



THE GOOD NEIGHBOUR SCHEME

FOR

MILL HILL AND BURNT OAK

(Registered Charity Number 1130578 Registered Charitable Incorporated Organisation 1192433)

TRUSTEES ANNUAL REPORT

AND

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR

1ST AUGUST 2022 TO 31ST JULY 2023

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THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

Registered Address

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Mill Hill
London NW7 2AE

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020 8906 3340 (which links to a staff members mobile)

E-mail: info@thegoodneighbourschememhbo.org.uk

Website: <http://www.thegoodneighbourschememhbo.org.uk>

Facebook: <https://www.facebook.com/goodneighbourscheme/>

Bank

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

List of Trustees:

Mr Robert Cottingham

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mr Peter McCabery

Mr Benedict Metuh

Mr Grahame Poulton (Treasurer)

Mr Martin Rosen

Mrs Mary Scott

Mrs Pauline Seaton

List of Honorary Officers:

Secretary: Mrs Fi Rosen

Independent Examiner: Mr Alan Roberts FCMA

List of Staff:

Manager Mrs Elizabeth Sykes

Coordinator: Mrs Loraine Williams

Development Coordinator: Mr Iraklis Koumoullou

Befriending Coordinator Mrs Alison Koumoullou

Drivers Mr Ben Williams (until April 2022)

Mr Gerard Mahon (from September 2022)

Mr Joseph Guilfoyle (from September 2022)

The objects of the scheme as laid down in the constitution and adopted when the scheme registered as a charity in 2009 and confirmed when the charity converted to a CIO in 2020 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.

All activities during this reporting period were undertaken paying due regard to the regulations on Covid -19 safety.

Activity

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

The Covid 19 Pandemic affected the way the GNS operated during the period March 2020 when restrictions were introduced. When lifted many clients and volunteers were still wary of meeting up. This, in some ways, is reflected in the figures showing activity which indicate a gradual increase over the period since restrictions were lifted.

ACTIVITY	2022-2023	2021-2022	2020-2021	2019-2020
Chiropody	327	600	406	470
Mill Hill Lunch Club	890	830	0	763
Burnt Oak Lunch Club	860	514	0	558
Minibus Lifts to Lunch Clubs	576	538	102	471
Volunteer Lifts to Lunch Clubs	374	408	278	408
Lifts to Medical Appointments	42	45	53	62
Befriending Sessions	1835 (32 Clients)	33***	1859	803
Garden Clearance	18	19	40	35
Shopping Bus	382	235	257	224
Outings and Social Events	118	75	24	125

*** This figure relates to the number of clients being befriended, not the number of sessions of befriending as in previous years.

In the current year there are 26 volunteers carrying out befriending who phone clients at least every two weeks.

Chair of Trustees Report for the Year August 2022 to July 2023

The year under review has seen the GNS thrive with the number of clients using its services increase. We are, however like the majority of voluntary organisations in the area, finding it difficult to recruit enough volunteers, thus meaning that we rely more heavily on a willing few. Whilst the number of Befrienders has increased slightly, there is a need for more voluntary help with minibus escorts, lunch clubs and those able to give lifts to clients.

As can be seen from the table above, the number of clients attending the two lunch clubs has increased. On two or three occasions they had to be cancelled at short notice due either to it being too hot or too cold. The club at Mill Hill has been meeting at the Burnt Oak site for the latter part of the reporting year due to construction work being undertaken at the Mill Hill site. The food, which is supplied by two caterers has remained of a good standard and is appreciated by the clients. The caterers increased their charges during the year and a successful application was made to a local funder for money to subsidise the meal costs so that the cost to the clients was not increased. At the lunch clubs, client birthdays are celebrated and other special occasions (Valentine's Day). Unfortunately due to inclement weather many activities (including the Carol Service) had to be cancelled. Many clients received a Lunch delivery on Christmas Day from the local churches. In last year's Annual Report it was hoped that a lunch club at the Retail Trust might start up again. This has not happened due to a review of service provider at that organisation.

During the year, John Keble Church celebrated its 100 anniversary and the Bishop of Exeter (formerly a curate at John Keble) attended. It was during his curacy at JK that he started the scheme that became the Good Neighbour Scheme. The Chair and Manager met with him and explained the current setup.

The minibus has proven to be a good investment as it has cost us around £14,000 for the year, when we were paying approximately £16,000 in hire charges in the year 2018- 2019. It is also currently generating income for us being hired out to the Retail Trust and also AgeUK Barnet. Two part-time drivers, who job share, commenced at the beginning of September 2022 after the resignation of the previous driver in April, and have proven valuable additions to the staff body. There has been an ongoing issue with the sliding passenger door, but this is being dealt with.

Towards the end of the 2022/23 financial year GNS was successful in obtaining two grants.

One, from part of the Lottery Fund, was for just over £9000 to pay for transport costs. The other was an anonymous donation of £14000 to help fund the lunch clubs. As a result of these two grants we are able to show an accounting surplus of £3163, and a cash surplus of £9000 in 2022/23.

The Chiropody service, based in a local GP surgery, is well supported and appreciated by those who use it.

There have been several "outings" for clients throughout the period to garden centres, a local amateur dramatic society and a large shopping centre. Also some clients volunteer to take part in a "life stories" project at Mill Hill School which takes place over several weeks and finishes with the School laying on a marvellous afternoon and books presented to those clients who had participated in the project.

For volunteers, the opportunity was taken for the AGM for 2021 – 2022 held in January 2023 to be a "thank you" event with a light supper and get together following the business part. A couple of volunteer meet ups with tea and cakes followed by a gentle walk were also organised.

During this period the GNS began to fully utilise the CAF Bank to enable dual authorisation of payments as per the Charity Commission guidelines.

During this period the GNS raised money and donated one defibrillator to Sacred Heart and another to Annunciation Church (where lunch clubs were held), raised money for the purchase of a wheelchair and also went 50/50 on the purchase of a dishwasher (with a short cycle) for use at the lunch club.

There had been an unfortunate error with the organisation which supplies Payroll services in that their software didn't pick up a salary increase for a staff member, which meant they had not paid National

Insurance for three years. This resulted in both the GNS and the staff member having to repay HMRC money, the supplier paying the interest and penalty. Some discussion occurred about changing Payroll but it was decided to stay with them.

We are grateful to all those individuals and organisations who donate to the GNS either regularly or as one offs. The funding from City Bridge Trust is ending shortly and steps are being taken to ensure another funder is found to replace this significant amount of funding. The GNS has received smaller amounts of money from several funders

Future Plans

The current priority is to find a long term funder to replace City Bridge Trust. In the absence of further funding, there is likely to be a substantial deficit in 2023/24, but our cash reserves will cover this deficit. Barnet Council and Age UK Barnet recently launched a mission to become a fully-fledged age-friendly borough and as such AgeUK Barnet, to whom we are subcontracted to provide support for the elderly and hence fund us with council funding, are confident that future funding will continue.

It is again hoped that an additional lunch club will open at the Retail Trust. An alternative catering supplier for the lunch clubs has been identified and has recently started supplying food.

As of the 1st August 2023 client charges increased, but the GNS is still at the lower end of the scale of charges based on comparison with similar local bodies. Also on 1st August staff salaries were increased by approximately 4% after a review of similar organisations was done.

Efforts will be made to increase the number of volunteers, however it is understood that all local voluntary bodies are having difficulty in this area.

Assessment of Operating Risk

There is a steady demand for the services that the GNS provides. The major risk to the GNS is not having sufficient resources to meet that demand, specifically financial and number of volunteers. Steps will be taken to ensure that grant applications are made in a timely manner thus ensuring a continuous service is maintained and that the GNS is promoted locally to maintain or increase the number of volunteers.

Reserve Policy Statement

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

Registered Charity No. 1192344

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 6 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 in March 2023 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in January 2025 or sooner if needed



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 period
ended

31st July 2023

Charity no
(if any)

CIO 1192344

Set out on pages

10 to 14

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

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.

Signed:

[Redacted Signature]

Date:

19/10/2023

A G Roberts

Name:

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

FCMA

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

GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK
(Charity Reg No 1192433)
Statement of Financial Activities for the year to 31 July 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income From					
London Borough of Barnet		£12,750		£12,750	£15,938
Fundraising	1	£136	£41,078	£41,214	£25,966
Donations (inc Gift Aid)	2	£6,466		£6,466	£47,897
Client services	3	£28,525		£28,525	£17,220
Transfer from Old GNS Charity					£3,660
Interest		£1,031		£1,031	£184
Total Income		£48,908	£41,078	£89,986	£110,865
Expenditure On					
Charity activities costs	4	£64,487	£22,336	£86,823	£60,271
Total Expenditure		£64,487	£22,336	£86,823	£60,271
Net Income (Expenditure)		-£15,579	£18,742	£3,163	£50,594
Balance brought forward on 1 Aug 2022		£104,518	£4,657	£109,175	£58,581
Balance at 31 July 2023		£88,939	£23,399	£112,338	£109,175

**GOOD NEIGHBOURS SCHEME FOR MILL HILL AND BURNT OAK
BALANCE SHEET AT 31 JULY 2023**

		2023 £	2022 £
Fixed Assets			
Tangible Fixed Assets	5	£29,558	£35,470
		-----	-----
		£29,558	£35,470
Current Assets			
Debtors	7	£380	£1,062
Short term deposits		£60,059	£51,151
Cash at bank		£22,341	£21,828
		-----	-----
		£82,780	£74,041
Creditors: amounts falling due within one year		£0	£336
Current Net Assets (Current assets minus Liabilities)		£82,780	£73,705
Net Assets		£112,338	£109,175
		-----	-----
Funds			
Unrestricted		£88,939	£104,518
Restricted		£23,399	£4,657
		-----	-----
		£112,338	£109,175
		-----	-----

Approved by the Trustees

on 7th December 2023 and signed on their behalf

by: DM Edgerly

(Chain of Trustees)

Notes to the Financial Statements for the Year Ended 31 July 2023

1. Income from Fundraising

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
City Bridge Trust		£16,861	£16,861	£15,100
National Lottery Community Fund		£9,139	£9,139	£6,149
Barnet Community Fund		£900	£900	£2,500
Raffle/ Bingo for a Wheelchair		£178	£178	£1,592
Easyfunding	£136		£136	£125
Anonymous Grant		£14,000	£14,000	
	£136	£41,078	£41,214	£25,466

2 Income from Donors
including Gift aid

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£		£	£
Donations from Clients	1,405		1,405	614
Donations from Third Parties	4,170		4,170	5,221
Gift Aid Receipts	891		891	7,155
Donations for New Minibus				34,907
	6,466		6,466	47,897

3 Income from Client Services

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Lunch Club Meals	12,564		12,564	7,885
Lunch Club Transport	4,653		4,653	3,494
Gardening	841		841	941
Shopping Bus Transport	1,890		1,890	1,275
Chiropody Service	3,279		3,279	2,955
Minibus Hire	4,278		4,278	670
Client Outings	1,020		1,020	
	28,525		28,525	17,220

4. Charity Activity Costs

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Employment Costs (excl driver)	£35,424	£9,372	£44,796	£33,540
Lunch Club Meals	£12,825	£1,488	£14,313	£8,760
Lunch Club Rent		£450	£450	£1,800
Transport (incl driver)	£5,647	£8,340	£13,987	£7,325
Administration	£3,674	£462	£4,136	£4,298
Gardening Scheme	£74	£846	£920	£890
Chiropody Rent		£1,253	£1,253	£1,040
Wheelchair		£125	£125	£1,706
Depreciation	£5,912		£5,912	£5,912
Client Outings	£931		£931	
Refund of Bus Deposit				£-5,000
	£64,487	£22,336	£86,823	£60,271

5. Tangible Fixed Assets

	Motor Vehicles
Cost 1.8.22	£41,382
Cost 31.07.22	£41,382
Depreciation at 1.8.22	£5,912
Charge for Year	£5,912
Depreciation at 31.07.23	£11,824
Net Book Value at 31.07.22	£29,558

6. Analysis of Net Assets by Funds

	Unrestricted	Restricted	Total 2023
	£	£	£
Tangible Fixed Assets	£29,558		£29,558
Current Assets	£60,444	£22,336	£82,780
Current Liabilities			
Fund balance	£90,002	£22,336	£112,338

7. Debtors

	2023	2022
	£	£
Retail Trust	380	1062

8. Creditors: Amounts Falling Due Within One Year

	2023	2022
	£	£
	0	£336

9. Statement of Funds

	Balance £ 01-Aug 2022	Income £	Expenditure £	Transfers £	Balance at 31-Jul 2023
Unrestricted Funds					
	£104,518	£48,908	£64,487		£88,939
Restricted Funds					
City Bridge Trust- Lunch Clubs	£0	£16,861	£16,861		£0
Beatrice Laing- Gardening	£846		£846		£0
Finchley Charities- Chiropody	£1,460		£1,253		£207
National Lottery Community Fund- Befriending	£2,351		£2,351		£0
National Lottery Community Fund- Lunch Clubs		£9,139			£9,139
Raffle/Bingo -Wheelchair		£178	£125		£53
Barnet Community Fund		£900	£900		
Anonymous Grant		£14,000			£14,000
Total Restricted Funds	<u>£4,657</u>	<u>£41,078</u>	<u>£22,336</u>	£0	<u>£23,399</u>
Total of All Funds	<u>£109,175</u>	<u>£89,986</u>	<u>£86,823</u>	<u>£0</u>	<u>£112,338</u>