Fixed assets	1,112	18,762	19,874
	Current assets	214,091	251,695	465,786
	Current liabilities	<u>(60,258)</u>	<u>(19,181)</u>	<u>(79,439)</u>
		<u>154,945</u>	<u>251,276</u>	<u>406,221</u>

ELMORE COMMUNITY SERVICES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012 (continued)**

12 FUND MOVEMENTS

	Opening Balances £	Incoming Resources £	Resources Expended £	Funds Transfers £	Closing Balances £
Restricted Funds					
Anti-Social behaviour	53,741	19,999	(90,483)	16,743	-
Mental health	2,675	257,129	(210,282)	-	49,522
No Place Like Home	2,135	-	-	-	2,135
Parent project	23,500	130,539	(129,309)	-	24,730
Personalisation project	16,005	-	(16,005)	-	-
Prison inreach	85,072	-	(65,990)	-	19,082
Elmore Team	-	283,481	(224,005)	-	59,476
	<u>183,128</u>	<u>691,148</u>	<u>(736,074)</u>	<u>16,743</u>	<u>154,945</u>
Unrestricted Funds					
General reserve	<u>318,082</u>	<u>9,758</u>	<u>(59,821)</u>	<u>(16,743)</u>	<u>251,276</u>
Total Funds	<u>501,210</u>	<u>700,906</u>	<u>(795,895)</u>	<u>-</u>	<u>406,221</u>

The funds of the charity comprise restricted funds and unrestricted funds.

The restricted funds are those where the donor has imposed restrictions on the income of the funds. The fund transfer is to resolve an overdrawn restricted fund.

The unrestricted funds consist of a freely available general reserve.



Simon's story

Simon is 50 years old with an extensive criminal record, including 36 convictions for offences such as theft, fraud and various sexual offences. He has a history of homelessness and has been diagnosed with both schizophrenia and severe Personality Disorder. He also has an extensive history of drug taking and alcohol abuse. Simon has been referred to our Prisoner's Support Team twice on his release for prison (in 2008 and again in 2010).

Due to Simon's entrenched behaviour and chaotic lifestyle he has been a challenging client, and he is constantly assessed to ensure we are appropriately managing his risk. We have closely liaised with Probation, the Thames Valley Police Public Protection Unit, Bail Hostels, his GP and other housing providers in order to provide him with the support he needs.

We have focused on finding longer-term housing solutions, to bring some stability to Simon's life, and have also encouraged him to engage with daytime activities provided by Stepping Stones and the Mill Day Centre to develop a more robust support network. Closely liaising with Thames Valley Police Public Protection Unit, we have assisted Simon to maintain his statutory contact with the police, and we have intervened on the few occasions when Simon has gone off the police radar, acting as an intermediary to restore contact.

We have weekly meetings with Simon to assess his mental health and general well-being to try to head off any crisis, and have accompanied him to physiotherapy sessions at the JR hospital (following his fall from a car park roof in 2009). We have also provided advocacy support and liaison with solicitors in his dealings with Magistrates and the Crown Court, and offered much-needed help and advice with budgeting and financial management. As a result of our support Simon has not received any further custodial sentences.



Emma's story

Emma is 22 years old, and has a long history of family neglect, homelessness, rough sleeping and being in violent relationships. She has one child who has been taken into care and adopted on the grounds of risk of domestic violence and neglect, and when Elmore began working with Emma she was pregnant with her second child. She has been with her violent and

controlling partner (father of both children) for over five years. She has a long history of depression, and historically has found it very hard to engage with services, so Elmore have slowly built up a relationship with Emma, gaining her trust by providing support she needs.

We accompanied her to her first pre-birth Child Protection meeting in April, where it was made clear that Social Services felt that she does not have the capacity to parent a child either now or in the future. Facing the additional possibility of being made homeless, we managed to secure temporary housing for her, and supported her in instructing a family lawyer to act on her behalf. We continued to provide support at meetings with her lawyer, midwife, housing and Child Protection teams, and liaised closely with the medical team on her ward when she was admitted to hospital with pregnancy-related complications. The day after the baby's birth, her partner was sentenced to 8 weeks in prison for an assault on another female. She then began to divulge information about her fear of her partner and the level of abuse, expressing motivation to end the relationship for the first time.

We have enabled Emma to access mental health counselling (Talking Space), arranged a prescription for anti-depressant drugs and liaised closely with various domestic violence services. She now has a specialist domestic violence outreach worker, and is liaising with her housing team and the rents department to ensure that her tenancy is safe. Emma's engagement with services has improved dramatically, and she is seeing her child at an approved contact centre three times a week. Overall, her chances of gaining custody of her child have dramatically increased in recent months: there is a noticeable change in her mood and motivation and her parenting skills have been far better than initially expected.