



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 2018 TO 31ST JULY 2019

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THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

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Bank

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List of Trustees:

Ms Frances Cheasty

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mrs Margaret Parrock

Mrs Pauline Seaton

Mr David White

Mrs Frances Dymock

Mrs Mary Scott

List of Honorary Officers:

Treasurer: *currently position vacant*

Book Keeper: Mr Grahame Poulton

Secretary: Ms Natalie Layman

Independent Examiner: Mr Alan Roberts FCMA

List of Staff:

Coordinator: Mrs Cheryl Trott

Deputy Coordinator: Mrs Loraine Williams

Development Worker: Mr Iraklis Koumoullou

Administrator Lunch Clubs: Mrs Elizabeth Sykes

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 London 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 and lies within the NW7 and HA8 postcodes.

The GNS offers:

A Chiropody service using HCPC registered Podiatrists

2 x Weekly lunch clubs at Mill Hill (one 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

Monthly Film Shows

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 using Charity Log

Activity

The activity of the GNS over the last three years is shown below. These activities fulfil the aims laid down in the constitution of the GNS.

ACTIVITY				
		2018 - 2019	2017- 2018	2016 - 2017
CHIROPODY RETAIL TRUST		296	409	216
CHIROPODY BURNT OAK (Oaklodge)		251	94	
CHIROPODY MILL HILL EAST (Langstone Way)		54		
MILL HILL LUNCH CLUB		1207 (423 via minibus)	1166/391	1091/317
BURNT OAK LUNCH CLUB		925 (382 via minibus)	881/375	743/296
RETAIL TRUST LUNCH CLUB		291	384	307
GENERAL LIFTS		548	647	459
BEFRIENDING		144	155	113
INTERVENTIONS		66	103	
GARDEN CLEARANCE		39	27	38
FILM SHOWS		133	149	160
SHOPPING BUS		355	353	322
OUTINGS AND TRIPS		63	213	136
SOCIAL EVENTS		82	81	
MEDICAL LIFTS		102	87	

Additionally, at several lunch clubs, talks have been given on “Scam Awareness” by TSB staff or local PCSOs. There have been clothing and book sales enabling clients to obtain items in a non-pressured environment. There have been training sessions for volunteers on First Aid, Manual Handling and Safeguarding.

The age range and numbers of clients that the GNS helps is shown in the table below. Increase is mainly due to the increased uptake of the Chiropody service which is now available in three locations.

Age Range	No. of Clients <i>(previous year)</i>
45 – 54	2 (7)
55 – 60	9 (14)
61 - 65	17 (5)
66 - 70	28 (16)
71 - 75	48 (41)
76 - 80	81 (46)
81 - 85	78 (50)
86 - 90	74 (45)
91 - 100	42 (32)
100+	
Not Known	17
TOTAL	396 (283)

Details of our volunteer base is shown below. It shows that many of them are of a similar age to the clients, but are generally more able bodied and active.

	Number <i>(last year)</i>
Female	50 (53)
Male	15 (16)
TOTAL	65 (66)

Age Range	Number <i>(last year)</i>
20 - 45	(4)
45 - 54	9 (8)
55 - 60	10 (5)
61 - 70	24 (21)
71 - 75	18 (16)
76 - 80	8 (9)
81 - 85	1 (4)
86 - 90	(2)
TOTAL	70 (69)

Chair of Trustees Report on the Year August 2018 to July 2019

An extremely challenging year both financially and operationally through which we would not have survived without the support of the volunteers, staff, trustees and supporters.

The trustees reviewed the financial situation of the charity exploring ways to increase income and decrease expenditure. Comparisons were made with other similar organisations in the local area. They were mindful of the financial situation of some of the clients of the service.

As a result, the following steps were taken:

- a) Charges to the clients for lunch clubs, transport, gardening and chiropody were increased. Most of the increases were made April 2019, the last in September 2019.
- b) Two staff offered to take a reduction in hours saving £400 per month.
- c) Appeals were made within the local area and the local churches for support.
- d) It was agreed a more detailed Annual Budget should be prepared and performance against it closely monitored.

The increased charges were still at the lower end of those charged by other similar organisations, but have increased the income significantly. They have generally been accepted well by the clients, who have adopted a pragmatic approach and shown great understanding as to the reasons behind these increases.

Many individuals and local organisations have given extremely generously this year to the GNS and their generosity is acknowledged and appreciated.

Also, during the year, a CAF (Charities Aid Foundation) account was opened. This allows individuals to donate (anonymously if wished) and gift aid collected by CAF. The money is then forwarded to the GNS, minus a very small fee. This is publicised on the website and leaflet.

The outcome is that, having had a deficit at July 31st 2018 of approximately £20,000, at the end of this charity year on July 31st 2019 we had a surplus of approximately £7,000.

The trustees also considered the Reserve Policy and having sought advice, changed it from 75% of annual running costs to 4 months.

In July 2019, the book keeper (Mr Grahame Poulton) agreed to become Treasurer and take up the position on August 1st 2019. A budget for the year August 1st 2019 to July 31st 2020 has been prepared and agreed by the trustees. A report on both the current situation and any trends will be given at each trustee meeting.

Operationally there have been several challenges throughout the year.

As can be seen, the demand for many of the services the GNS provides is increasing (see table page 6), however, the number of volunteers remains steady. Efforts have been made throughout the year to increase this number, but we have only maintained the same level.

There has also during the year been issues with food quality for the lunch clubs. After discussions with the kitchens this was resolved but at the start of September 2019 the food will be sourced from a different kitchen of the same supplier.

The number of gardens attended to during the year has increased. The GNS now has two gardeners who provide this service. Whilst the cost to the client has increased, this is a subsidised service for which specific funding is no longer given.

By far the most challenging operational issue was transport. The GNS had been using Barnet Community Transport, from which it hired a minibus (with or without a driver) three times a week, at a cost of £13,652 last year. Due to potential changes in regulations about the use of minibuses, BCT warned the GNS early in the year of potential issues. This culminated in them ceasing operation in June with 4 weeks notice being given. The staff worked very hard seeking alternatives and then the suggestion was made that the GNS purchase one of BCT minibuses. After a quick financial assessment this was done at the end of June. A BCT driver was used on a casual basis for July and August until the GNS recruited a driver (welcome Daniel to the GNS family) who started at the beginning of August. Between purchase and operation, insurance, relevant permits, MIDAS training and servicing had to be done. It is estimated that owning our own minibus will save significant sums of money. The bus is parked in the grounds of Mill Hill School, to whom we are extremely grateful.

The GNS continues to be supported by a wide range of individuals and organisation. These include local schools (choirs come to sing at lunch clubs), local businesses, clubs and the local churches. We are extremely grateful for their support.

Future Plans

Finance will continue to be a major concern throughout the near future. There is a greater demand on funders and less money available to be awarded. For many funders, the number of successful applicants is around 10% of those applying. It is known that the London Borough of Barnet is reducing the funding it provides to the Provider Group, of which the GNS is part and headed by AgeUK Barnet. This is approximately 20% of our income. The GNS will continue to seek funding and apply to suitable funders throughout the coming year in order to maintain the existing level of service. Without additional funding, in real terms, we cannot expand our activities.

We will continue to seek to increase the number of volunteers in cooperation with AgeUK Barnet, who have received funding to do this.

The minibus will be clearly marked as belonging to the GNS and will act locally as a mobile advert for both clients and volunteers.

Over the past year a student from University of Hertfordshire has been putting together a new website as a project. This will be more user friendly and should go live within a few months.

The NHS Long Term plan lays great emphasis on “Social Prescribing” and local GPs will have the support of Link Workers for Social Prescribing. The GNS is ready to play its part in the provision of this service.

Risk Assessment

Inadequate funding is by far the biggest risk to the GNS. More robust monitoring protocols of finance have been put in place but the process of obtaining significant funding is lengthy and with no guarantee of success.

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 4 months running costs. 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 19.06.19 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in January 2021 or sooner if needed.

Annual Report and accounts approved at Trustee meeting on Wednesday 11th December 2019



D M Edgerton

(Chair of Trustees)

FINANCIAL STATEMENTS – Year ended 31 July 2019

RECEIPTS AND PAYMENTS ACCOUNT

<u>RECEIPTS</u>	Notes	General			TOTAL 2018/19	TOTAL 2017/18
		Unrestricted Funds	Designated Fund	Restricted Funds		
London Borough of Barnet	1	£15,000			£15,000	£15,476
Garfield Weston Charity		£15,000			£15,000	
Friend in Need Community Centre – Gardening Scheme	2					£897
The Beatrice Laing Trust	2				£0	£2,000
Anonymous Donations		£12,000			£12,000	£3,000
Fund Raising	3	£9,848			£9,848	£9,268
Tax recovered under Gift Aid		£4,651			£4,651	£1,111
Donations from Clients		£1,727			£1,727	£4,475
Luncheon Club Meals		£8,206			£8,206	£8,384
Gardening				£753	£753	£717
Over Provision Meals 16/17					£0	£388
Other Client Services Income		£5,455			£5,455	
Chiropody Services		£1,242			£1,242	
Interest		<u>£234</u>	<u>£92</u>	<u>£0</u>	<u>£319</u>	<u>£270</u>
		<u>£73,361</u>	<u>£92</u>	<u>£753</u>	<u>£74,198</u>	<u>£45,986</u>
<u>PAYMENTS</u>						
Salaries, National Insurance & Administration		£39,337			£39,337	£40,678
Luncheon Club Meals, etc.		£7,595			£7,595	£8,556
Hire of Transport		£15,806			£15,806	£13,992
Film Afternoons & Outings	4		£742		£742	£1,964
Gardening Scheme	2			£1,403	£1,404	£1,056
Chiropody Services		<u>£2,470</u>			<u>£2,470</u>	
		£65,208	£742	£1,403	£67,353	£66,246
Surplus of receipts over payments		£8,145	-£650	-£650	£6,845	-£20,260
Balances b/f at 1 st August 2018		<u>£17,821</u>	<u>£14,420</u>	<u>£2,338</u>	<u>£34,579</u>	<u>£54,839</u>
BALANCES CARRIED FORWARD		<u>£25,966</u>	<u>£13,770</u>	<u>£1,688</u>	<u>£41,3424</u>	<u>£34,579</u>

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

CASH FUNDS @ 31 st JULY 2019	£25,457	£13,770	£1,688	£42,915	£34,579
Creditor Luncheon Club Meals	-£1,491			-£1,491	
	<u>£25,966</u>	<u>£13,770</u>	<u>£1,688</u>	<u>£41,424</u>	<u>£34,579</u>

NOTES

1) London Borough of Barnet via Age UK Barnet		Per Month £1,250
2) Beatrice Laing Trust re Gardening		
Balance b.f.	£2,338	
Receipts Clients	£753	
Payments	-£1,404	
Balance c.f.	£1,687	

The LBB grant has ceased. A successful application was made in 2017/18 to The Beatrice Laing Trust for £2000 to enable this service to be continued.

3) Fund Raising

Donations have been received from many local organisations and individuals for which we are extremely grateful.

4) The R W Mayhew bequest

In March 2015 GNS received a £20,000 legacy from Reg Mayhew's solicitors.

There were no restrictions as to how this money should be spent.

The Trustees decided this should be designated for special events for clients, such as film afternoons, outings and other special events.

It has been calculated that £9207 has been spent leaving £10793 remaining.

With respect to the current financial situation of the GNS, it may be necessary for the Trustees to use this money for the general running of the scheme. This would only be done if financially essential.

Grahame Poulton
Treasurer
Date



Section A Independent Examiner's Report

Report to the trustees/
members of

Charity Name:
The Good Neighbour Scheme for Mill Hill & Burnt Oak

On accounts for the year
ended

31st July 2019 Charity no
(if any) 1130578

Set out on pages

(Remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/07/2019

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

[I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report 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: 12/10/2019

Name: A. G. Roberts

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

FCMA

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

