



THE GOOD NEIGHBOUR SCHEME

FOR

MILL HILL AND BURNT OAK

(Registered Charity Number 1130578)

TRUSTEES ANNUAL REPORT

AND

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR

1ST AUGUST 2016 TO 31ST JULY 2017

INDEX

<u>Subject</u>	<u>Page Number</u>
Contact Details	2
List of Trustees, Honorary Officers and Staff	3
Objectives of Scheme and Summary of Activities	4
Overview of the Year	5
Future Plans	7
Overview of Finances and Reserve Policy Statement	8
Accounts	9
Notes on the Accounts	9
Independent Examiners Report	11

THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

Address

Wilberforce Centre,
c/o St Paul's Parish Office
The Ridgeway
Mill Hill
London NW7 1QU

Website

www.thegoodneighbourschememhbo.com

E-mail

good.neighbours@yahoo.co.uk

Facebook

<http://www.facebook.com/goodneighboursscheme/>

Telephone

020 8906 3340

Bank

NatWest, 55 The Broadway, London, NW7 3DA

List of Trustees:

Mrs Sheelagh Benson

Ms Frances Cheasty

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mrs Joan Leith

Mrs Margaret Parrock

Mrs Pauline Seaton

Mr David White

List of Honorary Officers:

Treasurer: Mr David Neal (until June 2016)
Mr Martin Crane (from June 2016 to June 2017)

Secretary: Ms Natalie Layman

Independent Examiner: Mr Alan Roberts FCMA

List of Staff:

Coordinator: Mrs Jeanette Poulton (until 31st August 2016)
Mrs Cheryl Trott (from 1st August 2016)

Deputy Coordinator: Mrs Loraine Williams

Development Worker: Mr Iraklis Koumoullou

Administrator Lunch Clubs: Ms Claire Segal

The objects of the scheme as laid down in the constitution and adopted when the scheme registered as a charity in 2009 are:

- "1. To relieve, either generally or individually, persons resident in Mill Hill and Burnt Oak within the Borough of Barnet (in particular but not exclusively older and disabled people) who are in conditions of need, hardship or distress.
2. To further such other charitable purposes for the benefit of the community as the trustees may from time to time determine."

Summary of the main activities undertaken.

The trustees have considered the Charity Commission's Guidance on Public Benefit and are satisfied that all our services contribute to public benefit and so fulfil this requirement.

Our policy is to provide services to older and disabled people in Mill Hill and Burnt Oak, both in the London Borough of Barnet, for the good of the community mainly by the use of volunteers, but coordinated by a small group of paid staff. The area covered by the scheme is clearly laid out in the Constitution but lies within the NW7 and HA8 postcodes.

The GNS offers:

A Chiropody service

2 x Weekly lunch clubs at Mill Hill (1 of which is term time only)

Weekly lunch club at Burnt Oak (term time only)

Weekly shopping buses to a large local supermarket or shopping centre

General lifts to GPs, hospital appointments etc.

Befriending, both by phone and personal visits

Advice/signposting (numbers using this service are increasing)

Gardening (clearance work only for safety reasons)

Social events

Detailed data from all our events and services are sent back by volunteers and staff to the office where it is collated. Since the full implementation of Charity Log the data collected has been far more accurate and detailed. This explains some of the differences in the figures relating to activity.

Overview of the Year.

We have had a successful, but challenging year. Behind the scenes, there has been a complete renewal of the computer system and the full implementation of the Charity Log database. This was an enormous undertaking for the staff. We are extremely grateful to Gratte Brothers who provided both the hardware and the expertise to set the system up. The GNS now has a Facebook page.

In March, having been nominated by a client, the GNS received a Civic Award from the London Borough of Barnet in recognition of the work done by the lunch clubs.

The number of clients registered with the scheme has increased from 224 to 235, even though, for various reasons, several individuals were removed from our client list. The list is made up of 59 men and 176 women.

Age Range	No of clients (previous year)
45 - 54	1 (0)
55-60	4 (1)
61-65	9 (5)
66-70	10 (10)
71-75	25 (11)
76-80	42 (36)
81-85	46 (45)
86-90	47 (45)
91-100	50 (30)
100+	1 (1)
Not known	0 (39)
TOTAL	235 (223)

Details of our volunteer base is shown below. This shows that many of our volunteers are of a similar age to our clients, but generally more active.

	Number
Female	57
Male	12
TOTAL	69

Age Range	Number
45-54	6
55-60	5
61-65	10
66-70	12
71-75	23
76-80	7
81-85	5
86-90	1
TOTAL	69

The activity of the charity is shown in the table below and these activities are based on those fulfil the objectives laid out within the constitution. Previous year's figures are in italics.

Activity	Number of Individual encounters	
Chiropody	216	<i>(208)</i>
Mill Hill Lunch Club (term time only)	1091 (317 lifts on minibus)	<i>(1060/340)</i>
Burnt Oak Lunch Club (term time only)	743 (296 lifts on minibus)	<i>(761/329)</i>
Retail Trust Lunch Club	307	<i>(535)</i>
General lifts given	459	<i>(766)</i>
Befriending (by phone or face to face)	113	*** <i>(477)</i>
Sign posting / advice	95	<i>(138)</i>
Garden clearance	38	<i>(34)</i>
Film shows	160	<i>(250)</i>
Shopping Bus	322	*
Outings and Trips	136	*

*(*** a more specific definition of befriending, namely a long term relationship, has been used this year in line with the accepted definition of befriending. Hence the difference)*
(accurate comparative figures not available)*

Because of the high demand, the frequency of the chiropody clinic has been doubled during the past year.

Several outings for clients have been held over the past year, including one where the weather was appalling, but even this did not lessen the enjoyment of the clients. Also arranged was a visit to the pantomime at Watford. All these activities were carefully planned by staff and volunteers to ensure maximum enjoyment by the clients.

The volunteers met together on several occasions to socialise or for training. One general social evening was held and 2 lunches were held over the Christmas period for those who volunteer at the lunch clubs.

Whilst the area covered by the scheme is laid down, individual clients who live just outside the area, provided they can make their own way to the various activities are permitted to attend.

Referrals to the scheme come via many avenues, social workers, GPs, relatives (via the contact form on the website), other publicity and word of mouth. The majority of clients receive an initial visit from the coordinator to assess suitability. It must be said that we do not provide care and so all clients must be self-able.

One of the difficult tasks that has to be done is deciding when an individual client is too needy to be able to attend any of the services provided by the GNS and how that is handled, and alternative arrangements put in place.

Future Plans

The year August 17 – July 18 is going to present challenges.

As at August 1st 2016, our financial status was such that it was felt that we did not require to seek a replacement funder to cover the monies no longer received from the Henry Smith Trust. We have not, therefore sought a major funder during the year 16 – 17. However, whilst we are still financially sound, the decision has been taken to seek funding for core costs from April 18. The trustees are also aware that the contract AgeUK Barnet has with the London Borough of Barnet is being renegotiated and there is no guarantee that it will be renewed.

Another continuing challenge is transport. The cost of hiring vehicles from Barnet Community Transport is a significant part of the GNS expenditure. As such the trustees have discussed in detail the possibility of purchasing/leasing a minibus. Discussions are taking place between the GNS and a Youth organisation to see if this is viable, the rationale being that the GNS will use the bus during week days and the Youth organisation at evenings and weekends. These discussions are on-going, but a funding source, specifically to cover the initial outlay will be required. It is anticipated that the running costs will be approximately that sum currently spent on hiring fees.

Good record keeping and communication is essential in maintaining continuity and showing that the work being done is effective and is cost efficient. We will continue to maintain effective data to support funding requests.

Being aware that a priority of the local authority is the reduction of social isolation, the amount of befriending being offered has been increased. We take advice from AgeUK Barnet regarding the number of befrienders and the amount of befriending offered.

We had been investigating increasing the number of garden clearances that the GNS carries out annually. We have successfully recruited an additional gardener and would hope that this subsidised service will see an increase use providing funding is forthcoming.

The criteria for those eligible for the chiropody service provided by Central London Community Healthcare for the local Clinical Commissioning Group has been reapplied. This led to a large increase in demand. We have set up a new additional clinic based in a health centre in Burnt Oak. Specific funding may be sought.

It is still the case that the GNS is under represented in the Burnt Oak area. Efforts will continue to address this.

Financial Overview

In September 16 the GNS received the final instalment from the Henry Smith grant. This, along with the funding received from the London Borough of Barnet via AgeUK Barnet, provided the charity with sufficient funds for the year's activity.

Many donations were received throughout the year from local commercial organisations, a GP surgery who organised a sponsored walk to support us, voluntary bodies and individuals.

We have also received donations from collections at the funerals of former clients. This indicates the high regard the GNS is held locally and within families.

The trustees have agreed that the reserve should equate to approximately 9 months running costs, as it can take at least 6 months for a bid to funders to be put together, submitted, assessed and a response given.

At the AGM in 2016, the then treasurer stepped down and another volunteer stepped in. However, shortly after, this individual stepped back. Fortunately, the previous treasurer agreed to do the end of year accounts in July 17 and prepare this report. The GNS currently has a book keeper and uses Community Barnet to do the payroll. Stringent financial procedures have been put in place to ensure good financial management. The GNS now pays the majority of invoices/bills/salaries electronically.

Risk Management

The main risk to the organisation is a lack of funding. A funding bid takes time to put together and to be assessed by potential funders. The time between submission to receiving agreement to fund (if positive) can be several months. Hence the robust reserves policy and the diligence shown in monitoring likely funders.

THE GOOD NEIGHBOUR SCHEME FOR MILL HILL & BURNT OAK
(GNS)

Registered Charity No. 1130578

POLICY ON FINANCIAL RESERVES

The Charity's Policy on Reserves is to generate and maintain a balance sufficient:

- a) to preserve the financial viability of the Charity in the face of any unexpected or unavoidable drop in its regular income;
- b) to enable the Charity, in pursuing its objectives, to undertake from time to time new projects on a pilot basis, to demonstrate the viability and potential benefits of such projects with a view to securing new funding necessary to maintain such projects on an on-going basis.

For these purposes the Charity will endeavour to generate and maintain reserves which are approximately 75% of its annual turnover. This amount allows adequate time for new or additional funding to be sought, applied for and obtained.

This policy was reviewed at a meeting of the Trustees on 23.02.15 and agreed upon. The level of the reserve is reported on at each trustee meeting and was formally reviewed in 2017.

Annual Report adopted at Trustees meeting10th January 2018.....



Signature.....

(Chair of Trustees)

FINANCIAL STATEMENTS – Year ended 31 July 2017

Section A - RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	General			TOTAL 2016/17	RESTATED
		Unrestricted Funds	Designated Fund	Restricted Funds		TOTAL 2015/16
London Borough of Barnet	1	£16,500			£16,500	£16,893
Finchley Charities	2	£2,000			£2,000	£0
The Henry Smith Charity	3			£12,000	£12,000	£12,000
Friend in Need Community Centre – Gardening Scheme	4			£0	£0	£1,794
Fund Raising	5	£11,378			£11,378	£5,048
Tax recovered under Gift Aid		£1,055			£1,055	£1,066
Donations from Clients	6	£3,964	£1,012		£4,976	£4,159
Luncheon Club Meals		£7,136			£7,136	£6,521
Other Income		£61			£61	£10
Interest		£197	£97	£0	£294	£347
		<u>£42,291</u>	<u>£1,109</u>	<u>£12,000</u>	<u>£55,400</u>	<u>£47,838</u>
PAYMENTS						
Salaries, National Insurance & Administration		£31,914		£9,000	£40,914	£33,523
Luncheon Club Meals, etc.		£7,629		£500	£8,129	£7,054
Hire of Transport		£7,300		£2,500	£9,800	£7,985
Film Afternoons & Outings	6		£2,474		2474	£3,616
Gardening Scheme	4			£1,146	£1,146	£668
Equipment		£145	£0	£0	£145	£57
		<u>£46,988</u>	<u>£2,474</u>	<u>£13,146</u>	<u>£62,608</u>	<u>£52,903</u>
Deficit as payments exceed receipts		-£4,697	-£1,365	-£1,146	-£7,208	-£5,065
Balances b/f at 1 st August 2016		<u>£43,319</u>	<u>£17,802</u>	<u>£926</u>	<u>£62,047</u>	<u>£67,112</u>
BALANCES CARRIED FORWARD		<u>£38,622</u>	<u>£16,437</u>	<u>-£220</u>	<u>£54,839</u>	<u>£62,047</u>

Section B - STATEMENT OF ASSETS AND LIABILITIES AT THE END OF THE PERIOD

CASH FUNDS @ 31 st JULY 2016	£40,012	£16,437	-£220	<u>£56,229</u>	£63,206
BT credit	£0	£0	£0	£0	£231
	£40,012	£16,437	-£220	£56,229	£63,437
LBB Liability re meals	<u>£1,390</u>			<u>£1,390</u>	<u>£1,390</u>
CASH FUNDS @ 31 st JULY 2017	<u>£38,622</u>	<u>£16,437</u>	<u>-£220</u>	<u>£54,839</u>	<u>£62,047</u>

NOTES

1) London Borough of Barnet via Age UK Barnet

	Per Month	
2016/17 (8 months)	£11,262	£1,408
2017/18 (4 months)	£5,238	£1,309
	<u>£16,500</u>	

2) Finchley Charities £2,000
A one off-grant from the Finchley Charities was received in April 2017.

3) The Henry Smith Charity
In September 2014 the Trustees of the Henry Smith Charity awarded GNS a grant of £36,000 towards three years' running costs of the Mill Hill and Burnt Oak lunch clubs, payable in annual instalments of £12,000. This has been fully spent during each year.

4) Friend in Need Community Centre – Gardening Scheme	
Balance b.f.	£926
Receipts *	£0
Payments	-£1,146
Transfer to Designated Funds	<u>£0</u>
Balance c.f.	-£220

* GNS had not received the 2017/18 grant of £896.85 before 31 July 2017.

Payments were made in anticipation of the receipt of that grant. It arrived in early August so the negative balance on this restricted fund was very short-lived.

5) Fund Raising

Besides gifts from various Mill Hill Churches, from the Hendon Businessmen's Club, from Waitrose, and other local organisations, the amount raised during the year was much boosted by gifts given in memory of Dolly Chaplin and Duncan Godfrey, and from a Fun Run arranged by the Watling Medical Centre.

7) The R W Mayhew bequest

In March 2015 GNS received a £20,000 legacy from Reg Mayhew's solicitors. The Trustees decided this should be designated for special events for clients, such as the film afternoons, outings and other special events.

David Neal
Former Treasurer
16/01/18



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
The Good Neighbour Scheme for Mill Hill and Burnt Oak

On accounts for the year
ended

31st July 2017
Charity no (if any) 1130578

Set out on pages

9 - 10
(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 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities 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: 28/01/2018

Name: A G Roberts

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

FCMA

Address:	19 Langley Park, Mill Hill, London. NW7 2AA

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.