

**HANLEY CROUCH  
COMMUNITY ASSOCIATION**



# ANNUAL REVIEW 2012/2013



Hanley Crouch Community Association  
informally known as 'The Laundry'

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## CENTRE MANAGER'S REPORT

The last year has been another of "steading the ship" during a time that a number of reports suggest that the independence of the Third Sector is at risk and it would appear that that threat is greatest for organisations working with the most disadvantaged communities in our society. I would like to take this opportunity to thank the colleagues, volunteers and others linked to the centre who have worked that little bit longer or donated their time and effort to make this the organisation we are so proud of. We have lots of talented, skilled people in our community and I am eternally grateful for those who approach me to volunteer or who simply help out when needed.

As you will see from the previous pages in our report, there are a number of facts and figures that surprise people who believe that Islington is full of affluent

residents. We have the second highest child poverty rate in the country, an above average unemployment rate and the recent Welfare Reform changes are having a devastating effect with many of our local residents.

I make no apologies for saying that our focus next year must be to support the most vulnerable members in our community and to continue to develop the local community services that people in our local community told us were needed in consultations and Ward Partnership community events. We are pleased to report the beginning of a programme of IT support for local people and the development of volunteer/work experience placements which develop a range of work based skills. We now want to move on to provide basic literacy, numeracy and ESOL skills support in our new Learning Centre.

I am the chair of the Octopus Community Network and we at Octopus will continue to strengthen the collaboration between community centres, particularly through the vision of Islington Council to foster the development of the Community Hubs Network, which Octopus now coordinates. The voluntary sector has an important role to play in supporting the statutory services in the planning and provision of services for residents, essentially to make the overall response more accessible and effective throughout the community. The Community Hubs Network is now enabling a partnership between Islington Council and the community centres that are designated hubs. There are 12 across the borough of Islington and there are plans to open more. We have developed and continue to develop relationships with our community groups within our ward such as the Congolese

Network Forum and the Islington Chinese Association.

Our Ward Partnership arrangements go from strength to strength. We need to continue to extend our reach and there are still communities out there that we need to engage with and we will make every effort to make sure that we do.

Finally, I would like to thank Adam Parr, Abraham Tsegaye, Chantel Conway and Elena Jenkins for their fantastic **can do** attitude and all their hard work for the past year. They all go beyond the call of duty and have led excellent projects on a shoe string and skeleton staff teams because of our tight finances. I would like to personally thank Jacqueline Hodges, Claire Hardiman and others for all their help and support over the last year

Thank you,  
Colin Adams



## CHAIR'S REPORT

I've been involved with Hanley Crouch for many years, and have seen the huge difference the centre makes to the lives of local people. However it continues to be a cause for concern that our centre is in an area of high deprivation the majority of our users are in the lowest income brackets, yet our income streams are diminishing. This challenge means that we are continually having to become more innovative and diverse in our fund raising efforts.

In order for us to future proof the Laundry we are looking at ways to offer activities and projects which are fully funded. This will mean that we are moving away from our dependence upon local authority and restrictive grant funding and looking towards making savings in-house and driving forward with more

fund raising initiatives. As part of the Community Hub we are looking at ways of bulk purchasing and resource sharing to ensure we get best value for our users.

The centre is the first in London to have achieved The Visible Standard, the nationally accredited quality standard for community organisations, and we thank all the staff and Trustees for their efforts working so hard to achieve this.

We have an exciting new project on the horizon with the LBI proposals to build a brand new centre on the Ivy Hall site. This community centre will eventually replace The Laundry, and although we are in the very early stages of negotiations, we hope to have more news for you in early 2014.

I would like to personally thank all the staff who work tirelessly (often under very trying conditions) to keep the centre and all the projects not only functioning but growing and developing.

Sally Sturgeon  
Chair of Trustees

# COMPANY INFORMATION

**Chair**

Sally Sturgeon

**Deputy Chair**

Priscilla Trench

**Treasurer**

Allister Bannin

**Directors**Jeremy Corbyn MP  
Keith Edwards  
Doreen Henry  
Afam Nwodo  
Councillor Jean-Roger Kaseki  
Sheila Trezise**Secretary**

Councillor Richard Watts

**Centre Manager**

Colin Adams MBE

**Business Address**and Registered Office  
The Laundry,  
Sparsholt Road  
London, N19 4EL**Bankers**Natwest Bank plc.  
PO Box 8036  
218 Upper Street  
London, N1 1SP**Auditors**Simpson Wreford & Co.  
Wellesley House  
Duke of Wellington Avenue  
Royal Arsenal  
London, SE18 6SS**Company Number**

1771608 (England &amp; Wales)

**Charity number**

288337



## **BRIEF HISTORY & AIMS OF THE ORGANISATION**

We are a multi-purpose Community Association operating in Tollington Ward, in North Islington, in London. Our Association was set up originally in 1972 by a group of local parents who needed somewhere for their children to play. We are a multi-cultural organisation that celebrates diversity and inclusion.

We aim to provide services to the whole community irrespective of age, gender, race, disability or sexual orientation. All are welcome to our centre, known locally as "The Laundry".

Over the last forty years we have had and will continue to have a major

influence for the good in our community, providing a stable base in a rapidly changing environment.

From 2009 onward Hanley Crouch Community Association decided to informally rename ourselves "The Laundry".

Our Aim

**THE LAUNDRY WILL:  
IMPROVE THE LIVES  
OF PEOPLE IN OUR LOCAL  
COMMUNITY AND TO  
PROMOTE COMMUNITY  
INVOLVEMENT AND  
COMMUNITY COHESION  
THROUGH THE DELIVERY  
OF SERVICES NEEDED FOR  
EVERYONE FROM CHILDREN  
TO THE ELDERLY.**

## THE LOCAL AREA

The GLA London Plan 2009 predicts 2011 population of Tollington Ward as **13,550** (6% of Islington total) of which **6,650** are **MALE** and **6,950 FEMALE** with an age structure the same as that of the whole borough, giving the largest group as being aged 24–34, both male and female.

In the Area Children and Young Peoples Profile, 2010, Tollington ward was coupled with Finsbury Park and Hillrise which was shown to have the highest percentage of children in households claiming benefits whether or not in work, 18.5%.

To the surprise of many, the London borough of Islington is the 14th most deprived area in England and the 5th most deprived in London. The Tollington Ward (which Hanley Crouch serves) is the 5th most deprived of Islington's 16 wards.\*

Tollington scores particularly badly in Islington as the 2nd worse ward for employment and health and the 5th worse for average income.

**6%** of the population are **WHITE** (2001 census) followed by **16% BLACK** or **BLACK BRITISH** and **51% CHRISTIAN**, followed by **24% NO RELIGION** and **9% MUSLIM**.

Other significant statistics showed Tollington Ward had:

- The highest number of primary school pupils for whom English is an additional language, 52%. Second by one percentage point for the same category for secondary school pupils, 53%.
- Highest percentage on free school meals, 54% primary, 50% secondary.
- Worst male life expectancy, just under 72 years (English average was 78.3);
- Percentage in social housing 63% (Islington average 49%) of which council housing is 45.3% (Islington average 35.6%).
- Of working age population 20% claiming out of work benefits (London had 12.7%), Islington 17%.

Overall on so many categories of deprivation Tollington Ward scores highly for benefit claimants, low life expectancy, children speaking English as an additional language, claiming free school meals and residents in social housing. Deprivation exists throughout Tollington Ward not just in isolated pockets.

\*English Indices of Deprivation, 2010.



## CHILDREN'S SERVICES

### AFTER SCHOOL CLUB

After School provision runs term times from Monday to Friday from 3.15pm to 6.15pm. We are an inclusive practice which means we work with all children including special educational needs and Disabled children. We have a well qualified team of play workers at Team Active ranging from level 2 and level 5 in childcare. On average we have over 70 people aged from 4 to 12 years old attend our club each week.

In September and October 2012 two questionnaires were handed out to parents and children. The children were asked - What have you got better at; as a result of attending team Active:



"Yes having fun!"  
M.T Aged 10

"I got better at being calm when someone is annoying me." A.Z aged 8

"Made me a better rider, I never knew how to ride." C.C aged 6

The results from the parents questionnaires showed that they felt their children had learnt "How to mix with different people," Gained social skills and developed both their writing and confidence.

### HOLIDAY PLAY SCHEME

The Holiday Play Scheme runs during half term times for nine weeks of the year. In August 2012 thirteen children and three staff we went on Hoppers Residential in Kent for one week which included trips to the seaside, Hever Castle & Hop Farm.

### CASE STUDY

She attended Team Active's holiday play schemes this summer. Tanya is aged 9 and has severe autism, global development delay with

profound learning disability, epilepsy, visual impairment, hearing impairment, and self stimulating behaviour. She is non-verbal and dependant on adult care, being unstable on her feet, she has been using a wheel chair to get around. Tanya needs personal care as she is in nappies and has no control over her bladder or bowel movements. She attends a special needs school, during the term and attended our Holiday Play Scheme this summer.

Her mother was concerned about the amount of strain on the other child in the family. She is receiving 12 hours a week of support but the family feels this is not enough.

Before Tanya started we talked with the other children in our group about how they might communicate with a child who could not speak and about how to help Tanya feel safe and welcomed within our scheme. Personal support was provided by our Playwork Manager with support from one of our playworkers who has SENCO qualification.

When Tanya first started attending she slept a good deal but she gradually became more alert and by the end of scheme was more stable on her feet and able to walk short distances with assistance.

Tanya is not able to talk but indicates pleasure by smiling and excitement by screaming. She really enjoyed cooking and seemed to love the sensation of mixing ingredients. She also got a great deal of pleasure from going on a pedal boat on a lake with a staff member. Her mother has reported that Tanya "loved" coming to the scheme.

In previous attempts to integrate Tanya into mainstream provision she had arrived to find her sitting isolated in a corner of the room but at Team Active she was fully involved with the other children. We also noticed that other children engaged with Tanya in a supportive and friendly way. Tanya will be attending our next holiday scheme at autumn half term.



### UNDER 5'S – STAY & PLAY/ TOY LIBRARY

Our under fives provision currently runs on Tuesdays, Wednesdays and Thursdays and is an early years provision registered with OFSTED. We provide a successful service for the ages 0 to 5 year olds. The service is used by children, parents, carers, Nannies and Childminders.

In previous years we had as few as two families from the neighbouring Crouch Hall Estate, with most people coming from further around the area.

We now have five families from the estate using our

service and are looking to increase the numbers further by directly engaging with and working in partnership with families of the estate. We have built an strong relationship with North Islington Nursery and Children Centre who have supported us by providing, Speech and Language Therapist, Oral Hygiene Practitioner, Bilingual support Workers and Housing Advice. On average we have 60 families using the services every week. A mother and nanny spoke of the important issue of the impact on the children using our services. The children's skills and confidence have grown, bridging the gap from home to nursery.

"The provision (Hanley Crouch Stay and Play) provides an important opportunity to move from home to nursery and then school, helped in gaining readiness for the next transitional stages."



# YOUNG PEOPLES SERVICES

## IN-TOUCH PROJECT

In Touch continued to struggle to function with the one tutor and one youth worker that funding could provide. We worked with four young people over this period; each having complex and extremely challenging needs;

**A.** having been diagnosed as suffering from 'Oppositional Defiance Disorder' and awaiting trial for two instances of threatening behaviour who we had to decline to continue working with due to threats made to our youth worker.

**B.** who had been out of school for two years, refused to attend anywhere other than In Touch, and although he could participate comfortably in conversation with adults, needed to learn how to write his own name.

**C.** whose only parent had a terminal illness and was excluded from school for initiating conflict with other students.

**D.** who had been refusing to attend school for the greater part of two years.

Having only two members of staff working with these young people proved to be unsatisfactory and potentially dangerous both for the staff and students as it was not possible to separate the young people when necessary.

Consequently, it was decided that In Touch would not operate from July 2012, unless adequate and secure funding could be guaranteed.

## FUTURE FIRST

Choices and Hanley Crouch partnered to deliver an early intervention project that works with young people between the ages 9-12 who are at risk of joining gangs or going down the route of anti social behaviour. We chose to work in the locality of two estates that previously had gang tensions. We decided to work with the younger generation in the locality, with the intention of better equipping them with the tools to lead a positive life and empowering them to make better decisions for their own lives. This project has started well and we aim to finish within the next financial year.



## YOUTH CLUB

The Hanley Crouch Youth Club is a place where young people can relax, engage with others and participate in team activities, sports, creative activities such as music, poetry, art and structured projects. Our projects and activities are tailored and based on the needs of the local community, which shape the services' priorities and objectives. We run our youth club for young people between the ages of 13-19 on Tuesdays and Wednesdays.

This year the provision further supported young people into employment and education. They built CVs, participated in mock interviews and supporting young people in filling out applications for jobs and colleges. We supported 8 young people into employment and education.

During the year we arranged several workshops and activities including:

- Chatty Chatty – For Black History month our young people created their own poetry pieces and performed them to an audience, their material was published onto billboards and a CD was created and the participants received Arts Award Qualifications.
- Mental Health Workshops – working with the Peel Centre we delivered workshops regarding key issues of mental illness, exploring the signs and common symptoms.
- Work with Run Dem Crew – The Run Dem Crew is Nike's Running project in London. The young people created and kept training diaries to organise training schedules as well as healthy eating plans. They used these to work towards training for and completing the London Nike 10k run. The young people involved were also featured in 4 issues of RWD Magazine and a Nike music album which was featured on the

internet. They also became part of Nike's international promotion and featured on billboards in Dubai and Eastern Europe. One of our young people was further employed by Nike HQ and was taken to Copenhagen and Amsterdam to run marathons.

*"It was a new experience which I was willing to try and I can honestly say it was a milestone in my life and a life changing experience." Philip*

## CASE STUDY

Two of our young people come from an environment that was rife with anti social behaviour and gang culture. They themselves were in the midst of this climate and in some ways were a product of their environment.

In 2012 these two decided to change this by making positive changes to their lives. They started with themselves, pursuing education, training and employment. They began to challenge a mind-set that they were born into and a lot of their peers were still in. Taking these steps led them to look into making positive changes within the local community. They believed that building a community football team to engage their peers and others in the community would contribute to making changes to the anti-social behaviour, and help others in their personal and

social development. They pitched their idea & budget to the Resident Engagement Manager for Housing Services and were successful in their bid for support funding. As the football training sessions and matches began, the young people in the community participated more and more. Younger and older ages began to attend training sessions and the players in the team gained a sense of achievement, team skills, communication, respect and hard work. As a result a lot of young people in the community stopped hanging out on the streets and have decided to fight for these positive changes in their own lives. These two young people are still on their journey but have now grown a passion to use football to positively affect their community. They were awarded with a Mayor Civic Award for their actions.

*"This has been a place where I feel extremely welcome to come whenever I want with any problem I could possibly have in order to not have to face it alone. The youth club has been a place where I am freely able to express myself throughout whatever form it may be." Kieran Morgan, 15*

## YOUTH CLUB SUMMER SCHEME

We also ran a summer scheme which was funded by HFI. During this summer scheme we facilitated:

- Healthy eating and smoothie making sessions – which taught the value of living a healthier life through budgeting for and cooking healthy dishes.
- Enterprise workshops in which our young people learnt presentation skills, the fundamentals of building a business, team skills in partnership work and budgeting.
- Sport sessions in which young people engaged in a variety of sports which was led by our youth worker who also a qualified level 3 fitness instructor.
- Music sessions in which the young people were able to use music as a medium to creatively express themselves as well as build aspirations, writing skills, team skills and communication skills.
- Trips to the cinema, restaurants and snowboarding. Aiming to provide our young people with new experiences and opportunities to engage with friends and new people outside of the area they live in.



## Residential

Trafford Hall provided Hanley Crouch with a four day residential on their activity site. We took a group of young people who not only enjoyed their time there but also developed social skills, life skills and emotional intelligence.

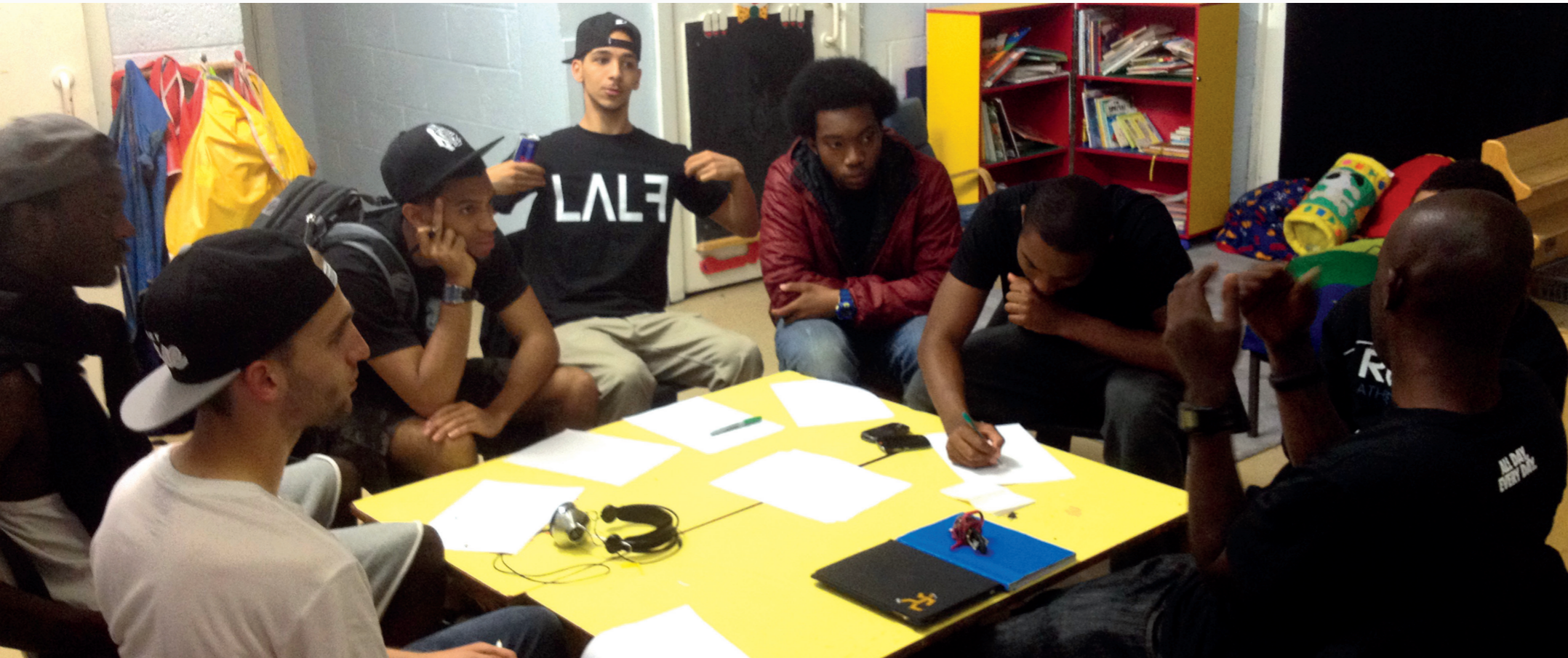
The young people built and designed totem poles in teams, which also involved carpentry to further design their ideas. They built shelters, using natural materials found in the forest and took part in health workshops that covered the effects of alcohol and smoking both physically and financially.

Young people also cooked three dishes for dinner as well as learning about hygiene and knife skills when cooking in the kitchen. One of the most important moments on the residential was when the young people were asked to reflect on: their strength and weaknesses, where they want to be in the future, Potential Barriers, Where they are at now.

This is where we really saw an increase in the young people's development.

*"There is always something to do in laundry so you don't get bored there and it kind of is a place that brings people together..." Darren Corate, 14.*

## VOLUNTEER DEVELOPMENT



In the last 8 months we have recruited 13 volunteers (3 reception / admin, 3 after school, 3 youth club, weekenders, 2 for under 5's) one of whom has left due to gaining more hours in her paid work, one is currently employed here as a sessional youth worker and another who moved on to his first paid job. We have discovered that there are increasing numbers looking for opportunities now that the impact of the welfare reforms is being felt and believe that we will be able to engage many of these in the future. We have also directed some prospective volunteers to other community projects if it was apparent that their needs could be better met there.

There have been difficulties with regard to state benefit recipients receiving inconsistent information from DWP as to how volunteering will affect their entitlement.

To ensure that we handle this correctly our Centre Manager has become a steering group member of the customer services representative group set up by DWP.

In researching appropriate policy and procedures we discovered that it was essential to gain advice on some of the possible legal pitfalls to be avoided when working with volunteers.

We arranged a training session on this and related matters for all our team leaders, which was provided by Voluntary Action Islington. Even though we all had considerable experience of working with volunteers this proved most valuable, informing both our policies and practice.



# LITERACY SUPPORT

Having been awarded funds to acquire a year's license to offer the 'Touch-type, Read and Spell' online course, we arranged for an experienced facilitator to induct the staff team in its use, in order to maximise the times of day and week that we will be able to make it available to the community. We used the free trial available to enable one of our volunteers (who is dyslexic) and an 11 year old after-school club member to try it out; the feedback from both was extremely enthusiastic. This informed our choice of the TTRS licenses available resulting in HCCA offering a minimum of 30 places over the following year.

As we had to close the In Touch project due to inadequate funding,, we will be making the TTRS course available to the same age group including those who

are currently excluded from school, as we know from experience that both literacy and the ability to concentrate are essential for these young people to be re-integrated into the education system. 'Access to Sports' offer sports coaching and fitness instructor training and qualification to many local school leavers, a high percentage of these having literacy difficulties; we have agreed to liaise with their staff to make the course available to these young people.

We currently have one After School Club member, two Year 7 students, one 19 year old member of our Youth Project, and one of our volunteer youth workers registered on the course and are able to work at their own pace from anywhere they have access to the internet.



## SUPPORTING COMMUNITIES

### **OLDER PEOPLE'S SERVICES**

We have continued to host our popular Weekenders lunch group on Fridays. It provides a healthy warm meal for over 50s in a friendly & welcoming environment.

It is a culturally diverse group that celebrates all religions. The group also has informal links with other older person's groups in the area, extending access to a broader social network that can then come together for special events such as Christmas dinners and Diwali, throughout the year.

The Weekenders offer regular day trips during the summer to a variety of places, which this year included visits to Bournemouth and Blackpool. An Arts & Crafts class runs on Monday mornings. The group uses various techniques along a wide range of different projects including glassware decoration, children's games and card making. Over the next year we hope to increase the number of activities to include keep fit and IT lessons, which the members have expressed keen interest in.

### **LOCAL TENANTS & RESIDENTS ASSOCIATIONS**

In our role as Community Hub for the Tollington ward, we work with tenants and residents associations from the local housing estates to provide office facilities, hall loans and support.

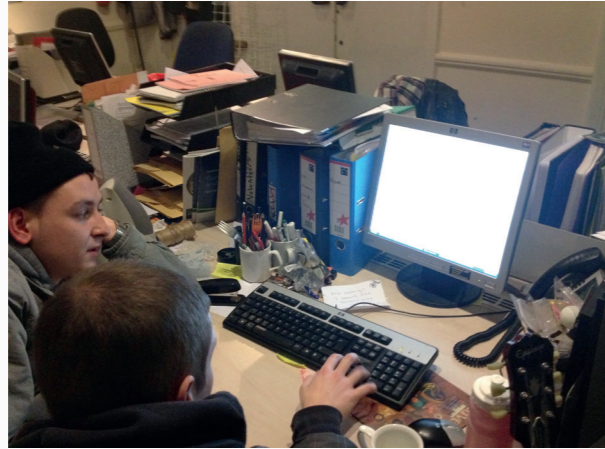


We run regular Ward Partnership meetings for community groups and interested parties to liaise directly with Council and other organisations within the Tollington area. The meetings are a way for people and organisations in a ward to get involved, meet their councillors, and share their knowledge and to help tackle local issues.

### **COMMUNITY LIBRARY**

In partnership with HCCA, Islington Council have been running the Community Library service for over 8 years. It continues to provide a useful service for local people offering a wide range of popular books. The library is hosted in conjunction with Stay and Play activity on Tuesday mornings creating a convenient link which has greatly benefited parents and carers taking young children to the centre.

Local residents continue to use the library and we receive lots of positive feedback about the high quality of material on offer and the commitment of the staff. Between April 2012 and April 2013, over 3,000 items were taken out by local people, many of these were requested by the readers. We registered over 40 new residents, and have many regular readers who already make the most of their local community library.



## VOLUNTEERING/ WORK PLACEMENTS

As an organisation, without the support of our volunteers we would not be able to provide the range of services that we currently deliver. We also provide work placements for students studying social work, community or youth work qualifications.

Hanley Crouch has a long tradition of working with volunteers and all the projects we currently run have volunteers working with them.

They provide a vital service and many of our volunteers have gone onto full time employment within the project they have worked with or within similar settings.

We also aim to provide work placement students and volunteers with a rewarding and fulfilling experience within our organisation which should equip them with the necessary skills, behaviours and attitudes to progress within their chosen field.

However, I do want to stress that there are a number of different volunteering opportunities and we would meet prior to you starting to determine what you would like to get out of the opportunity. Please speak to any member of staff if you are interested in volunteering.

Finally I would like to take this opportunity to thank the following people who have volunteered at The Laundry over the past year:

**Mrs Kasum Taylor**  
**Daniella Tyler**  
**David Ogbeide**  
**Carol Myers-Nobbs**  
**Richard Corbin**  
**Mosthaur Rahman**  
**Jacqueline Hodges**  
**Claire Hardiman**

## **STAFF WHO HAVE LEFT**

Thanks to all our staff, including the following who have left this year:

**Darren Tullet**  
**Wayne Thomas**  
**Richard Ntaka**

## **FUNDERS**

We would like to thank our funders for their continuing support and confidence in our work. They are:

**BIG LOTTERY FUND**

**BREADSTICKS  
FOUNDATION**

**DWP**

**JACK PETCHEY AWARD**

**ISLINGTON COUNCIL  
- CHILDREN'S SERVICES**

**ISLINGTON COUNCIL  
- EARLY YEARS SERVICES**

**ISLINGTON COUNCIL  
- INTEGRATED SERVICES  
FOR YOUNG PEOPLE**

**ISLINGTON  
COUNCIL - HOUSING  
NEEDS & STRATEGY**

**ISLINGTON COUNCIL  
- REGENERATION**

**ISLINGTON COUNCIL  
- MAGPI**

**NHS ISLINGTON**

**NIKE RUNNING PROJECT**

**NORTH ISLINGTON**

**NURSERY SCHOOL**

**SPORT ISLINGTON**

# FINANCE

The financial performance of Hanley Crouch Community Association Ltd for the 2012/13 financial year is an accounting loss of **£16,571** however it should be noted that this includes depreciation charges of **£27,190** relating to leasehold improvements. The remaining net value of these leasehold improvements is **£5,411** which will be the full depreciation charge for the community centre in 2013/14.

The centre has historically found difficulties with containing spend within its incoming annual resources. The centre has strived to provide the highest possible level of services to meet the needs of the local community of one of London's most impoverished and disadvantaged areas (Tollington Ward) against a backdrop of reducing Council and grant funding. This led to the centre accepting a loan from Islington Council of £55,000 in 2007/08.

The centre is now a much more financially robust organisation as demonstrated by the fact that the organisation only has loan

debt of £14,344 as at April 2013 and this free of interest loan will be fully repaid by March 2015.

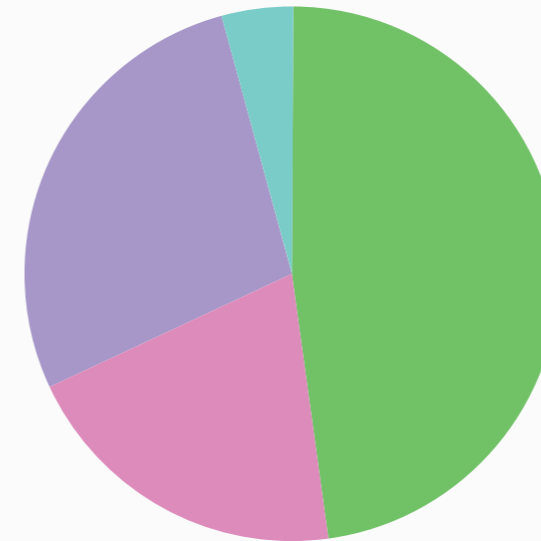
The community centre has dramatically improved both its financial management at an operational level and financial oversight at a Board of Trustees level over recent years. These improvements have included:

- Annual budget accountability statements for each project prepared by Team Leaders and agreed by the Board of Trustees.
- Monthly forecasts prepared and presented to monthly Board of Trustees meetings, together with accounts receivable aged analysis reports to improve debt collection.
- Financial regulations have been reviewed and updated.
- Appointment of a chartered certified accountant to the Board of Trustees as Treasurer.

This improvement in internal controls and financial

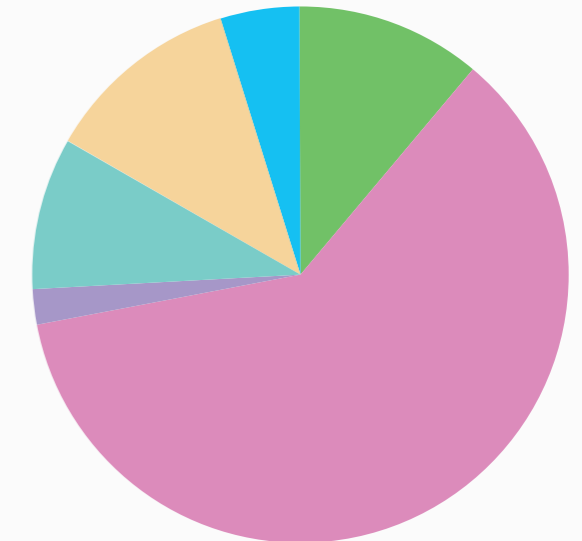
monitoring by the Board of Trustees has been recognised by the external auditors who reduced the audit of the 2011/12 and 2012/13 accounts to low risk audits, following previous years of being considered a high risk audit.

## INCOME



- LOCAL AUTHORITY (48%)
- TRUSTS & GRANTS (20%)
- UNRESTRICTED INCOME (28%)
- OTHER (4%)

## EXPENDITURE



- DEPRECIATION (11%)
- WAGES (61%)
- SUPPORT STAFF (2%)
- PROJECT COSTS (9%)
- PREMISES COSTS (12%)
- OFFICE/MANAGEMENT (5%)





