



Annual Report 2024 - 2025

Good Neighbours in North Cardiff



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Chair's Report 2024-2025

There is no doubt these past 12 months have been extremely stimulating and inspiring. The successful grant from the Welsh Assembly Volunteering Programme allowing us to modernise the way we operate was particularly challenging and I wish to thank all the employees for their fortitude in approaching this programme of work. Along the way we saw one of our administration team, Beverley Clay, decide that it was time for a change in her working life. As we said farewell to her, thanking her for loyal service, we were able to recruit two new administrators from the bank of our volunteers, and Louise Westlake and Ruth Gatward joined us. They both have been very helpful in taking us forward into adopting the new Volunteer Management System "Volunteero". Our Operational Co-ordinator Julie Cull has been exceptional throughout the modernisation and staff changes, always bringing a positive attitude to the workplace and being supportive to staff and volunteers, some of whom found the changes a little perplexing. Via the grant funding, we also recruited a Community Volunteer Engagement Officer, Zoe Engstrom, for a period of 9 months. Her role was to help with the expansion into Rhiwbina and to re-energise the profile of the charity across North Cardiff.

Our Trustees also underwent changes to the Executive Committee's work pattern when we moved to quarterly committee meetings which took a little longer than the previous 6-weekly meetings. I thank them for their constructive challenges and upbeat enthusiasm in the operational changes we agreed to make. I would especially like to thank all Trustees for always stepping forward to help at our fund raising and PR events as well as all doing the day job of being a Good Neighbour volunteer. I would like to thank my two Honorary Officers who have been encouraging and given me reassurance when I have sought their advice on the way we should take things forward. Our Secretary, Sue Stockdale, is always ensuring we are operating within the guidelines of the Charity Commission and prepares

and records all our meetings with exacting attention to detail. Our Treasurer, Jenny Smedley, has been on a very interesting learning curve, as the need to record how the grant money was spent to fulfil our reporting back to WCVA who administer the grant on behalf of the Welsh Government was an additional task that had not been factored into our understanding the previous year.

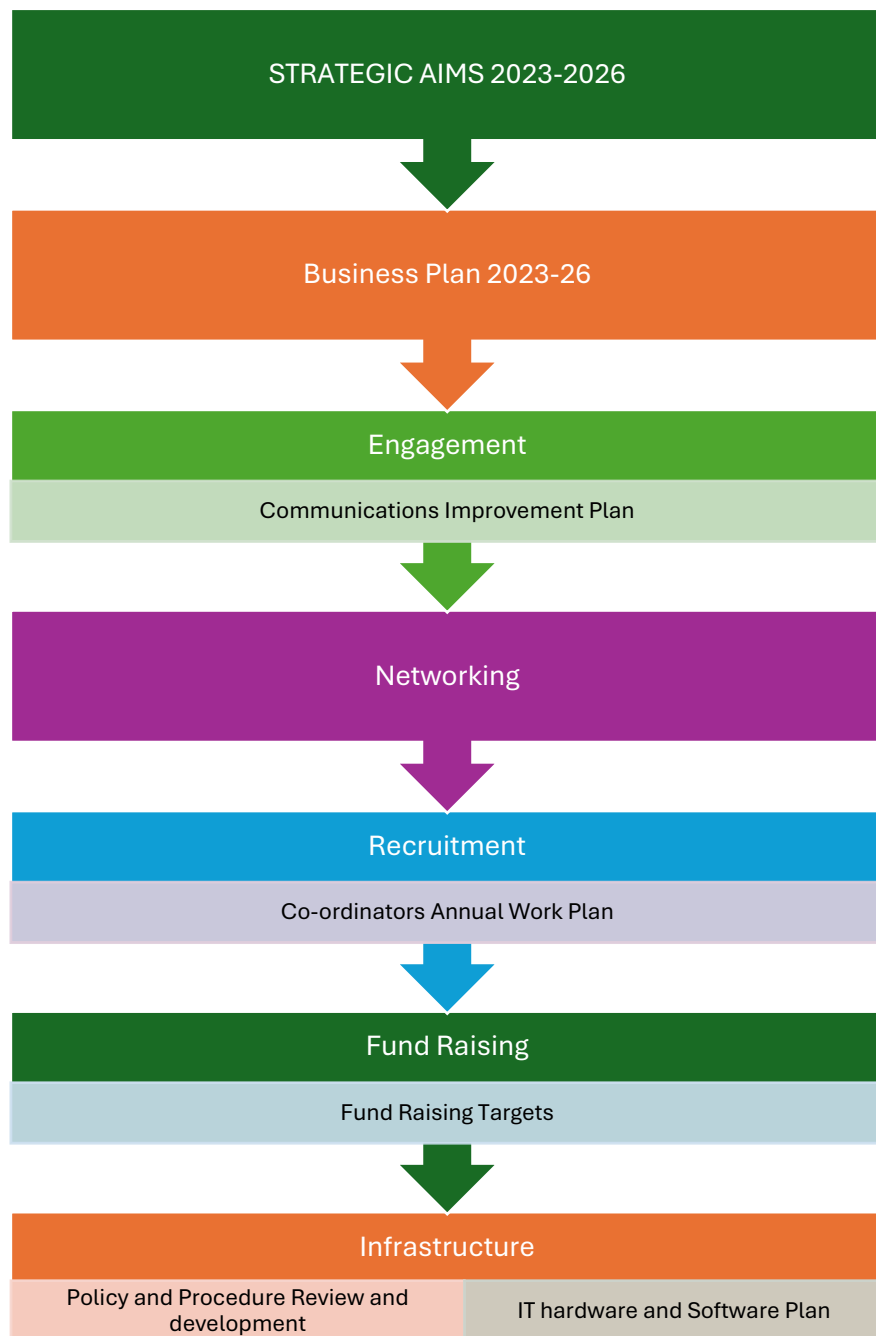
Part of the modernisation was introducing our new website, and we have developed a specific portal for our volunteers who can access information 24/7 whether they need an expenses claim form or to check on one of our policies. We know our monthly Newsletter is being read online as we see a spike in the number of page visits when we let volunteers know it's been uploaded. Recruitment of volunteers has gone well this year, and we met our grant target of 16 new volunteers - in fact we exceeded it. We are now going to be focusing on getting more clients as sadly a few of our clients no longer need our support due to personal changes in their circumstances like moving into nursing care, and by the nature and age of those we help, some are no longer with us. So whilst we can show a 13% increase in clients, a number of those are not using our services. During the next six months we shall contact all existing clients to discern why some are not utilising our services as we have done in previous years.

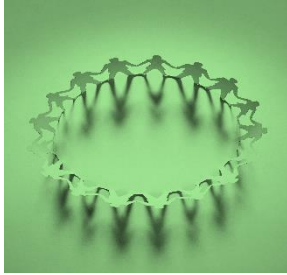
Further on in this report we will be giving more detail about the modernisation programme and how we have progressed with our Business Plan.

Annual Account of Volunteering Tasks accomplished in 2024-2025

Activity	Tasks	Hours
Transport	658	1316
Shopping	495	990
Accompanied Shopping	230	460
Phone Companionship	327	654
Face 2 face Companionship	338	676
Totals	2048	4096

Business Plan Achievements





ENGAGEMENT

To ensure the population (political, business, and residential) within the geographical area covered by the charity has a clear understanding and knowledge of the work of the charity. Together, with a review of the current service offer and defining future provision.

Measurements of Success

- i. The results of the annual survey of current users and volunteers using identified questions to measure improvement.

We have yet to achieve developing a Client Survey, but we have run a second Volunteer Survey and shared the results with our volunteers via our new Volunteer Portal on our website. We saw a 33% return from our volunteers and in the main the responses were positive with some good suggestions regarding the modernisation proposals we have been discussing, including the introduction of a Volunteer Management System application. In addition to the survey results, the Volunteer Portal now carries regular newsletters, expense forms, Volunteer Advisory Handbook, Policy documents and other helpful information which can be accessed 24/7.

- ii. Evidence of engagement with decision makers and influencers is reported annually to the Executive Committee.

During the year we made good efforts to reach out to all the local councillors in our service area, as well as our MS and MP. The City Council's Older Person's Champion and the Wales Commissioner for Older People have both been engaged through our PR activities to better understand our work in North Cardiff.

The Chair of GNINC is now a Trustee of C3SC (Cardiff Third Sector Council) through which links to the wider voluntary sector are being developed further.

We have attended several wellbeing events held in our service area and our Operations Co-ordinator is regularly giving talks to local groups and to residents in supported living homes, with great success in gaining clients and volunteers. We have been supporting the newly established Repair Café that runs once a month in St Isan's Parish Hall where we display our banners and leaflets and engage with those visiting the facility.

- iii. Evidence of improved understanding of the charity's work across all sectors. This is also linked to the communication improvement plan objectives.

The entire refresh of the brand and website, which was launched at last year's AGM, was rolled out during the summer. It has been positively received and the website is well used by volunteers and the public. Our other social media platforms have also been used to engage a wider audience.

There has been an increase in recruitment, with 26 new volunteers joining. There has been a similar increase in clients, however due to the age of our clients, sadly some are no longer using our services, but we are maintaining around 80 clients on our books.

- iv. Data collected demonstrates diversity and inclusiveness in the charity's work programme and policies.

The collection of this type of data commenced in January 2025. We have yet to analyse it in detail, but it does form a foundation for us to be able to measure our work and service delivery in this context. The new Volunteero application will further enhance our ability to examine the way we are working and measure and identify areas for improvement.

As part of the Volunteering Wales grant, we undertook case studies with two new volunteers which looked at the process of recruitment and induction and then at the impact on their personal wellbeing. For full details, click on this link:
<https://gninc.org.uk/app/uploads/2025/05/Case-studies-of-Carys-and-Suzanne.docx>



NETWORKING

Develop opportunities to link with other organisations who are aiming to improve the wellbeing of people living in North Cardiff

Measurements of Success

This work will be developed in 2024/25.

- i. Annual survey of groups and/or professionals we have engaged with using identified questions to measure improvement.

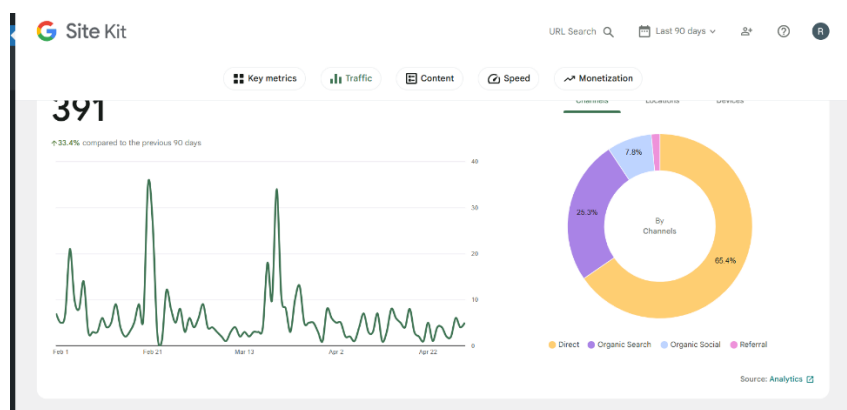
During the tenure of the Volunteering Wales grant the Community Volunteer Engagement Officer regularly attended the 3 Hubs, distributed our new information leaflets, and engaged with local district nurses and the GP Cluster. We have not had the capacity to create a survey for professionals as it was intended to follow the introduction of the Volunteero App which has an automated process following completion of a referral form but will endeavour to do so in the coming year.

- ii. To provide tangible evidence of working with other like-minded organisations.

We have also engaged with the council's Older Person's Champion and the City's Age Friendly team. The new 2025 Age Friendly Strategy now contains a reference to our charity and our interest in being involved in discussions regarding changes to transport policies such as congestion charges, parking, and access to controlled permit areas.

- iii. To measure, via activity across media platforms, an improvement in our communications especially with other organisations.

Below is an example of the data we can collect from the website.



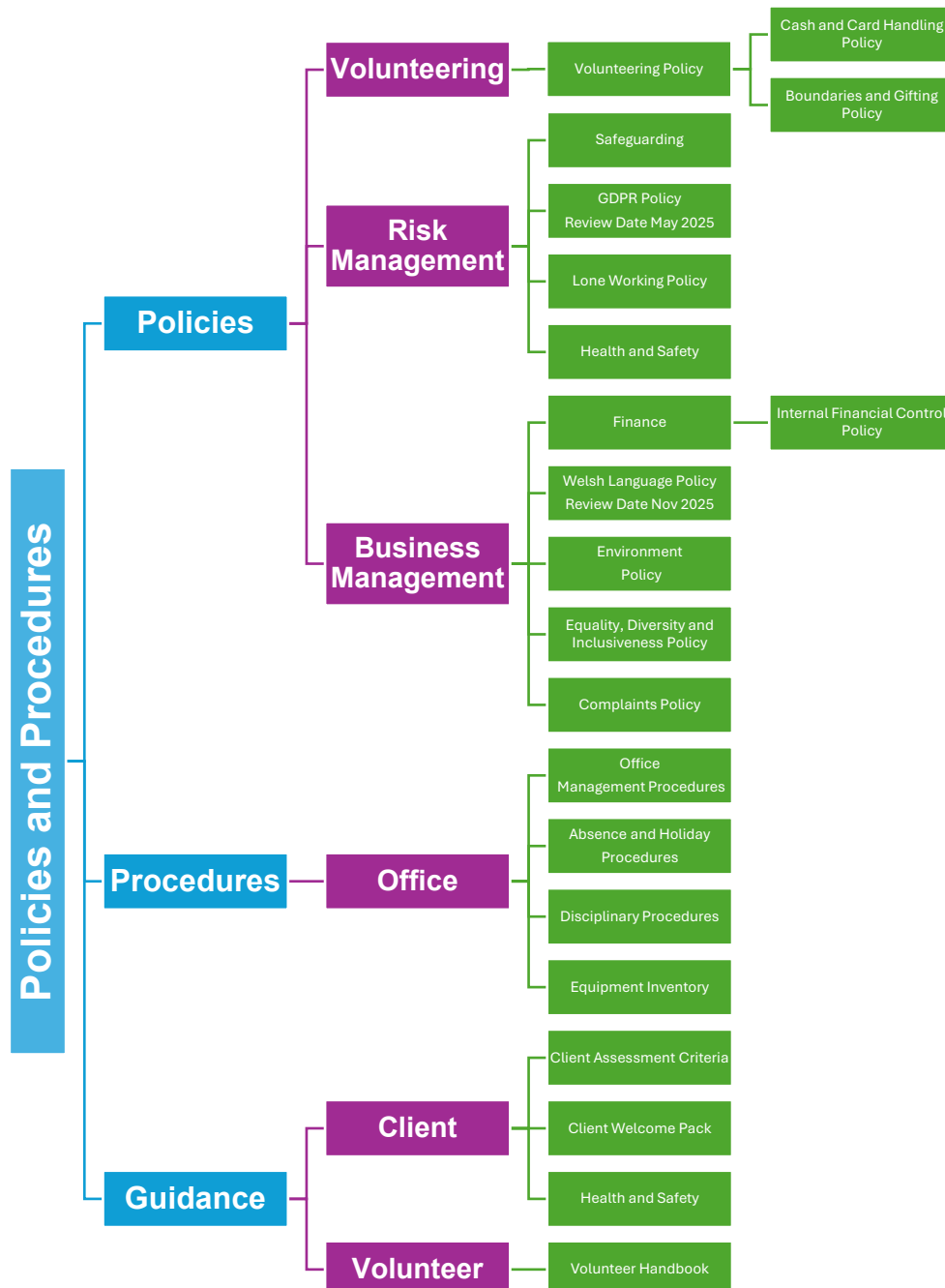


RECRUITMENT

To increase the number of volunteers and clients the charity supports by 20% by 2026.

Measurements of Success

- i. Annual review of policies and procedures demonstrates where new policies have been introduced to meet our improved service targets.



- ii. The data sets and how we are aiming to respond to increasing our client and volunteer numbers are contained within the Business Plan.

The Volunteering Wales grant project set out specific targets for 2024/25 and below was what was achieved.

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13		
Description	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Target	Actual
Number of volunteers aged 26 and over	40	0	0	1	2	11	2	1	1	1	1	3	3	62	66
Volunteering hours	0	136	326	336	370	412	332	388	358	332	360	372	374	2420	4096
Number of volunteers achieving 1 or more NQF level 2 or above qualifications	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0
Number of volunteers achieving 1 or more NQF level 1 or below qualifications	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0
Number of volunteers undertaking training	0	0	0	0	0	5	8	2	3	2	0	0	0	62	20
Number of volunteers with improved well-being	0	0	0	0	0	0	0	13	0	0	0	0	24	55	37

The targets set out in the chart reflect that whilst we had around 60 volunteers not all of them were active so for the grant purposes, we included 40 as our starting point. The NQF training accreditation was not accessible and for most of our volunteers they were not interested in undertaking training, other than the safeguarding training which was an online process and had been commenced in 2023. Wellbeing was measured through our annual Volunteer Survey and 28 volunteers responded to that survey.

- iii. By demonstrating increased number of clients and volunteers registered with the charity.

In 2024/25 the data shown in our files delivered the following numbers for clients and volunteers, not all are actively delivering or using our services. With the new Volunteero system we will be able to produce more accurate records regarding usage of our services and volunteer engagement.

	Number
Clients	87
Volunteers	80

- iv. Numerically count the campaigns run by the charity per annum.

Through the project run via the Volunteering Wales grant we ran three volunteer recruitment campaigns which resulted in exceeding our target of 22 by 4. We also made a strong focus on recruiting new clients and as mentioned in the Chair's report earlier, the success rate was a 13% increase in client numbers.



FUND RAISING

To increase the income of the charity in line with all the strategic vision's and business plan's requirements.

Measurements of Success

- i. Budget expenditure targets are set in January and can be clearly linked to each of the five strategic aims set out in the business plan.

The budget for 2025/26 sets out the targets and, as is the same in many businesses, we have seen an increase in our costs of around 9%.

- ii. A clear and comprehensive fund-raising plan covering a three-year period was presented in January 2024 and thereafter a rolling three-year plan.

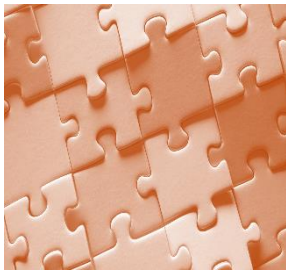
We had hoped to establish a fund-raising working group but due to other activities it has been undertaken in the main by the Chair. The three areas for raising money are through:

- Donations: via clients, individuals, groups, and business sponsorship we aimed to raise just over £8,000. You will see from the Financial Account report we fell just short of this target.
 - Grants: we received a grant of £20,688 from the Welsh Government for their Volunteering Wales programme.
 - Activities: We run a 100 Club of which our target of £600 profit was a little less, Gift Aid return has helped to balance the shortfalls this year.
- iii. An Events Planning Group is established and reports on a quarterly basis to the Executive Committee.

Events: Our two main events, Tea Party and Christmas Concert, also aimed to attract £2,000 and we raised £1,718.
 - iv. Utilise the payroll giving schemes and promote in our literature regular giving methods.

No activity.
 - v. To evidence how the fund-raising targets have been met per annum and report on a quarterly basis to the Executive Committee.

This report is made via the Treasurer's quarterly report to the Executive Committee.



INFRASTRUCTURE

To ensure the charity's infrastructure is fit for purpose and develop an IT hardware and software plan.

Measurements of Success

- i. Identified procedures and processes regarding data collected to support the core service delivery will be reviewed annually.

This has been covered earlier in this report, under the Recruitment heading.

- ii. The Policy, Procedures and Processes Plan will be delivered to the Executive Committee in January and reviews subsequently undertaken.

This has been covered earlier in this report, under the Recruitment heading. All policies are established, with a review process in place. The Secretary has a key responsibility for ensuring we meet our legal obligations in maintaining good standards of practice.

- iii. Annual report and proposals for any changes on equipment etc. will be made to the Executive Committee each March.

The modernisation of our process and equipment needed has been ongoing under the Volunteering Wales Grant. In January 2025 it was reported there were potential increases in running costs particularly around IT. Trustees agreed to reduce the number of Licenses required and adjusted the annual costs by around £1,800 during the next financial year will need to keep a close watch on IT costs. The late introduction of the Volunteero system (April 2025) and its license for 25/26 was paid for via the Grant awarded for 24/25. The full story of how we changed the way we work can be found on our website - <https://gninc.org.uk/app/uploads/2025/05/Diary-of-WCVA-Grant-Activity.docx>

- iv. Annual report on policies and procedures will be delivered in March to the Executive Committee.

The majority of the policies were reviewed as part of the Volunteering Wales grant application and, where necessary, new policies introduced.

- v. Results of the survey of volunteers and clients reflected on and any needed amendments to infrastructure developed and reported to the Executive Committee.

Same survey as evidenced under the Engagement section earlier in this report.

2024-2025 Events

Tea Party

We hosted 35 clients and 15 volunteers in Christ the King Church Hall in September. This was the first Tea Party to be held since Covid. We are grateful to our sponsors – Sainsbury's, Finsbury Food and Knight Frank Estate Agents.

Guests enjoyed a lovely afternoon cream tea and a sing along with the Ukulele Wolves group, plus a raffle.

Christmas Concert

We held our second Christmas Charity Concert at the Llanishen Rugby Club on Thursday 6 December. We were pleased to be able to tell our full-house audience that we had been successful in attracting a £20,000 grant from the Lottery Community Fund towards our annual running costs for 2025/26.

Over 100 guests and volunteers were wonderfully entertained by two choirs, Oriana and the Choir with No Name – with very different approaches, one traditional and the other rock style – along with a firm favourite, Ukulele Wolves, who brought a smile to everyone's face with their cheeky renditions of well-known Christmas songs.

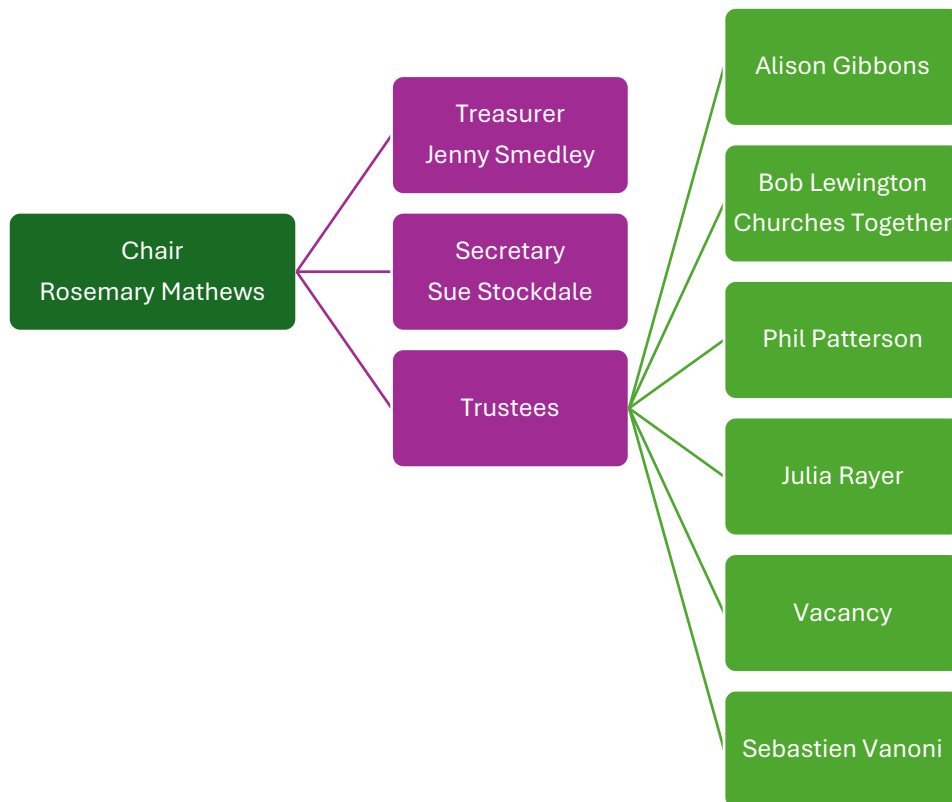
It was a great start to the festive season.

Events Photo Album

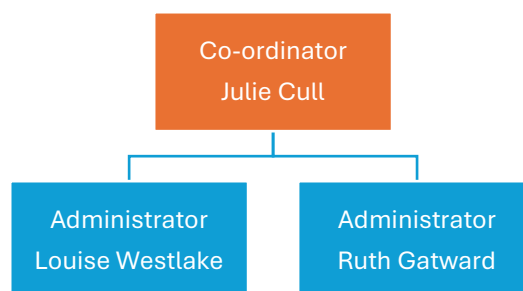


Structure, Governance and Management

EXECUTIVE COMMITTEE STRUCTURE



STAFF STRUCTURE



Statement of Financial Activity

For The Year Ended 31st March 2025

RECEIPTS AND PAYMENTS ACCOUNTS

2023/24	RECEIPTS	2024/25	
£	Grant & Donations	£	£
4,645	Client donations	5,146	
2,096	Donations from businesses/ organisations	1,225	
1,125	Grants	39,394	
5,170	Individual donations	180	
2,644	Standing order & direct debit donations	2,172	
21	Gift Aid	4,201	
<u>15,701</u>		<u>52,317</u>	52,317
Fund Raising & Events			
1,530	Concert ⁽¹⁾	0	
666	100 Club ⁽¹⁾	442	
234	Tea Party ⁽¹⁾	723	
1,178	Christmas Concert ⁽¹⁾	582	
0	Volunteer Event ⁽¹⁾	-56	
<u>3,607</u>		<u>1,691</u>	1,691
358	Bank Interest	346	346
<u>19,666</u>	TOTAL RECEIPTS	<u>54,354.25</u>	

NOTES

(1) Net income in this FY

2023/24	PAYMENTS	2024/25	
£		£	£
	Personnel Expenses		
16,958	Salaries (incl tax)	18,650	
0	Staff expenses	0	
562	Volunteer expenses	475	
<u>17,520</u>		<u>19,125</u>	19,125
	Office Expenses		
193	Stationery/Office supplies	640	
762	Telephones/Broadband	288	
<u>956</u>		<u>928</u>	928
	Other Expenses		
373	Website maintenance	439	
867	Insurance	984	
148	DBS check fees	120	
180	Subscriptions	0	
2,440	Rent	3,050	
350	Repairs and alterations	165	
43	AGM/EGM	99	
224	Miscellaneous expenditure	14	
0	WCVA Project Costs - WCVA Funded	20,688	
0	WCVA Project Costs - GNINC Funded	2,730	
<u>4,625</u>		<u>28,288</u>	28,288
<u>23,101</u>	TOTAL PAYMENTS	<u>48,341</u>	
<u>-3,435</u>	SURPLUS/(DEFICIT) FOR THE YEAR	6,014	
<u>19,666</u>		<u>54,354</u>	

**STATEMENT OF ASSETS AND LIABILITIES
AS AT 31ST MARCH 2025**

2023/24		2024/25
£	<u>GENERAL FUND</u>	£
34,820	Balance - 1st April 2024	31,385
-3,435	Surplus/(deficit) for year	6,014
<u>31,385</u>		<u>37,399</u>
 <u>ASSETS & LIABILITIES</u>		
28,563	Barclays Business Premium Account	33,909
1,326	Barclays Community Account	1,576
1,469	100 Club Account	1,911
28	Petty cash	2
0	Liabilities	0
<u>31,385</u>		<u>37,399</u>

Notes to the Financial Statements

Receipts

Client Donations

Our client donations were slightly above the budget set at the beginning of the year.

Donations from Businesses/ Organisations

We received a number of generous donations from businesses and organisations again this year, including:

- £725 from Thornhill Church following the success of their Christmas Fayre.
- £500 from Lloyds Bank Foundation recognising the time given by the Treasurer.
- £100 from Knight Frank towards catering at the Clients' Tea Party.
- £100 from J Crofts Davies Estate Agents and £100 from Rees Wood Terry Solicitors towards catering at the Volunteers' Event.

Grants

We would like to acknowledge the following Grants which have been gratefully received by the Charity:

- A Grant of £20,688 was allocated to GNiNC by the Wales Council for Voluntary Action (WCVA) for use in the Financial Year 2024-25. Please see the main report for details of the activities undertaken as a result of receiving this Grant money. 10% of the Grant was retained until completion of the end of year report in April meaning that £18,618.86 is shown in the accounts for 2024-25.
- Lottery funding of £20,000 was received in November to cover 2025-26 salaries.
- Forrester's Finances allocated GNiNC two Grants in the Financial Year 2024-25 – £200 in October for client Christmas cards and postage; and £200 in January for the redesigned Gift Aid envelopes, welcome packs and postage.
- As noted in last year's "Notes to the Financial Statements", Local Giving awarded a 'Magic Little Grant' of £500 towards IT equipment in 2022. This grant has been used for its purpose.
- The Welsh Government awarded a final payment of £375 in this year, under the ReActPlus scheme, in support of training for the Co-ordinator.

Individual Donations

We were fortunate to receive donations from a number of generous individuals and should like to thank in particular L.O'Reilly for donating £159.93 from the proceeds of a coffee morning she organised as well as A. Williams and A. Mellor for their kind donations towards supporting the Clients' Tea Party. We are also very grateful to the many volunteers and Trustees who contributed to the fundraising events by offering to cover costs for items themselves.

Monthly donations made by Standing Order and Direct Debit reduced slightly again this Financial Year, but continue to form a substantial source of income and we are very grateful for these regular donations.

We thank all our donors for their generous contributions.

Gift Aid

Two claims for Gift Aid on client donations under the Small Donations Scheme were made this year. We received payments for Financial Years 2022-23 in April, and 2023-24 in December.

Fund Raising and Events

The Clients' Tea Party and Volunteers' Christmas Concert were both run again this year and raised considerable sums. Thank you to the numerous volunteers and Trustees who generously donated their time and covered some of the expenses, to make these events a success.

The 100 Club remained well-supported, and thanks go to several members of the Club who donated their winnings back to GNiNC. Takings were slightly down on the previous Financial Year as not all tickets were sold at the start of the year.

The Volunteer Event was run in June to celebrate the 40th anniversary of Volunteers' Week; to recognise Alison Gibbons, our previous Treasurer and current Trustee, who was awarded Trustee of the year by the Cardiff Third Sector Council; and to bring together volunteers to thank them for their continued support and efforts. J Crofts Davies Estate Agents, and Rees Wood Terry Solicitors kindly sponsored the event.

Payments

Personnel Expenses

Salaries for the Co-ordinator and two Administrators increased in line with the annual increase in the National Living Wage.

Volunteer expenses were slightly down on the previous year.

Office Expenses

Costs for client Christmas cards and postage; and the redesigned Gift Aid envelopes, welcome packs and postage were funded by two Grants from Forrester's Finance.

Other costs included an Events pop-up banner and leaflet stands with the new branding, and miscellaneous office sundries.

The telephone landline was transferred to Broadband during Financial Year 2024-25. Costs were therefore under budget as telephone costs are reflected largely in WCVA expenses this

year and the Telephone/ Broadband line will be updated to reflect Telephones/Broadband costs in the next financial year.

Other Expenses

Our Insurance premium was a little higher than the previous year's, reflecting the increased value of IT equipment held in the office, following the WCVA funded purchases.

The Rent on our office was paid in quarterly instalments to Llanishen Parish Church. Our annual rent remains at £2,440, however, due to the timing of payments there were 5 payments recorded in this Financial Year making the total payments slightly higher this year.

Following Repairs to the ceiling last year after water damage, we also redecorated the office walls this year due to the damp.

AGM costs were for hall hire and light refreshments.

Beyond the WCVA project costs which were funded by the WCVA (see main report for details), there were additional costs of £2,730 associated with the project which the Trustees agreed to fund through "in kind" contributions from the general accounts. These included colleague expenses, additional creative costs for the brand redesign, and additional Volunteer Management System costs. £500 of the IT costs were funded by the Local Giving 'Magic Little Grant' of £500 awarded for use towards IT equipment in 2022.

A number of the fundraising event expenses were again covered this year by various donors who wished to remain anonymous – thank you all.

Related Parties

No trustees received any remuneration or recompense from GNiNC in their capacity as trustees.

Restricted Funds

Please note that all funds in this financial year are unrestricted.

Summary

Thanks to the contributions of the Executive, government, local organisations, businesses and our continued financial support from clients and volunteers, we continue to remain resilient with strong cash reserves.

In line with the Charity Commission's recommendations, some years ago the Trustees adopted the policy of maintaining an unrestricted reserve fund of at least one year's running costs for GNiNC, so that we could continue to operate in the event of a loss of funding from any source. This year, we once again meet this objective.

Our thanks are due to Sheila Craig, who has examined our accounts and records, and issued her Independent Examiner's Report in accordance with the Charities Act. The Independent Examiner does not receive any remuneration for her services.

Independent Examiner's Report to the Trustees

Independent examiner's report to the members of the Executive Committee of the charity: Good Neighbours in North Cardiff (Charity Number: 1089128)

I report to the Executive Committee on my examination of the accounts of Good Neighbours in North Cardiff for the year ended 31 March 2025.

Responsibilities and basis of report

As the Executive Committee 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 charity's accounts carried out under section 145 of the 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.

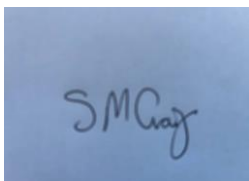
Independent examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

A blue rectangular box containing a handwritten signature in dark ink. The signature appears to be 'SM Craig'.

Name: Sheila Craig, B.A., F.C.A.
Address: 15 Aldwych Close, CF14 9DR
Date: 3.7.25

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Cymdogion Da ymg Ngogledd
Caerdydd CDYNC

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GNINC

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Elusen Rhif | Charity
No:1089128