KARIS NEIGHBOUR SCHEME

England & Wales · Charity number 1133510

Details

Other names	WHOLECARE(KNS)
Status	Registered
Legal form	Charitable company
Company number	06595341
Registered	2010-01-12
Register	View on the Charity Commission register

Contact

Address	C/o Church Of The Redeemer Monument Road Edgbaston Birmingham West Midlands B16 8UU
Phone	01214557524
Email	info@karisneighbourscheme.org
Website	www.karisneighbourscheme.org

Activities

Objects: TO ASSIST PEOPLE WHO ARE IN NEED OF PRACTICAL OR OTHER HELP BY REASON OF THEIR YOUTH, AGE, INFIRMITY OR DISABLEMENT, POVERTY OR SOCIAL AND ECONOMIC CIRCUMSTANCES.

Activities: KARIS NEIGHBOUR SCHEME SEEKS TO OFFER PRACTICAL SUPPORT, FRIENDSHIP AND ADVOCACY IN THE LOCAL COMMUNITY THROUGH VOLUNTEERS AND STAFF. WE AIM TO PROMOTE COMMUNITY LINKS AND ADDRESS NEEDS UNMET BY OTHER ORGANISATIONS.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE BIRMINGHAM CITY.
- Birmingham City

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£374,110	£375,153	-	-
2023-12-31	£306,838	£307,802	-	-
2022-12-31	£303,668	£283,624	-	-
2021-12-31	£271,282	£248,254	-	-
2020-12-31	£316,154	£264,407	-	-

Trustees

Name	Role	Appointed
Alexander Elphinston		2022-04-22
Andy Northcott		2024-11-25
DR ROSS BRYSON		
Dr Gillian Ruth Harley-Mason		2018-09-19
Elizabeth Cudjoe		2024-04-24
Henry Aggrey		2022-04-22
Kathryn Anne Miles		2016-02-05
REBECCA JOY CUTHBERT		

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KARIS NEIGHBOUR SCHEME

England & Wales - Charity number 1133510

Accounts

KARIS NEIGHBOUR SCHEME

Practical help | Advocacy & advice | Befriending | Emotional support



2024 ANNUAL REPORT

REGISTERED CHARITY
NUMBER - 1133510

REGISTERED COMPANY
NUMBER - 06595341

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ABOUT KARIS NEIGHBOUR SCHEME

Vision

We want to see hope and wholeness brought to people's lives in Ladywood, North Edgbaston and Harborne, contributing to communities that are thriving and full of life.

Mission

KNS is a Christian charity in Birmingham that exists to:

1. Provide support to people in our community who are in need by offering a broad range of help including practical & emotional support, advocacy and befriending.

2. Bring people in our community together by reaching out, offering friendship, providing opportunity to get to know one another, and enabling people to be good neighbours to help others flourish.

3. Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need, and responding to gaps in provision locally.

4. Work with other groups and organisations in our community and across the city to strengthen networks of support which contribute to seeing lives and communities changed for the better.

Values

The support we provide is shaped by how we express our values including grace, kindness, acceptance, compassion, honouring the individual, caring for the whole person, working in partnership and building relationships.

We are a faith-based organisation. Our values are based on the Bible and the person of Jesus. We are motivated by the love of God and the example of Jesus Christ.

At the end of 2024 we had 17 paid staff members. Their weekly hours range between 12 and 37.5 hours with an average of 22 hours. We have 13 project staff and 4 support staff.

STAFF TEAM



Harry Naylor, CEO

Michaela Brookes, Administrator

Hannah Eno, Fundraiser and Babybank co-ordinator

Victoria Yates, Finance & Operations

Ruth Pedzai, Children & Families' Worker (on Maternity leave from August)

Emma Northcott, Children & Families' Worker

Liz Brown, Family Outreach Worker

Helen Bell, Karis BeFriends Project Co-ordinator

Tahlia Green, Karis BeFriends Project Assistant

Katharine Harris, Karis BeFriends Advice Worker

Bram Scott, Welfare Rights Advisor

Lorrie Blake, Welfare Rights Advisor

Helen Watts, Senior Chaplain for Wellbeing

Jane Grimshaw, Chaplain for Wellbeing

Anthea Wright, Chaplain for Wellbeing

Alison Thompson, Chaplain for Wellbeing

Edd Stock, Men's Space Project Worker

Kalbinder Masih, Social Prescribing Link Worker





CEO REPORT

Harry Naylor

It has been a privilege to have been leading KNS through its 25th year, having myself first gotten involved as a volunteer nearly 20 years ago.

It was fantastic to be able to celebrate this landmark this summer, including welcoming back some of our former trustees, staff and volunteers, and it was wonderful to see so many familiar faces who have been part of Karis' journey over the years.

In those 25 years Karis Neighbour Scheme has undoubtedly had an impact for thousands of individuals and families who we have met at all stages of life. Having been able to come alongside people and been that 'good neighbour', sometimes for only a short while, but in so many cases having journeyed through challenging circumstances until they find their feet or, more significantly, have found a community.

One thing that stood out looking back over 25 years of Karis, is that we have been so consistent and faithful in many of the things we do. Some things have changed shape over time – our Ladywood Community Advice work now does outreach in various 'Places of Welcome' locally, a long way from the initial helping to explain letters and make calls about repairs. However, that basic offer of help is still an important part of what we do, thanks as ever to dedicated volunteers.

2024 saw Karis reach another significant landmark, with nearly 2000 people being directly supported by our work. This is up 20% from previous year. The amount of support provided has also jumped significantly, with 11,550 contacts in 2024 (9185, 2023).

Our 'Welcome' group is still meeting in the same place it has been for well over 20 years, and while the attendees and helpers have steadily changed over the years, the welcoming culture and the importance of the group—remains unchanged. There has been huge value in that welcome being passed on, with each new person that comes eventually being a welcome to another.

And around these throughlines there has been much else that has left a legacy, of shared trip and outings, of being alongside people right up until end of life for many of the older people we've known, of working with others in the community and across the city that has been such a pattern in the way our activities develop - notably our Baby Bank provision having grown out of close working with the local Foodbank, which is now 11 years on and supporting hundreds of families in crisis each year.

We hope that the newer strands of our work which have emerged in the last year or so, our Men's Space project, which reached the end of its first year in October, and Social Prescribing, which we took on at three local GP practices from August, will themselves have a legacy to celebrate when we reach our next landmark as a charity.



In terms of partnerships we saw a new link with Shelter, delivering regular housing advice sessions from our offices as part of their HSBC funded project. this has been a long-needed provision and their support has been brilliant, even if this can't tackle the fundamental challenges of housing the city is facing.

Looking ahead we continue to face the prospect of the Ladywood Estate Regeneration Scheme, which will affect large parts of the communities where we work. While there hasn't been much progress with the regeneration itself since early announcements, we continue to try and engage where we can and help communicate updates to residents and their thoughts and hopes for their neighbourhood back to the developers.

Finally, I want to say a big thank you to everyone who has contributed to Karis Neighbour Scheme's work over the past year; -our trustees, our staff, volunteers, partners, donors & supporters, and our participants themselves. – even as the work of KNS grows, it is the same in our 25th year as it has been from the beginning, that it is each individual encounter, or contribution, that makes a difference for the people we meet, day by day. Please do pay particular attention to the stories within the report which highlight the difference our work can make and how we are bringing hope and wholeness into people's lives

YEAR SNAPSHOT

KARIS NEIGHBOUR SCHEME
Practical help | Advocacy & advice | Befriending | Emotional support

Worked from 13 community locations

Our new Table Tennis group met 25 times

Hosted 2 network breakfasts

Provided 729 bundles of baby clothes

Used over 800 stamps

Hired 1 digger!

Gave out 550 gift and activity bags

706 hours of learning at our ESOL classes

Celebrated 2 particiapnts 99th birthdays

TRUSTEES STATEMENT

Gillian Harley-Mason

As Chair of the Board of Trustees at Karis Neighbour Scheme am I delighted to commend this year's annual report to you.

It is a wonderful description of all the work that has gone on over the past year - the very many people in the community, whose lives have been touched by the dedicated staff and volunteers who are committed to bringing hope and wholeness in places of brokenness and despair.

The need for the help and support that KNS provides, only continues to increase, and this year the figures show that more people than ever before have been in contact with the various projects.

Excitingly KNS is also growing to meet this demand and with an expanding staff team of 17, there is more capacity to connect with, and journey alongside, those who need assistance and friendship.



As you will read, the staff team are an exceptional group, each with particular specialist skills in the different areas they lead within the charity, and they are deeply caring and dedicated individuals who believe in what they do and give over and above to our beneficaries. They walk alongside people with faith in the value and identity of every person, hope that lives can change, and love and compassion to enable people to move forwards.

The Board of Trustees are a diverse group of 8 volunteers, with a wide range of skills and experience, some of whom live in the immediate area. It is a privilege to be part of a team who are wholeheartedly committed to KNS and who bring expertise and wisdom to the job of overseeing the work. KNS was proud to receive the IQ standard again this year, and commended for running a high quality system. My thanks go the trustees for ensuring excellence in governance.

We were sad to say goodbye this year to Steve Watts who has been a Trustee for 20 years and who served the charity faithfully and enthusiastically for so long. And we were delighted to welcome Andy Northcott onto the Board who lives and works locally as a Church Minister, and who has personal experience and insight into the Ladywood Regeneration Plan, which will have a significant impact on Ladywood and the community that is served by KNS over the next few years.

None of this would be possible without the generous gifts and grants from all our funders and I trust this report demonstrates the remarkable outcomes of this year's investment. Your continued partnership has enabled us to respond to growing needs, expand our reach, and make a lasting difference. Thank you for your support. I am happy to respond to any questions or reflections you may have.

YEAR HIGHLIGHTS





This year we have:

- Celebrated our 25th anniversary! We marked this by an event for staff, volunteers and friends at the Nature and Wellbeing centre.
- Said goodbye to Patti Tan from our KBF team and Dilip Patel one of our Listening and Guidance chaplains.
- Gave a warm send off to Ruth Pedzai on her maternity leave.
- Welcomed four new staff - Kalbinder Masih as Social Prescriber, Tahlia Green as KBF worker, Alison Thompson as Chaplain for Wellbeing and Emma Northcott covering for the Children and Families' maternity leave.
- Hosted 2 network breakfasts - bringing together organisations and professionals who work in similar fields.
- Developed new outreach connections with Shelter by hosting and arranging housing advice appointments with their advisors.
- Expanded our outreach to provide volunteer advocates at St Germain's and benefit advice sessions at Your Money Your Way, behind City Road Methodist Church.
- Enjoyed several group trips to the Botanical Gardens through new links with their Head of Engagement & Learning
- Supported our clients to be heard in the uncertainty of the Ladywood Regeneration project.
- Seen Men's Space grow and flourish with new gardening and table tennis sessions.
- Established a social prescribing link worker within the local Primary Care Network.







We have such an amazing group of volunteers across many of our projects. This year we had 83 volunteers registered and active - an average of 32 hours every week were spent volunteering!

VOLUNTEERS



Nearly 60% of volunteers live in Edgbaston, Ladywood, Harborne, showing how our key communities are represented in our volunteers.

This year we partnered with St Germain's to train 3 new volunteers in advocacy skills, working alongside our advice team to see clients independently with more confidence. We are excited to see this develop further.





"...I feel connected to the community thats here. I am so proud of all the women who learn English - their persistence and how far they've come" Lucy

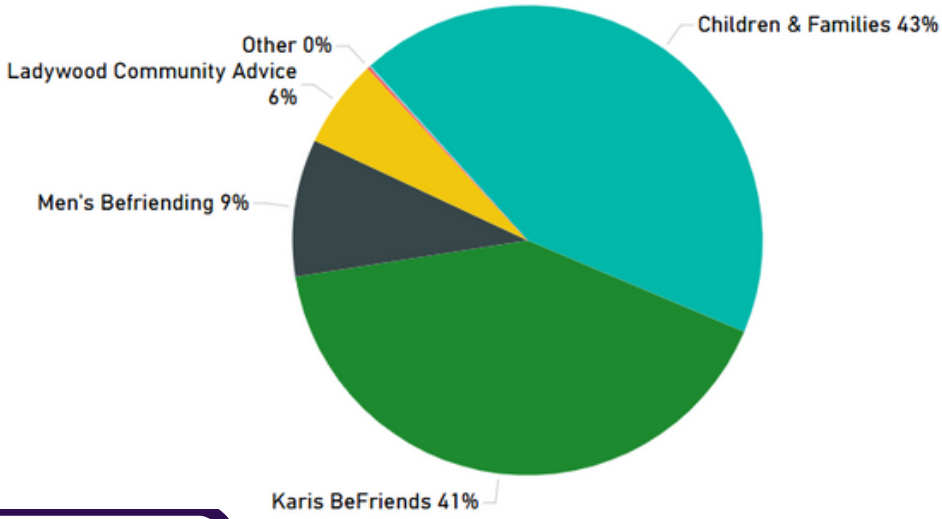
"Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in." – Author Unknown







Number of volunteers in each project



Karis...is a friendly place to volunteer and the staff are always so appreciative. it is good to give something back to the community

"I love getting to know the women and spending time with them. The lessons are fun and well organised...its great to work with other volunteers too" Helen

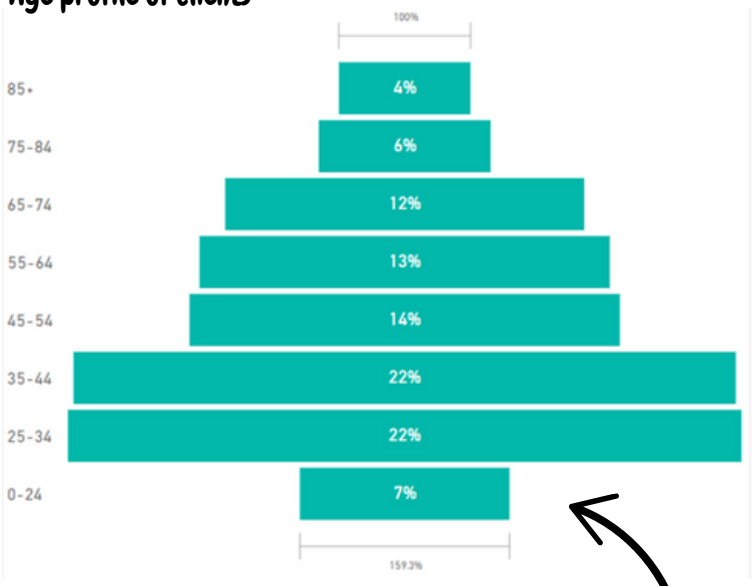




SOME STATISTICS

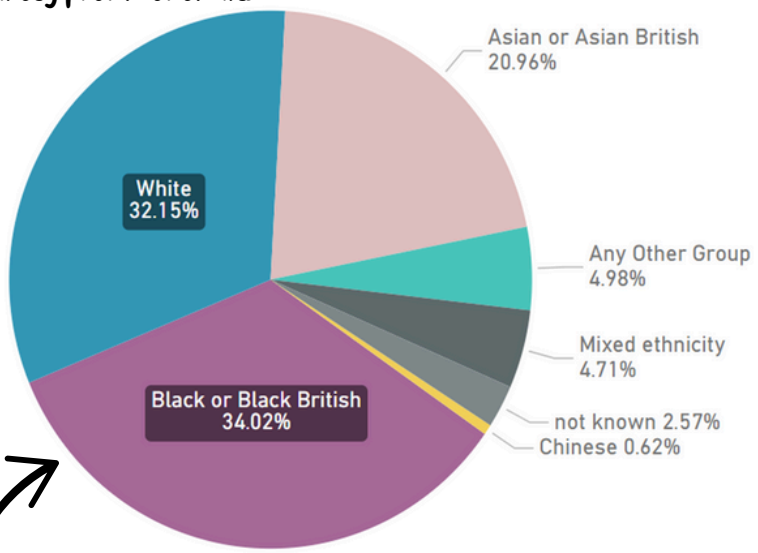
We collect data about the demographics of the clients we work with, although not all individuals will offer all information. This is to report to our funders and ensure we are reaching an appropriate range of our community and in line with our equality and diversity policies.

Age profile of clients



Ladywood and Edgbaston are young wards, with the majority of our clients being under 45

Ethnicty profile of clients



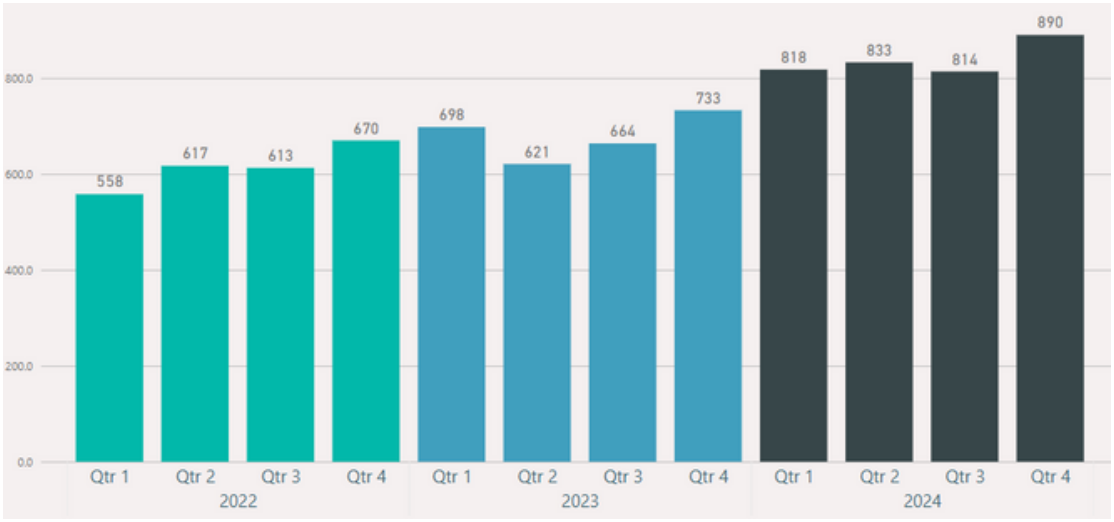
There is no majority ethnicity group of our clients, with nearly equal split of White, Black and Asian backgrounds.

Clients declare their country of birth from over 100 countries across the world, showing the complex diversity of backgrounds in our neighbourhood.

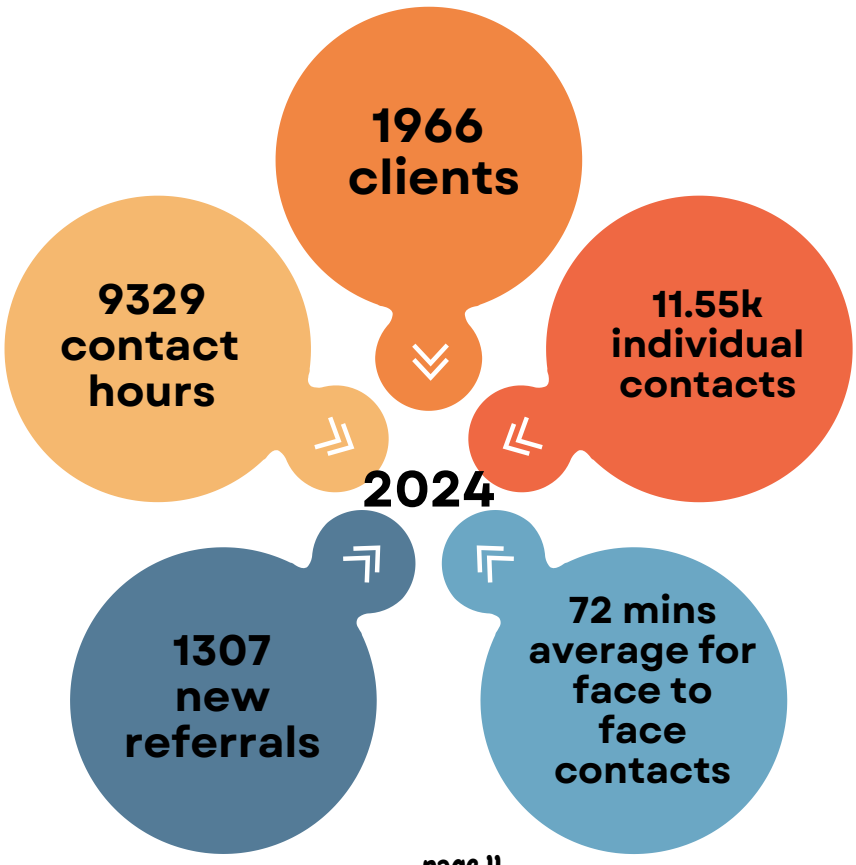


SOME STATISTICS

CLIENTS BY QUARTER OVER LAST 3 YEARS



We have seen a continual increase in the number of active clients across our projects in recent years. This shows the need for our work as well as how we have expanded to reach more people.



In 2024, the fundraising climate was much the same as the previous year – increased competition, fewer available funders with many Trusts closing their doors and yet increased demand for charitable services.

FUNDRAISING



Hannah Eno



We were extremely fortunate to receive two large grants in 2024, from the Trusthouse Foundation and Henry Smith Charity, each of which support specific areas of our work for the next three years. This meant that our Charitable Trust income for our 25th year of operation reached its highest level at over £200,000. We are grateful for every gift that supports our work and especially appreciative of these longer-term funds that help us to plan for the future and provide reassurance that we can support clients in the years to come.

Of our donations, 10 were from funders that were new to us, and 14 were from the charitable arms of local or national businesses. We welcome these new links and are grateful for the interest in and support of our work. Some of these businesses also provided us with volunteers who came and helped at the baby bank too.

This year we joined the Fundraising Regulator, the body that ensures charities operate fairly, legally and ethically with regard to fundraising and treatment of donors. We fully subscribe to the Fundraising Regulator's code of conduct which can be found on their web pages.

We are grateful to all who have supported us, acknowledged elsewhere in this report, and who have continued to maintain great relationships of support with us. The work we deliver that helps individuals couldn't happen without the kindness and generosity of our many funders. In a small charity like ours, every donation, no matter how small, has a significant impact on what we are able to do.

Income sources 2024



If you would like to support us, there are a number of ways you can help!

HOW YOU CAN HELP



- Volunteer with us! There are a range of roles available. Contact admin@karisneighbourscheme.org



- You can donate used goods to our baby bank – we take most items as long as they are in good condition. To check what we accept and arrange a donation, please contact babybank@karisneighbourscheme.org



- You can donate money to us via our Wonderful donation portal, or by BACS or cheque – see https://karisneighbourscheme.org/giving/



- If you are a Trustee of a charitable foundation and would be interested in hearing more about our work, please contact hannah.eno@karisneighbourscheme.org



- If your business would like to support us, please contact Hannah as above.

Crowdfunder wonderful



Names and personal details have been changed to protect identity

SOME STORIES

Amina has struggled with terrible housing conditions especially damp. Her youngest son was hospitalised several times last year with chest infections and breathing difficulties.

We could see something needed to be done, so we supported and advocated for her with referrals to Shelter and Green Doctors (groundworks)

This is a quote from Amina after they had visited her:

“A massive thankyou for the Green doctor Link. [he] gave helpful advice and information about the flat and how to deal with the landlord regarding the leaking..... he gave me vouchers for the energy and gas, a dehumidifier from tomorrow and an electric duvet blanket...Thank you very much for all your help.”

Bianca who was pregnant and living in a nearby hotel, was invited but was reluctant either to come to the Drop In or to have visits, as she felt very sick and depressed.

Through meeting another lady from the same country and in the same hotel Bianca was encouraged to come to the Drop In and she began getting to know others. She started to come to the ESOL classes regularly and her spoken English and understanding greatly improved.

One day she came to us very upset -she had suddenly received notice of being moved from the hotel to Peterborough suddenly where she knew no one. We were able to advocate for her and she has been allowed to stay in Birmingham where she has started to build up connections and support networks.

Judith was referred to L&G because of low mood and loss of motivation following the death of her partner.

In her sessions with the Chaplain, Judith learnt about the ways grief affects us all, and skills for breathing and relaxing. She was able to tell her story as often as she needed to, and found this helped her to cope and to accept the loss.

Through her session she felt able to move forward and began looking for opportunities to volunteer, hoping to move into paid work as she grew stronger. She appreciated it was ok to take only small steps, and found her confidence gradually returning.

Judith says: **‘I don’t know what might have happened if I had not been able to access this service. It was there when I needed it most because I felt so lost. Thank you.’**

We helped an individual in his 50s living with many health issues, including lower back pain, heart problems, glaucoma, anxiety and depression. His wife was caring for him, as well as working and looking after the family.

We made contact with him through his links with St Lukes church, as his application for PIP had been refused. We helped to request a mandatory reconsideration, made a referral to an Occupational Therapist for some extra equipment and later started an appeal against the decision. We helped to get extra medical evidence and sent this in with the appeal submission.

Even before a hearing date was set, the client was offered an award, which he decided to accept. He has been very stressed by the experience of challenging the decision, so he was very grateful to have a result.

This will mean an extra weekly payments and a backdated payment of over £8,000 for the family. His wife will get extra Universal Credit as his carer, so she will be able to reduce the number of hours she works and be better placed to meet his caring needs.

Names and personal details have been changed to protect identity

Anthony had a number of physical disabilities and spent many years coping with his challenges through the use of drugs and alcohol, searching for an escape from his pain. His flat, he once admitted, **"felt more like a prison than a home,"** and the isolation left him battling severe depression.

A breakthrough came when we encouraged Anthony to explore physical activity as a help for both his body and mind. With some hesitation, he went swimming–a small step that marked the beginning of a transformation. Anthony shared, **"It was a bit scary to do the first couple of widths, but a week ago I decided it was time I do a length. It made me feel good within myself, and it was a way of me forgetting about my disability for an hour or two whilst I was in the pool."**

Anthony now goes regularly to the gym **"Going to the gym gives me more confidence and a better outlook on life,"** he explained.

We visited Gita, a client in her 60s who had requested help with a Housing Benefit review, which we completed online. Whilst assessing this we found she recently had a decision from PIP which reduced the rates she was receiving. We advised that she should be on the same rate as she had been previously and started an appeal, which was successful.

We then discovered Gita had been paying several £100s of NHS Penalty charges for dental costs, because it was thought that she was not receiving a means tested benefit. We helped her to get proof she was receiving the correct type of benefit, and sent it to DECS by email. After much correspondence back and forth, it resulted in some of fines being refunded.

Having dealt with significant bereavement and workplace bullying, Matthew turned to alcohol as a coping mechanism, which contributed to his physical decline and isolation.

Our work together focused on helping Matthew process his grief and consider his future as he had recently retired. Through our sessions, Matthew began to face [his] challenges, noting that, **"I realised that patterns of my behaviour were destructive. When I said things, Edd would remind me, 'It doesn't have to be that way, it's not set in stone.'"**

With time, Matthew decided to renovate his home using his pension and enter into a civil partnership with his partner. These decisions represented powerful steps forward, enabling him to take control of his future and reimagine his life. Reflecting on this transformation, Matthew said, **"I had set up barriers. I've realised my world isn't as small as I thought it was"**

56 year old Stephanie was initially referred for assistance with her benefits, and it was identified that she may benefit from ongoing befriending and some trips out through the Karis Befriends Project.

Her sister expresses the difference it makes:
"My sister has been seeing her befriender for nearly two years. Being low functioning autistic and having to adapt to supported living after moving from the family home has been a huge challenge. However, Helen's support, who she goes out for coffee or shopping, has provided a valued and much needed companionship.

[at] Time for Tea she gets to enjoy social time in a safe and supervised setting, which is fantastic. These outings bring much needed relief to an otherwise quite isolated life, we (the family) are so grateful"

This year marked significant change for the Children & Families project as Ruth Pedzai left in August for Maternity leave and we welcomed Emma Northcott. Liz Brown continues as project assistant and completed her 6th year with Karis.

CHILDREN AND FAMILIES



Emma Northcott

The project faced some significant funding issues this year which made planning for the future a little uncertain at times but following a generous donation in the summer, we also heard that we had received Trusthouse funding which secured the work for another 3 years!

Home visits

The Children and Families team usually start our connection to new clients with a home visit, to introduce Karis and find out what support is needed. Visits are also made to ongoing clients as needed.

This year, we made 83 home visits to 48 families, and an additional 28 befriending visits to coffee shops or for a walk.

> You helped me to speak on my own on a daily basis, Thank you for everything!



Trips

This year 50 children (30 families) enjoyed trips to The Wacky Warehouse thanks to funding from Baron Davenport and free trips to Botanical gardens thanks to their engagement programme (benefiting 80 people in July and again in October).

We also took 5 families to swim at the Ladywood Leisure Centre in half term. We were grateful to receive funding from the Mothers' Union 'Away From It All fund' to enable a young boy whose Mum had died to go on some summer trips with his family.



Practical help

Our practical support included giving 37 children school shoes and also providing winter coats thanks to a generous donation from an individual. We remain grateful to the Ladywood Project for their Holiday Help scheme, which supplied 15 clients with shopping vouchers over the different holidays.

We have also supported clients into volunteering in their journey towards work, a valuable work of empowering and building confidence. Three of our clients who have helped as volunteers and were looking for work for a long time recently gained employment!

We also offer emotional support alongside challenging situations like court hearings. This year we have supported one long standing client, who has 2 daughters with neuro-diverse needs. Thankfully, their needs are finally being recognised by the council after a long battle - both girls have now been given places in a better school after over 2 years out of school. This is giving mum a much needed break and the chance to give more attention to the third younger daughter.

> I am happy to meet you. I did not know anyone before this. I really enjoy coming to church Drop In. Everyone is very nice, friendly and helpful.

Drop-In

Welcome to Ladywood Drop-in continued to meet weekly at the Ladywood Methodist and welcomed 80 families this year.

We've shared food and made things and generally sought to build community. We have enjoyed some focused discussions around Diabetes, Women's health, damp and mould, and our different cultures which has drawn us all together around the table.

ESOL

Our ESOL Class has benefitted 47 students over the year through running three terms of conversation classes developing speaking and listening skills. These proved very popular with ladies from many different countries so the group was very diverse.

We issued certificates for ladies completing the courses with a special mention to 3 who had attended every single session! We have been particularly grateful to have the help of 5 former students who have returned as volunteers with us, caring for students' children and helping with hospitality.



> Just wanted to text and say everything you have gifted me has made my life easier by the tenfold and I couldn't be more appreciative to you and the help that you give. You really are doing God's work, thank you for being some light and positivity in my time of darkness...you've helped a mama in need

Hannah Eno took over babybank in September 2024 after a months break, continuing the good work and busy project!

KARIS BABYBANK

Hannah Eno



We saw almost 400 families - some of these come to us multiple times so that number is not reflective of how many times we might see one family.

The most common reasons for referral were low/no income, domestic abuse and homelessness. Where possible, we sat with clients and listened to their situations and challenges, offering help from the other services Karis provides. We provided support to siblings where we could, and continue to care for many of these families.

Our work is only one very small part of a jigsaw of incredible services and staff who support families in the city. So we want to acknowledge with gratitude all the people behind the scenes: city council staff, health visitors, nurses, midwives, doctors, social workers, support workers, charity staff, energy advisors and many more.

> I got help with baby clothes, nappies, i had more connections with new people at drop in, i got help with school uniforms. “

Babybank volunteers gave 157 hours

In 2024, Babybank gave out:

40,923 nappies
1,024 packets of wipes
729 bundles of clothing
256 tins of formula
46 buggies
55 Moses baskets
50 sterilisers
300 bottles
64 changing mats
65 baby baths
600 sets of baby toiletries
31 high chairs



Baby Bank Club

> when I arrived at baby Bank Club I was at my lowest, struggling financially and also emotionally... [the team] were soo supportive and encouraged me a lot.

Baby Bank Club runs as a mini shop every two weeks where club members can come and purchase essentials for their babies at half the price of the shops - nappies, wipes and formula.

The Club offers six-monthly membership to families who are working towards independence in providing for their baby's needs.

It is lovely to regularly touch base with the members and be aware when additional needs arise. There was a beautiful moment where one established family with twins noticed a new member with twins, and was offering support, encouragement and even generously passed on their own items that were no longer needed!



25 families benefitted from the Club this year

As well as the hundreds of donations from individuals, the following corporapates also gave to Babybank in 2024:

- Midland Telecom and IT
- Apple Store Birmingham
- Zurich Municipal
- ITV
- Birmingham City Council (staff)
- BCC Children and Families Directorate
- BCC Public Participation Team
- GlaxoSmithKline



> Your donated items are truly wonderful and have been incredibly helpful for both me and my baby.I was in a very difficult situation and couldn't afford to buy the things we needed. But you gave us clean, neat, and even brand-new products – I'm so deeply grateful.

Karis Befriends offers support to those 50+ in mainly Harborne, Edgbaston and Ladywood areas, who are isolated or lonely, encouraging older people to connect, participate, contribute and flourish later in life.

KARIS BEFRIENDS



Helen Bell

In June, we said goodbye to Patti Tan after 9 years working with Karis Befriends and in August welcomed Tahlia Green as our new KBF Development Worker.

Supported 174 people through 3,013 contacts

> You do a great job, the way you call everyone, it's so appreciated. Always feel refreshed once spoken to you, sometimes it is the only phone call I get

We continue to receive referrals from local GPs, health professionals, social workers, social prescribing link workers, community organisations, relatives, friends or older people themselves.

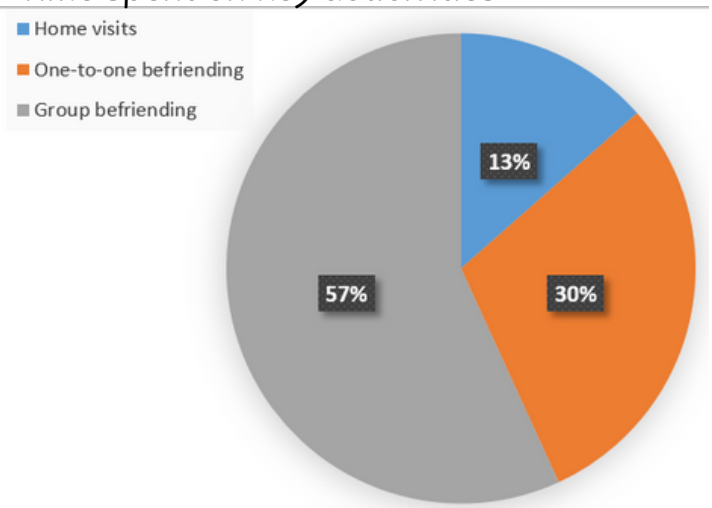
We visit and befriend people in their homes, over the telephone, or accompany them out into the local community, as well as gathering people together through regular social activities and events. Staying in contact with those we support is so important, so we are often sending out birthday cards, newsletters, invitations and information, over 1,000 items sent out this year! As well as this, we made over 1,000 befriending phone calls and at least 550 wellbeing and activity gift bags were delivered.

> You've made my Christmas time special. Which is a very gift in itself...it is so very kind for you to bless us with this special place to meet, talk and just be'.

Karis Befriends is part of the Body, Mind and Spirit Partnership of Church linked organisations across Birmingham. Our approach seeks to value older people within their neighbourhoods, bringing a wealth of experience, skills and wisdom to share with others. Older people are invited to participate and develop activity that is meaningful for them and build community together.

Throughout the year 39 older participants have been active in enabling activities to happen.

Time spent on key acticivities:



Senior Life Group

There is a real sense of community and journeying with one another at our weekly Senior Life Group - encouraging friendship, a sense of purpose and belonging.

During this last year, 35 older people have attended, as well as keeping in contact and visiting those who are no longer able to attend. Some have been coming for years, while others are new people joining - everyone is welcomed and encouraged to make a contribution.

There is often laughter, sharing of ideas, maybe tears at times; Sometimes we sing together, are creative, exercise or have a discussion. There are always refreshments, a quiz and opportunity to celebrate birthdays.

This year we have enjoyed trips out to the Botanical Gardens and Winterbourne Gardens and several lunches out together. This is as well as smaller trips out one-to-one to local areas for coffee, walks and appointments.

Art Group

The Art Group has continued to meet on a fortnightly basis and has a regular core of attendees. The group often welcomes new members or visitors. It is led by one of our enabling participants and they have covered a wide-range of projects from linograph printing to sketching and watercolour painting.

> I'm very grateful for Time for Tea, because it feels like family, a community I'm comfortable with. I love meeting new people and listening to their stories of life.



Time for Tea

We have enjoyed 6 Sunday afternoon 'Time for Tea' events throughout this year, as well as our Christmas Party, with 78 older participants coming to one or more of these.
This year we have enjoyed various themes at Time for Tea:

- being thankful
- living in our city
- what is important to us as we approach the end of our lives
- celebrating the Olympics
- coping with the changes in our lifetime
- International Older Persons day

At each event everyone leaves with a gift bag with various treats, card, calendar, information, and even some homemade decorations. At Christmas time we delivered over 110 gift bags.

> 'I enjoy every minute of it! Meeting everyone here and getting me out the house! Good for getting my mind going'



We count it as a privilege to know and journey with people in their later years, often journeying with them right up to the end of their lives.

KBF Advice has continued to provide support to the residents of Ladywood and Edgbaston, particularly to people living with mental health issues.

KBF ADVICE

Katharine Harris

We support our clients over the telephone, in office appointments and at home visits - helping with benefit applications, providing advocacy and supporting in times of crisis. We have also represented at benefit Tribunal hearings, and attended local community events.

175 referrals
335 clients
1,305 contacts

Many of our clients with mental health needs are overwhelmed by paperwork, official letters and demands. These clients often need a gentler approach. They may be less likely to have support from other networks, such as friends and colleagues, so having access to a trained advisor allows these concerns to be looked into thoroughly with the right solutions offered.

> I can now have the heating on when I need it and buy the food I need. I am very grateful to you for your help. You have changed my life! I am grateful to you, your company and to God.



KBF Advice has increased 40% in contacts and 46% in clients in the last 2 years

The number of clients and contacts has continued to increase as people are more aware of the service and we build our network to connect in with the right people.

Our work has increasingly included advocacy issues as well as benefit advice. This includes blue badge applications, explaining letters in plain English and calling utilities companies. As we develop relationship and trust with clients they often ask for further help in these issues that can be quite simple to solve but feel overwhelming to some. For example by getting to know clients during PIP applications, staff are able to look at the whole-person and see where other support could be needed, such as OT assessments or referrals to appropriate agencies.



We have continued to attend drop in sessions at St Germain's Church on Portland/City Road, and take regular referrals from the workers there. This is on the same site as their wellbeing hub with support beyond benefits, for example housing, household support fund and social activities. We also use this as an opportunity to network with other advice providers.

We have started a new advice session in partnership with Your Money Your Way at City Road Methodist Church, and attended a local NNS Warm and Well event.

These locations allow us to make contact with clients we would not otherwise meet. Other support is offered in the same place, including fabulous home cooked meals, and by networking and sharing with staff there we can together find the right support or activities for individuals.

We also network through the South Advice Providers Forum.
We are in a network with B:CAN. This is a partnership with other organisations doing similar work across the city. We are developing better connections with these partners to allow more cross referring and support.



Being able to offer home visits is particularly important for people with social anxiety as well as physical needs. Although the visit is for benefits related issues, a friendly chat can provide an important social contact for an isolated individual.

> It has been a much needed help where I thought I was alone. Invaluable service. Katharine went above and beyond. I would recommend your service to anybody needing help. "

£ KBF Advice helped clients gain
£762,000 in benefits
£2,300 in grants



Ladywood Community Advice Service has been operating since 2014 giving advice to those living in postcodes B1-4, 15-16, 18-19 and 21.

LADYWOOD COMMUNITY ADVICE



> [LCA is] very friendly and understanding environment which made me feel at ease

Bram Scott

There are two part time welfare benefit specialist members of staff; welfare benefits being the main area of work. Other general advice that requires no legal expertise are carried out by a small team of volunteers.

Advice sessions are carried out at two locations. On Mondays there is a drop in service at St Germain's church on Dudley Road. On Tuesdays and Wednesdays an appointment only system is in place at Ladywood Community and Health Centre on St Vincent Street West

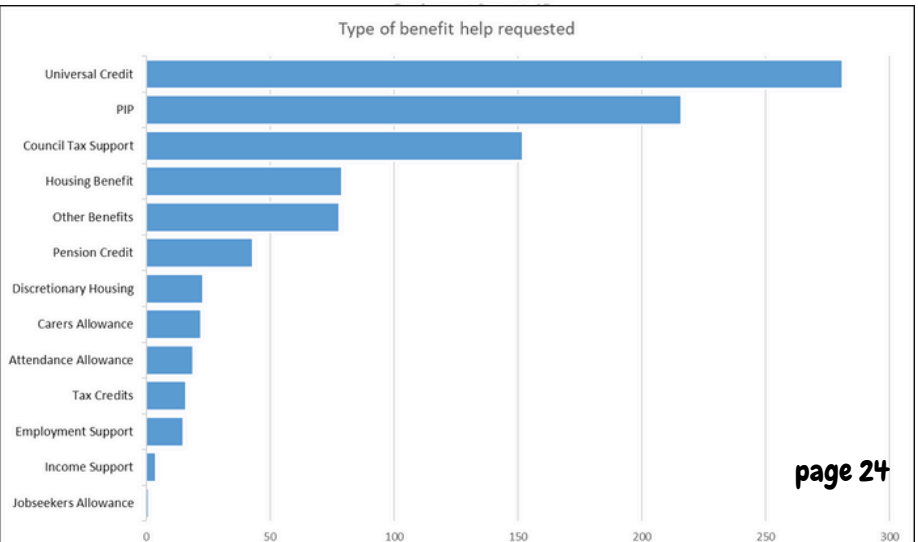
In regard to benefit advice, we offer a service ranging from carrying out benefit checks to ascertain if someone is missing out on a possible entitlement, assisting with completing claims online and form filling, assisting with reviews and disputes and representing at Social Security tribunals.

Interactions with the DWP and council, including making new claims usually require computer skills or the ability to communicate by telephone which creates issues for the vast majority of our service users who have English as a second language so much of our time is taken up with initial claims.

Although more than half our enquiries are from new users we have a cohort of people who require ongoing appointments

During the year we saw 653 residents and identified and assisted to claim £1.5m in benefits

TYPE OF BENEFIT HELP REQUESTED





Our volunteers strive to assist with any non benefit enquiries we receive. Amongst the most common are housing disrepair, applications to the local authority housing register, utility bill payments, parking fines and school placements. Presently we have four volunteers, one doing triage and three advisors. Due to limited space we are only able to accommodate one volunteer a week. There are times when we are unable to offer appointments due to heavy demand.

We have arrangements with Severn Trent water and Birmingham Settlement (debt advice) who both supply advisors to whom we can refer and who share our office space. We also signpost to other organisations such as Shelter and Ladywood Community Project

> Having the attendance allowance and the very kind help from Lorrie means that I will struggle less with travel, the gardening and get help with things like that. “



In 2024 we took 13 cases to tribunal of which 12 were found in our client's favour.

From February 2025 those in receipt of Employment Support Allowance will be migrated. This cohort will be those with physical, mental health and learning difficulties issues. They are likely to need more support to migrate successfully and we anticipate more ongoing issues as a result.

Tanya suffers from MS and has specific challenges around mobility. when her PIP application came up for review, she had no one to help her and was running out of time. A phone call to PIP advised her to just write "no change" on the review form and send it back to them. Client did this, and unsurprisingly, her PIP award was cancelled, because of the lack of information.

This had a tremendous knock-on-effect: her daily living award of PIP stopped, this meant her husband was no longer eligible to receive carers allowance. This meant they were no longer eligible for income support and then they were not eligible for housing benefit. They had a total loss of income of £482.28 per week.

Receiving their referral, we completed a benefit check and assisted her with gathering medical evidence, a supporting letter, submitted a mandatory reconsideration request for her(in the required format), and a new claim for Universal Credit.

The mandatory reconsideration was successful: her PIP was reinstated, with an increase in her mobility award to the enhanced rate;
the couple obtained £525.06 a week, meaning they were better off then before.

But more importantly, the client felt listened to and supported by us and was helped at a time when she didn't know what to do or where to turn.

Primary healthcare chaplaincy goes from strength to strength!

LISTENING & GUIDANCE

Helen Watts

At Listening and Guidance, we listen carefully to patients who are usually referred by their GP – hearing their stories of loss, change, or challenge.

We care for their wellbeing in body, mind and spirit, acting as 'companions' as they find their way towards resilience and hope. Attending to spiritual needs, whether expressed as faith or not, is central to how we work, so we're interested in what brings meaning, purpose, hope and a sense of love and belonging to people's lives.

It's been another busy year for us. We have worked with 308 patients, offering appointments to patients from 7 GP surgeries across 2 Primary Care Networks.

308 clients seen at 1,797 appointments

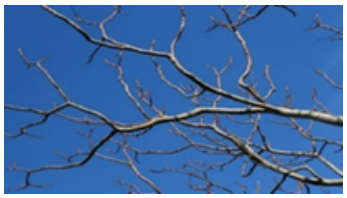
> I have really appreciated the space to air my feelings to breathe and to cry. To be able to see things from a different perspective and make changes in the light of this to make plans to move forward and to pray.'

So many people told us just how much the service meant to them – offering a 'lifeline' at some of the most difficult points in their lives. We've had the joy of praying with many, as well as sharing with them practical tools for relaxation, coping with trauma, sleeping better, connecting with others and so much more. Our links with KNS projects, helped so much by Kal, our Social Prescriber, have enabled onward referrals and signposting.

> You've been an excellent listener, adviser and source of support for my life. I'm so grateful for your time and care.



A picture we've found helpful recently is one of looking at tangled branches against the sky. When life feels like 'winter' (fruitless and stale), we sometimes can only see the mess and the muddle right in front of us. But through the branches, there is the vast and open sky, and when we shift our focus just a little, we can see beyond these present difficulties to brighter days, to the hope of peace and faith, to the reassuring eternal reality that day will always follow night. The branches (the circumstances of our lives) will change – leaves and flowers and fruit will come again.

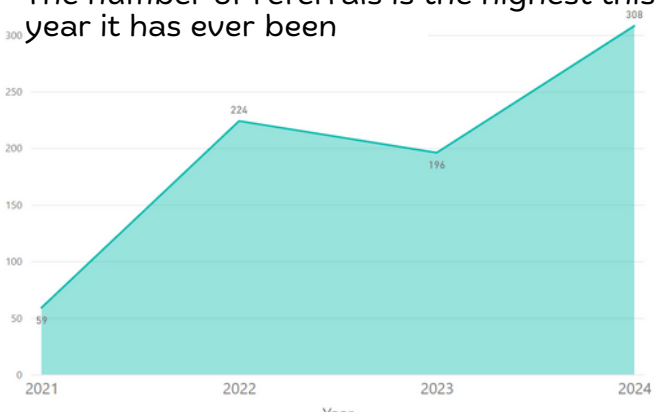




We faced some changes of our own this year, too. Dilip moved on to pastures new, and after a recruitment process where many people applied to join the team, we appointed Alison in the summer. She has wonderfully fitted in, working one day a week at University Medical Practice in addition to her days at Karis Medical Centre. We're grateful for her and all the skills she brings, as well as her sense of fun! So we are once again a full team, the equivalent of two whole-time posts, offering over 55 patient appointments per week.

Despite this, our very high referral rates resulted in a growing waiting list. In a way this is testimony to the success of the service, even though it brings its challenges!

> I got relief from some of my grief. Without this help I feel I would still be in a deep dark hole but now I can see light at the end of the tunnel, and I'm so thankful.

The number of referrals is the highest this year it has ever been



We're proud of the difference Listening and Guidance makes. KNS Chaplaincy is a lead example in the country of providing whole-person, spiritual care within primary care in the NHS. A big Thank You to the GPs, funders, supporters and patients who are helping us to champion this kind of care! And we're grateful to God for his unfailing grace.



> It's so great to be listened to without just being told it'll be alright, or everyone feels like this. You took me seriously.

LISTENING AND GUIDANCE

The past year has been a period of growth for Men's Space

MEN'S SPACE

Edd Stock

Men's Space has connected with men through one-to-one visits and a range activities such as the board games café, table tennis group and allotments.

Over this year men have been supported through their isolation and given opportunities for engagement and support.



Home Visits

Home visits were an essential aspect of our outreach, helping to bridge the gap for isolated individuals.

We visited 26 clients at home, averaging over 2 hours per visit. While staff or volunteers chatted with clients they gained a better understanding of their situations, backgrounds and aspirations. As trust grew, some were able to take part in walks or activities in the community or to join a group.

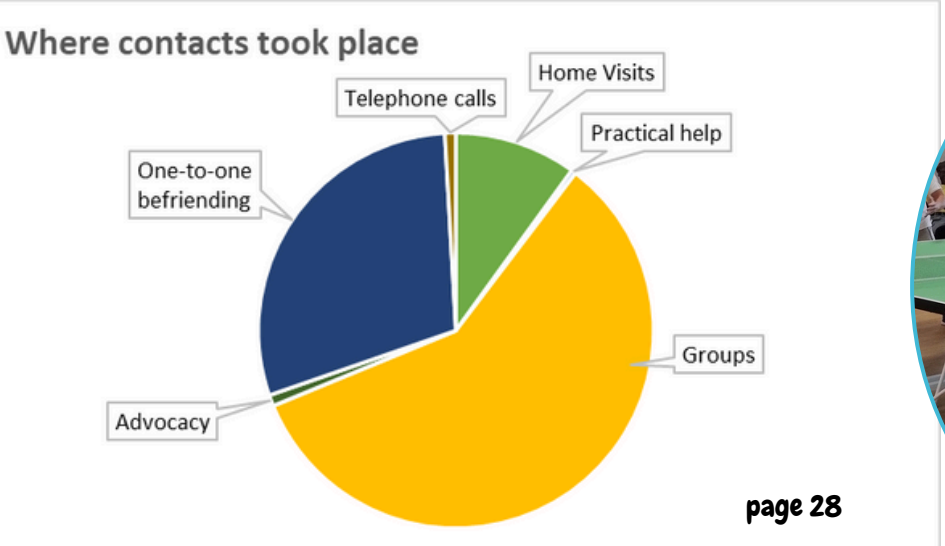


Table Tennis

Table Tennis at Ladywood Leisure Centre launched in spring 2024, supported by an enabling participant, Andy. The table tennis group became a cornerstone activity, steadily growing in attendance and fostering a welcoming environment. A highlight included a client celebrating his birthday with the group, underscoring the program's role in building community and mutual support.

> Finding a group has been inspiring for me, it's only one day but it is fulfilling a major part of my week



Gardening

We had the opportunity to create and refresh an allotment at Parker Street, working with clients, Parker Street residents, and Ground Work.

We also gained access to additional space at Christ Church Summerfield, offering further opportunities for meaningful outdoor activities.

5 participants helped with the heavy work of clearing land, digging weeds and setting out the ground for future planting.

before



after



78 participants

543 contact hours



Board Games

In November 2023, we introduced board games to the Monday warm space at St Germain's Community Hub. Scrabble quickly became a favourite, offering a relaxed environment for connection and reducing isolation.

The 2023/2024 year was marked by growth, learning, and impact. Through initiatives, partnerships, and individual support, Men's Space created opportunities for men to connect, rebuild, and thrive.

While challenges remain, they serve as lessons and stepping stones for the future. With continued collaboration and dedication, Men's Space is poised to make an even greater difference in the lives of men across Harborne, Edgbaston, and Ladywood in the coming year.



I was gradually spiralling into an isolated old man. What Edd did was set out possible options.

A new initiative in partnership with the Edgbaston PCN, offering a Social Prescribing service to support patient welfare. This project began in August 2024

SOCIAL PRESCRIBING



Kalbinder Masih

Karis Neighbour Scheme took on the Social Prescribing function for the Edgbaston Primary Care Network of GP practices partway through 2024, with Kalbinder Masih, our first Social Prescribing Link Worker, joining the team in August.

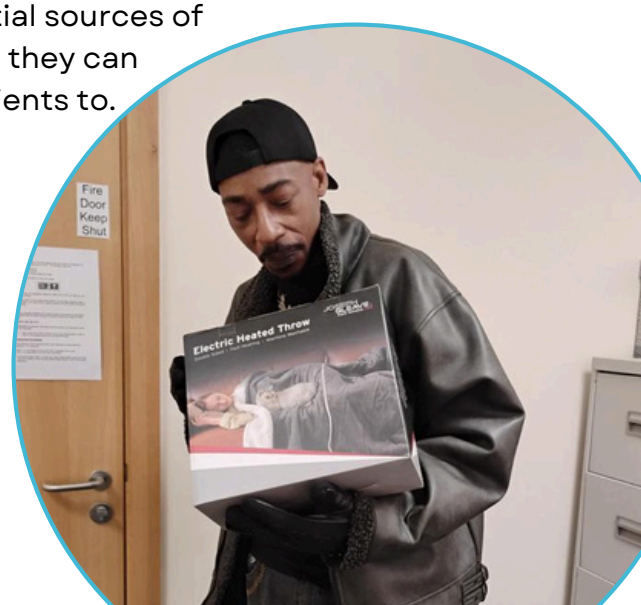
Made contact with over 100 clients in first few months

Social Prescribing has become a widespread function across Primary Care since 2019, when Social Prescribing Link Workers began to be recruited widely across England. However, the principle of Social Prescribing – enabling patients to access help & support with social, emotional or practical needs in order to improve health & wellbeing – is one which our work has embodied in numerous ways since Karis was established over 25 years ago.

As our Social Prescribing Link Worker, Kalbinder is seeing patients referred by GPs and wider teams at Bath Row Medical Practice, Karis Medical Centre, and The Wand Medical Centre.

Through a number of sessions her role is to understand with the patient what support they may need, what their priorities are, and to help connect the patient to support that is available, most often in their community.

The important principles of Social Prescribing are that this support is personalised – meaning the Link Worker takes time to get to know and understand the person's situation and can help them find the right support for their circumstances, creating a plan that is shared and the patient is able to take ownership of. As well as getting to know patients, part of the Link Worker's role is also to get to know the community groups, charities, services and other potential sources of support that they can connect patients to.



I had trouble with my Benefits and not eaten for 5 days, just living on Herbal tea. Within 24hrs Kal helped me with Food Bank with delivery of food. Thank you so much, for everything you do.

One of the strengths of having a Social Prescribing Link Worker as part of our wider team as Karis Neighbour Scheme is that some of this awareness of the wider networks of support locally can be shared from and with other projects – where we have well established relationships already. However, we are also seeing helpful new links being made as Kalbinder looks to address gaps and/or look for additional support for patients.

Working with the Primary Care Network we are also already starting to look at more pro-active Social Prescribing, which may mean contacting particular groups of patients to offer support rather than waiting for them to contact their GP.

We are excited to see how this area of work will continue to develop in the coming year, working closely with the individual practices and the Primary Care Network, and looking at where we can further build on our strengths in hosting Social Prescribing in a community organisation.



Case studies

"I have suffered with pain some time now, but normally I have medication to control the pain. I met Kalbinder, and she introduced me to making some changes in my lifestyle to manage my pain.

Kal helped me with a 'Be Active Leisure Card' and a 3 months free Travel Swift card, along with a heated blanket to manage my pain while I sleep. She has helped me so much, and [I'm] very grateful that my doctors sent me to the Social Prescribing service"

"Kalbinder was patient with me and so understanding. I...have blurry vision, [but] with Kalbinder eyes we were able to fill out forms as I tend to misread things"





We work closely with the following partnerships and organisations

OUR PARTNERSHIPS

































ACKNOWLEDGEMENTS AND THANKS

Thank you to:
Active Wellbeing Service, Age UK Birmingham, Asda Solihull, Ashiana Community Project, Baby Bank Alliance, B30 Foodbank, Bath Row Medical Practice, Birmingham City Council, Birmingham Central Baptist Church, Birmingham Settlement, BVSC, Birmingham Central Foodbank, BMSP, Birmingham Mother's Union, Cobden Hotel, CNSO, Church Alive, Children Centres, ChurchCentral South, Christchurch Summerfield, Digikicks, Edgbaston Palace Hotel, Edgbaston NNS, Faith Action, Faith in Later Life, Gas Street Church, Gateway Children Services, Growbaby, Glasspool Charity Trust, Harborne Medical Practice, Incredible Surplus, Karis Medical Centre, Ladywood & North Edgbaston Social Work Team, Ladywood District Office, Ladywood Health & Community Centre, Ladywood Methodist Church, Ladywood Leisure Centre, Lordswood Medical Practice, Living Well Group, Ladywood Project, LBC, Ladywood NNS, Mental Health Providers Forum Network, NHS, Narthex, Nechells POD, NDSU NCVO, Newmans Trust Homes, Oasis Church Harborne, Pilotlight, The Project, QAC, Outreach Shop, RE:Future Collective, Real Junk Food Project, The Roundhouse, Severn Trent Big Difference, Shareshack Ladywood, Shencare Community Transport, Shiloh Computers, Small Heath Community Forum, St Georges Church Edgbaston, St Germains Church Edgbaston, St Johns & St Peters Church Ladywood, St Lukes, St Johns Harborne, Suited for Success, St Michael and All Angels' Church, Thrive Together Birmingham, The Wand Medical Centre, Waitrose Harborne, Witton Lodge Community Association, Your Money Your Way, Zurich Insurance.

We are grateful to all our funders, supporters and donors:
Albright Grimley Trust, Ambergate Trust, Apple Store Birmingham, ArmacMartin, Arnold Clark Community Fund, Asda, Baby Bank Alliance, Birmingham City Council Winter Food Aid and Warm Welcome Funds, Birmingham and Solihull Mental Health NHS Foundation Trust, Body Mind Spirit Partnership, Cambridgeshire Community Foundation (Rigeons Family Fund), CB & HH Taylor Trust, Charles Hayward Foundation, Citizen Housing Group Local Fund, Edgbaston Neighbourhood Network Scheme, Edward and Dorothy Cadbury Trust, Eveson Charitable Trust, Garfield Weston Foundation, George Fentham Trust, GH Collins Trust, GJW Turner Trust, GlaxoSmithKline, Harry Payne Fund, Heart of England Community Foundation, Henry Smith Charity, Hinchley Trust, Hobson Charity, Home Instead, Hortons Social Purpose Committee, ITV, Joseph Frazier Trust, Joseph Hopkins Trust, Ladywood Neighbourhood Network Scheme, Leeds Building Society, Lillie Johnson Charitable Trust, Living Well, Lord Austin Trust, Martin Carter Associates, Morrisons Foundation, PHP Fund, Property for Kids, Richard Kilcuppe's Trust, Roger and Douglas Turner Trust, Saintbury Trust, Sheldon Trust, Skipton Building Society, Tramore Trust, Trusthouse Foundation, Warburtons Community Fund, WED Charitable Trust, Zurich Municipal Insurance.

All our individual supporters who provide cash donations and/or baby bank stock, everyone who buys items from our baby bank Amazon wishlist, and all the volunteers who give their time to our work.

Everyone who supports us through EasyFundraising.

Trusthouse Charitable Foundation

The Henry Smith Charity

KARIS NEIGHBOUR SCHEME

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WEBSITE
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PHONE
0121 455 7524

c/o Church of the Redeemer (LBC)
Parker Street
off Monument Road
Ladywood
B16 8UU



Company Registered number
06595341
Charity Registered Number
1133510

Karis Neighbour Scheme

Report and Financial Statements

For the year ended

31 December 2024

KARIS NEIGHBOUR SCHEME

Financial Report year ended 31 December 2024

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KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

The Trustees present their directors' report and accounts for the 12 month period ended 31st December 2024.

Reference and Administrative Information

Charity Name	Karis Neighbour Scheme
Charity Registration Number	1133510
Company Registration Number	06595341
Date of Incorporation	16th May 2008
Registered Office and Operational Address	c/o Church of the Redeemer Monument Road Birmingham B16 8UU

Officers

Dr Gillian Harley-Mason	Chair of Trustees	
Mrs Rebecca Cuthbert	Vice-Chair of Trustees	
Dr P H Ross Bryson		
Mr Steve Watts		Resigned 24 November 2024
Mrs Kathryn Miles		
Rev Henry Aggrey		
Sir Alexander Elphinston		
Ms Elizabeth Cudjoe	Treasurer	Appointed 24 April 2024
Mr Andrew Northcott		Appointed 24 November 2024

Independent Examiner

Gary Peter Brookes
FCA BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 16th May 2008 and registered as a charity on 12th January 2010. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The company took over the running of a previous charitable trust, registered no. 1077200, which had been in operation since 16th April 1999.

Recruitment and Appointment of Trustees

The Board would like to extend their heartfelt thanks and appreciation to Mr Steve Watts who has served the Charity faithfully and humbly for the last 14 years and we wish him well for the future. The Board are also pleased to have Ms Elizabeth Cudjoe join us in the role of Treasurer to provide financial guidance with her strong financial background and also Mr Andy Northcott who has volunteered for several years with the Charity and is a local church leader and advocate for the Ladywood area.

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Board are actively seeking new people who would be interested in joining the Board of Trustees. The Board recognise the importance of introducing new members who bring fresh perspective and believe additional members would strengthen the Charity.

All members of the Board give their time voluntarily and received no benefits from the charity. These appointments were made in line with Charity Commission guidelines and the rules governing the Charity in our constitution. If any expenses have been paid to Trustees, these are outlined in Note 6 of the accounts.

Arrangements for setting the pay and remuneration of the charity's management personnel are based on Third Sector Benchmarking criteria. Staff employed in our Listening and Guidance NHS Service have also been benchmarked against the same criteria.

Our Aims and objectives

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's memorandum of association is:

To assist people who are in need of practical or emotional well being by reason of their youth, age, infirmity or disablement, poverty or social or economic circumstances

The aims of our charity are to provide support to people in our community who are in need, to bring people in our community together, enabling people in our community to be good neighbours and ensure no one is neglected or forgotten about. Our aims fully reflect the purpose that the charity was set up to further.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Ensuring our work delivers our aims

The trustees regularly review the work of the charity, by comparing our progress to the annual plan and receiving half yearly reports on the projects, which include the impact and benefits of the work undertaken for the people we are seeking to help. These reviews provide opportunity for trustees to ensure that the focus of our work is consistent with the stated purposes of the charity, and with regard to the Charity Commission's general guidance on public benefit. The reviews also allow us to ensure we are providing benefit to the communities we seek to help.

The focus of our work

Our main objectives for the year were to:

Provide support to people in our community who are in need by offering a broad range of help including practical support, advocacy and befriending

Bring people in our community together by reaching out, offering friendship, and providing opportunity to spend time getting to know each other

Enabling people in our community to be good neighbours by providing opportunities to volunteer and give their time, skills and resources to help meet the needs of others

Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need and responding where needs are going unmet

How our activities deliver public benefit

Our main activities and who we try to help are described below. Our charitable activities focus on the reduction of social isolation, relief of poverty in meeting basic needs and support to help overcome hardship and are all undertaken to further our charitable purposes for general public benefit in our

Achievements and Performance this year

We have had another year of increased demand for our services in the community which reflects the challenges being faced by those most vulnerable in the locality. Our year on year contacts have increased to 11,553 (2023: 9,184) showing a 26% increase in support provided through our volunteers and staff team.

Who used and benefitted from our services?

Our objects limit the services we provide to Birmingham and the surrounding areas, current funding means our activities are focused on the Ladywood, Edgbaston and Harborne wards of Birmingham and some parts of Smethwick. The Listening and Guidance Service, part funded by Birmingham and Solihull Mental Health NHS Foundation Trust, is commissioned to serve the patients from the Edgbaston & Harborne Networks of 7 Primary Care practices.

In the past year 1,966 (2023: 1,623) individuals and families have directly benefited from our work, which is an increase of 21% from the prior year and is the highest level we have ever served. In 2024, we experienced a full 12 month impact of the extended Listening & Guidance team as well as the pilot for the Men's Space project which commenced towards the end of 2023. Because a lot of our work involves on-going befriending, we have had regular contact with a proportion of these beneficiaries, on average each beneficiary being seen between five to six times a year.

Nearly all our activities are provided free of charge, with two exceptions. The first being some trips during school holidays where we ask for a small subsidy to encourage people to secure their places. Secondly, the Baby Bank Club where membership is offered to existing clients to encourage them to become more independent and less reliant on the services of Baby Banks. The Baby Bank Club offers discounted nappies, baby wipes and formula to members at a significantly reduced price compared to the cost in retail shops.

Those we support represent a broad cross-section of the community, and reflect the diverse neighbourhoods we are working in. Of our contacts 36% identify as White British, the other prominent ethnic groups we work with include African – Black or Black British (15% of contacts), Caribbean – Black or Black British (12% of contacts), with many other ethnic groups being represented in the remaining third of our contacts.

As two of our projects focuses on befriending older adults, where the needs around social isolation are particularly acute, over 65s are one of the biggest age groups we work with, representing 38% of our contacts, with a relatively even spread between the remaining age groups, demonstrating that we are succeeding in reaching all parts of the community.

Over a third of our referrals come from GPs and other health professionals, who are well placed to reach those who are socially isolated and refer on to our scheme for social needs they have identified that are impacting on someone's wellbeing.

Much of our support benefits the wider families and households of those we are supporting, whether this is because of an increase in household income, an improved home environment or improvements in relationships due to decreased stress or improved mood.

The main areas of charitable activity are a befriending scheme for over 50s, advocacy and benefits advice in the home for those with mental health difficulties as well as through our Ladywood Community Advice service, neighbourly practical help, support for families who are new to the area – particularly those from refugee and asylum seeker communities - and a GP surgery based chaplaincy service, our Listening and Guidance Service. These activities and the achievements that flow from our work are described as below:

Our 'Karis BeFriends' project, enabling isolated older people to build connections in later life and continue to flourish, has directly supported 174 people this year (2023: 164). We have further extended our work with isolated older people through the launch of the 'Men's Space' pilot in October 2023. This project ran throughout 2024 and reached 78 clients, with our 'Men's Space' project lead establishing a growing table tennis group at the Ladywood Leisure Centre, meeting with 26 clients at home and encouraging them to join in with the new gardening activities, table tennis and the board game café being run at St Germain's Church, Edgbaston.

Our work with children & families, largely focusing on asylum seekers and refugees, has continued to grow, supporting 503 families this year (2023: 499 families). The English for Speakers of Other Language class has continued throughout the year with the creche facility enabling mothers to focus on learning the language and building relationships with others. We had 81 adults (2023: 89 adults) attend the 'Welcome' group, offering an opportunity for social interaction with other young families in similar circumstances. Our Children & Families Worker, Family Outreach Worker and volunteers carried out 83 visits at home (2023: 78) to offer further befriending, practical help and advocacy and 95 families (2023: 108) received further befriending including taking people out to help them find places in their local area or introduce them to others, accompanying them when they have appointments providing neighbourly help or advice. We planned trips to a softplay during the summer and arranged with Birmingham Botanical Gardens to bring families along to enjoy the gardens and play area, allowing 65 families who would not have gone away during the holidays to have an enjoyable break.

Within the children and families work, we run a Baby Bank which has supported 483 families (2023: 370 families) with practical items, such as cots, buggies and baby clothes. This enables families, many of whom are living on the poverty line, to access essential equipment they need to properly care for their babies and to free up their limited resources for their other day to day needs. The Baby Bank Club which launched in 2023 offering essential items – nappies, wipes, formula – to parents at a reduced cost compared to the shops, has continued to thrive with 25 clients seen this year (2023: 17).

Our advocacy and advice project, Ladywood Community Advice, saw 653 adults (2023: 528 adults) throughout the course of the year and dealt with over a thousand distinct issues ranging from benefits advice and debt matters to repairs and school applications. We currently employ two Welfare Rights Advisors to support the advocacy & advice work alongside a small team of volunteers. This has allowed more in-depth advice work and scheduled appointments throughout the week to deal with more complex cases. In the current year we have helped those eligible to claim £1.54m (2023: £988k) of financial help to aid their situation. The Karis Befriends Advice project has extended our advocacy and advice to include those suffering poor mental health who struggle to leave the home. Our advice worker supports these clients through a mixture of home visits and telephone support. In 2024, 335 clients (2023: 256) received this support.

The Listening & Guidance service, a part NHS funded project has provided chaplaincy to GP surgeries for 308 patients (2023: 270 patients), supporting people to express issues such as stress, bereavement, depression and dealing with loss. Our Chaplains for Wellbeing provide a safe space for patients to be listened to in a constructive way. Patients report outcomes that focus on giving them hope for the future and increased emotional resilience and understanding. Wellbeing measures, using the Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS), show that, for those patients engaging with the service for a series of sessions allowing at least 2 measures to be taken, Listening and Guidance has increased patient's wellbeing by an average of 9.01 points.

This year, we were contracted by a local Primary Care Network to take on the social prescribing role at their local GP practices, recognising the long history we have of delivering a model of social prescribing through close work with Primary Care. We took on a Social Prescribing Link Worker to support this new area of work in August and as well as starting to deliver Social Prescribing sessions directly to patients we have been developing new links to help meet the practical and social needs of patients, and investing in good connections with the teams of healthcare professionals within the 3 practices we currently cover.

We continue to provide practical help – in addition to the considerable reach of our Baby Bank - as and when it is needed, ranging from small household tasks such as DIY or moving furniture to distributions of emergency food parcels or referrals to the local Birmingham Central Foodbank.

Volunteers

Karis Neighbour Scheme relies heavily on its volunteers in order to achieve these impacts and public benefits. This last year has seen 85 volunteers involved with delivering our projects, providing 1,656 volunteer hours (2023: 1,806 hrs). Many of our volunteers have worked with Karis Neighbour Scheme for more than 5 years, citing the sense of personal satisfaction and sense of doing something worthwhile as reasons for volunteering. The impact and benefits gained from volunteering are a further public benefit. Our volunteering opportunities are open to all and attract a mixed age range, in the most part from the local area but also from other areas across Birmingham. We are very thankful for the support we receive from our volunteers.

Environmental Context

We have continued to see an increase in demand for our services which reflects the impact of the Cost of Living crisis on the communities where we work, this is particularly notable in some of our practical responses to people and families in crisis – such as our Baby Bank provision and the extension to the Baby Bank Club. Within our advocacy work, we also receive regular requests for advocacy around housing issues, whilst we do not have a housing specialist, we host a housing specialist from Shelter once a fortnight and refer our clients onto their support.

Financial review

2024 has seen a small deficit of £1,000. There has been a decrease in restricted funds of £19,000 and an increase in unrestricted funds of £18,000. Total funds by the end of the year amounted to over £216,000.

Reserves Policy

The Board have examined the charity's requirements for reserves in light of the main risks to the organisation. Having reviewed the difficult economic environment for obtaining funding, the Board have agreed a reserves policy whereby the cash backed unrestricted funds should be four and a half months of core expenditure. The Board have made available 12% of this fund towards covering short gaps in project funding with the remaining funds being held to address longer term funding challenges and any liabilities incurred in the closure of projects or activities.

Based on latest board agreed budget projections for the incoming year, reserves have increased to £127,000. Karis Neighbour Scheme has unrestricted funds of £141,000 which are in accordance with the updated policy.

Details of any funds materially in deficit

In 2024 there have been no funds materially in deficit.

Principal Funding Sources

Birmingham City Council was one of the largest funders in the past year, with funding received via the Prevention and Communities grants scheme towards two projects. As part of the B:CAN Partnership the council has funded benefits advice to those with mental health problems and through the Body, Mind and Spirit Partnership we received funding towards our work with older people. Finally, we also received short term funding through the Information Advice and Guidance (IAG) scheme.

Birmingham and Solihull ICB continued to be a major funder this past year through their commissioning of the Listening & Guidance service, alongside funding from Living Well UK who enabled the extension of the work of the L&G chaplains since 2021. Karis Medical Centre further extended this work in 2023 and have funded the equivalent of one full time chaplain this year.

For the majority of projects, we still primarily rely on grants and donations from grant making trusts and individuals. Our largest grant funder this year has been Henry Smith Trust with their ongoing support for Ladywood Community Advice.

How expenditure has supported the key objectives of the charity

The largest area of expenditure continues to be the salaries of staff who manage, support and deliver projects aligned to the key objectives of the charity. The other major area of expenditure is around resources and activities, which are integral to the delivery of the charity's projects. Salaries, Pension contributions and Social Security costs amounted to £318,776 in 2024 (2023: £251,719). The higher salary costs this year reflect both a cost of living salary increase for all staff and an increase in project staff numbers in the year - with a full year of a Men's Space project workers in 2024 and a full time Social Prescribing Link Worker from August.

Investment Policy

Aside from retaining a required amount of reserves each year, most of the charity's funds are to be spent in the short term so there are limited amounts available for investment. A proportion of reserve funds are kept in ethical and accessible savings accounts, which have a small return in terms of interest. It is not seen as sensible to tie up funds in investments which may yield higher returns but would be inaccessible for project needs. This will be reviewed if we are able to significantly increase the level of reserves held.

Plans for Future Periods

Our priority is to sustain our existing activities in the midst of the challenging funding environment, given the continued level of need for all the areas of work we are already involved in - we continue to look for partnerships and ways of working with others in our communities to help strengthen the networks of support that already exist.

The 'Men's Space' pilot project which provides befriending for men aged 50+ who are isolated completed in December 2024 and we hope to continue this work in 2025, building upon the gardening project as well as establishing the table tennis group. We are grateful to Edgbaston Neighbourhood Network Scheme and Ladywood Neighbourhood Network Scheme for helping fund our pilot work and going forward hope to seek funding to cover our activities on a long term scale.

We are also keen to source a small van for the charity which would enable the baby bank to potentially make larger collections and also help support the gardening activities for the Men's Space project.

This year we renewed our Foundation Level Improving Quality (IQ) Quality Mark, which is focused on small not for profit organisations, enabling us to evidence our quality and credibility as an organisation within the Charity Sector with very positive feedback received from the assessor.

Risk Management

The Board maintain a range of policies to ensure internal risks are well managed. This includes financial controls and authorisations, robust safeguarding policies and incident reporting which is reviewed at the regular meetings of the Board. Procedures are also in place to ensure compliance with health and safety of staff, volunteers, clients and any other visitors to the scheme. Policies are reviewed at regular intervals and agreed by the Board to ensure they still comply with best practice.

A full risk register is reviewed at each Board meeting. Meetings are currently held every quarter. The risk register includes governance risks, external risks, financial risks, regulatory and compliance risks and operational risks. This ensures that steps can be taken to mitigate against these risks in a timely manner, including making any necessary operational changes.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Organisational Structure

Karis Neighbour Scheme has a Board of between 5 and 15 members who meet at least quarterly and are responsible for the strategic direction and policy of the charity. At present the Committee has eight members from a variety of backgrounds relevant to the work of the charity.

Day to day responsibility for the provision of the services rest with the Chief Executive (CEO) along with the individual project leaders. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that the Annual Plan is delivered. The CEO currently line manages the various project leaders who have responsibility for the day-to-day operational management of their respective projects.

Trustee's responsibilities statement – charitable company

The trustees (who are also directors of Karis Neighbour Scheme for the purposes of company law) are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the board of trustees on 30 April 2025 **and signed on its behalf by:** Elizabeth Cudjoe

Director and Trustee **Name** ELIZABETH CUDJOE

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbour Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2024 which are set out on the following pages.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

I have completed my examination. I confirm that no 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 company as required by section 386 of the 2006 Act; or

(2) the accounts do not accord with those records; or

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination; or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Gary Peter Brookes

Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA BSc
Address	130 Wombourne Park Wolverhampton South Staffs WV5 0LY

Date : 12th May 2025

KARIS NEIGHBOUR SCHEME
Statement of Financial Activities (to include Summary Income and Expenditure Account)
year ended 31 December 2024

	Notes	Unrestricted funds	Restricted funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
Income					
Voluntary Income	**2(a)**	45,088	229,268	274,356	244,029
Charitable Activities	**2(b)**	124	97,944	98,068	57,686
Fundraising		1,371	315	1,686	5,123
Total Income		46,583	327,527	374,110	306,838
Expenditure on					
Charitable activities	**3**	28,704	346,449	375,153	307,802
Total Expenditure		28,704	346,449	375,153	307,802
Net Income / (Expenditure)		17,879	(18,922)	(1,043)	(964)
Net movement in funds		17,879	(18,922)	(1,043)	(964)
Reconciliation of funds					
Total funds brought forward		**142,702**	**74,860**	**217,562**	**218,526**
Total funds carried forward		**160,581**	**55,938**	**216,519**	**217,562** **

There were no recognised gains or losses for 2024 or 2023 other than those included in the Statement of Financial Activities

** See note 14 for full comparatives for 2023

KARIS NEIGHBOUR SCHEME
Balance Sheet
As at 31 December 2024

	Notes	2024		2023	
		£	£	£	£
Fixed Assets					
Tangible Assets for use by the charity	**7**		2		2
Current Assets					
Debtors	**8**	31,211		23,547	
Bank & Cash in hand		242,862		225,185	
		274,073		248,732	
Creditors : Amounts falling due within one year	**9**	57,556		31,172	
Net Current Assets			216,517		217,560
Total Assets less Current Liabilities			216,519		217,562
Capital Funds					
Restricted Funds	**10**		55,938		74,860
Unrestricted Funds					
General			160,581		142,702
Total Charity Funds			216,519		217,562

For the year ended 31 December 2024 the company was entitled to exemption from audit under section 477 (1) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476.

The Directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s386 and s387 of the Companies Act 2006 and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 December 2024 and of its deficit for the year then ended in accordance with the requirements of s396 and which comply with the requirements of the Act relating to the accounts so far as applicable to the company.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Signed and approved on the behalf of the Board on 30 April 2025 Elizabeth Custoe

Trustee name ELIZABETH CUSTOE

Company number 06595341

The notes on the following pages form part of these financial statements.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2024

1. Accounting Policies

(a) Basis of Accounts Preparation

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS102) applicable in the UK and Republic of Ireland issued in October 2019 , the Charities Act 2011 , the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements have been prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

(b) Recognition of incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.
For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.
No amount is included in the Financial Statements for volunteer time in line with the SORP (FRS 102). Any further detail is given in the Trustees' Annual Report.
Where practicable, gifts in kind donated for distribution to the beneficiaries of the charity are included in stock and donations in the financial statements upon receipt. If it is impracticable to assess the fair value at receipt or if the costs to undertake such a valuation outweigh any benefits, then the fair value is recognised as a component of donations when it is distributed and an equivalent amount recognised as charitable expenditure.
Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.
For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.
Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

c) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs, which include central functions, have been allocated to activity costs categories on a basis consistent with the use of resources. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as an expense against the activity for which expenditure arose. It is categorised under the following headings:

Governance costs

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

(d) Funds

Restricted Funds	Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such fund are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.
Unrestricted Funds	Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
Designated funds	Designated funds comprise of unrestricted funds that have been set aside by the trustees for particular purposes . The aim and use of each designated fund is set out in the notes to the financial statements.

(e) Tax

Tax reclaims on donations and gifts	Gift Aid and other tax reclaims are included in the SoFA at the same time as the donations to which they relate.

(f) Debtors and creditors	Debtors and Creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(g) Assets

Tangible fixed assets for use by charity

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Costs includes costs directly attritable to making the assets capable or operating as intended. These are capitalised if they can be used for more than one year, and cost at least £1000. They are valued at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset on a systematic basis over its expected useful life as follows:

Office equipment	25% on a straight line basis

(h) Going Concern

The directors have reviewed and consider that the charity remains viable for the year ahead. Funding for the Listening and Guidance service has been secured through funding from the NHS Birmingham & Solihull ICB, Karis Medical Centre and the Living Well Consortium. The work of Karis BeFriends and Karis BeFriends Advice will be significantly supported until 2026 via Thrive Partnership and B:CAN Partnership respectively, from the Birmingham City Council recommissioning of the Prevention and Communities fund. The work of the Advocacy and Children's and Families Projects are reliant on grant applications for which we are hopeful that adequate funding will be obtained for the incoming year. The Men's Space Project is funded for a 12 month pilot and will continue only if additional funding is secured.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2024

2(a). Income from grants, donations and legacies

	2024			2023
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
B:CAN Partnership	-	32,233	32,233	8,267
Thrive Together Birmingham	-	26,700	26,700	26,700
Birmingham City Council	-	-	-	25,500
Cadburys Trust	-	-	-	25,000
BCC - IAG Extension	-	17,898	17,898	2,266
The Henry Smith Charity	-	16,000	16,000	30,000
The Tramore Trust	15,000	-	15,000	15,000
Martin Carter Associates	-	13,500	13,500	-
Hinchley Charitable Trust	-	12,000	12,000	7,000
PHP Properties	-	10,000	10,000	-
St Germains Church	-	9,800	9,800	-
Hortons SPC	-	8,000	8,000	3,000
The Eveson Trust	-	8,000	8,000	5,000
Karis Medical Centre	-	7,000	7,000	11,375
Stewardship	-	5,704	5,704	-
Charles Hayward Foundation	-	5,000	5,000	-
Edgbaston NNS	-	5,000	5,000	5,000
Garfield Weston	-	5,000	5,000	5,000
Gas Street - Love Your Neighbour	5,000	-	5,000	-
Ridgeons Family Endowed Fund	5,000	-	5,000	-
The Grantham Yorke Trust	-	-	-	5,000
Morrisons Foundation	-	-	-	5,000
Ladywood NNS	-	4,871	4,871	-
Trusthouse Charitable Trust	-	4,167	4,167	-
The Roger & Douglas Turner Charitable Trust	-	4,000	4,000	4,000
Birmingham City Council WFAF	-	3,000	3,000	2,000
The Sheldon Trust	-	3,000	3,000	-
BCC - NDSU	-	-	-	2,500
Interest	6,151	-	6,151	3,030
Gift Aid tax	1,720	253	1,973	3,571
Small grants and Donations	12,217	28,142	40,359	49,820
	45,088	229,268	274,356	244,029

2(b).Income from charitable activities

	2024			2023
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
Service Provision	124	95,941	96,065	57,095
Baby Bank Club	-	2,003	2,003	591
	124	97,944	98,068	57,686

3. Charitable Activities

Analysis of Expenditure

	2024	2023
	£	£
Salaries, pension contributions and social security costs	318,776	251,719
Resources and activities	23,708	24,900
Rent & Room Hire	6,600	6,100
Telephone & Postage	2,312	2,526
Office Expenses	1,931	2,141
Consultancy Fees	1,300	-
Light Heat & water	4,980	4,980
Insurance	2,790	2,293
Training & Supervision	3,835	3,052
Governance costs	1,910	1,813
Travel	1,623	1,858
Computer costs and software	1,441	557
Maintenance and small equipment	1,587	3,808
Cleaning	720	720
Payroll Costs	989	826
Volunteers	238	206
Recruitment	413	303
	375,153	307,802

4. Governance Costs

	2024	2023
	£	£
Accounts preparation and independent examination	1,300	1,200
Professional Fees	610	613
	1,910	1,813

5. Employees

Wages & Salaries	289,881	231,367
Social Security Costs	14,965	9,747
Pension Costs	13,930	10,605
	318,776	251,719

The average monthly number of staff employed by the charity during the year was as follows:

Charitable activities	17	14
	17	14

There were no employees whose annual emoluments were £60,000 or more.

6. Trustees' and key management personnel remuneration expenses

Mrs H Watts - Chaplain for Wellbeing	Gross	20,001	19,258
	Ers Pension	1,000	963
		21,001	20,221
Mrs E Northcott - Children and Families Project Lead	Gross	3,515	-
	Ers Pension	176	-
		3,691	-

7. Tangible Fixed Assets for use by the Charity

	Equipment	
	£	£
Cost		
At 1 January 2024	30,262	30,262
At 31 December 2024	30,262	30,262
Depreciation		
At 1 January 2024	30,260	30,260
Charge for Year	-	-
At 31 December 2024	30,260	30,260
Net Book Values		
At 31 December 2024	2	2

8. Debtors

	2024	2023
	£	£
Gift Aid tax	6,473	4,500
Income Due	24,738	19,047
	31,211	23,547

Income Due

NHS Birmingham & Solihull	5,920	5,022
Bath Row Medical Practise	15,545	-
Karis Medical Centre	2,748	2,374
B:CAN Partnership	-	8,267
P&C: IAG Extension	-	2,266
Undeposited Donations	525	118
Legacy donation	-	1,000
	24,738	19,047

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2024

9. Creditors : Amounts falling due in less than one year

	2024	2023
	£	£
Creditors	472	705
Accruals	2,023	1,948
Employment Taxation and Social Security	36	3,602
Deferred Income	55,025	24,917
	57,556	31,172

Deferred Income

Hinchley Charitable Trust	5,000	5,000
The Henry Smith Charity	16,000	-
Trusthouse Charitable Trust	20,833	-
BCC - Winter Food Aid Fund	-	3,000
BCC - Warm Spaces Grant	1,000	-
Living Well UK	4,167	4,167
Karis Medical Centre	-	1,750
Garfield Weston Charity	-	5,000
Sheldon Trust	3,000	3,000
Saintbury Trust	1,000	-
Joseph Hopkins Trust	1,000	-
Thrive Together Birmingham	800	-
The Grimmitt Trust	-	2,000
Baron Davenports' Charity	-	1,000
Citizen Housing Local Fund	2,000	-
Heinz Anna & Carol Kroch Foundation	225	-
	55,025	24,917

10. Fund Reconciliation

	Fund Balances 1 January 2024	Incoming resources	Outgoing resources	Transfers	Fund Balances 31 December 2024
	£	£	£	£	£
KBF Advice	6,601	28,689	34,235	-	1,055
Advocacy	-	60,700	46,689	-	14,011
Listening and Guidance	10,835	96,808	96,997	-	10,646
Karis Befriends	8,216	49,399	51,050	-	6,565
Children and Families	20,486	60,196	66,826	-	13,856
Men's Space	23,627	14,891	34,115	-	4,403
SPLW	-	15,546	15,239	-	307
INT Pilot	-	787	787	-	-
Practical Work	5,095	11	11	-	5,095
Core Costs	-	500	500	-	-
Total restricted	74,860	327,527	346,449	-	55,938
Unrestricted reserves					
General funds	123,349	46,583	28,704	-	141,228
Designated funds	19,353	-	-	-	19,353
Total unrestricted	142,702	46,583	28,704	-	160,581
Total Funds	217,562	374,110	375,153	-	216,519

The designated fund balance is the remaining funds from a legacy donation which the Trustees have set aside to be used toward specific project work.

11.Taxation

As a charity, Karis Neighbour Scheme is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

12. Commitment under operating leases

Karis Neighbour Scheme had annual commitments under non cancellable leases:

	2024 Equipment £	2023 Equipment £
Operating lease payments are as follows:		
Within one year	11,218	10,894
In one to two years	2,823	3,094
In two to five years	-	2,553
	14,041	16,541

The services contract payments are for a property rental, photocopier, phone system and business level broadband supply.

13. Net Assets Between Funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible Fixed assets	2	-	2
Current assets	162,023	111,996	274,073
Creditors amounts falling due within	(1,444)	(56,059)	(57,556)
	160,581	55,937	216,519

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2024

14. SOFA Previous years Comparatives

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total Funds 2023 £
Income				
Voluntary Income	**2(a)**	44,807	199,222	244,029
				-
Charitable Activities	**2(b)**	825	56,861	57,686
Fundraising		1,824	3,299	5,123
Other Income				-
Total Income		47,456	259,382	306,838
Expenditure on				
Charitable activities	**3**	46,435	261,367	307,802
Total Expenditure		46,435	261,367	307,802
Net Income		1,021	(1,985)	(964)
Transfers between funds		(20,030)	20,030	-
Net movement in funds		(19,009)	18,045	(964)
Total funds brought forward		**161,711**	**56,815**	**218,526**
Total funds carried forward		**142,702**	**74,860**	**217,562**

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbour Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2024 which are set out on the following pages.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

I have completed my examination. I confirm that no 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 company as required by section 386 of the 2006 Act; or

(2) the accounts do not accord with those records; or

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination; or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Gary Peter Brookes

Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA BSc
Address	130 Wombourne Park Wolverhampton South Staffs WV5 0LY

Date : 12th May 2025

KARIS NEIGHBOUR SCHEME

England & Wales - Charity number 1133510

Accounts

REGISTERED CHARITY NUMBER - 1133510
REGISTERED COMPANY NUMBER - 06595341

KARIS NEIGHBOUR SCHEME

Practical help | Advocacy & advice | Befriending | Emotional support

ANNUAL REPORT 2023





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Karis Neighbour Scheme
c/o Church of the Redeemer
Monument Road
Birmingham
B16 8UU

ABOUT KARIS NEIGHBOUR SCHEME

Karis Neighbour Scheme is a community project working in the Ladywood, Edgbaston and Harborne areas of Birmingham. We have been in this community for 25 years, working with local initiatives and partners across the area and are a well known and trusted source of support.

We offer friendship and support to those who are isolated or marginalised in these communities and who are often facing disadvantage or hardship. This includes older people, families and individuals who might benefit from the compassionate, non-judgemental emotional and practical support that we can provide.

We build relationships with people, coming into their lives often at a point of crisis, but maintaining our support as circumstances resolve, for as long and often as we are needed. Much of our work revolves around practical help that can make a big difference to someone's life, but we also offer emotional support throughout.

We are a relatively small organisation, working closely with other groups, charities and services locally and across the city. This helps us to 'fill the gaps' that other provision may leave, allowing us not only to address those gaps as they present, but also to develop new, more permanent projects that address those unmet needs. Our long standing presence here means we are trusted and respected, and able to work with the communities we support to provide on-the-ground, individual support to people in need.



STAFF TEAM

At the end of 2023 we had 16 paid staff members, working an average of 21 hours per week.

Harry Naylor, CEO
Michaela Brookes, Administrator
Hannah Eno, Fundraiser
Victoria Yates, Finance & Operations
Bram Scott, Welfare Rights Advisor
Lorrie Blake, Welfare Rights Advisor
Ruth Pedzai, Children & Families' Worker
Liz Brown, Family Outreach Worker
Helen Bell, Karis BeFriends Project Co-ordinator
Patti Tan, Karis BeFriends Project Assistant
Katharine Harris, KBF Advice Worker
Helen Watts, Senior Chaplain for Wellbeing
Elizabeth Baker, Chaplain for Wellbeing (left in April 23)
Dilip Patel, Chaplain for Wellbeing
Jane Grimshaw, Chaplain for Wellbeing
Anthea Wright, Chaplain for Wellbeing
Edd Stock, Men's Space Project Worker



3 new staff joined us in 2023

4 of our staff have been working at KNS for more than **10** years.

Our average service time is **6.5** years





GILLIAN HARLEY-MASON

It is my privilege, as Chair of Trustees for Karis Neighbour Scheme, to celebrate the work of this remarkable charity over the past year.

As you read this report, I hope you will appreciate the extraordinary breadth and depth of the compassion and influence demonstrated across all of the individual projects, with so many people whose lives have been blessed by the kindness and skill of each of the members of staff.



CHAIR OF TRUSTEES

2023 has been another year of ongoing challenges for many people living in Ladywood and surrounding areas, with the cost of living cuts and changes in benefits causing more financial hardship. It has also been even more competitive to successfully bid for grants with more organisations chasing ever smaller sources of funding.

Despite this, the wonderful team have been determined in finding new ways to increase the scope of the charity's reach, work out where the gaps of need are in the area and find creative and innovative ways to support people. Expanding the Listening and Guidance team, adding more venues for welfare advice, opening the Baby Bank Shop and launching the new Men's Space project are a few of this year's exciting developments and are a credit to the energy and ambition of the team.

Harry Naylor as CEO has continued to raise the profile and reputation of KNS through his ability to connect and network with many different organisations across the city council, charitable sector and NHS. He continues to lead and care for the staff members, as well as adapt and evolve KNS for today's opportunities and challenges.

The Board of Trustees are a motivated team of people who are well placed to oversee the charity from diverse roles and backgrounds. I admire their integrity and rigour as we meet each quarter, and we are about to appoint a new well qualified Treasurer next year to reinforce our governance and financial oversight. We are delighted to play our part in championing and encouraging the work of KNS.

I am delighted to commend this report to you, and on behalf of the Trustees, thank each of the staff and the volunteers for their gracious, caring work in bringing wholeness to individuals and families in our community.

Thank you for your interest in the Charity – If you would like to be in contact I would be more than happy to hear from you.

BOARD OF TRUSTEES



We currently have a board of 7 trustees, the average length of membership of the board is 8 years.

Karis Neighbour Scheme is a Private Company Limited by a guarantee.

First incorporated 16 May 2008

Registered Charity Number: 1133510,

Company Number: 06595341

Improving Quality certificate date: Dec 2021

Members of :
NCVO,
Advice UK,
ACGP,
RightsNet,
ICO

Gillian Harley-Mason has been chair of trustees for KNS for 6 months. She has been a GP at Karis Medical Centre for 30 years and has responsibility for safeguarding at the practice.

Ross Bryson has been a GP for over 35 years at the local Karis Medical Centre and is a founding trustee.

Rebecca Cuthbert has experience in public & voluntary sector management and delivery, working in partnership with health, educaiton & local government.

Kathryn Miles works on strategic research at University of Birmingham. She has an interest in maximising opportunities for KNS.

Steve Watts is a leader of a local church and has been involved in serving the area for over 20 years.

Alex Elphinston joined the board in April 2022. He has a background in law with over 30 years experience as a solicitor.

Henry Aggrey also joined in April 2022. He is the pastor of River of Life Ministry in Ladywood.

Joining us in 2024 - Elizabeth Cudjoe, a chartered account and member of a Ladywood church.

CEO - Harry Naylor



2023 has seen another year of Karis providing much needed support and friendship to people in our community who are isolated, marginalised or struggling.

The breadth of this support has grown with our new Men's Space project starting since October, something we're looking forward to seeing develop and be shaped by those participating and by those who we are looking to partner with to help enable new groups and activities.

We've also seen growth in our Listening & Guidance Team: a huge thank you to Elizabeth for her nearly 9 years' service, retiring in April this year – we have since welcomed Jane and Anthea; with thanks to funding from a new model of specialised Social Prescribing.

The other area of growth has been in the number of people, and the amount of support, we've been able to provide. We noted last year 2022 had been a record year but we've seen a nearly 10% increase in the number of people supported this year to 1632 (1490, 2022) and an even sharper jump in the number of contacts to 9185 (7915, 2022).

Much of this has been driven by our Community Advice work and the Baby Bank, both having seen a lot more need this year, due in no small part to the Cost of Living crisis.

The Baby Bank Club initiative, seeking to provide a step away from the emergency crisis support provided by Baby Bank is one example of how we've sought to respond to this changing need.

Despite the challenging situation around Birmingham City Council's finances, we were pleased to see both of our grants under the Prevention & Communities programme re-commissioned from October.

Both of these are now as part of cross-city partnerships, with the new Birmingham Community Action Network (B:CAN) linking our KBF Advice work to four other community based organisations, with a new focus on supporting people with poor mental health.

This has helped us look forward to the next 12 months with a degree of financial stability, which is welcome amidst a great deal of uncertainty across the wider sector. Particularly as we look ahead to celebrating our 25th anniversary later in 2024.

As ever, and most importantly, I commend the excellent individual project reports, and the stories they highlight, which show the difference our work makes to people's current situations and their sense of hope for the future.

16%
increase in contacts year on year

8748
contact hours with
1632
clients





SIGNIFICANT EVENTS IN 2023

- New ‘Men’s Space’ project started in October, welcoming Edd Stock as project worker.
- Welcomed Victoria Yates as our new Finance & Operations Co-ordinator.
- Elizabeth Baker retired as Chaplain for Wellbeing in April, welcomed Jane Grimshaw and Anthea Wright as new Chaplains for Wellbeing in August and December respectively.
- Staff and Trustees both enjoyed away days, a chance to be together as a wider team and decide on plans and priorities.
- Baby Bank Club piloting new ‘pantry’ model.
- New B:CAN partnership linking our advice work with other advice groups across the city.
- New link with University of Birmingham Medical Practice.
- Social Prescribing funding via ARRS enabling us to expand Listening & Guidance team.
- Prevention & Communities grant funding re-commissioned.

VOLUNTEERS

Being a volunteer at Karis Neighbour Scheme means you are in a team of wonderful, dedicated, skilful and kind individuals!



There are over **70** active volunteers across the projects, and we have said goodbye to some (to ventures new) as well as welcoming new faces.

1806 volunteer hours recorded!

Thank you!





7 of our regular volunteers have signed up to Tempo Time Credits. This initiative allows volunteers to earn 'credits' as a reward and to recognise the time they put into helping our communities.

Those signed up can then use these credits in a range of entertainment and physical activity venues!

It is a great way to say 'thank you' with rewards such as a cinema trips, local swimming sessions, entry to museums or days out.



One new volunteer was a former client. We intensively supported her 9 years ago when her newborn son was very ill and she was very isolated. Now she has come back to volunteer at the Baby Bank Shop, taking the money and helping with the running. Her volunteering has been mutually beneficial and it has been a delight to see her in action

VOLUNTEER QUOTES

I enjoy helping out with looking after the children because it makes me boost my confidence [in public], and I want to improve my experience and make new friends.
Sara

I enjoy[my volunteering] because older people have a depth and experience to life that I don't, I enjoy hearing funny and sometimes outrageous stories of life and receiving advice for my own life.
Ethan

I enjoy being at the drop in because it is so very different to what I do with the rest of my time. Friendships are made & sustained. It's a place where joys & sorrows can be shared without fear , a 'special space'!
Sheila

I can't think of a better charity to volunteer with. I truly believe in their vision...I always feel welcomed and appreciated. Thank you to Karis for modelling a great partnership between staff and volunteers. Emma

I love helping people practically so making cakes and giving lifts is a great way to do that. I enjoy chatting with everyone and hearing about their lives ... I always have a huge sense of satisfaction and fulfilment from being part of [KNS volunteers]

Sarah







FUNDRAISING



Hannah Eno

2023 saw changes to the funding landscape for charities that seek support from Trusts and Foundations.

As well as there being a greater number of applications generally across the country, and thus, increased competition for funds, some of the larger Trusts started to announce their intentions to 'spend out'. This means they are closed for applications while they wind down their giving. Other Trusts changed their criteria to reduce the income threshold for charity applicants, meaning medium sized charities like ours no longer qualify for being considered for funding.

Towards the end of the year we started to see that some application deadlines were brought forward because of the overwhelming number of applicants. There is no doubt that over this year, funding has become more challenging to find and successfully attract.

We'd like to thank all the very hard working staff and trustees who have to make difficult choices about who they fund - there are so many worthy applicants.



We are truly grateful to all those who support us – volunteers, donors, organisations, Trusts and Foundations and businesses.

Overall this meant we did see a slight drop in our income through Trusts, and means going forward for 2024/25 we will have to work harder to both find sources of income and make good applications. We are addressing this through trying to further diversify our income streams, hoping to build our individual donor base and maximising our work with corporates, the latter of which has been quite successful with a significant donation from the Morrisons Foundation to support our new Baby Bank Club.

We are grateful to all who have supported us, acknowledged elsewhere in this report, and who have continued to maintain great relationships with us. We are always keen to develop relationships not only for funding but also to demonstrate the impact of our work.

As well as the financial support we received, we are also grateful to the 4,500 individuals who follow our baby bank work on Facebook and to the 288 donations of goods we received over the year that helped us to help vulnerable families. So many people rose to the occasion when we put out pleas like 'Moses baskets urgently needed!' sending us new items through our Amazon wishlist, as well as continuing to supply us with high quality used goods that we pass on to families.

The funding we receive supports all the projects you will read about in this report, whether by paying for materials we use in our drop-in group for families, salary costs for our Listening and Guidance mental health support project, wood for Men's Space (our newest project), or the all important core costs that mean we can employ admin, finance and fundraising personnel. Without those we couldn't function!

5 facts about our funding in 2023

56% of our income came from 27 Trusts and Foundations





5% of our income comes from donations by individuals

Our largest new grant this year was £24,000





We raised £1340 through Crowdfunding and £558 by holding a Barn Dance!

Our Baby Bank was supported by four supermarkets - Morrisons, Asda, Spar and Tescos



HOW YOU CAN HELP!

If you would like to support us, there are a number of ways you can help!

- Volunteer with us! There are a range of roles available. Contact admin@karisneighbourscheme.org

- You can donate used goods to our baby bank – we take most items as long as they are in good condition. To check what we accept and arrange a donation, please contact babybank@karisneighbourscheme.org

- You can donate money to us via our Wonderful donation portal, or by BACS or cheque – see https://karisneighbourscheme.org/giving/

- If you are a Trustee of a charitable foundation and would be interested in hearing more about our work, please contact Hannah at hannah.eno@karisneighbourscheme.org

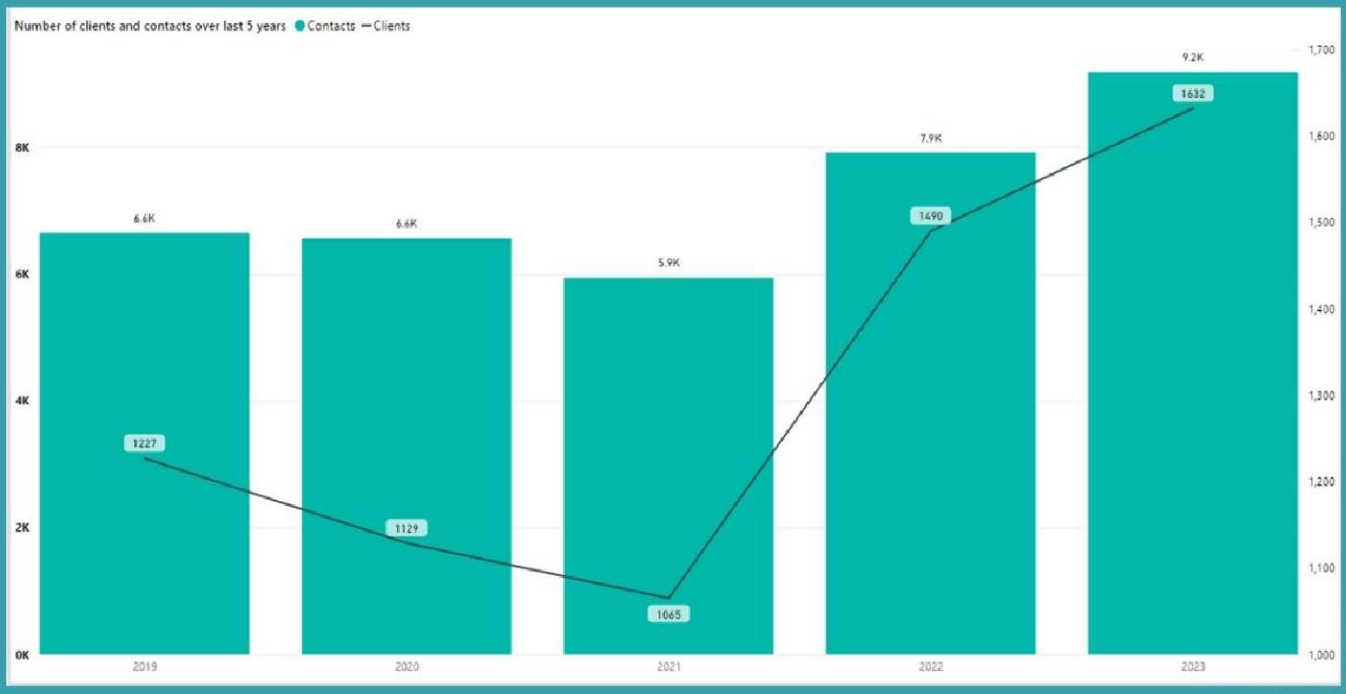
- If your business would like to support us, please contact Hannah as above.



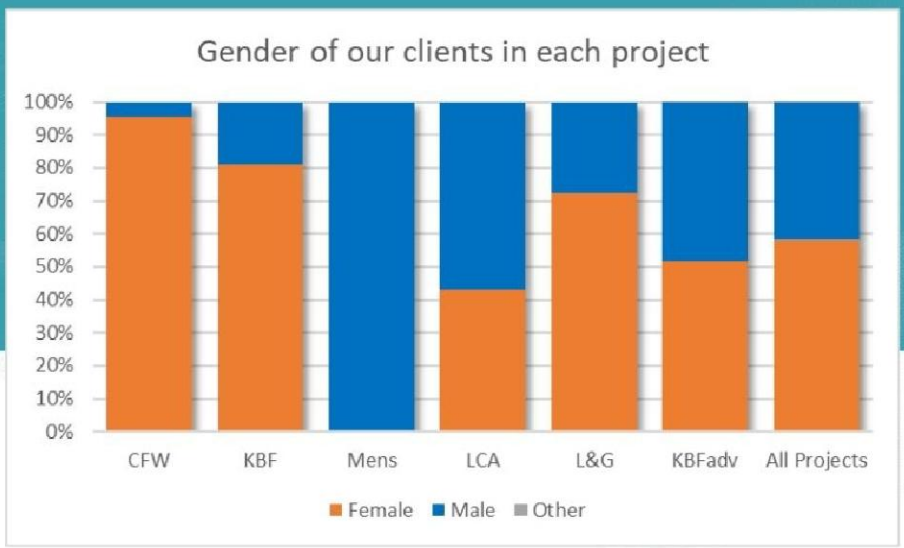


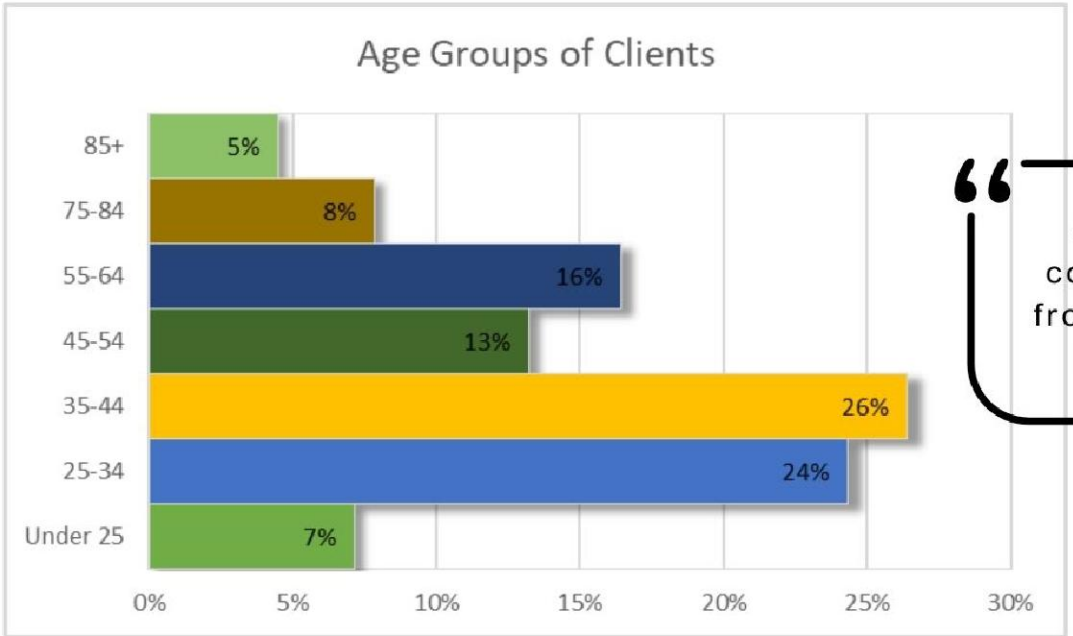
STATISTICS

YEAR 2023

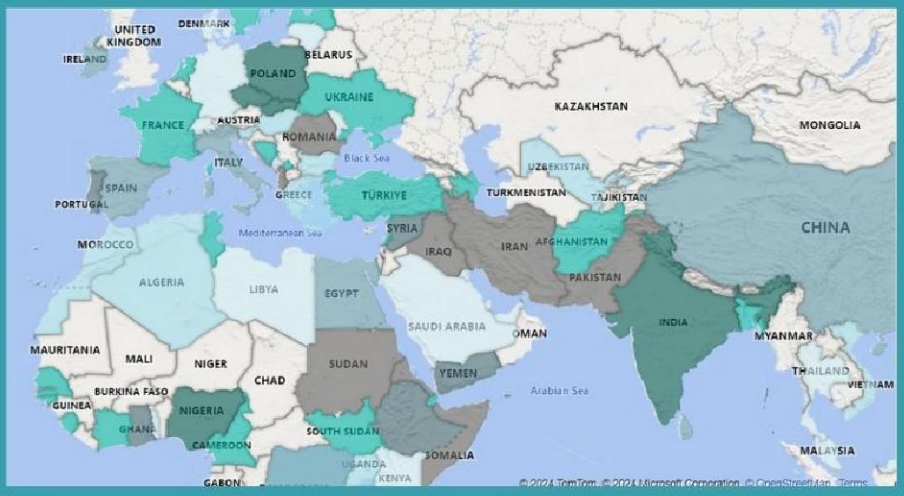


We've seen an 25% increase in clients and 28% increase in contacts since pre-covid records (2019)



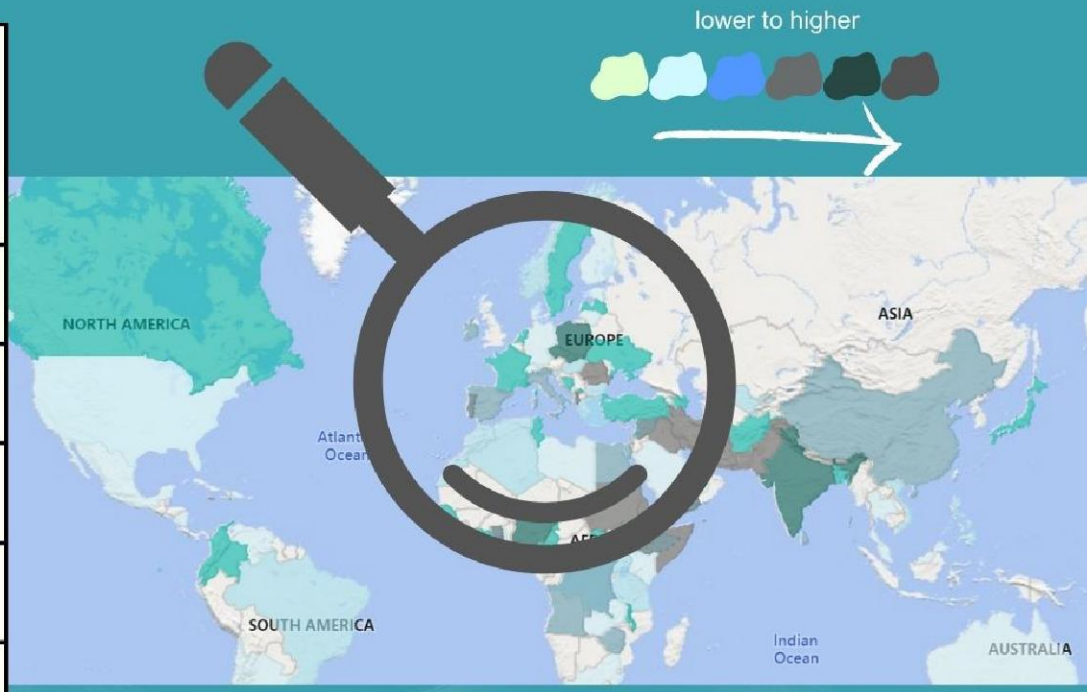


"40% of our contacts were from those who live in B16"

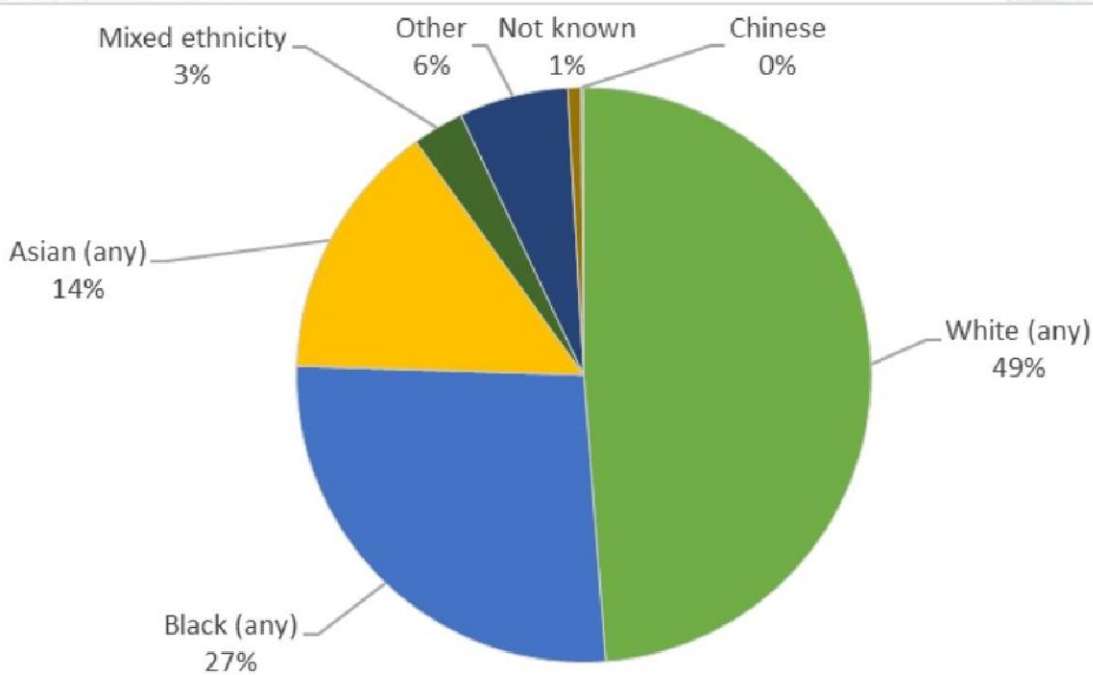


Clients come from at least 113 different countries

Other than the UK, our clients came from these top 5 countries
Eritrea
Sudan
Somalia
Iran
Pakistan



Ethnicity group of our clients



STORIES

When Edd met John he was dealing with severe grief after losing his partner of 25 years. Edd encouraged John to help serve food and get involved in the board games project. Prior to this John had only left the house for doctors' appointments and to pick up his daily newspaper. By getting involved and helping others he regained a sense of purpose and belonging. The Social Prescriber who referred John said that they had seen a positive change in John's outlook after Edd's engagement with him.

Listening & Guidance referred a patient for Children & Families support after a relationship breakdown and bereavement that left her isolated, sad and without access to public funds. We supported her with baby items and food and delivered and assembled a cot for her son, and she started to access Baby Bank Club. We invited her to the Drop-in and on trips and outings, although she struggled to engage in group settings. She has since moved out of the area, but we were able to offer support in finding new connections in her new area.

She told us that during her time with us her wellbeing improved dramatically and she feels more hopeful about the future since meeting us; "Ruth and the rest of the team offer an amazing support emotionally and financially and I'm very happy with [the support]."

91 year old Felicity lives alone in sheltered accommodation.
She has been coming to our weekly Senior Life Group for some time, although does struggle with her mobility and feeling low, after the loss of one of her sons. This year she invited another lady from her housing to come too. It has been amazing to see the difference in her as she comes along and looks out for her friend coming too. Her mood is definitely lifted when she is with us, she actively participates, contributing and saying more in the group.
She says ''Coming here on Tuesday, does so much for me, seeing and being with people".

STORIES



90 year old Ethel is very sociable and enjoys initiating conversation with anyone she sees while out with our staff or volunteers. Although quite vulnerable due to her dementia, it is always a joy to be out and about with her and see her interacting with others, reminiscing and taking opportunities to share her story and encourage others!

She also appreciates the opportunity to come to Time for Tea and is an expert at coming up with the correct quiz answers!



A lonely asylum seeking lady was referred to us and despite a very long walk came regularly to ESOL and the Drop-in with home baked goodies to share.
Ruth visited her at home where the lady shared her story which was full of heartache, through talking about it and praying she found a freedom and was visibly brighter and happier as a result.
She enrolled on our 'ESOL for work' course and as a result of Suited for Success support she now volunteers four days a week in a charity shop, reserving the fifth day to help us at Karis!
We also signposted her to a local church where she is getting involved, she fed back to us that when she met us she was bored and couldn't speak English, now she speaks English on a daily basis, has more friends and feels more hopeful about the future.

Listening and Guidance



Helen Watts



LISTENING AND GUIDANCE

Listening and Guidance is available to patients from seven GP practices in two Primary Care Networks in Birmingham.

It's been quite a year for Listening and Guidance! Changes, challenges, growth and grace have been the characteristics of our year, with lots to be thankful for.

We have always had our base at Karis Medical Centre, with patients either coming in person to Ladywood or having telephone appointments. In February, we expanded our service to provide face to face appointments at University Medical Practice. Dilip now works there one day a week. This improved access for their patients has been really important and valued, with the clinical lead saying that the service is 'working wonders' for his patients. Well done, Dilip!

Elizabeth retired in April after almost 9 years in post. She is missed by colleagues and patients alike, and we're very grateful for her contribution to L&G over the years. We gave her a warm send-off and wish her well in her retirement.

1200 hours of therapeutic sessions

We faced some challenges securing funding to replace Elizabeth, so Helen and Dilip worked hard to manage the high volume of referrals with reduced capacity. Eventually we were able to advertise for two part-time Chaplains, thanks to the hard work of partners at Karis Medical Centre and our CEO, Harry, who secured a contract with the Edgbaston Primary Care Network to enable a specialist L&G Social Prescriber service.

We recruited in the summer and were excited to be joined by our new Chaplains for Wellbeing. Jane arrived at the end of August, and Anthea came on board towards the end of the year. Both have settled in wonderfully, and we're thrilled to be up to full capacity!



"Chaplain sessions have given me positivity, hope and calmness in order to frame my mind-set and outlook better."

Throughout all these changes and challenges, the important work of supporting our patients has continued. We draw alongside people facing all sorts of circumstances including loss, unexpected life events, trauma, change, sadness and family difficulties.

It is a privilege to share part of their 'journey' with them, offering a place to reflect on what matters most to them and helping them to keep going with renewed hope. Attending to spiritual needs, whether expressed as faith or not, is central to how we work, so we're interested in what brings meaning, purpose, hope and a sense of belonging to people's lives.



This year, we worked with 319 patients. People usually have between 4 and 12 one-to-one sessions with the Chaplain for Wellbeing.

Our strong links with GPs, Social Prescribers, Health and Wellbeing Coaches and the mental health team mean that we are able to work out the best support for each patient, and we often cross-refer to achieve this. Naturally, our colleagues in the various other projects within Karis Neighbour Scheme are also a vital resource and we love working with them!

2023 saw a 44% increase in referrals to L&G compared to 2022

"Your help couldn't have come at a more needed time.Thank you for being there to listen and help me see the wood from the trees."

Christine says:

'I had been suffering from persistent migraines and headaches for weeks on end, after particularly distressing circumstances, and was both physically and mentally exhausted. I wanted to not wake up in the morning, and had lost my way completely. A combination of migraine prevention treatment and sessions with the Chaplain enabled me to gradually recover physically, and progress emotionally thanks to a range of coping strategies.

I had some valuable discussions about the power of forgiveness, expectation management, guilt and shame. Instead of succumbing to rising panic and anxiety, I can (mostly!) actively recognise and register these feelings. If I can't identify a trigger, I have been able to adopt breathing techniques that have prevented their escalation and have helped to reduce their impact.

I'm grateful to my GP for hearing me, and to my Chaplain for her endless patience and understanding, and for giving me a safe space to talk about my worst fears and thoughts.'

Men's Space



Edd Stock

Men's Space is a new project at KNS that was launched in October 2023

Men's Space

Project coordinator for Men's Space, Edd, joined us in October. Prior to coming to KNS Edd was a Chaplaincy Team leader at Walsall Manor Hospital. He co-leads Christ Church, Summerfield with his wife Katie and is a Chaplain to the Sea Cadets - so you might see him canoeing on the reservoir!

The aim of the project is to create spaces for men to feel connected, supported and able to thrive at life.

Men who live in isolation have 30% lower life expectancy than men who are connected - by meeting together it enables men to feel more connected with the community in which they live and it creates opportunities for them to have a sense of belonging and purpose.



Since October Edd has been building relationships with partner organisations, scoping out potential projects that Men's Space could run, connecting with potential volunteers and meeting with clients who have been referred to KNS.

In December 2023 we started a Board Game project at St Germain's Church. As well as building relationships with men who come to the project, it has also given opportunity to work collaboratively with Restore (a charity that supports asylum seekers in Birmingham). Restore's clients have come and volunteered which has both helped the project and supported them in their integration into the community.



Edd has seen 14 clients 29 times in 2 months



'I have been receiving support from Edd due to a bereavement after my doctor mentioned Karis Neighbour Scheme to me. Edd has supported me on a regular basis and I would recommend him. I was especially touched by the memorial service which was arranged for my partner by Edd, this was very beautiful.'



Meeting Leo for the first time, Edd was struck by the effect of MS on Leo's life. Within 18 months of the diagnosis Leo's life had drastically changed and this had an adverse effect on his mental health and well-being.

For Leo, even just buying Christmas presents for his children had become a physical strain - so Edd took him on a shopping trip. As well as this service giving much needed practical help it also gave Leo dignity and autonomy as he was able to choose and pay for the toys.

Since Christmas Leo has moved away to more suitable accommodation that can support his needs, but he remains in touch with Edd.



'I do enjoy playing chess with people and Edd gives a good game, he is very approachable, sensible and friendly.'

Children and Families



Ruth Pedzai



2023 has been marked by generous provision and selfless voluntary help. This enabled us to support **499** people through our Children and Families project this year.

ESOL

After a successful term of classes in the theme of 'ESOL for Health' (funded by Faith Action) we agreed to deliver another term up to Easter 2023.

Following on from this we surveyed our students and found out they would value an 'ESOL for Work' class. So we approached 'Suited for Success' and asked if they would like to deliver this with us. Their expertise in helping women into work and ours in ESOL delivery was a great combination.

A massive 27 volunteers gave us over 500 hours of help this year.

Some of those have been volunteering with Karis for over 20 years!

12 women completed this ten week practical course, which culminated with a visit to Suited for Success to get styled for interview clothes and then a trip to HSBC Head Office with Suited's CEO, Patricia White.

"It's given me more confidence to push forward and get a job. I feel so happy thank you so much."

During the course we focused on the importance of volunteering as a next step in looking for work, and are delighted to report that two women are working, one is studying, two are overseas and seven women are now volunteering, five of them at Karis!
In the autumn term we delivered a basic level conversation class. All in all this year we taught **79** students English.



WELCOME TO LADYWOOD

Now in its 22nd year, the Welcome to Ladywood Drop-in continues every Thursday during term time at Ladywood Methodist Church.

We often share food together and take any opportunity to party, whether it's the coronation, Eid, Narooz, Christmas or Easter.

89 ladies and their children came this year

The women really appreciate the programme of subsidised summer activities that we organise.

We organised a couple of 'bring and buy' sales which raised around £480 towards the cost of the coach to Weston-Super-Mare for **16** families. We travelled that day with 2 coaches from The Ladywood Project - it was great to see so many friends!

All in all, we organised 7 summer trips which were enjoyed by **51** families. We went to Hatton Country World (thanks to funding from 'Away From It All fund'), Birmingham Botanical gardens, Chamberlain gardens for a picnic, went on bell boats up the canal with Newbigin Community Trust and to Cannon Hill Park on the regular buses.



HOME VISITS

Our project workers have the privilege of visiting many clients at home to introduce themselves and get to know the families who need support.

This year, along with volunteers they made **78** home visits with a further 30 one on one befriending contacts (i.e. coffee or a trip to the Botanical gardens to chat).

On one such visit we met a refugee lady and discovered she was keen to volunteer. We invited her to our Baby Bank training and she's now helping us weekly. We also connected her with benefit support and our Karis Befriends Project, and she is keen to teach the other ladies to knit.

Additionally, Ruth and Liz are available to accompany clients to important appointments where they need some moral support or an advocate. This year we've been to court twice and to a number of meetings with social workers and teachers, and accompanied a woman to hospital during a cancer scare.



Children and Families

PRACTICAL HELP

This year we've helped 50 clients with 86 practical issues

Our project workers and volunteers help families with a wide range of practical obstacles. One of these was helping a family move house, with volunteers picking up furniture from three different locations (sourced for free) and delivering it and assembling it. With a generous gift from a donor we were also able to help her carpet the property.

We had some additional donations this year that allowed us to provide school uniform for **19 children in 11 families** as well as Christmas gifts and vouchers for those suffering hardship. We are grateful to Ladywood Project and their holiday help and school uniform schemes. We continued to provide some funding to a local hotel to help homeless families with the cost of laundry.



Towards the end of the year we received funding from the Council's Winter Food Aid Fund for formula milk and hygiene items that we've distributed through the Baby Bank and Club.



BABYBANK

Baby Bank continued to provide clothes, equipment, nappies and formula to referred families in difficult circumstances.

This is thanks to continued and very generous support from the public, funders, supermarkets, local churches and charities passing on excess donations.

We held a coffee morning for referrers and a fun training session for an influx of new volunteers joining us (4 of whom are previous or current KNS clients).

367 families were supported in 2023



BABYBANK CLUB

After Easter, we piloted 'Karis Baby Bank Club' running alongside our emergency free provision at Baby Bank.

The club provides heavily subsidised nappies, wipes and formula milk to eligible families. We started with a £500 donation and the uptake was enthusiastic! Thanks to a further two large grants from Morrisons and Birmingham City Council we were able to continue and expand the project.

16 families have so far benefitted.

As well as baby supplies we sell excess baby bank clothes and provide free hygiene items, toys and baby food are often up for grabs.



Babybank gave out 44k nappies - **42%** more than 2022



KBF Advice



Katharine Harris

Katharine Harris has now been in post as our KBF Advice Worker for over two years, and has been building on our existing referral networks so that we are able to reach as many people as possible. She was supported for part of the year by an excellent Advocacy Volunteer.



The Prevention & Communities grant from Birmingham City Council to provide welfare benefits advice for adults over 50 changed at the end of September, and the post is now funded via B:CAN to provide welfare benefits support to people living with mental health issues in Ladywood, Edgbaston and Harborne. We are still making home visits and seeing people in the office where this is possible. We are seeing an increasing number of people referred because they are unable to pay their bills, even with all benefit paid correctly, showing how the rise in prices has put such a pressure on so many people.

Over 226 clients were supported in the past 12 months

In 2023 we helped residents claim an additional **£541K** of income, with support from our advisor. This has included applications for Universal Credit, Pension Credit, Personal Independence Payment, Attendance Allowance, Housing Benefit and Council Tax Support, as well as benefit checks to make sure that the correct amounts are being paid. We also helped residents to challenge decisions, supporting with mandatory reconsiderations and appeals.

As well as benefit advice and applications, Katharine has also helped with applications for Disabled Travel passes, Blue Badges and grants, and Occupational Therapy assessments. We have helped residents to apply to the Big Difference Scheme, and made referrals to Debt Advisers, showing how working in partnership helps us to support our clients in a range of ways.

Our advisor has continued visits to St Germain's Church once a month to advise people attending the Pay As You Feel Community Hub and their Wellbeing Service. She has made visits to St Luke's Church to see clients, and has visited a local community group based in a sheltered housing complex, to talk about benefits and cost of living support.

> "Thanks for coming. You have taken a lot of my stress away. Thanks so much."



We have been supporting a client for a while whose partner had recently died. This was a referral from a Social Worker involved with the family.

There were many issues including benefit claims, setting up a new bank account, and appointeeship.

The client's own health issues have made it difficult for her to deal with matters herself, but it has been great to see her becoming more confident at sorting things out.

She recently said: "Your help and assistance helped us in some way to begin to piece our lives back together."

> I am so happy I didn't have to go to tribunal. It's taken so much stress off me. At last I will be able to do some different things with my partner. Thank you so much.



We saw a client referred by their GP who had many health issues and was struggling to pay their bills and connect with people.

We helped with a successful claim for Personal Independence Payment and with Universal Credit forms.

We also made a referral to our Listening and Guidance service.

The client said "I was at my absolute lowest point and you showed me kindness and support that I will never forget."



Ladywood Community Advice



Bram Scott

2023 was the 9th year of our Ladywood Community Advice project



We have continued to provide welfare benefit advice through our 2 advisors, ranging from assisting to make new claims to representing clients at Social Security Tribunals

Our service is based in a community centre in central Ladywood. The ward is one of the most deprived in England with high levels of unemployment, child poverty and long term illness and disabilities. Since Covid we have seen an increase in people presenting with mental health issues, adding to the already complex situations and pressures that many of our clients live through.

We rely on our team of amazing, dedicated volunteers to provide advocacy and advice on a range of issues including housing repairs, school registrations, issues with utilities, clean air zone fines and consumer disputes. They also tackle interactions with the DWP and the council, including making new claims. Much of their work requires basic computer skills or the ability to communicate by telephone, but these tasks create significant issues for the vast majority of our service users who have English as a second language.

Though more than half our enquiries are from new users we have a cohort of people who require ongoing appointments. The fact our service is local and face-to-face provides this reassurance and trust that is often missing in this digital age.

We attended 8 Tribunals, 7 of which were found in favour of our clients



During the year we saw 528 clients and identified or assisted to claim £988k in benefits

We work closely with Ladywood Community Project and cross refer clients. We rely on their volunteers to help with triage on our busy days.

We share space with Trident Reach who provide help to find employment, and a Severn Trent Water advisor whose role is to access discounts and grants. Working with others has helped us to provide a more holistic approach and a safe place to signpost for more support.

There have been no major legislative changes to benefits during the last year, but we expect an upturn in enquiries in 2024 as Birmingham residents on legacy benefits are due to be migrated onto Universal Credit. Analysis from other areas where migration has already happened indicated that 30% of claimants failed to register either timeously or at all which can result in breaks of claim. In an area such as Ladywood we might expect that non compliance rates will be higher. Universal credit claims, in the main, need to be made online, adding an extra barrier to many in our community.



> With grateful thanks for your partnership and the very many extra miles you journey for people

> A big THANK YOU - God bless you all for all you do for the likes of myself making our loads become light and bearable



Case Study: Mr and Mrs C both have mental health issues. Both were in receipt of Personal Independence Payment (PIP) but Mr C's was reviewed and disallowed. As a result, not only did he lose his £95.00 a week but the couple's Employment Support Allowance (ESA) was reduced by £152.80 a week as his loss of PIP meant that they no longer qualified for one of the ESA premiums.

With our assistance Mr C successfully appealed the PIP decision reinstating his entitlement. However DWP ESA section had failed to reinstate the correct premium and had erroneously been under the impression that he was claiming as a carer.

Following our request for a review the correct ESA was put back into payment and backdated to the time it was discontinued.

Karis Befriends



Helen Bell

Karis Befriends offers support to older people who are isolated or lonely, encouraging them to connect, participate, contribute and flourish later in life.



The Karis Befriends project is led by Helen Bell, with Patti Tan as a Project Assistant.

We have continued to receive referrals from local GP's, health professionals, social workers, social prescribing link workers, community organisations, relatives, friends and older people themselves.

164 older people supported through **2668** contacts

We visit and befriend people in their own homes, over the telephone, or accompany them out into the local community, as well as organising regular social activities and events. Part of our aim is to get people talking and supporting each other, helping to build their confidence and giving opportunities for people to forge new friendships. Through this year we have definitely seen groups flourish as those who come invite others along too.

Throughout this year, we have continued to do one off trips, with individuals and groups, enjoying coffee or lunch out among friends, encouraging and building confidence to keep going out.

Highlights include a table top sale, attending a Carol Service, pub lunches and much time at Winterbourne Gardens! We enjoyed a joint trip out with the Children and Families Project at the Botanical Gardens, a thoroughly enjoyable time with many generations mixing!

> "Thank you so much for your efforts in visiting my mum and updating us on the activities Karis currently operate"

Our Senior Life Group meets weekly with almost 30 participants connecting in during the year. We have enjoyed social time together, discussions, opportunity to support and challenge one another, with exercises, quizzes, sharing stories and much more. There is a real sense of community both in and outside the group, with people making plans to get together, go out together or chat over the phone.

95 clients visited at home

902 telephone befriending calls

206 birthday cards sent





Our Art Group is run by one of our enabling participants. Those who come are encouraged to contribute to a group project together, or work on their own individual pieces. It's been great to see new people joining in!

Karis Befriends is part of the Body, Mind and Spirit Partnership of church linked organisations across Birmingham. Our approach seeks to value older people within their neighbourhoods, bringing a wealth of experience, skills and wisdom to share with others.



By creating safe and welcoming spaces, older people are invited to participate and develop in activities that are meaningful for them and build community together.



> your group is the only activity [my mum] joins in with, finds helpful and enjoys!

TIME FOR TEA

61 clients have attended our bi-monthly Sunday afternoon events. Each event had a focus, ranging from the King's Coronation, International Older Persons day and Christmas celebrations.
With fabulous food, musical performances, quizzes and thoughtful discussions, the time is a highlight for clients and volunteers alike.

Every guest goes home with a gift bag full of seasonal treats, activities and goodies. We gave out over **800** gift bags in 2023!

We have enjoyed **6** 'Time for Tea' events throughout this year

'Time for tea is a lovely way to spend a Sunday afternoon! There is such a welcoming, friendly atmosphere and you are able to meet old friends and perhaps make some new ones. I particularly like the quizzes, often quite difficult! Last but not least is the delicious tea - always plentiful and a treat to eat! All the great effort made to provide this is really appreciated by the guests.' Jane

As we continue to journey with people for longer, we have lost a number of older people during this year. For some this has involved visiting more often when in hospital, even being with one lady as she passed away. We often go to or contribute at funerals, or continue to stay in contact with their family.

We count it as a privilege to know and journey with people in their later years.



PARTNERS AND MEMBERSHIPS



ACKNOWLEDGEMENTS

We are grateful to all our funders and donors:

AFIA, Asda Foundation, Baron Davenport's Trust, Birmingham and Black Country Communities Fund, Birmingham City Council Winter Food Aid Fund and NDSU, Blakemore Foundation, Cole Charitable Trust, Dumbreck Charity, Edgbaston Neighbourhood Network Scheme, Edward and Dorothy Cadbury Trust, Eveson Charitable Trust, Garfield Weston Foundation, Grantham Yorke Trust, Grimmitt Trust, Harry Payne Fund, Heart of England Community Foundation, Henry Smith Charity, Hinchley Trust, Hortons Social Purpose Committee, IM Properties Fund, Marsh Charitable Trust, Morrisons Foundation, Richard Kilcuppe's Trust, Roger and Douglas Turner Trust, Sheldon Trust, RS Brownless Trust, Tescos Community Grants, Tramore Trust, WA Cadbury Trust, Warburtons Families Matter, WED Charitable Trust and all the individuals who send us gifts, cash and donate equipment for our families to our baby bank



THANKS TO:

Age UK Birmingham, ASIRT, Asda Solihull, Baby Bank Alliance, B30 Foodbank, Birmingham City Council, Birmingham Central Baptist Church, Birmingham Settlement, BVSC, Birmingham Central Foodbank, BMSP, Birmingham Mother's Union, Cobden Hotel, CNSO, Church Alive, Children Centres, ChurchCentral South, Christchurch Summerfield, Digikicks, Eat Make Play, Edgbaston Palace Hotel, Edgbaston NNS, Faith Action, Faith in Later Life, Gas Street Church, Gateway Children Services, Growbaby, Glasspool Charity Trust, Harborne Medical Practice, Incredible Surplus, Karis Medical Centre, Ladywood & North Edgbaston Social Work Team, Ladywood District Office, Ladywood Health & Community Centre, Ladywood Methodist Church, Ladywood Leisure Centre, Lordswood Medical Practice, Living Well Group, Ladywood Project, LBC, Ladywood NNS, Mental Health Providers Forum Network, NHS, Narthex, Nechells POD, NDSU NCVO, Newmans Trust Homes, Oasis Church Harborne, Pilotlight, QAC, Outreach Shop, RE:Future Collective, Real Junk Food Project, Ring and Ride West Midlands, The Roundhouse, Severn Trent Big Difference, Shareshack Ladywood, Shencare Community Transport, Shiloh Computers, St Georges Church Edgbaston, St Germains Church Edgbaston, St Johns & St Peters Church Ladywood, St Lukes, St Johns Harborne, Suited for Success, St Michael and All Angels' Church, Thrive Together Birmingham, Waitrose Harborne, Zurich Insurance



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KARIS NEIGHBOUR SCHEME
Practical help | Advocacy & advice | Befriending | Emotional support

Company Registered number
06595341
Charity Registered Number
1133510

Karis Neighbour Scheme

Report and Financial Statements

For the year ended

31 December 2023

KARIS NEIGHBOUR SCHEME

Financial Report year ended 31 December 2023

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KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

The Trustees present their directors' report and accounts for the 12 month period ended 31st December 2023.

Reference and Administrative Information

Charity Name	Karis Neighbour Scheme
Charity Registration Number	1133510
Company Registration Number	06595341
Date of Incorporation	16th May 2008
Registered Office and Operational Address	c/o Church of the Redeemer Monument Road Birmingham B16 8UU

Officers

Dr Gillian Harley-Mason	Chair of Trustees
Mrs Rebecca Cuthbert	Vice-Chair of Trustees
Dr P H Ross Bryson	
Mr Steve Watts	
Mrs Kathryn Miles	
Rev Henry Aggrey	
Sir Alexander Elphinston	

Independent Examiner

Gary Peter Brookes
FCA FCIE BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 16th May 2008 and registered as a charity on 12th January 2010. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The company took over the running of a previous charitable trust, registered no. 1077200, which had been in operation since 16th April 1999.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Board give their time voluntarily and received no benefits from the charity. These appointments were made in line with Charity Commission guidelines and the rules governing the Charity in our constitution. If any expenses have been paid to Trustees, these are outlined in Note 6 of the

Arrangements for setting the pay and remuneration of the charity's management personnel are based on Third Sector Benchmarking criteria. Staff employed in our Listening and Guidance NHS Service have also been benchmarked against the same criteria.

Our Aims and objectives

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's memorandum of association

To assist people who are in need of practical or emotional well being by reason of their youth, age, infirmity or disablement, poverty or social or economic circumstances

The aims of our charity are to provide support to people in our community who are in need, to bring people in our community together, enabling people in our community to be good neighbours and ensure no one is neglected or forgotten about. Our aims fully reflect the purpose that the charity was set up to

Ensuring our work delivers our aims

The trustees regularly review the work of the charity, by comparing our progress to the annual plan and receiving half yearly reports on the projects, which include the impact and benefits of the work undertaken for the people we are seeking to help. These reviews provide opportunity for trustees to ensure that the focus of our work is consistent with the stated purposes of the charity, and with regard to the Charity Commission's general guidance on public benefit. The reviews also allow us to ensure we are providing benefit to the communities we seek to help.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

The focus of our work

Our main objectives for the year were to:

Provide support to people in our community who are in need by offering a broad range of help including practical support, advocacy and befriending

Bring people in our community together by reaching out, offering friendship, and providing opportunity to spend time getting to know each other

Enabling people in our community to be good neighbours by providing opportunities to volunteer and give their time, skills and resources to help meet the needs of others

Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need and responding where needs are going unmet

How our activities deliver public benefit

Our main activities and who we try to help are described below. Our charitable activities focus on the reduction of social isolation, relief of poverty in meeting basic needs and support to help overcome hardship and are all undertaken to further our charitable purposes for general public benefit in our local area.

Achievements and Performance this year

We have had another year of increased demand for our services in the community which reflects the challenges being faced by those most vulnerable in the locality. Our year on year contacts have increased to 9,184 (2022: 7,915) showing a 16% increase in support provided through our volunteers and staff team.

Who used and benefitted from our services?

Our objects limit the services we provide to Birmingham and the surrounding areas, current funding means our activities are focused on the Ladywood, Edgbaston and Harborne wards of Birmingham and some parts of Smethwick. The Listening and Guidance Service, part funded by Birmingham and Solihull Mental Health NHS Foundation Trust (formerly Birmingham and Solihull Central Clinical Commissioning Group), is commissioned to serve the patients from the Edgbaston & Harborne Networks of 7 Primary Care practices.

In the past year 1,632 individuals and families have directly benefited from our work, which has increased by over a quarter from the prior year and is now at the highest level we have ever served. Because a lot of our work involves on-going befriending, we have had regular contact with a proportion of these beneficiaries, on average each beneficiary being seen between five to six times a year.

Nearly all our activities are provided free of charge, with two exceptions. The first being some trips during school holidays where we ask for a small subsidy to encourage people to secure their places. Secondly, a new Baby Bank Club which started in early 2023. Membership is offered to existing clients to encourage them to become more independent and less reliant on the services of Baby Banks. The Baby Bank Club offers discounted nappies, baby wipes and formula to members at a significantly reduced price compared to the cost in retail shops.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Those we support represent a broad cross-section of the community, and reflect the diverse neighbourhoods we are working in. Only two-fifths of our contacts are with people who identify as White British (40%), the other prominent ethnic groups we work with include African – Black or Black British (17% of contacts), Caribbean – Black or Black British (10% of contacts), with many other ethnic groups being represented in the remaining third of our contacts.

As one of our projects focuses on befriending older adults, where the needs around social isolation are particularly acute, over 65s are one of the biggest age groups we work with, representing 40% of our contacts, With a relatively even spread between the remaining age groups, demonstrating that we are succeeding in reaching all parts of the community.

A proportion of our referrals come from GPs and other health professionals, who are well placed to reach those who are socially isolated and refer on to our scheme for social needs they have identified that are impacting on someone's wellbeing.

Much of our support benefits the wider families and households of those we are supporting, whether this is because of an increase in household income, an improved home environment or improvements in relationships due to decreased stress or improved mood.

The main areas of charitable activity are a befriending and advocacy scheme for over 50s, with the advocacy extending to those suffering mental health difficulties towards the end of the year, advocacy & advice through our Ladywood Community Advice service, neighbourly practical help, support for families who are new to the area – particularly those from refugee and asylum seeker communities - and a GP surgery based chaplaincy service, our Listening and Guidance Service. These activities and the achievements that flow from our work are described below.

Our 'Karis BeFriends' project, enabling isolated older people to build connections in later life and continue to flourish , has directly supported 164 people this year, an increase of 10% compared to 2022 (2022: 149). Alongside this befriending support, our 'Karis BeFriends Advice' work has continued to strengthen with 256 older beneficiaries receiving advocacy and advice support (2022: 176). This support was provided through a mix of home visits and telephone support, helping to reach those who struggle to come to us. From October, the focus of 'Karis BeFriends Advice' has extended to include those suffering poor mental health in line with funding requirements.

We have further extended our work with isolated older people through the launch of 'Men's Space' in October 2023. This project is being run as a pilot with the aim of encouraging connection for isolated men in the Edgbaston area, initially through both meeting with individuals and developing group activities such as a board game café at St Germain's Church.

Our work with children & families, largely focusing on asylum seekers and refugees, has continued to grow, supporting 499 families this year (2022: 480 families). The number of adults attending our English for Speakers of Other Language classes have continued to grow year on year, due largely to funding from Faith Action for a well-received course which taught basic English for accessing Healthcare in the first quarter of the year. We had 89 adults (2022: 72 adults) attended the 'Welcome' group, offering an opportunity for social interaction with other young families in similar circumstances. Our Children & Families Worker, Family Outreach Worker and volunteers carried out 78 visits at home to offer further befriending, practical help and advocacy and 108 families received further befriending including taking people out to help them find places in their local area or introduce them to others, accompanying them when they have appointments providing neighbourly help or advice.

We planned three 'big' day trips and several local free trips during the school holidays, allowing 59 families who would not have gone away during the holidays to have an enjoyable break. The Baby Bank has supported 370 families (2022: 321 families) with practical items, such as cots, buggies and baby clothes. This enables families, many of whom are living on the poverty line, to access essential equipment they need to properly care for their babies and to free up their limited resources for their other day to day needs. We also obtained funding from the Morrisons Foundation to launch a Baby Bank Club in the later part of the year offering essential items – nappies, wipes, formula – to parents at a reduced cost compared to the shops, around 50% of the price. There are 12 members of the Club.

Our advocacy and advice project, Ladywood Community Advice, saw 528 adults (2022: 455 adults) throughout the course of the year and dealt with over a thousand distinct issues ranging from benefits advice and debt matters to repairs and school applications. We currently employ two Welfare Rights Advisors to support the advocacy & advice work alongside a small team of volunteers. This has allowed more in-depth advice work and scheduled appointments throughout the week to deal with more complex cases. In the current year we have helped those eligible to claim £988k (2022: £873k) of financial help to aid their situation.

The Listening & Guidance service, a part NHS funded project has provided chaplaincy to GP surgeries for 326 patients (2022: 367 patients), supporting people to express issues such as stress, bereavement, depression and dealing with loss. Our Chaplains for Wellbeing provide a safe space for patients to be listened to in a constructive way. Patients report outcomes that focus on giving them hope for the future and increased emotional resilience and understanding. Wellbeing measures, using the Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS), show that, for those patients engaging with the service for a series of sessions allowing at least 2 measures to be taken, Listening and Guidance has increased patient's wellbeing by an average of 9.23 points. In the year, one of our Chaplains for Wellbeing, Elizabeth Baker, retired. We thank her for her faithful service over the years she has been with us. We obtained additional funding through Karis Medical Centre to extend our Listening and Guidance service from October 2023 and so Elizabeth's role has been replaced by Jane Grimshaw and Anthea Wright who extend the reach of the team going into the next year.

We continue to provide practical help – in addition to the considerable reach of our Baby Bank - as and when it is needed, ranging from small household tasks such as DIY or moving furniture to distributions of emergency food parcels or referrals to the local Birmingham Central Foodbank. In 2023 this has remained largely similar with 86 people supported in this way.

Volunteers

Karis Neighbour Scheme relies heavily on its volunteers in order to achieve these impacts and public benefits. This last year has seen 68 volunteers involved with delivering our projects, providing 1,806 volunteer hours (2022: 1,349 hrs). Many of our volunteers have worked with Karis Neighbour Scheme for more than 5 years, citing the sense of personal satisfaction and sense of doing something worthwhile as reasons for volunteering. The impact and benefits gained from volunteering are a further public benefit. Our volunteering opportunities are open to all and attract a mixed age range, in the most part from the local area but also from other areas across Birmingham. We are very thankful for the support we receive from our volunteers.

Environmental Context

We have seen an increase in demand for our services which reflects the impact of the Cost of Living crisis on the communities where we work, this is particularly notable in some of our practical responses to people and families in crisis – such as our Baby Bank provision and the extension to the Baby Bank Club.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Financial review

2023 has seen a small deficit of £1,000. There has been an increase in restricted funds of £18,000 and a decrease in unrestricted funds of £19,000. Of this decrease, £15,000 was allocated from designated funds towards setting up and running the Men's Space pilot project. Total funds by the end of the year amounting to just over £217,500.

Reserves Policy

The Board have examined the charity's requirements for reserves in light of the main risks to the organisation. Having reviewed the difficult economic environment for obtaining funding, the Board have agreed a reserves policy whereby the cash backed unrestricted funds should be four and a half months of core expenditure. This is an increase of one and a half months of core expenditure from the previous annual review.

Based on latest board agreed budget projections for the incoming year, reserves have increased from £74,000 to £123,000. Karis Neighbour Scheme has unrestricted funds of £123,349 which are in accordance with the updated policy.

Details of any funds materially in deficit

In 2023 there have been no funds materially in deficit.

Birmingham City Council was one of the largest funders in the past year, with funding received via the Body, Mind & Spirit Partnership – relating to our work with older people - directly via the Prevention & Communities grants scheme.

Birmingham and Solihull CCG (changing during the year to Birmingham and Solihull ICB) continued to be a major funder this past year through their commissioning of the Listening & Guidance service, alongside funding from Living Well UK who enabled the extension of the work of the L&G chaplains since 2021. Karis Medical Centre have further extended this work in 2023 from October onwards through additional funding for an additional Chaplain.

For the majority of projects, we still primarily rely on grants and donations from grant making trusts and individuals. Our largest grant funder this year has been Henry Smith Trust with their ongoing support for Ladywood Community Advice.

How expenditure has supported the key objectives of the charity

The largest area of expenditure continues to be the salaries of staff who manage, support and deliver projects aligned to the key objectives of the charity. The other major area of expenditure is around resources and activities, which are integral to the delivery of the charity's projects. Salaries, Pension contributions and Social Security costs amounted to £251,719 in 2023 (2022: £234,489).

Investment Policy

Aside from retaining a required amount of reserves each year, most of the charity's funds are to be spent in the short term so there are limited amounts available for investment. A proportion of reserve funds are kept in ethical and accessible savings accounts, which have a small return in terms of interest. It is not seen as sensible to tie up funds in investments which may yield higher returns but would be inaccessible for project needs. This will be reviewed if we are able to significantly increase the level of reserves held.

Plans for Future Periods

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements.

We hope to spend 2024 establishing our extended work as 2023 has been a year of significant demand and growth with the launch of the Baby Bank Club within the Children's and Family Work, the extension of the Listening and Guidance Wellbeing Chaplains and the launch of the 'Men's Space' pilot project.

We hope to establish the Baby Bank Club, supporting current Club members for up to two years and extending this support to new members if we can secure suitable, reliable funding. In addition to this extension, we have also increased our Listening and Guidance offering which we hope to see the benefit of with a full year of four Wellbeing Chaplains starting in 2024.

We launched our 'Men's Space' pilot project towards the end of 2023 which provides Befriending for men aged 50+ who are isolated or whose social networks are limited. We are already seeing the benefit of this project and hope to extend it beyond the 12 month pilot if appropriate funding is identified. We were grateful to Edgbaston Neighbourhood Network Scheme for helping fund our pilot work and going forward hope to seek funding to cover our activities in Ladywood as well.

We continue to hold the Foundation Level Improving Quality (IQ) Quality Mark, which is focused on small not-for-profit organisations, enabling us to evidence our quality and credibility as an organisation within the Charity Sector, this is next due for review at the end of 2024.

Risk Management

The Board maintain a range of policies to ensure internal risks are well managed. This includes financial controls and authorisations, robust safeguarding policies and incident reporting which is reviewed at the regular meetings of the Board. Procedures are also in place to ensure compliance with health and safety of staff, volunteers, clients and any other visitors to the scheme. Policies are reviewed at regular intervals and agreed by the Board to ensure they still comply with best practice.

A full risk register is reviewed at each Board meeting. Meetings are currently held every quarter. The risk register includes governance risks, external risks, financial risks, regulatory and compliance risks and operational risks. This ensures that steps can be taken to mitigate against these risks in a timely manner, including making any necessary operational changes.

Organisational Structure

Karis Neighbour Scheme has a Board of between 5 and 15 members who meet at least quarterly and are responsible for the strategic direction and policy of the charity. At present the Board has seven members from a variety of backgrounds relevant to the work of the charity.

Day to day responsibility for the provision of the services rest with the Chief Executive (CEO) along with the individual project leads. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that the Annual Plan is delivered. The CEO currently line manages the various project leads who have responsibility for the day-to-day operational management of their respective projects.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)

Trustee's responsibilities statement – charitable company

The trustees (who are also directors of Karis Neighbour Scheme for the purposes of company law are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the board of trustees on 24/04/2024 **and signed on its behalf by:**

Director and Trustee **Name** GILLIAN HARLEY-MASON

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbour Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2023 which are set out on the following pages

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

I have completed my examination . I confirm that no 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 company as required by section 386 of the 2006 Act or

(2) the accounts do not accord with those records

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Gary Peter Brookes

Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA FCIE BSc
Address	130 Wombourne Park Wolverhampton South Staffs WV5 0LY

Date : 30 April 2024

KARIS NEIGHBOUR SCHEME
Statement of Financial Activities (to include Summary Income and Expenditure Account)
year ended 31 December 2023

	Notes	Unrestricted funds	Restricted funds	Total Funds 2023	Total Funds 2022
		£	£	£	£
Income					
Voluntary Income	2(a)	44,807	199,222	244,029	211,708
Charitable Activities	2(b)	825	56,861	57,686	90,459
Fundraising		1,824	3,299	5,123	1,501
Total Income		47,456	259,382	306,838	303,668
Expenditure on					
Charitable activities	3	46,435	261,367	307,802	283,624
Total Expenditure		46,435	261,367	307,802	283,624
Net Income / (Expenditure)		1,021	(1,985)	(964)	20,044
Transfers between funds	10	(20,030)	20,030	-	-
Net movement in funds		(19,009)	18,045	(964)	20,044
Reconciliation of funds					
Total funds brought forward		**161,711**	**56,815**	**218,526**	**198,482**
Total funds carried forward		**142,702**	**74,860**	**217,562**	**218,526**

**

There were no recognised gains or losses for 2023 or 2022 other than those included in the Statement of Financial Activities

** See note 14 for full comparatives for 2022

KARIS NEIGHBOUR SCHEME
Balance Sheet
As at 31 December 2023

	Notes	2023		2022	
		£	£	£	£
Fixed Assets					
Tangible Assets for use by the charity	**7**		2		2
Current Assets					
Debtors	**8**	23,547		9,520	
Bank & Cash in hand		225,185		247,930	
		248,732		257,450	
Creditors : Amounts falling due within one year	**9**	31,172		38,926	
Net Current Assets			217,560		218,524
Total Assets less Current Liabilities			217,562		218,526
Capital Funds					
Restricted Funds	**10**		74,860		56,815
Unrestricted Funds					
General			142,702		161,711
Total Charity Funds			217,562		218,526

For the year ended 31 December 2023 the company was entitled to exemption from audit under section 477 (1) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476.

The Directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s386 and s387 of the Companies Act 2006 and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 December 2023 and of its deficit for the year then ended in accordance with the requirements of s396 and which comply with the requirements of the Act relating to the accounts so far as applicable to the company.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Signed and approved on the behalf of the Board on 24 April 2024 .....

Trustee name..... GILLIAN HARLEY-MASON

Company number 06595341

The notes on the following pages form part of these financial statements.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2023

1. Accounting Policies

(a) Basis of Accounts Preparation

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) published on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.
The financial statements have been prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

(b) Recognition of incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.
For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.
No amount is included in the Financial Statements for volunteer time in line with the SORP (FRS 102). Any further detail is given in the Trustees' Annual Report.
Where practicable, gifts in kind donated for distribution to the beneficiaries of the charity are included in stock and donations in the financial statements upon receipt. If it is impracticable to assess the fair value at receipt or if the costs to undertake such a valuation outweigh any benefits, then the fair value is recognised as a component of donations when it is distributed and an equivalent amount recognised as charitable expenditure.
Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.
For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.
Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

c) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as an expense against the activity for which expenditure arose. It is categorised under the following headings:

Governance costs

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

(d) Funds

Restricted Funds	Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such fund are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.
Unrestricted Funds	Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
Designated funds	Designated funds comprise of unrestricted funds that have been set aside by the trustees for particular purposes . The aim and use of each designated fund is set out in the notes to the financial statements.

(e) Tax

Tax reclaims on donations and gifts	Gift Aid and other tax reclaims are included in the SoFA at the same time as the donations to which they relate.

(f) Debtors and creditors	Debtors and Creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(g) Assets

Tangible fixed assets for use by charity

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Costs includes costs directly attritable to making the assets capable or operating as intended. These are capitalised if they can be used for more than one year, and cost at least £1000. They are valued at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset on a systematic basis over its expected useful life as follows:

Office equipment	25% on a straight line basis

(h) Going Concern

The directors have reviewed and consider that the charity remains viable for the year ahead. Funding for the Listening and Guidance service has been secured through funding from the NHS Birmingham & Solihull ICB, Karis Medical Centre and the Living Well Consortium. The work of Karis BeFriends and Karis BeFriends Advice will be significantly supported until 2026 via Thrive Partnership and B:CAN Partnership respectively, from the Birmingham City Council recommissioning of the Prevention and Communities fund. The work of the Advocacy and Children's and Families Projects are reliant on grant applications for which we are hopeful that adequate funding will be obtained for the incoming year. The Men's Space Project is funded for a 12 month pilot and will continue only if additional funding is secured.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2023

2(a). Income from grants, donations and legacies

	2023			2022
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
Birmingham City Council	-	25,500	25,500	34,850
Thrive Together Birmingham	-	26,700	26,700	27,530
Birmingham Settlement	-	-	-	4,928
Cadburys Trust	-	25,000	25,000	-
Trusthouse Charitable Trust	-	-	-	15,000
Tramore Trust	15,000	-	15,000	15,000
The Eveson Charitable Trust	-	5,000	5,000	8,000
Graham Griffiths Fund	-	-	-	2,000
Hinchley Charitable Trust	-	7,000	7,000	-
The Grantham Yorke Trust	-	5,000	5,000	5,000
Alan Edwards Higgs Trust	-	-	-	5,000
George Henry Collins Trust	-	-	-	1,000
Richard Kilcuppes Trust	-	1,000	1,000	1,000
Harry Payne Fund	-	2,000	2,000	2,000
South Birmingham Friends Institute Trust	-	1,000	1,000	1,000
The Grimmitt Trust	-	-	-	2,000
Arnold Clark Community Fund	-	-	-	2,000
Karis Medical Centre	-	11,375	11,375	10,500
CB and HH Taylor 1984 Trust	-	-	-	1,000
The Henry Smith Charity	-	30,000	30,000	30,000
The Roger & Douglas Turner Trust	-	4,000	4,000	1,000
Lord Mayor of Birmingham Charity	-	-	-	1,500
LoveBrum	-	-	-	2,000
George Fentham Trust	-	-	-	2,000
GJW Turner Trust	-	-	-	2,000
Richardson Bros Foundation	-	-	-	1,500
B:CAN Partnership	-	8,267	8,267	-
Garfield Weston Foundation	-	5,000	5,000	-
Morrisons Foundation	-	5,000	5,000	-
Edgbaston NNS	-	5,000	5,000	-
Hortons SPC	-	3,000	3,000	-
BCC - NDSU	-	2,500	2,500	-
BCC - Winter Food Aid Fund	-	2,000	2,000	-
IAG Extension	-	2,266	2,266	-
Birmingham and Black Country Communities Fu	-	2,000	2,000	-
Saintbury Trust	-	2,000	2,000	-
IM Properties Fund	-	1,484	1,484	-
The Cole Charitable Trust	-	1,000	1,000	-
ED Cadbury Trust	-	1,000	1,000	-
Legacies	1,000	-	1,000	1,187
Gift Aid tax	3,571	-	3,571	2,953
Interest	3,030	-	3,030	549
Small grants and Donations	22,206	15,130	37,336	29,211
	44,807	199,222	244,029	211,708

2(b).Income from charitable activities

	2023			2022
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
Service Provision	825	56,270	57,095	90,459
Baby Bank Club	-	591	591	-
	825	56,861	57,686	90,459

3. Charitable Activities

Analysis of Expenditure

	2023	2022
	£	£
Salaries, pension contributions and social security costs	251,719	234,489
Resources and activities	24,900	19,422
Rent & Room Hire	6,100	6,425
Telephone & Postage	2,526	2,593
Office Expenses	2,141	2,366
Consultancy Fees	-	120
Light Heat & water	4,980	2,365
Insurance	2,293	4,163
Vehicle Expenses	-	574
Training & Supervision	3,052	3,525
Governance costs	1,813	1,913
Travel	1,858	1,773
Computer costs and software	557	437
Maintenance and small equipment	3,808	1,321
Cleaning	720	660
Payroll Costs	826	1,121
Volunteers	206	53
Recruitment	303	304
	307,802	283,624

4. Governance Costs

	2023	2022
	£	£
Accounts preparation and independent examination	1,200	1,800
Professional Fees	613	113
	1,813	1,913

5. Employees

Wages & Salaries	231,367	211,917
Social Security Costs	9,747	7,664
Pension Costs	10,605	14,908
	251,719	234,489

The average monthly number of staff employed by the charity during the year was as follows:

Charitable activities	14	16
	14	16

There were no employees whose annual emoluments were £60,000 or more.

6. Trustees' and key management personnel remuneration expenses

Mrs H Watts - Chaplain for Wellbeing	Gross	19,258	17,909
	Ers Pension	963	896
		20,221	18,805

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2023

7. Tangible Fixed Assets for use by the Charity

	Equipment	
	£	£
Cost		
At 1 January 2023	30,262	30,262
At 31 December 2023	30,262	30,262
Depreciation		
At 1 January 2023	30,260	30,260
Charge for Year	-	-
At 31 December 2023	30,260	30,260
Net Book Values		
At 31 December 2023	2	2

8. Debtors

	2023	2022
	£	£
Gift Aid tax	4,500	3,500
Income Due	19,047	6,020
	23,547	9,520

Income Due

NHS Birmingham & Solihull	5,022	5,020
Wholecare	-	1,000
Karis Medical Centre	2,374	-
B:CAN Partnership	8,267	-
P&C: IAG Extension	2,266	-
Undeposited Donations	118	-
Legacy donation	1,000	
	19,047	6,020

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2023

9. Creditors : Amounts falling due in less than one year

	2023	2022
	£	£
Creditors	705	-
Accruals	1,948	7,134
Employment Taxation and Social Security	3,602	-
Deferred Income	24,917	31,792
	31,172	38,926

Deferred Income

Hinchley Charitable Trust	5,000	-
The William A Cadbury Charitable Trust	-	25,000
BCC - Winter Food Aid Fund	3,000	-
Living Well UK	4,167	4,167
Karis Medical Centre	1,750	2,625
Garfield Weston Charity	5,000	-
Sheldon Trust	3,000	-
The Grimmitt Trust	2,000	-
Baron Davenports' Charity	1,000	-
	24,917	31,792

10. Fund Reconciliation

	Fund Balances 1 January 2023	Incoming resources	Outgoing resources	Transfers	Fund Balances 31 December 2023
	£	£	£	£	£
KBF Advice	17,902	26,940	30,241	(8,000)	6,601
Advocacy	2,674	35,367	43,071	5,030	-
Listening and Guidance	10,716	65,820	65,701	-	10,835
Karis Befriends	15,156	41,243	48,183	-	8,216
Children and Families	5,272	80,512	65,298	-	20,486
Men's Space	-	7,000	6,373	23,000	23,627
Practical Work	5,095	-	-	-	5,095
Core Costs	-	2,500	2,500	-	-
Total restricted	56,815	259,382	261,367	20,030	74,860
Unrestricted reserves					
General funds	127,358	47,456	46,435	(5,030)	123,349
Designated funds	34,353	-	-	(15,000)	19,353
Total unrestricted	161,711	47,456	46,435	(20,030)	142,702
Total Funds	218,526	306,838	307,802	-	217,562

The Men's Space project commenced in October 23 and is being part-funded through £15,000 of designated funds set aside by the Trustees from a legacy donation and an £8,000 underspend on a BCC Prevention & Communities grant which was reallocated with permission from the grant Commissioner. The £5,030 is a transfer of funds from general funds to the Advocacy project.

11.Taxation

As a charity, Karis Neighbour Scheme is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

12. Commitment under operating leases

Karis Neighbour Scheme had annual commitments under non cancellable leases:

	2023 Equipment £	2022 Equipment £
Operating lease payments are as follows:		
Within one year	10,894	10,138
In one to two years	3,094	2,938
In two to five years	2,553	5,381
	16,541	18,457

The services contract payments are for a property rental, photocopier, phone system and business level broadband supply.

13. Net Assets Between Funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible Fixed assets	2	-	2
Current assets	145,264	103,468	248,732
Creditors amounts falling due within one year	(2,564)	(28,608)	(31,172)
	142,702	74,860	217,562

14. SOFA Previous years Comparatives

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total Funds 2022 £
Income				
Voluntary Income	2(a)	31,521	180,187	211,708
				-
Charitable Activities	2(b)	1,000	89,459	90,459
Fundraising		505	996	1,501
Other Income				-
Total Income		33,026	270,642	303,668
Expenditure on				
Charitable activities	3	85,465	198,159	283,624
Total Expenditure		85,465	198,159	283,624
Net Income		(52,439)	72,483	20,044
Transfers between funds		73,379	(73,379)	-
Net movement in funds		20,940	(896)	20,044
Total funds brought forward		**140,771**	**57,711**	**198,482**
Total funds carried forward		**161,711**	**56,815**	**218,526**

KARIS NEIGHBOUR SCHEME

England & Wales - Charity number 1133510

Accounts

KARIS NEIGHBOUR SCHEME
Annual Report 2022



KARIS NEIGHBOUR SCHEME

Practical help | Advocacy & advice | Befriending | Emotional support

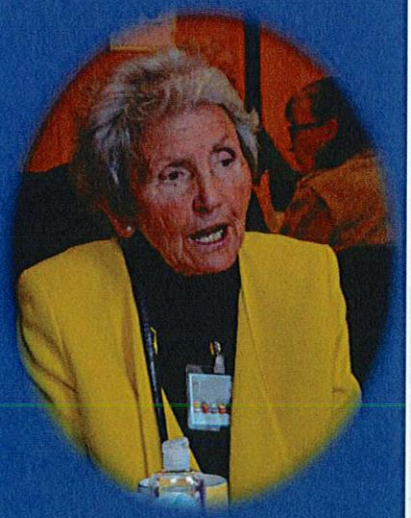
Karis Neighbour Scheme
c/o Church of the Redeemer
Monument Road,
Birmingham
B16 8UU

Registered Charity Number - 1133510
Registered Company Number - 06595341

INTRODUCTION

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WHO ARE WE?

Karis Neighbour Scheme is a community project working in the Ladywood, Edgbaston and Harborne areas of Birmingham.

We offer friendship and support to those who are isolated or marginalised in these communities and who are often facing disadvantage or hardship.

We value working in relationship with people and look to express care and compassion in the midst of the difficult circumstances people find themselves in. At the same time we offer a helping hand in practical ways. As a result we will tend to 'journey' with people, through changing circumstances.

We are a relatively small organisation, and therefore we work closely with other groups, charities and services. This means we can 'fill the gaps' where services do not exist in the area and ensure that people can get the help they need. Over the years this has led to the development of a number of projects offering a broad range of support within the community.

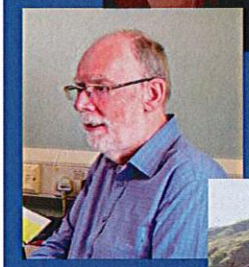
WHAT DO WE DO?

- We offer support to lonely and isolated older people through our befriending project, Karis BeFriends (KBF). This includes visiting people in their homes, occasional groups as well as other social events and an art group.
- We support local families, through a *Welcome to Ladywood* Drop-In group and our English for Speakers of Other Languages classes. We can visit families in their homes to offer befriending and support. We run Karis Babybank, providing donated baby clothes/equipment to local families in need.
- We provide an Advocacy & Advice service. This provides expert advice on welfare benefits from our advisors, as well as help to fill in forms, make phone calls and signpost to other support.
- Through our KBF Advice we can offer this support to older people in their homes.
- We provide a Listening & Guidance service, based in General Practice, offering confidential pastoral care from Chaplains for Wellbeing. This service is available to patients of 7 GP practices in the area.
- We offer support with practical tasks such as gardening, decorating and DIY, usually for people we already know through our befriending work.

STAFF TEAM















At the end of December 2022 we had 13 part time staff working across our projects:

Harry Naylor, CEO;
Michaela Brookes, Administrator;
Hannah Eno, Fundraiser;
Bram Scott, Welfare Rights Advisor;
Lorrie Blake, Welfare Rights Advisor;
Ruth Pedzai, Children & Families' Worker;
Liz Brown, Family Outreach Worker;
Helen Bell, Karis BeFriends Project Co-ordinator;
Patti Tan, Karis BeFriends Project Assistant;
Katharine Harris, KBF Advice Worker;
Helen Watts, Senior Chaplain for Wellbeing;
Elizabeth Baker, Chaplain for Wellbeing;
Dilip Patel, Chaplain for Wellbeing;

In the year we said goodbye to Nettes Derbyshire, Tasha Ramrous and Chris Shurrock, welcoming Lorrie Blake in July and Victoria Yates just falling into January 2023, to their respective roles.



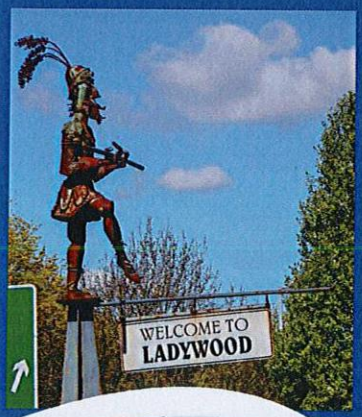
BOARD OF TRUSTEES

Gillian Harley-Mason (acting chair)



Karis Neighbour Scheme has delivered an outstanding service over this past year, and on behalf of the Trustees, I am delighted to commend the charity and its work to you.

It is my great pleasure to wholeheartedly endorse this year's report and to thank each of the staff, the volunteers and the trustees for the work they do in bringing wholeness to individuals and families in our community. Thank you for your interest in the Charity – we would be delighted to hear from you



Under the leadership of the CEO Harry Naylor and the team of 13 staff and many volunteers, KNS has continued to provide caring, compassionate practical support for people in need in the local area. We are a faith based organisation that offers holistic care without prejudice.

2022 has seen significant local, national and global changes which have adversely impacted people and increased their need for support. Despite the easing of COVID restrictions, its legacy, the war in Ukraine and other factors have led to an escalation in the cost of living which has brought real challenge and difficulty to our neighbourhood.

KNS has risen to this challenge and, as the report shows, the different projects have seen a marked rise in demand which they have met with remarkable diligence and commitment. Each of the staff have a deep and admirable dedication to the wellbeing of their clients and go above and beyond in meeting their needs. They have continued to engage with individuals with unconditional kindness and grace and have enthusiastically increased the capacity of the charity to help more people.

The reputation of KNS has grown as Harry has been instrumental in networking and collaborating with other organisations and agencies across the City, including major institutions such as the Birmingham City Council and the NHS alongside numerous other charities and local groups. He is a dedicated champion of the charity, committed to building a more just and resilient neighbourhood as he leads with passion and integrity.

The trustees have met quarterly, and I am grateful for their wise and careful oversight which has upheld the accurate and safe governance of the Charity. There have been challenging financial decisions which have been made with clear adherence to sound risk management and robust future planning, with the care of the staff and the vision of the charity at the heart of each discussion. The enthusiastic work done by the fundraiser and finance coordinator have ensured an ongoing flow of income which has been well managed, and we are so grateful for all the individual and organisational gifts and grants which continue to guarantee the work of journeying with people through challenging times.

I am particularly inspired by the team's vision and determination to go on developing the work of each of the projects and find new and innovative ways to meet local need. Regardless of the challenges, they have hope for the future and confidence in the work they are doing.

GOVERNANCE INFORMATION

Karis Neighbour Scheme is a **Private Company Limited by a guarantee.**

- First incorporated 16 May 2008
- Registered Charity Number: **1133510,**
- Company Number: **06595341**
- Improving Quality certificate date: Dec 2021

Members of :

NCVO,

Advice UK,

ACGP,

RightsNet,

ICO

We currently have a board of 7 trustees, the average length of membership of the board is 9 years.

Amanda Smith, previously a non-executive director of a family owned business, joined the board in 2017 and took on the role of chair in 2019. *Amanda retired from the board in April 2022.*

Ross Bryson has been a GP for over 20 years at the local Karis Medical Centre and is a founding trustee.

Rebecca Cuthbert has been involved in a number of charities with experience in family support, community development, project management and cross-sector partnerships.

Gillian Harley-Mason is also a local GP with responsibility for safeguarding at the practice.

Marc Kusicka is a Chartered Accountant based in Birmingham, previously having worked at Deloitte LLP. *Marc retired from the board in April 2022.*

Kathryn Miles has a background in Public Health at the University of Birmingham.

Steve Watts is a leader of a local church and has been involved in serving the area for over 20 years.

Alex Elphinston joined the board in April 2022. He has a background in law with over 30 years experience as a solicitor.

Henry Aggrey also joined in April 2022. He is the pastor of River of Life Ministry in Ladywood.



VOLUNTEERS





We rely on a team of 86 volunteers to enable our work to happen.

People give their time in various ways and may be involved once or twice a year—or several times a week! We're so grateful for the enthusiasm, effort and commitment of all our volunteers.

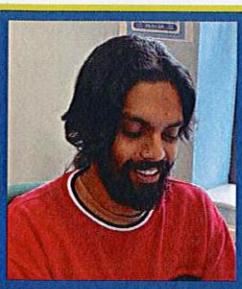
Our volunteers come from a broad range of backgrounds and are drawn mainly from in and around the communities we work in. So much of what we do and who we are is a direct result of the ongoing support and initiatives of volunteers who enable our activities in so many different ways!

Whether visiting, trips out, telephone calls, cards sent, gift bags dropped off, providing cakes, coming up with ideas, organising a newsletter or coming along to our events and groups. Volunteers also help in practical ways—providing a lift, fitting a cupboard, collecting a prescription or helping to change light bulbs.

Thank you!

Volunteer Quotes:

'It is a chance for me to get to know different people who I would not normally meet in general life. I enjoy helping folks and connecting with them'. Dave



'At university, I have felt separated from the outside world, stuck in a cycle of studying and exams. In the long summer break, I was able to dedicate more of my time to the needs of others through [volunteering at] KNS. The first time I met [my befriendee] she greeted me with the biggest smile and warmest embrace - something I so dearly needed...She has supported me as much as I have her, and the 75 year age gap doesn't seem to stop us having a lovely natter over tea and biscuits'. Imogen

'I enjoy meeting different people-these are older people that I just wouldn't have met otherwise. I like hearing their stories! Volunteering with Karis Befriends is good for me-I've learnt more patience and kindness' Ethan



VOLUNTEER STATISTICS 2022

5 have been active with KNS for 10 years

Youngest 17, oldest 83

65 hours befriending telephone calls

27 did at least 1 session every month

VOLUNTEER CELEBRATION EVENT



We were thankful to Birmingham Settlement for hosting a celebration for our volunteers at their new site at Edgbaston Reservoir - the Red Shed – in June.

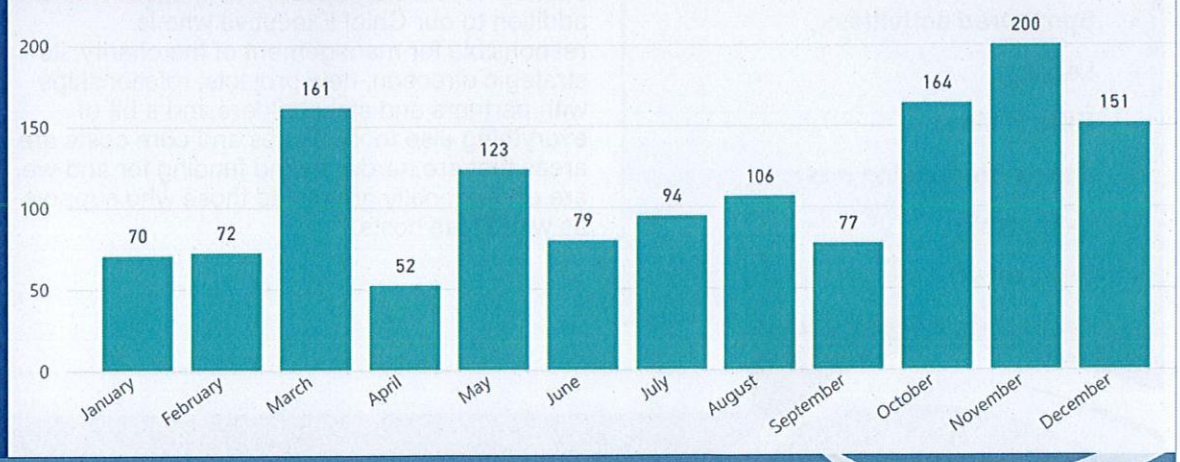
Our team gathered to enjoy a sunny (if blustery) afternoon, including good food – particular thanks to Nick for his tireless work providing a constant supply of freshly baked pizzas, and to Patti and Nai for a delicious selection of baked goods and fruit. We had some obligatory quizzes and a brief thank you video from some of our beneficiaries.

The event was a small token of thanks to our volunteers who do so much for the people Karis supports, but it was also an enjoyable time to bring together volunteers from the many and varied parts of Karis' work to meet and spend some time getting to know each other.

This 82 year old also volunteered at the Commonwealth Games!



Contact hours by volunteers each month in 2022



FUNDRAISING

Hannah Eno



We are truly grateful to all those who support us – volunteers, donors, organisations and other charities. An acknowledgement of all our funders can be found at the end of this document.

Our work is part funded through a mix of contracts and commissioned work by the NHS and the city council, including the Body Mind & Spirit Partnership. In addition, we receive significant support from donations from individuals and charitable giving bodies.

We faced a challenging year, like most charities, as demands on public funds and other sources of income increased following the disruption of Covid. Not surprisingly, there are many more groups competing for funds to help deliver services relating to the after effects of the pandemic. We had informal feedback from quite a few Trusts who said that competition was extremely high, meaning that even excellent applications for good work don't always make it through to receiving funding.

We are very grateful to those who have continued to support us, and to new Trusts who been able to provide funds to us despite this increased competition. We also appreciate the time taken to give feedback when we've been unsuccessful.

In 2022 we had visits from a new corporate donor and one of our long standing Trust supporters – it is always fantastic to be able to meet face to face and talk about the work we do with the people who support us.

We were so pleased to also welcome new volunteers from the business sector who helped with our work this year – it's definitely not just about the money.

The funding we receive is used to support all the projects you can read about in this annual report, either directly with costs like materials, refreshments, trips or baby bank resources, but also (when agreed with the funder) to support staff and core costs without which we could not do our work.

SOURCES OF INCOME

- **Individuals, families and friends;**
- **Trusts and Foundations;**
- **City Council and NHS contracts;**
- **Crowdfunder;**
- **Sponsored activities;**
- **Legacy;**
- **Gifts in kind;**
- **Online fundraising tools;**
- **Text giving;**
- **Craft sales;**

We have 13 staff, 10 of whom are directly involved in managing, planning and delivering the work of the projects, and also manage the volunteers who so kindly give us their time.

At the end of December 22, we had 2 core staff who managed administration, communications and fundraising, with a new staff member starting 1st January specific to finance. This is in addition to our Chief Executive who is responsible for management of the charity, its strategic direction, new projects, relationships with partners and stakeholders and a bit of everything else too! Salaries and core costs are areas that are harder to find funding for and we are exceptionally grateful to those who support us with those costs.

We also want to thank every person who donates to our extremely busy Baby Bank.

Our very responsive audience on Facebook have been stellar in responding to our routine and emergency calls for goods – as well as the myriad people who reach us through other means.

Lots of you also gave to us through our Amazon wishlist and through cash donations – every single penny and donated item gets used and makes a massive difference to the lives we touch.

Thank you.





How you can support us

- Volunteer with us! There are a range of roles available. Contact admin@karisneighbourscheme.org
- You can donate used goods to our baby bank – we take most items as long as they are in good condition – to check what we accept and arrange a donation, please contact babybank@karisneighbourscheme.org
- You can donate money to us via our CharitySaver or Wonderful donation portals, or by BACS or cheque – see https://karisneighbourscheme.org/giving/

FUNDRAISING 2022

33 Funders, of which 28 are charity trusts

£1400 raised through Crowdfunder

£10,000 from individual giving

1 table-top sale, 1 sponsored run!

- If you are a Trustee of a charitable foundation and would be interested in hearing more about our work, please contact Hannah at hannah.eno@karisneighbourscheme.org
- If your business would like to support us, please contact Hannah as above.
- And if you would like to receive our regular E-newsletter please get in touch with Hannah!

CEO REPORT

Harry Naylor



Harry has worked for Karis Neighbour Scheme for over 15 years. He stepped up into the role of Chief Executive in 2021 having served the charity in many roles over the years, most recently in the role of Finance and Operations Manager.

2022 has seen much more of a return to 'normal' following the disruption of COVID-19 the previous two years.

That isn't to say that, like many, we don't still see the lingering or longer-term impacts of the disease – we've continued to see some disruption for our team where people test positive for example – but on the whole we have seen almost all of our activities re-start or pick up again this year.

One area that has particularly flourished towards the end of this year was the re-starting of our in-person ESOL provision. This was a partnership with FaithAction to deliver a new programme called 'Creative English for Health' which has been both fun and impactful for those attending – helping to improve confidence in spoken English, build friendships & connections, and reduce some of the language barriers to accessing health services.

In fact, this year has seen our activity jump to record numbers with 1,489 individuals or families supported (up 21% on our last full pre-COVID year 2019: 1,226). Similarly our number of contacts was nearly 8,000 (7,910, up 19% on 2019: 6,645). While this does reflect that we have both grown our Listening & Guidance team during the pandemic and started the KBF Advice work – offering welfare rights advice provided to older people through home visits – it is also a clear indicator that we continue to be well placed to reach those in our communities who need support.



This is largely thanks to the enthusiasm and dedication shown by our team of staff and volunteers, who have continued to show a commendable faithfulness in their work and towards the people we meet as a charity. As ever, a huge thank you to them for their efforts and for building the generous, compassionate community that surrounds Karis Neighbour Scheme.

There were a few goodbyes this year, notably in the end of our involvement with the Neighbourhood Network Scheme (NNS). We were saddened to lose Nettes Derbyshire, who had done a fantastic job in her role as a Project Support Worker for the Ladywood & North Edgbaston wards, and to step back from our involvement in the project as a whole. However, we will continue to look to build strong connections with both the Ladywood and Edgbaston teams going forward. We also said goodbye to Tasha Ramrous in April and Chris Shurrock in October, welcoming Lorrie Blake in July and Victoria Yates just falling into January 2023, to their respective roles.

Significant events in 2022:

- Our summer volunteer celebration event
- Volunteering at the Commonwealth games held in Birmingham
- Helping to deliver the Household Support Fund (HSF)
- Restarting the in-person ESOL classes
- Meeting with our Community Advisory Group
- Celebrating the Queen's Jubilee across the projects
- 11 new volunteers
- 1,349 volunteer hours
- Saying goodbye and thank you to Tasha, Chris, Nettes and our HSF temporary support
- Welcoming to the team Lorrie Blake



The growing challenge facing many in our communities this year has been the Cost of Living crisis. We've seen this impact our Baby Bank provision most directly, but we were also involved in the delivery of the Household Support Fund grants, working with the lead for Ladywood, Family Action. This saw us help 638 households successfully apply in the Autumn round of funding, releasing approx. £128k in funding. It is worth noting this does not show in our other statistics in this report due to the one-off and distinct nature of this piece of work.

As ever we're looking to work with the wider networks of support in our communities to respond to these challenges, whether that's larger statutory responses like the Household Support Fund or working with other community based groups – of note this year we've been increasingly working with the 'Love Your Neighbour' scheme based at St Luke's in Attwood Green (a Gas Street Church initiative), connecting to those accessing their Food Pantry and working together on the Creative English for Health pilot mentioned above.

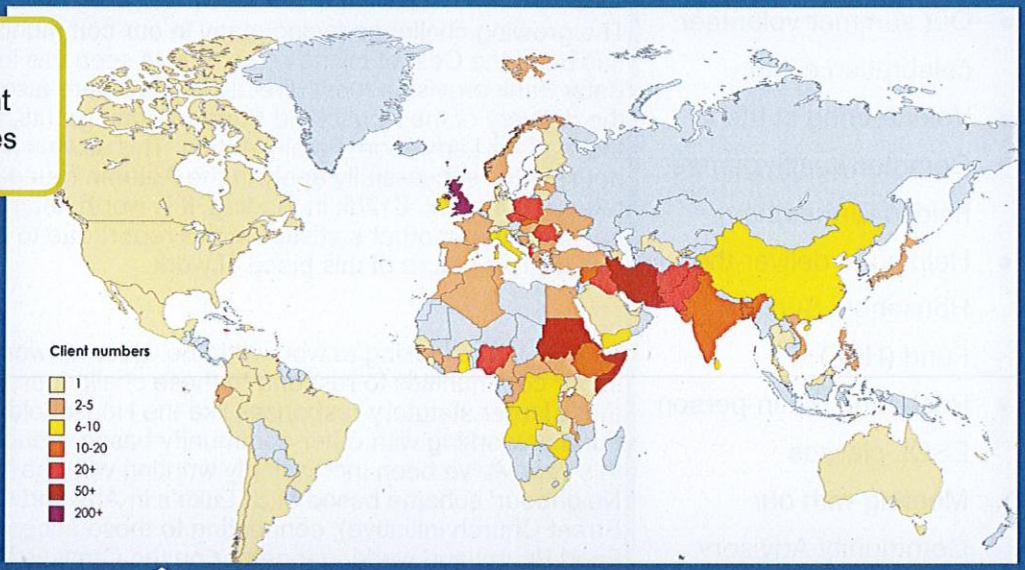
Looking ahead to 2023 we are starting to explore the possibility of setting up a new befriending scheme, alongside our existing work with older adults and younger families, to reach out particularly to men. We meet a number of people through our existing activities who would benefit from this additional support and discussions about the need have seen an enthusiastic response for the idea.

We will also be navigating the coming changes to local NHS governance structures, with a shift away from Clinical Commissioning Groups and towards a new Integrated Care System (ICS). We'll need to engage with this process particularly for our current NHS contracted service, Listening & Guidance. However, the proposals for new 'Integrated Neighbourhood Teams', building closer partnership working between Health, Social Services and the Voluntary sector, may also present new opportunities to strengthen our existing connections in these areas.

Lastly, I encourage you to pay particular attention to the stories dotted throughout this report. It's not always easy to condense the work of our various projects into a few headline figures and these stories give a more well-rounded view of the value and impact of our work on people's lives.

STATISTICS

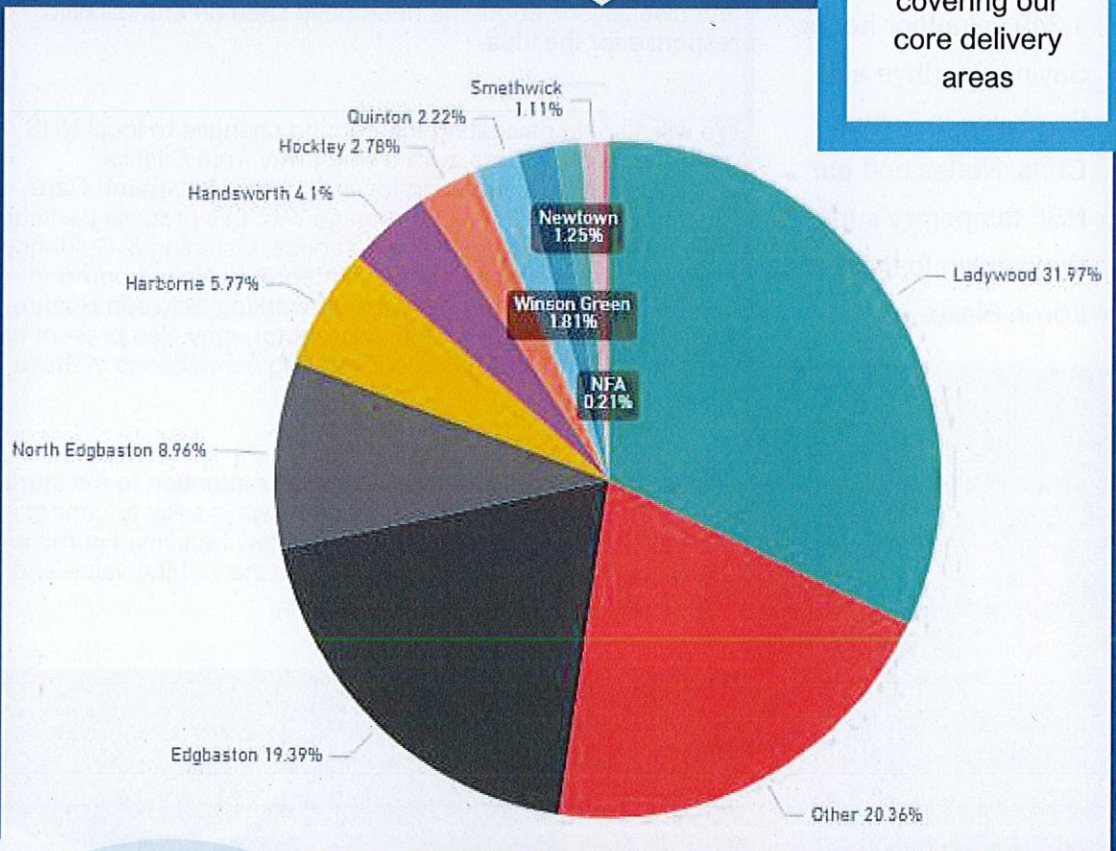
108 different countries



Client distribution by Country of Birth, where provided

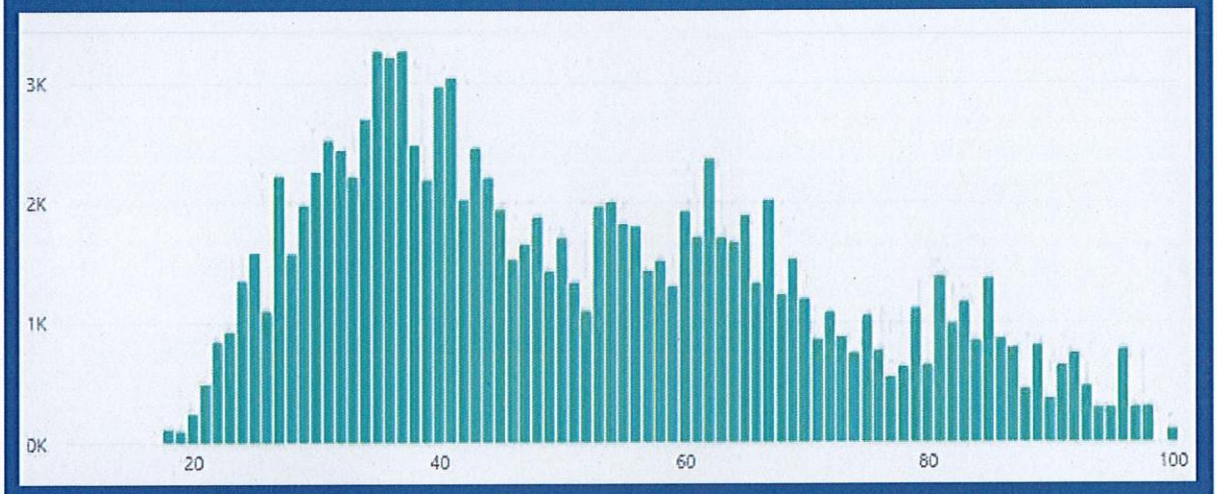
Client's split by location in Birmingham

Over 66% covering our core delivery areas



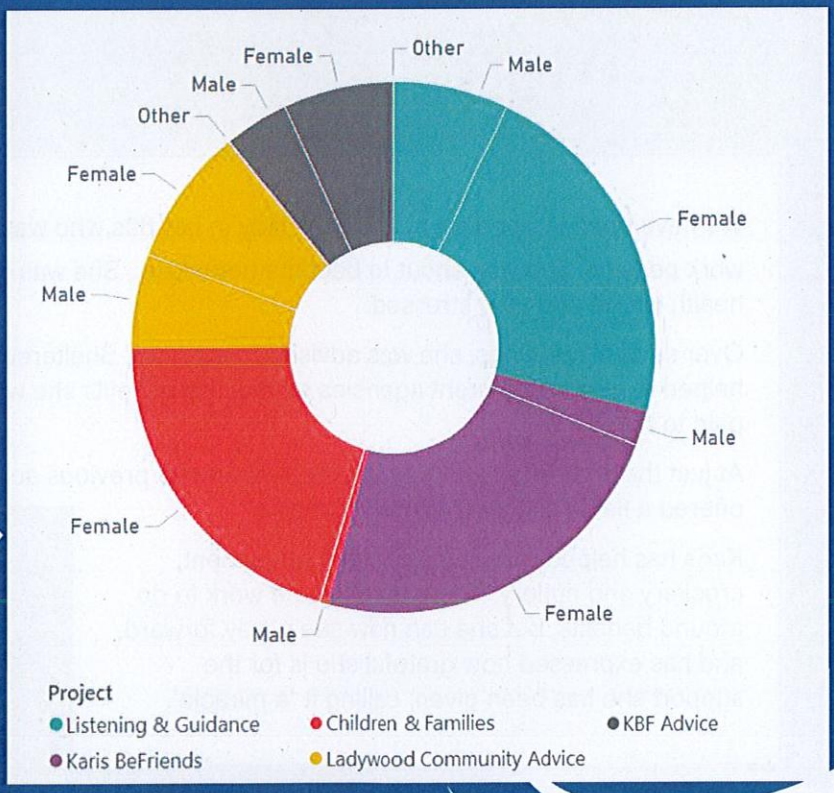
Comparison of client and contact numbers over the past 4 years

	2019	2020	2021	2022	% change from 21 – 22
Total number of individuals supported	1226	1130	1061	1489	+ 28.7%
Total number of contacts	6645	6559	5927	7910	+ 25%



This graph shows the age range of our clients across all projects

Gender of clients split by project



STORIES

Ann was referred to us just before the pandemic struggling with the loss of her husband and feeling low due to her current housing situation. We connected with her initially prior to and during covid with visits and doorstep visits.

This year we have seen a real difference as she started coming along to Senior Life Group, initially very quiet within the group. However, as she has connected with others she has grown in confidence, particularly as she has realised she can contribute. She now goes round chatting to all the other members, helping to give out the drinks and being quick to volunteer to help with the washing up. She often now participates in the group, sharing her experiences and the knock on effect is that she seems to be going out and about at other times in her week and her mood has lifted.

We have been able to encourage her to have contact with our KBF Advice too, and although her home situation has not necessarily changed as yet, it is apparent that the connections made at the Senior Life Group is really having a positive affect wider in her life.



We have been supporting **Edith**, a lady in her 60s who was struggling to live on a work pension, and was about to become homeless. She was dealing with many health issues and very stressed.

Over several meetings, she was advised to apply for Sheltered Housing, and we helped to contact different agencies so that the benefits she was entitled to could be paid to her.

At just the time when she was having to leave her previous accommodation, she was offered a flat in a local sheltered complex.

Karis has helped with some cooking equipment, crockery and cutlery. There is still some work to do around benefits, but she can now see a way forward, and has expressed how grateful she is for the support she has been given, calling it 'a miracle'.



Ivan and **Joseph** were two gentlemen from Poland who met living on the streets and formed a good friendship. They did not realise until a couple of weeks after that the Inner Circle credit union had closed down— leaving them unable to access their money, so they came to Ladywood Community Advice for assistance. We were able to advocate for them and support them by :

- opening their account with Advance Credit Union,
- registering their account cards,
- changing their address,
- sending emails and making calls to the credit union and Engage card,
- making phone calls to Universal Credit (UC) and updating their UC accounts,
- and referring them to Ladywood Project for practical assistance with emergency food parcels, food voucher and bus fare

...all via the handy tool of Google translate!

This was an extremely difficult time for these clients who were victim to a system that is not designed to be user-friendly to the foreign language speaker, or even to allow room for common sense. They were very grateful for our help, and if we had not been able to assist them, I am not sure what they would have done.



As a Muslim woman with a partner from a different background, **Waheeda** came to us grieving the loss of her mother and handling very difficult family relationships.

The Chaplain asked her at times to look for guidance from her faith to help her evaluate herself and situations. *'Thank-you so much for helping me. It was good to speak to someone of faith. I've found the right person. When it's spiritual, it's beautiful'.*

Fazia got in touch when she was living in a local hotel and struggling to get to appointments, as she was not in receipt of all her benefits and so we started by helping her out with a bus pass.

When she gained asylum status she could bring her children over to the UK. She had not seen her now teenagers, in 5 years. In the intervening time they had been caught up in war, been imprisoned and had to flee their country on foot.



She had very few clothes for them, so we referred her for a clothes parcel, we showed them the local parks, invited them on some trips and introduced them to a local family.

The teenagers had limited English and had missed 5 years of school, so we asked a volunteer to tutor them for a few weeks, we helped with school uniform, applied for free school meals & travel passes. We arranged for a local family to help explain what to expect at school. We even taught them how to tie a tie!

We were thrilled in December to be able to celebrate with them when they were given a flat and helped them furnish it thanks to donations and grants.

CHILDREN & FAMILIES

Ruth Pedzai



Like so many others across the country, 2022 for the Children & Families Project was marked with joy at resuming normal activities with a renewed sense of gratitude for community.

We met Isobel when she asked for toys to occupy her son in the hotel room they shared. Later we helped her with logistics and to move into a new property. During this time, Isobel tragically lost her baby at nearly full-term. We were able to support her at the baby's funeral, organising flowers and care for her son, and later helped her pick up the ashes. Throughout a very difficult year we provided practical and emotional support.

'I never thought people could be so nice with others, not their relatives, not childhood friends, just unknown families who maybe need some support, emotional and material'

BABYBANK



Baby Bank continued to be busy and generously supported through existing and new partners providing surplus baby supplies:

- B30 foodbank
- Oasis Church Birmingham, St John's Harborne and St Michael's
- All Angels who regularly collect and give to us with such generosity
- Zurich (insurance) also sent two teams of volunteers with £500 each for Baby Bank provision - they helped to sort clothes and provided thoughtful packs of essentials and treats for families in need
- We continue to receive donations week to week from kind families who pass on their preloved clothes and equipment.

All of this kindness along with grants and regular giving have allowed us to support **321 families with 408 parcels** this year.

WELCOME TO LADYWOOD DROP IN

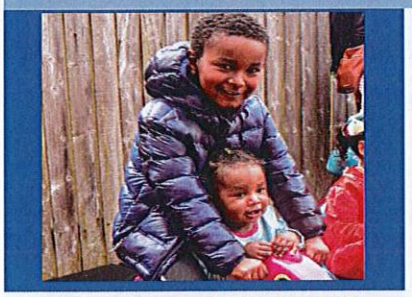
The Drop-in continued to be a welcoming place for women to make friends, share life and culture week after week. Thanks to the invaluable and selfless support of volunteers this year we've enjoyed Narooz, The Queen's Jubilee, Easter & Eid.

It was great this summer to get back to trips and outings: **31 families** (68 children) enjoyed a choice of affordable trips with us over the school holidays:

- Picnics in the Botanical Gardens and Sandwell Valley
- Canal boat trips with Roundhouse Birmingham
- Face paints, craft and cake, and a picnic in Roundhouse's events space
- Hatton Country World thanks to the Mothers' Union 'Away From It All' fund.

HOTEL RESIDENT SUPPORT

With funding from Gateway Family Services we were able to continue providing **school uniform** to families living in local hotels, bringing our total up to 40 children helped over the 2021/22 academic year.



480 clients

CHILDREN & FAMILIES

2022

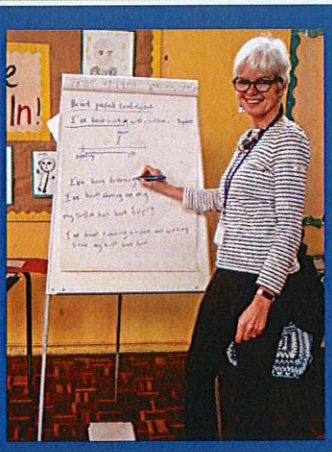
31,000+ nappies, 40 cots, 53 buggies at 318 baby bank appointments.

128 home visits

56 ESOL students

807 hours group befriending

Clients from 51 different countries



We also piloted a project providing **'starter packs'** of crockery and kitchen utensils to families arriving in the hotels with nothing, so they could cook a meal. These were available at reception for staff to give out and were well received.

VISITS

Our one-to-one **befriending** remains the mainstay of our support to families, with most referrals starting with a home visit. This year we've visited 63 clients at home.

'the beauty of our work is its potential for being long term & very faithful. We see relationships deepen over time...it far exceeds an intervention in a crisis but builds trust and eventually, loving community'

For example, we met Amy and her baby son seven years ago at home after a GP referral. We supported her through a relationship breakdown, and it's an absolute joy to see her now regularly volunteering because she's so thankful and has exceptional skills to share. We remain so grateful for all the resources, support & opportunities that enable us to have the privilege of building relationship with such precious people.

LEARNING

At the beginning of the year our **ESOL classes** were still online, with minimal uptake and we lacked volunteers and capacity.
But we were thrilled to be approached by FaithAction in the autumn, with funding and a creative way of teaching basic English for accessing healthcare.
In the space of 4 weeks we trained teachers and started a class with over 40 students registering. By Christmas we had delivered 8 fun-filled lessons with 25 students coming regularly and sharing stories of using their new found confidence, knowledge and vocabulary to book appointments, seek help and even get treatment for neglected conditions.

We ended the year with a great celebration. We are looking forward to partnering with FaithAction in the future to deliver more classes.

We continued our **Life in the UK** classes, completing a year's course and culminating with a tea party in a volunteer's garden. We had six students complete the course.





KARIS BEFRIENDS (KBF)

Helen Bell



Our Karis Befriends project is led by Project Co-ordinator Helen Bell, with Patti Tan as Project Assistant. KBF offers support to older people in Harborne, Edgbaston and Ladywood areas, who are isolated or lonely, encouraging them to connect, participate, contribute and flourish later in life.

'They help those who are vulnerable to get out and we so look forward to going out for a lovely afternoon. The joy of getting out and feeling needed and part of something when we are so used to being at home on our own'



This year, Karis Befriends has supported 149 older people through 1,996 contacts. Throughout this year we have continued to receive referrals from local GP's, health professionals, social workers, social prescribing link workers, community organisations, relatives, friends or older people themselves.

Since the pandemic Karis Befriends has taken a cautious approach to returning to 'in person' activities. It has been great to be able to visit people in their own homes, while continuing with lots of regular befriending phone calls too. We have spent time supporting people to return to going out and accessing activities in their local community, where they have lost confidence or struggled physically to get out.

It has been a challenging time, particularly the last few years, however it is a privilege to go on a journey with older people, seeking to demonstrate their ongoing value they bring to our local communities.

PARTNERSHIPS

KBF is an active partner in the Body, Mind and Spirit Partnership of Church linked organisations across Birmingham supporting those over 50 and receives funding from the City Council's Prevention and Communities fund.

In September, we had our 'Celebration of our 10-year Partnership' with the City Council and all organisations involved. It was great to see how the partnership across Birmingham is working together to help older people live well into older age, helping them to stay connected, contribute and remain active.

GROUP ACTIVITIES

It has been a joy to be able to offer more in person group activities again and to see those returning bringing along friends.



Our fortnightly Art Group is enjoying being back together again and being involved in various projects. The ongoing commitment and ideas of those who come has helped this group to continue to flourish.

We are grateful to Oasis Church in Harborne for becoming our new home in May for our Senior Life Group. It has been precious being back together again and seeing 9 new people join us! I love to hear people sharing and singing together, offering support to one another, both through tears and laughter.

'Coming to Senior Life Group is the highlight of my week. I felt isolated before, I enjoy the fact that my life isn't cancelled'

KARIS BEFRIENDS *2022*

149 clients

93 clients visited at home

3 Time for Tea events, 42 attended

100 Christmas gift bags

Average age 77

171 hours telephone contact

189 people on birthday card list

Our Time for Tea events continue at Queen Alexandra College, almost back to our pattern of bi-monthly events. And at the end of the year we had our first Christmas Party in person since 2019!



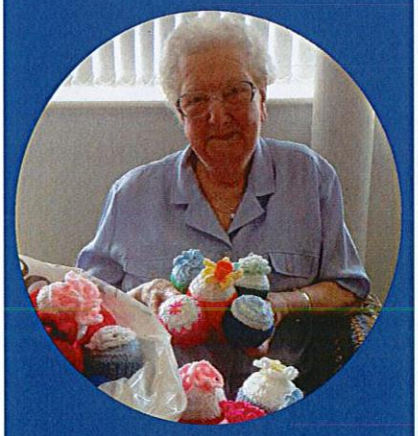
We are so grateful, for volunteers and participants from Churchcentral, who help to make both the Senior Life Group and Time for Tea continue to be welcoming groups.

We have also enjoyed some smaller coffee mornings and our annual KBF sale has returned, with many items either made, knitted or donated by our participants.

Our social events and get togethers definitely provide an opportunity for those who come to connect, participate and contribute, valuing all the ways people contribute.

SAYING GOODBYE

The team started the year organising the funeral of a lady with no family of her own. She had started coming to our Sunday afternoon 'Time for Tea' back in 2008, getting to know many other participants and volunteers over the years. She spent one Christmas day with a family from Time for Tea and we continued to visit, chat on the phone and journeyed with her right up to the end of her life.



Then towards the end of the year, we were sad to lose one of our much loved volunteers, who had faithfully provided and entertained us through so many quizzes at our 'Time for Tea' events.

They will both be much missed, but it is so good to see the connections made, the ongoing friendship and real community experienced right up until the end of life through Karis Befriends.

KBF ADVICE

Katharine Harris



Katharine Harris has now been in post as the KBF Advice Worker for over a year, and has been building on the existing referral networks so that we are able to reach as many people as possible.

'the stress of not having enough money was affecting my mental health. Karis' help has reduced my stress and made our lives much easier'

'Being able to have a diet suitable for my health needs so I don't have to worry all the time - what Katharine has done for me can not be understated - she is a credit to her profession'

We are now at the end of the third year of our work providing welfare benefits advice out in the community for older adults (50+), funded by the Prevention & Communities grant from Birmingham City Council.

This work is aimed particularly at older adults (50+) living in Ladywood, Edgbaston and Harborne and looks to support those who may have mobility or other issues that make it difficult for them to access our existing advice support or other community based advice services.

In 2022 we helped residents claim an additional £334k of income with support from our advisor.

This has included applications for :

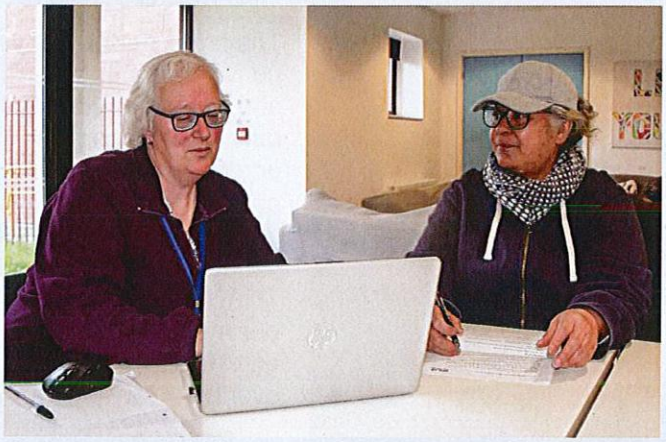
- Universal Credit;	- Attendance Allowance;
- Pension Credit;	- Housing Benefit;
- Personal Independence Payment;	- Council Tax Support;

As well as thorough benefit checks to make sure that the correct amounts are being paid.

As well as benefit advice and applications, our team has also helped with applications for Disabled Travel passes and Blue Badges, Occupational Therapy assessments, housing issues and Cost of Living Payments.

Over 170 clients have been supported in the past 12 months through this project.

We have also been able to give longer term support when needed, giving time to resolve issues in a way which takes into account the stress many residents are under, and also gives opportunities to empower the person to be part of the





KBF ADVICE *2022*

- 176 clients
- 209 PIP claims, 81 Pension Credit
- 222 referrals received
- Average client age 64
- £334k helped to claim in benefits
- 162 visits at home
- 82.8 hours on telephone

solution.

In feedback 85% of respondents reported a significant improvement in how well they are coping financially after our support.

This feedback highlights the impact of relieving the pressures that come with struggling financially, by making sure people are receiving all the income they are entitled to. This has

60.7% of face to face appointments were carried out in client's own homes—that's 213 hours!

LOCAL LINKS

Our advisor has re-started visits to St Germain's Church once a month to advise people attending the Pay As You Feel café and their Emotional Wellbeing Service.

She also works with one of the local CNSOs to advise people attending the Food Pantry at St Luke's Gas Street on an occasional basis.

These links with valuable partners makes it easier for those in the community to access our help and support.

'I have been able to buy diesel for my car, pay bills, and buy food, including going to a day centre to have an Indian hot meal. This means I can see friends. I have felt so low after my wife passing this has helped me a lot. I [can] travel to appointments myself using this money which is helpful'

'coming and talking to Katharine has give me a big lift - I am not dealing with things alone. It's wonderful what you do'

LADYWOOD COMMUNITY ADVICE

Bram Scott



Our Ladywood Community Advice project is based out of the Ladywood Health & Community Centre. We have two Welfare Rights Advisors - Bram Scott and Lorrie Blake

Albert is a very independent older gentleman, but was confused by the letters from his energy company. One of our advocacy volunteers was able to sit with him, read through the letters and then speak on his behalf on the phone with the energy company.

Half an hour later and he left understanding his situation better (he was actually in credit not debt!), with a problem to his gas meter booked to be fixed and having had a lovely chat with someone willing to listen.

This last year we have seen a substantial increase in demand for our provisions which reflects the tough circumstances facing the Ladywood residents as a result of the current socio-economic environment.

NEED IN THE COMMUNITY

In recent years, we had observed the profound effect of enforced lockdown, isolation and fear as a result of Covid. As we began to recover another disaster loomed on the horizon; the cost of living crisis.

Headline inflation figures of over 10% are causing issues for everyone, but for those who are already struggling on low incomes and benefits the proportion of their monies spent on essentials such as food and fuel exacerbates the problem. At the time of writing food inflation is over 16%.

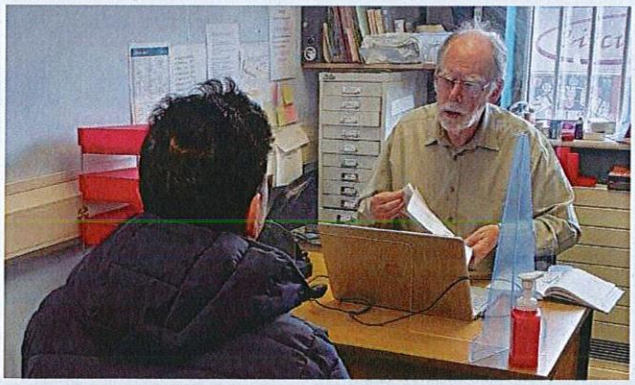
NATURE OF PROVISION

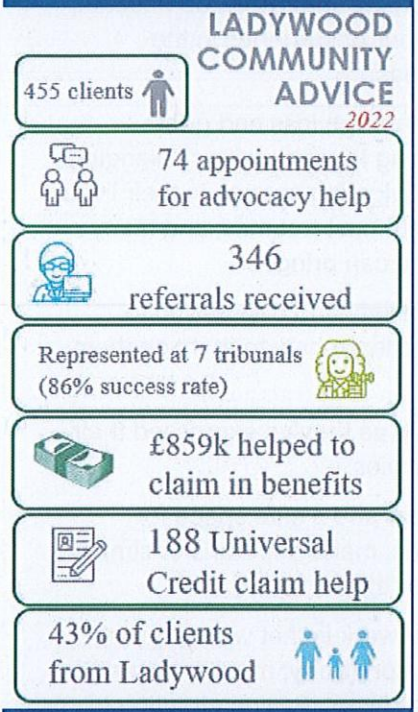
Benefits and wages have not kept up and so the provision of welfare benefit and debt advice have rarely been as much of a lifeline as they are today.

There have been no major legislative changes to benefits during the last year so the scope of our work remains similar to that of 2021. The welfare benefit queries we cover can range from assisting with an online claim for Universal Credit to representing clients at Social Security tribunals. We also have our 'regulars' who need ongoing support to keep their claims up to date and liaise with the Department for Work and Pensions (DWP) and the council. This can involve long waits for someone to answer the phone.

OUR TEAM

During the course of the year we have had a change of personnel with Tasha Ramous leaving and Lorrie Blake taking her place in the summer. The total number of our advisors' hours stands at 36 a week during which time our duties include giving advice, dealing with our admin, and recruiting and supervising volunteers.





PARTNERSHIPS

We continue to work closely with **Severn Trent Water**. We refer to one of their colleagues who attends the centre fortnightly to advise and assist with their Big Difference scheme (reduction of water bills) and trust fund. Up to October she made 41 Big Difference claims and 4 applications to the trust fund. Total savings on bills amounted to £12,723 giving an average reduction of £295.89 off peoples' bills.

We also cross refer with **Birmingham Settlement,** whose debt advisor attends weekly. She provides debt advice whilst we deal with income maximisation.

We attend **St Germain's community hub** and **St Luke's community shop** on a bi-monthly basis. These are both very well attended by members of their respective communities, and here we are able to extend our benefits and advocacy services, which operate on a drop-in basis at these locations.

VOLUNTEERS

As well as benefit advice we provide a more generalist service on Wednesdays manned by our small team of **dedicated volunteers**. The majority of residents that come through the door do not have English as a first language and many struggle to communicate directly to service providers.

The volunteers assist with a wide range of issues (eg housing repairs, utility problems, fines, and mobile phone providers). No two days are ever the same for our volunteers. They have to think on their feet and use effective communication skills, to act as advocates for vulnerable and/or disadvantaged members of the community.

Our volunteers are representative of the community, coming from different backgrounds, and as such they are able to utilise their different life experiences to strengthen our advocacy offering; one of our newest volunteers has been able to assist with interpreting for Arabic speakers. Volunteers also benefit from volunteering as it gives them a sense of pride and wellbeing, knowing that they are helping others and giving back to the community. It also offers an office environment working with others as part of a team, which helps their personal development.

LISTENING & GUIDANCE

Helen Watts



Listening and Guidance had another very busy year in 2022. We're always challenged by the need and have had to operate a waiting list this year, but how wonderful that Listening and Guidance is going from strength to strength!

'The chaplain was amazing. I felt I made some progress in every session, and had strategies to practice. The sessions were much, much more than a "and how does that make you feel" structure, and helped me understand my feelings and behavioural responses in a logical way.'

Karis Medical Centre
Caring for the whole person

Our three Chaplains for Wellbeing (Helen, Elizabeth and Dilip) had the privilege of working with over 200 patients, referred by GPs from a number of surgeries in the Edgbaston and Harborne areas.

We have supported people through loss and grief following bereavement, coming to terms with challenging or unexpected life events, navigating change in their lives or circumstances, dealing with past traumas, and many more of the difficult things life can bring.

We've helped people with anxiety and depression to understand their feelings and learn how to manage them more effectively.

We've been alongside people as they've expressed their fears, hopes, joys and sadnesses.

We've provided a listening ear and a safe space for people to work out their plans, make decisions or simply tell their story (sometimes for the first time).

The distinctive feature of our work is that we recognise that caring for the whole person (body, mind and spirit) is at the heart of improving wellbeing. Paying attention to the inner self and the spiritual needs we all have (like the needs for meaning and purpose, hope, love and belonging), helps everyone to lead more integrated, fulfilled lives.

The Chaplains for Wellbeing can also take the opportunity to explore their patients' experience of faith when it's relevant, and to offer prayer. We've been able to offer up to 40 appointments per week this year.

'I always looked forward to the phone calls. [The Chaplain's] skill was to listen - sometimes silence can give you peace to find an answer or time to reflect. I want to thank her for her great inner understanding.'

We're based at Karis Medical Centre, but receive referrals from 7 practices, and offer both face to face and telephone appointments. We see most of our patients fortnightly, and we can offer up to 12 sessions, although not everyone feels the need for this many.

LISTENING AND GUIDANCE

This year we have also supported staff in the surgery and worked closely with other services such as in-house counselling and social prescribing. And of course we liaise with other KNS projects to help our patients find the support they need.

In the coming year we will begin offering appointments at University Medical Practice, to improve access to patients from within the area. This is an exciting development that was delayed by the challenges of the pandemic but can now go ahead.

We will also say goodbye to Elizabeth as she retires in the Spring after almost nine years in post. We will be recruiting a new Chaplain for Wellbeing to the team.

LISTENING & GUIDANCE *2022*

- 150 referrals
- 71% of therapy sessions by phone
- 1699 contact hours
- 240 appointments DNA
- 9.69 increase in WEMWBS score
- Listening support and anxiety top referral reasons

Helping someone through a crisis time is invaluable, as this patient says:

'Thank you greatly for EVERYTHING you have done to support me at the lowest part of my life. You and your spirit gave me the lift and courage I needed to keep going. I will be forever grateful for that.'

From a GP:

It's a wonderful service and I know that when I refer my patients, you will look after them so well. It's great to know you're there."

'I am feeling positive about being able to manage further critical life situations.'

'Actually, words aren't enough. Helen has listened, heard me, and guided me every step of the way, nurturing my development of coping strategies and thinking processes. I am so very grateful, and know I have been gifted the opportunity to re-evaluate well-trodden paths of behavioural responses in a new way.'

PRACTICAL WORK

Harry Naylor



Our Practical work is provided on an ad hoc basis to our clients

PRACTICAL WORK *2022*

- 23 deliveries to vulnerable clients
- 6 helps with DIY
- 11 Food parcels/ vouchers
- 5 families helped with house moves
- 5 emergency shopping help

A long standing strand of our work has been to offer a helping hand with small practical tasks and/or some basic provisions to ease hardship. This often goes alongside our befriending offer – it reflects our desire to be neighbourly to those we are supporting - the kind of practical help you might find in the community through friends and neighbours.

This includes help to pass on donations of furniture or other household items, straightforward DIY such as putting up a curtain rail or shelving, help with a food parcel, or helping with some shopping or a lift. We don't provide this support on an ongoing basis, but usually as a one-off in response to particular need.

Some examples from this year include one occasion where we put out an appeal to our supporters for a family we had been helping who had just moved into a new property. We asked for items to help brighten up the children's bedroom, we had a heartening response and were able to deliver a parcel including furnishing items, new books and lots besides. There were a number of times where we were able to do similar, helping to match up those who have things to donate with those who need them.

We were able to help someone being moved without much notice to move their belongings to the new property, calling on some of our volunteers to help with heavy lifting. This made a stressful situation that bit easier for the expectant mum. This is again representative of a number of times we've helped in this way over the past year.

A volunteer helped someone we see regularly at our office when their bike was damaged following a tumble off it, managing to get it back up and running.

As noted in some of our other project reports we do also provide more formal practical help – such as provision of school uniform or starter packs for those in temporary accommodation like the hotels on the Hagley Road. This has been enabled by some generous donors and/or small grants.

This year, we have provided practical help, in one form or another, 96 times to 60 clients





Peter was due to move house, having waited for a suitable place for a long time. But his physical health issues meant the actual moving was too much. Volunteers came alongside and helped him move his heaviest item—a fridge freezer, from the old house to the new.

Much of this work is underpinned by our small van, allowing us to collect and move larger items.

Alongside this we also refer to other groups who can provide additional help, such as the local foodbank – Birmingham Central Foodbank – the Ladywood Community Project for support with fuel vouchers and their 'Holiday Hunger' schemes partnering with the foodbank, and Love Your Neighbour at Gas Street for their Christmas hampers.

This practical provision, while seeming quite small, can make a big difference to those receiving it, helping to alleviate some of the constant pressure, worries and stress that accompany not being able to afford essentials.

Sheila's social worker told us that her lights in her flat were not working. She was anxious and isolated and did not allow many visitors. Staff and volunteers were able to gently gain her trust and build a relationship. Eventually, a volunteer was allowed in to check the fuse board, change as many light bulbs as he could and make sure the electrics were safe, while staff shared a gift bag and friendly chat.



ACKNOWLEDGEMENTS

Our supporters are invaluable and contribute a great deal to our work as a charity. As well as regular giving, we receive support from others who give of their time and resources. We are incredibly grateful for the continuing support of individuals, numerous local churches and the partnership of other organisations and community groups we work alongside.

We give thanks to all the organisations and individuals who have supported us this year.

FUNDERS:

AFIA, Alan Edward Higgs Trust, Arnold Clark Community Fund, Baron Davenport's Trust, Birmingham and Black Country Communities Fund, CB and HH Taylor Trust, Eveson Charitable Trust, Garfield Weston Foundation, George Fentham Trust, George Henry Collins Trust, GJW Turner Trust, Heart of England Foundation, Grantham Yorke Trust, Grimmitt Trust, Harry Payne Fund, Henry James Sayer Trust, Henry Smith Charity, Lord Mayor of Birmingham's Charity, LoveBrum, Richard Kilcuppe's Trust, Richardson Bros Foundation, Roger and Douglas Turner Trust, Saintbury Trust, The South Birmingham Friends Institute Trust, Tescos Community Grants, Tramore Trust, Trusthouse Foundation, WA Cadbury Trust, Zurich Community Trust

THANKS TO:

Age UK Birmingham, ASIRT, Asda Solihull, B30 Foodbank, Birmingham City Council, Birmingham Central Baptist Church, Birmingham Settlement BVSC, Birmingham Central Foodbank, BMSP, Birmingham Mother's Union, Cobden Hotel, CNSO, Church Alive, Children Centres, ChurchCentral South, Christchurch Summerfield, Digikicks, Eat Make Play, Edgbaston Palace Hotel, Edgbaston NNS, Faith Action, Faith in Later Life, Gas Street Church, Gateway Children Services, Growbaby, Glasspool Charity Trust, Harborne Medical Practice, Incredible Surplus, Karis Medical Centre, Ladywood & North Edgbaston Social Work Team, Ladywood District Office, Ladywood Health & Community Centre, Ladywood Methodist Church, Ladywood Leisure Centre, Lordswood Medical Practice, Living Well Group, Ladywood Project, LBC, Ladywood NNS, Mental Health Providers Forum Network, Narthex, Nechells POD, NDSU NCVO, Newmans Trust Homes, Oasis Church Harborne, Pilotlight, QAC, Outreach Shop, RE:Future Collective, Real Junk Food Project, Ring and Ride West Midlands, The Roundhouse, Severn Trent Big Difference, Shareshack Ladywood, Shencare Community Transport, Shiloh Computers, St Georges Church Edgbaston, St Germains Church Edgbaston, St Johns & St Peters Church Ladywood, St Lukes, St Johns Harborne, Suited for Success, St Michael and All Angels' Church, Thrive Together Birmingham, Waitrose Harborne, Zurich Insurance



KARIS NEIGHBOUR SCHEME

Practical help | Advocacy & advice | Befriending | Emotional support

Karis Neighbour Scheme

c/o Church of the Redeemer

Monument Road

B16 8UU

0121 455 7524

admin@karisneighbourscheme.org

www.karisneighbourscheme.org

Company Registered number
06595341
Charity Registered Number
1133510

Karis Neighbour Scheme

Report and Accounts

For the year ended

31 December 2022

KARIS NEIGHBOUR SCHEME

Financial Report year ended 31 December 2022

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KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2022

The Trustees present their directors' report and accounts for the 12 month period ended 31st December 2022.

Reference and Administrative Information

Charity Name	Karis Neighbour Scheme
Charity Registration Number	1133510
Company Registration Number	06595341
Date of Incorporation	16th May 2008
Registered Office and Operational Address	c/o Church of the Redeemer Monument Road Birmingham B16 8UU

Officers

Dr Gillian Harley-Mason	Acting Chair of Trustees
Mrs Rebecca Cuthbert	Vice-Chair of Trustees
Dr P H Ross Bryson	
Mr Steve Watts	
Mrs Kathryn Miles	
Rev Henry Aggrey	Appointed 20 April 2022
Sir Alexander Elphinston	Appointed 22 April 2022
Mrs Amanda Smith	Resigned 27 April 2022
Mr Marc Kusicka	Resigned 27 April 2022

Independent Examiner

Gary Peter Brookes
FCA FCIE BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2022

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 16th May 2008 and registered as a charity on 12th January 2010. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The company took over the running of a previous charitable trust, registered no. 1077200, which had been in operation since 16th April 1999.

Recruitment and Appointment of Trustees

The Trustees would like to extend their heartfelt thanks to Mrs Amanda Smith and Mr Marc Kusicka for their faithful services to the Charity over the last several years and we wish them well in their future. We are also pleased to have Rev Henry Aggrey and Sir Alexander Elphinston join the Board and appreciate the depth of expertise and knowledge they are bringing to the Charity.

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Board give their time voluntarily and received no benefits from the charity. These appointments were made in line with Charity Commission guidelines and the rules governing the Charity in our constitution. If any expenses have been paid to Trustees, these are outlined in Note 6 of the accounts.

Arrangements for setting the pay and remuneration of the charity's management personnel are based on Third Sector Benchmarking criteria. Staff employed in our Listening and Guidance NHS service have also been benchmarked against the same criteria.

Our Aims and objectives

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's memorandum of association is:

> To assist people who are in need of practical or emotional well being by reason of their youth, age, infirmity or disablement, poverty or social or economic circumstances

The aims of our charity are to provide support to people in our community who are in need, to bring people in our community together, enabling people in our community to be good neighbours and ensure no one is neglected or forgotten about. Our aims fully reflect the purpose that the charity was set up to further.

Ensuring our work delivers our aims

The trustees regularly review the work of the charity, by comparing our progress to the annual plan and receiving half yearly reports on the projects, which include the impact and benefits of the work undertaken for the people we are seeking to help. These reviews provide opportunity for trustees to ensure that the focus of our work is consistent with the stated purposes of the charity, and with regard to the Charity Commission's general guidance on public benefit. The reviews also allow us to ensure we are providing benefit to the communities we seek to help.

The focus of our work

Our main objectives for the year were to:

Provide support to people in our community who are in need by offering a broad range of help including practical support, advocacy and befriending

Bring people in our community together by reaching out, offering friendship, and providing opportunity to spend time getting to know each other

Enabling people in our community to be good neighbours by providing opportunities to volunteer and give their time, skills and resources to help meet the needs of others

Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need and responding where needs are going unmet

How our activities deliver public benefit

Our main activities and who we try to help are described below. Our charitable activities focus on the reduction of social isolation, relief of poverty in meeting basic needs and support to help overcome hardship and are all undertaken to further our charitable purposes for general public benefit in our local area.

Achievements and Performance this year

Overall, 2022 has seen an increase in demand for our services as we have returned to and exceeded pre-Covid-19 pandemic client and contact numbers.

Who used and benefitted from our services?

Our objects limit the services we provide to Birmingham and the surrounding areas, current funding means our activities are focused on the Ladywood, Edgbaston and Harborne wards of Birmingham and some parts of Smethwick. The Listening and Guidance Service, part funded by Birmingham and Solihull Central Clinical Commissioning Group (BSol CCG), is commissioned to serve the patients from the Edgbaston & Harborne Networks of 7 Primary Care practices.
In the past year we worked directly with 1,223 adults and 266 children, which has increased by over a quarter from the prior year and is now at the highest level we have ever served. Because a lot of our work involves on-going befriending, we have had regular contact with a proportion of these beneficiaries, on average each beneficiary being seen five times a year.

Nearly all our activities are provided free of charge, the only exception being some trips during school holidays where we ask for a small subsidy primarily, to encourage people to secure their places.

Those we support represent a broad cross-section of the community, and reflect the diverse neighbourhoods we are working in. Slightly over a third of our contacts are with people who identify as White British (35%), the other prominent ethnic groups we work with include African – Black or Black British (17% of contacts), Caribbean – Black or Black British (11% of contacts) and Any Other White Background (8% of contacts), with many other ethnic groups being represented in the remaining third of our contacts.

As one of our projects focuses on befriending older adults, where the needs around social isolation are particularly acute, over 65s are one of the biggest age groups we work with, representing 34% of our contacts, With a relatively even spread between the remaining age groups, demonstrating that we are succeeding in reaching all parts of the community.

A proportion of our referrals come from GPs and other health professionals, who are well placed to reach those who are socially isolated and refer on to our scheme for social needs they have identified that are impacting on someone's wellbeing.

Much of our support benefits the wider families and households of those we are supporting, whether this is because of an increase in household income, an improved home environment or improvements in relationships due to decreased stress or improved mood.

The main areas of charitable activity are a befriending and advocacy scheme for over 50s, advocacy & advice through our Ladywood Community Advice service, neighbourly practical help, support for families who are new to the area – particularly those from refugee and asylum seeker communities - and a GP surgery based chaplaincy service, our Listening and Guidance Service. These activities and the achievements that flow from our work are described below.

Our 'Karis BeFriends' project, matching volunteer befrienders to visit isolated older people living in their own homes, has directly supported 149 people this year, an increase of 10% compared to 2021. Alongside this befriending support, our 'Karis BeFriends Advice' work has continued to strengthen with 176 older beneficiaries receiving advocacy and advice support, 60% of whom were visited in their own homes in the year.

Our work with children & families, largely focusing on asylum seekers and refugees, has continued to grow, supporting 480 families this year (2021: 390 families). The number of adults attending our English for Speakers of Other Language classes have more than doubled year on year, due largely to funding from Lifeline Community for a well-received course which taught basic English for accessing Healthcare. We had 72 adults (2021: 50 adults) attended the 'Welcome' group, offering an opportunity for social interaction with other young families in similar circumstances. Our Children & Families Worker, Family Outreach Worker and volunteers carried out 128 visits at home to offer further befriending, practical help and advocacy and 93 families received further befriending including taking people out to help them find places in their local area or introduce them to others, accompanying them when they have appointments providing neighbourly help or advice. We received funding from Baron Davenport and Mother's Union 'Away From It All' to provide a day-trip to Hatton Adventure World during the summer school break, allowing 32 families who would not have gone away during the holidays to have an enjoyable break. The Baby Bank has supported 321 families (2021: 274 families) with practical items, such as cots, buggies and baby clothes. This enables families, many of whom are living on the poverty line, to access essential equipment they need to properly care for their babies and to free up their limited resources for their other day to day needs.

Our advocacy and advice project, Ladywood Community Advice, saw 455 adults (2021: 261 adults) throughout the course of the year and dealt with over a thousand distinct issues ranging

from benefits advice and debt matters to repairs and school applications. We currently employ a Welfare Rights Advisor and an Assistant to support the advocacy & advice work we have previously provided through volunteers. This has allowed more in-depth advice work and scheduled appointments throughout the week to deal with more complex cases. In the current year we have helped those eligible to claim £873k of financial help to aid their situation.

We continue to provide practical help – in addition to the considerable reach of our Baby Bank - as and when it is needed, ranging from small household tasks such as DIY or moving furniture to distributions of emergency food parcels or referrals to the local Birmingham Central Foodbank. In 2022 this has remained largely similar with 78 people supported in this way.

Our involvement in the Neighbourhood Network Scheme (NNS), working as part of the Ladywood team alongside a number of other partners, came to an end in April due to a change in the commissioning of the service. While we were sad to lose Nettes Derbyshire, who had done a brilliant job connecting with and supporting assets in the local area, we hope to continue to engage with the work of NNS both in Ladywood and Edgbaston, providing helpful connection to social work teams.

Volunteers

Karis Neighbour Scheme relies heavily on its volunteers in order to achieve these impacts and public benefits. This last year has seen 86 volunteers involved with delivering our projects, providing 1349 volunteer hours. Many of our volunteers have worked with Karis Neighbour Scheme for more than 5 years, citing the sense of personal satisfaction and sense of doing something worthwhile as reasons for volunteering. The impact and benefits gained from volunteering are a further public benefit. Our volunteering opportunities are open to all and attract a mixed age range, in the most part from the local area but also from other areas across Birmingham. We are very thankful for the support we receive from our volunteers.

The Listening & Guidance service, a part NHS funded project has provided chaplaincy to GP surgeries for 367 patients (2021: 283 patients), supporting people to express issues such as stress, bereavement, depression and dealing with loss. Our Chaplains for Wellbeing provide a safe space for patients to be listened to in a constructive way. Patient's report outcomes that focus on giving them hope for the future and increased emotional resilience and understanding. Wellbeing measures, using the Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS), show that, for those patients engaging with the service for a series of sessions allowing at least 2 measures to be taken, Listening and Guidance has increased patient's wellbeing by an average of 9.46 points.

Environmental Context

In 2022, we have seen the impact of Covid-19 lessen on our service delivery, with most services returned to the same delivery model as before the Covid-19 pandemic. The Ladywood Community Advice project has continued with an appointments approach rather than a drop-in basis.

We have seen an increase in demand for our services which reflects the impact of the Cost of Living crisis on the communities where we work, this is particularly notable in some of our practical responses to people and families in crisis – such as our Baby Bank provision.

Connected to the Cost of Living crisis we played a role in the distribution of the Household Support Fund during the Autumn - supporting eligible households to apply - we helped process 638 successful applications leading to approximately £128k in funding for those households, this is in addition to our other areas of work and isn't included in the totals quoted elsewhere in the report.

Financial review

2022 has seen a surplus of just over £20,000. There has been a small decrease in restricted funds in the year but an overall increase in unrestricted funds by around £21,000. With total funds by the end of the year amounting to just over £218,000.

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The Board have examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be at least three months of core expenditure.

Based on the forecast core expenditure for 2023 of c.£295,000, there should be a minimum level of reserves of £74,000. Unrestricted funds stand at £161,711 at the end of the year. The unrestricted funds include £34,353 of legacy donations which were given without restrictions however the Board are looking to utilise these funds toward specific project work. This leaves £127,358 of unrestricted funds not set apart by the Board. The Board feel the remaining levels of unrestricted funds represents an acceptable level of reserves.

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As part of the Birmingham Council's Cost of Living response, we also received sizable funding to support the distribution of the Household Support Fund, helping those who qualified for the fund to apply and receive the additional help from the Council. This came via the Ladywood Locality Lead, Family Action.

For the majority of projects, we still primarily rely on grants and donations from grant making trusts and individuals. Our largest grant funder this year has been Henry Smith Trust with their ongoing support for Ladywood Community Advice.

How expenditure has supported the key objectives of the charity

The largest area of expenditure continues to be the salaries of staff who manage, support and deliver projects aligned to the key objectives of the charity. The other major area of expenditure is around resources and activities, which are integral to the delivery of the charity's projects. Salaries, Pension contributions and Social Security costs amounted to £234,489 in 2022 (2021: £200,906).

Investment Policy

Aside from retaining a required amount of reserves each year, most of the charity's funds are to be spent in the short term so there are limited amounts available for investment. A proportion of reserve funds are kept in ethical and accessible savings accounts, which currently has a small return in terms of interest. It is not seen as sensible to tie up funds in investments which may yield higher returns but would be inaccessible for project needs. This will be reviewed if we are able to significantly increase the level of reserves held.

Plans for Future Periods

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements.

In addition, we have identified a need for Befriending of men aged 50+ who are isolated or whose social networks are limited. A number of these men have become known to us because of other areas they need support like advocacy or welfare rights advice. If we can secure suitable funding, we would like to look into extending our BeFriending work to include this specific group of adults.

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Due to NHS funding pressures and changes to CCG structures, the Board are continuing to consider future options for the Listening and Guidance service as contract funding has been secured to March 2023. Additional avenues for fundraising are being explored.

We are also aware that next year will see the recommissioning of Birmingham City Council's Prevention & Communities grant funding and while we hope to engage in this process we will need to consider alternative funding options were either of the projects supported by this fund currently not to be successful.

We continue to hold the Foundation Level Improving Quality (IQ) Quality Mark, which is focused on small not for profit organisations, enabling us to evidence our quality and credibility as an organisation within the Charity Sector, this is next due for review at the end of 2024.

Risk Management

The Board maintain a range of policies to ensure internal risks are well managed. This includes financial controls and authorisations, robust safeguarding policies and incident reporting which is reviewed at the regular meetings of the Board. Procedures are also in place to ensure compliance with health and safety of staff, volunteers, clients and any other visitors to the scheme. Policies are reviewed at regular intervals and agreed by the Board to ensure they still comply with best practice.

A full risk register is reviewed at each Board meeting. Meetings are currently held every quarter. The risk register includes governance risks, external risks, financial risks, regulatory and

compliance risks and operational risks. This ensures that steps can be taken to mitigate against these risks in a timely manner, including making any necessary operational changes.

Organisational Structure

Karis Neighbour Scheme has a Board of between 5 and 15 members who meet at least quarterly and are responsible for the strategic direction and policy of the charity. At present the Committee has seven members from a variety of backgrounds relevant to the work of the charity.

Day to day responsibility for the provision of the services rest with the Chief Executive (CEO) along with the individual project leads. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that the Annual Plan is delivered. The CEO currently line manages the various project leads who have responsibility for the day-to-day operational management of their respective projects.

Trustee's responsibilities statement – charitable company

The trustees (who are also directors of Karis Neighbour Scheme for the purposes of company law are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the board of trustees on 5/7/23 **and signed on its behalf by:**

GILLIAN HARLEY-MASON

Director and Trustee **Name**

Company Registered number
06595341
Charity Registered Number
1133510

Karis Neighbour Scheme

Report and Accounts

For the year ended

31 December 2022

KARIS NEIGHBOUR SCHEME

Financial Report year ended 31 December 2022

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KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2022

The Trustees present their directors' report and accounts for the 12 month period ended 31st December 2022.

Reference and Administrative Information

Charity Name	Karis Neighbour Scheme
Charity Registration Number	1133510
Company Registration Number	06595341
Date of Incorporation	16th May 2008
Registered Office and Operational Address	c/o Church of the Redeemer Monument Road Birmingham B16 8UU

Officers

Dr Gillian Harley-Mason	Acting Chair of Trustees
Mrs Rebecca Cuthbert	Vice-Chair of Trustees
Dr P H Ross Bryson	
Mr Steve Watts	
Mrs Kathryn Miles	
Rev Henry Aggrey	Appointed 20 April 2022
Sir Alexander Elphinston	Appointed 22 April 2022
Mrs Amanda Smith	Resigned 27 April 2022
Mr Marc Kusicka	Resigned 27 April 2022

Independent Examiner

Gary Peter Brookes
FCA FCIE BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2022

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 16th May 2008 and registered as a charity on 12th January 2010. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The company took over the running of a previous charitable trust, registered no. 1077200, which had been in operation since 16th April 1999.

Recruitment and Appointment of Trustees

The Trustees would like to extend their heartfelt thanks to Mrs Amanda Smith and Mr Marc Kusicka for their faithful services to the Charity over the last several years and we wish them well in their future. We are also pleased to have Rev Henry Aggrey and Sir Alexander Elphinston join the Board and appreciate the depth of expertise and knowledge they are bringing to the Charity.

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Board give their time voluntarily and received no benefits from the charity. These appointments were made in line with Charity Commission guidelines and the rules governing the Charity in our constitution. If any expenses have been paid to Trustees, these are outlined in Note 6 of the accounts.

Arrangements for setting the pay and remuneration of the charity's management personnel are based on Third Sector Benchmarking criteria. Staff employed in our Listening and Guidance NHS service have also been benchmarked against the same criteria.

Our Aims and objectives

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's memorandum of association is:

> To assist people who are in need of practical or emotional well being by reason of their youth, age, infirmity or disablement, poverty or social or economic circumstances

The aims of our charity are to provide support to people in our community who are in need, to bring people in our community together, enabling people in our community to be good neighbours and ensure no one is neglected or forgotten about. Our aims fully reflect the purpose that the charity was set up to further.

Ensuring our work delivers our aims

The trustees regularly review the work of the charity, by comparing our progress to the annual plan and receiving half yearly reports on the projects, which include the impact and benefits of the work undertaken for the people we are seeking to help. These reviews provide opportunity for trustees to ensure that the focus of our work is consistent with the stated purposes of the charity, and with regard to the Charity Commission's general guidance on public benefit. The reviews also allow us to ensure we are providing benefit to the communities we seek to help.

The focus of our work

Our main objectives for the year were to:

Provide support to people in our community who are in need by offering a broad range of help including practical support, advocacy and befriending

Bring people in our community together by reaching out, offering friendship, and providing opportunity to spend time getting to know each other

Enabling people in our community to be good neighbours by providing opportunities to volunteer and give their time, skills and resources to help meet the needs of others

Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need and responding where needs are going unmet

How our activities deliver public benefit

Our main activities and who we try to help are described below. Our charitable activities focus on the reduction of social isolation, relief of poverty in meeting basic needs and support to help overcome hardship and are all undertaken to further our charitable purposes for general public benefit in our local area.

Achievements and Performance this year

Overall, 2022 has seen an increase in demand for our services as we have returned to and exceeded pre-Covid-19 pandemic client and contact numbers.

Who used and benefitted from our services?

Our objects limit the services we provide to Birmingham and the surrounding areas, current funding means our activities are focused on the Ladywood, Edgbaston and Harborne wards of Birmingham and some parts of Smethwick. The Listening and Guidance Service, part funded by Birmingham and Solihull Central Clinical Commissioning Group (BSol CCG), is commissioned to serve the patients from the Edgbaston & Harborne Networks of 7 Primary Care practices.
In the past year we worked directly with 1,223 adults and 266 children, which has increased by over a quarter from the prior year and is now at the highest level we have ever served. Because a lot of our work involves on-going befriending, we have had regular contact with a proportion of these beneficiaries, on average each beneficiary being seen five times a year.

Nearly all our activities are provided free of charge, the only exception being some trips during school holidays where we ask for a small subsidy primarily, to encourage people to secure their places.

Those we support represent a broad cross-section of the community, and reflect the diverse neighbourhoods we are working in. Slightly over a third of our contacts are with people who identify as White British (35%), the other prominent ethnic groups we work with include African – Black or Black British (17% of contacts), Caribbean – Black or Black British (11% of contacts) and Any Other White Background (8% of contacts), with many other ethnic groups being represented in the remaining third of our contacts.

As one of our projects focuses on befriending older adults, where the needs around social isolation are particularly acute, over 65s are one of the biggest age groups we work with, representing 34% of our contacts, With a relatively even spread between the remaining age groups, demonstrating that we are succeeding in reaching all parts of the community.

A proportion of our referrals come from GPs and other health professionals, who are well placed to reach those who are socially isolated and refer on to our scheme for social needs they have identified that are impacting on someone's wellbeing.

Much of our support benefits the wider families and households of those we are supporting, whether this is because of an increase in household income, an improved home environment or improvements in relationships due to decreased stress or improved mood.

The main areas of charitable activity are a befriending and advocacy scheme for over 50s, advocacy & advice through our Ladywood Community Advice service, neighbourly practical help, support for families who are new to the area – particularly those from refugee and asylum seeker communities - and a GP surgery based chaplaincy service, our Listening and Guidance Service. These activities and the achievements that flow from our work are described below.

Our 'Karis BeFriends' project, matching volunteer befrienders to visit isolated older people living in their own homes, has directly supported 149 people this year, an increase of 10% compared to 2021. Alongside this befriending support, our 'Karis BeFriends Advice' work has continued to strengthen with 176 older beneficiaries receiving advocacy and advice support, 60% of whom were visited in their own homes in the year.

Our work with children & families, largely focusing on asylum seekers and refugees, has continued to grow, supporting 480 families this year (2021: 390 families). The number of adults attending our English for Speakers of Other Language classes have more than doubled year on year, due largely to funding from Lifeline Community for a well-received course which taught basic English for accessing Healthcare. We had 72 adults (2021: 50 adults) attended the 'Welcome' group, offering an opportunity for social interaction with other young families in similar circumstances. Our Children & Families Worker, Family Outreach Worker and volunteers carried out 128 visits at home to offer further befriending, practical help and advocacy and 93 families received further befriending including taking people out to help them find places in their local area or introduce them to others, accompanying them when they have appointments providing neighbourly help or advice. We received funding from Baron Davenport and Mother's Union 'Away From It All' to provide a day-trip to Hatton Adventure World during the summer school break, allowing 32 families who would not have gone away during the holidays to have an enjoyable break. The Baby Bank has supported 321 families (2021: 274 families) with practical items, such as cots, buggies and baby clothes. This enables families, many of whom are living on the poverty line, to access essential equipment they need to properly care for their babies and to free up their limited resources for their other day to day needs.

Our advocacy and advice project, Ladywood Community Advice, saw 455 adults (2021: 261 adults) throughout the course of the year and dealt with over a thousand distinct issues ranging

from benefits advice and debt matters to repairs and school applications. We currently employ a Welfare Rights Advisor and an Assistant to support the advocacy & advice work we have previously provided through volunteers. This has allowed more in-depth advice work and scheduled appointments throughout the week to deal with more complex cases. In the current year we have helped those eligible to claim £873k of financial help to aid their situation.

We continue to provide practical help – in addition to the considerable reach of our Baby Bank - as and when it is needed, ranging from small household tasks such as DIY or moving furniture to distributions of emergency food parcels or referrals to the local Birmingham Central Foodbank. In 2022 this has remained largely similar with 78 people supported in this way.

Our involvement in the Neighbourhood Network Scheme (NNS), working as part of the Ladywood team alongside a number of other partners, came to an end in April due to a change in the commissioning of the service. While we were sad to lose Nettes Derbyshire, who had done a brilliant job connecting with and supporting assets in the local area, we hope to continue to engage with the work of NNS both in Ladywood and Edgbaston, providing helpful connection to social work teams.

Volunteers

Karis Neighbour Scheme relies heavily on its volunteers in order to achieve these impacts and public benefits. This last year has seen 86 volunteers involved with delivering our projects, providing 1349 volunteer hours. Many of our volunteers have worked with Karis Neighbour Scheme for more than 5 years, citing the sense of personal satisfaction and sense of doing something worthwhile as reasons for volunteering. The impact and benefits gained from volunteering are a further public benefit. Our volunteering opportunities are open to all and attract a mixed age range, in the most part from the local area but also from other areas across Birmingham. We are very thankful for the support we receive from our volunteers.

The Listening & Guidance service, a part NHS funded project has provided chaplaincy to GP surgeries for 367 patients (2021: 283 patients), supporting people to express issues such as stress, bereavement, depression and dealing with loss. Our Chaplains for Wellbeing provide a safe space for patients to be listened to in a constructive way. Patient's report outcomes that focus on giving them hope for the future and increased emotional resilience and understanding. Wellbeing measures, using the Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS), show that, for those patients engaging with the service for a series of sessions allowing at least 2 measures to be taken, Listening and Guidance has increased patient's wellbeing by an average of 9.46 points.

Environmental Context

In 2022, we have seen the impact of Covid-19 lessen on our service delivery, with most services returned to the same delivery model as before the Covid-19 pandemic. The Ladywood Community Advice project has continued with an appointments approach rather than a drop-in basis.

We have seen an increase in demand for our services which reflects the impact of the Cost of Living crisis on the communities where we work, this is particularly notable in some of our practical responses to people and families in crisis – such as our Baby Bank provision.

Connected to the Cost of Living crisis we played a role in the distribution of the Household Support Fund during the Autumn - supporting eligible households to apply - we helped process 638 successful applications leading to approximately £128k in funding for those households, this is in addition to our other areas of work and isn't included in the totals quoted elsewhere in the report.

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Trustee's responsibilities statement – charitable company

The trustees (who are also directors of Karis Neighbour Scheme for the purposes of company law are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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- Select suitable accounting policies and then apply them consistently;
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- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
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Approved by the board of trustees on 5/7/23 **and signed on its behalf by:**

GILLIAN HARLEY-MASON

Director and Trustee **Name**

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbour Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2022 which are set out on the following pages

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

I have completed my examination . I confirm that no 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 company as required by section 386 of the 2006 Act or

(2) the accounts do not accord with those records

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Gary Peter Brookes

Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA FCIE BSc
Address	130 Wombourne Park Wolverhampton South Staffs WV5 0LY

Date : 6th July

KARIS NEIGHBOUR SCHEME
Statement of Financial Activities (to include Summary Income and Expenditure Account)
year ended 31 December 2022

	Notes	Unrestricted funds	Restricted funds	Total Funds 2022	Total Funds 2021
		£	£	£	£
Income					
Voluntary Income	**2(a)**	31,521	180,187	211,708	223,841
Charitable Activities	**2(b)**	1,000	89,459	90,459	46,235
Fundraising		505	996	1,501	1,206
Total Income		33,026	270,642	303,668	271,282
Expenditure on					
Charitable activities	**3**	85,465	198,159	283,624	248,254
Total Expenditure		85,465	198,159	283,624	248,254
Net Income / (Expenditure)		(52,439)	72,483	20,044	23,028
Transfers between funds		73,379	(73,379)	-	-
Net movement in funds		20,940	(896)	20,044	23,028
Reconciliation of funds					
Total funds brought forward		**140,771**	**57,711**	**198,482**	**175,454**
Total funds carried forward		**161,711**	**56,815**	**218,526**	**198,482**
					**

There were no recognised gains or losses for 2022 or 2021 other than those included in the Statement of Financial Activities

** See note 12 for full comparatives for 2021

KARIS NEIGHBOUR SCHEME
Balance Sheet
As at 31 December 2022

	Notes	2022		2021	
		£	£	£	£
Fixed Assets					
Tangible Assets for use by the charity	7		2		2
Current Assets					
Debtors	8	9,520		7,947	
Bank & Cash in hand		247,930		219,458	
		257,450		227,405	
Creditors : Amounts falling due within one year	9	38,926		28,925	
Net Current Assets			218,524		198,480
Total Assets less Current Liabilities			218,526		198,482
Capital Funds					
Restricted Funds	10		56,815		57,711
Unrestricted Funds					
General			161,711		140,771
Total Charity Funds			218,526		198,482

For the year ended 31 December 2022 the company was entitled to exemption from audit under section 477 (1) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476

The Directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s386 and s387 of the Companies Act 2006 and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 December 2022 and of its profit for the year then ended in accordance with the requirements of s396 and which comply with the requirements of the Act relating to the accounts so far as applicable to the company.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Signed and approved on the behalf of the Board on 5th July 2023 .....

Trustee name..... GILLIAN HALEY-MASON

Company number 6595341

The notes on the following pages form part of these financial statements

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2022

1. Accounting Policies

(a) Basis of Accounts Preparation

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) published on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) the Charities Act 2011 the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.
The financial statements have been prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity

(b) Recognition of incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.
For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.
No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Any further detail is given in the Trustees' Annual Report
Where practicable, gifts in kind donated for distribution to the beneficiaries of the charity are included in stock and donations in the financial statements upon receipt. If it is impracticable to assess the fair value at receipt or if the costs to undertake such a valuation outweigh any benefits, then the fair value is recognised as a component of donations when it is distributed and an equivalent amount recognised as charitable expenditure

Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.
For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.
Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

c) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Governance costs

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

(d) Funds

Restricted Funds	Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such fund are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.
Unrestricted Funds	Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
Designated funds	Designated funds comprise of unrestricted funds that have been set aside by the trustees for particular purposes . The aim and use of each designated fund is set out in the notes to the financial statements.

(e) Tax

Tax reclaims on donations and gifts	Gift Aid and other tax reclaims are included in the SoFA at the same time as the donations to which they relate.
(f) Debtors and creditors	Debtors and Creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(g) Assets

Tangible fixed assets for use

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Costs includes costs directly attritable to making the assets capable or operating as intended. These are capitalised if they can be used for more than one year, and cost at least £1000. They are valued at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset on a systematic basis over its expected useful life as follows:

Office equipment	25% on a straight line basis

(h) Going Concern

The directors consider that the charity remains viable for the year ahead.

2(a). Income from grants, donations and legacies

	2022			2021
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
Birmingham City Council	-	34,850	34,850	34,000
Thrive Together Birmingham	-	27,530	27,530	29,200
Birmingham Settlement	-	4,928	4,928	18,373
Trusthouse Charitable Trust	-	15,000	15,000	16,000
Tramore Trust	15,000	-	15,000	-
The Eveson Charitable Trust	-	8,000	8,000	8,000
Graham Griffiths Fund	-	2,000	2,000	-
Heart of England Foundation	-	-	-	5,000
Hinchley Charitable Trust	-	-	-	10,000
The Grantham Yorke Trust	-	5,000	5,000	6,000
Hopkins Sayer Charitable Trust	-	750	750	1,000
Waitrose	-	500	500	-
Alan Edwards Higgs Trust	-	5,000	5,000	-
Baron Davenport's Charity	-	780	780	-
George Henry Collins Trust	-	1,000	1,000	-
Richard Kilcuppes Trust	-	1,000	1,000	1,000
Harry Payne Fund	-	2,000	2,000	2,000
South Birmingham Friends Institute Trust	-	1,000	1,000	1,000
The Grimmitt Trust	-	2,000	2,000	2,000
Arnold Clark Community Fund	-	2,000	2,000	-
Karis Medical Centre	-	10,500	10,500	2,625
CB and HH Taylor 1984 Trust	-	1,000	1,000	-
The Henry Smith Charity	-	30,000	30,000	30,000
The Roger & Douglas Turner Trust	-	1,000	1,000	4,000
Lord Mayor of Birmingham Charity	-	1,500	1,500	-
LoveBrum	-	2,000	2,000	
Knowle Mothers' Union	-	650	650	
George Fentham Trust	-	2,000	2,000	
GJW Turner Trust	-	2,000	2,000	
Richardson Bros Foundation	-	1,500	1,500	
Legacies	-	1,187	1,187	
Gift Aid tax	2,953	-	2,953	2,116
Interest	549	-	549	
Small grants and Donations	13,019	13,512	26,531	51,527
	31,521	180,187	211,708	223,841

2(b).Income for service provision	1,000	89,459	90,459	46,235
	1,000	89,459	90,459	46,235

3. Charitable Activities

Analysis of Expenditure

	2022	2021
	£	£
Salaries	234,489	200,906
Resources and activities	19,422	18,677
Rent & Room Hire	6,425	5,400
Telephone & Postage	2,593	1,766
Office Expenses	2,366	1,130
Consultancy Fees	120	1,647
Light Heat & water	2,365	2,580
Insurance	4,163	2,672
Vehicle Expenses	574	1,946
Training & Supervision	3,525	3,710
Governance costs	1,913	1,800
Travel	1,773	831
Computer costs and software	437	776
Maintenance and small equipment	1,321	2,446
Cleaning	660	720
Payroll Costs	1,121	541
Volunteers	53	78
Recruitment	304	628
	283,624	248,254

4. Governance Costs

	2022	2021
	£	£
Accounts preparation and independent examination	1,800	1,800
Professional Fees	113	
	1,913	1,800

5. Employees

Wages & Salaries	211,917	179,329
Social Security Costs	7,664	9,724
Pension Costs	14,908	11,853
	234,489	200,906

The average monthly number of staff employed by the charity during the year was as follows:

Charitable activities	16	13
	16	13

There were no employees whose annual emoluments were £60,000 or more

6.Trustees' and key management personnel remuneration expenses

Mrs H Watts - Chaplain for Wellbeing	Gross	17,909	16,639
	Ers Pension	896	832
		18,805	17,471

7. Tangible Fixed Assets for use by the Charity

	Equipment	
	£	£
Cost		
At 1 January 2022	30,262	30,262
At 31 December 2022	30,262	30,262
Depreciation		
At 1 January 2022	30,260	30,260
Charge for Year	-	-
At 31 December 2022	30,260	30,260
Net Book Values		
At 31 December 2021	2	2

8. Debtors

	2022	2021
	£	£
Gift Aid tax	3,500	3,500
Income Due	6,020	4,447
	9,520	7,947
Income Due		
Birmingham Settlement	-	4,447
NHS Birmingham & Solihull	5,020	
Wholecare	1,000	
	6,020	4,447

9. Creditors : Amounts falling due in less than one year

	2022	2021
	£	£
Accruals	7,134	1,800
Deferred Income	31,792	27,125
	38,926	28,925

Deferred Income

Trusthouse Charitable Trust	-	15,000
The William A Cadbury Charitable Trust	25,000	-
Arnold Clark Community Fund	-	1,000
Living Well UK	4,167	7,500
Karis Medical Centre	2,625	2,625
CB and HH Taylor 1984 Trust	-	1,000
	31,792	27,125

10. Fund Reconciliation

	Fund Balances 1 January 2022	Incoming resources	Outgoing resources	Transfers	Fund Balances 31 December 2022
	£	£	£	£	£
KBF Advice	15,471	28,926	20,475	(6,020)	17,902
NNS	-	4,928	4,010	(918)	-
Advocacy	4,121	34,930	32,917	(3,460)	2,674
Listening and Guidance	14,639	62,609	46,592	(19,940)	10,716
Karis Befriends	9,892	49,793	35,514	(9,015)	15,156
Children and Families	8,588	52,456	45,057	(10,715)	5,272
Practical Work	5,000	2,000	1,905		5,095
Household Support	-	30,000	6,689	(23,311)	-
Core Costs	-	5,000	5,000		-
Total restricted	57,711	270,642	198,159	(73,379)	56,815
Unrestricted reserves					
General funds	140,771	33,026	85,465	73,379	161,711
	140,771	33,026	85,465	73,379	161,711
Total Funds	198,482	303,668	283,624	-	218,526

11.Taxation

As a charity,Karis Neighbour Scheme is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

12. Commitment under operating leases

Karis Neighbour Scheme had annual commitments under non cancellable leases:

	2022 Equipment £	2021 Equipment £
Operating lease payments are as follows:		
Within one year	10,138	17,687
In one to two years	2,938	7,068
In two to five years	5,381	6,035
	18,457	30,790

The services contract payments are for a property rental, photocopier, phone system and business level broadband supply.

13. Net Assets Between Funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible Fixed assets	2	-	2
Current assets	165,036	92,414	257,450
Creditors amounts falling due within one year	(3,327)	(35,599)	(38,926)
	161,711	56,815	218,526

14. SOFA Previous years Comparatives

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total Funds 2021 £
Income				
Voluntary Income	2(a)	12,681	211,160	223,841
				-
Charitable Activities	2(b)	-	46,235	46,235
Fundraising		1,206	-	1,206
Other Income				-
Total Income		13,887	257,395	271,282
Expenditure on				
Charitable activities 3	3	26,647	221,607	248,254
Total Expenditure		26,647	221,607	248,254
Net Income		(12,760)	35,788	23,028
Transfers between funds		5,273	(5,273)	
Net movement in funds		(7,487)	30,515	23,028
Total funds brought forward		**148,258**	**27,196**	**175,454**
Total funds carried forward		**140,771**	**57,711**	**198,482**

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbour Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2022 which are set out on the following pages

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

I have completed my examination . I confirm that no 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 company as required by section 386 of the 2006 Act or

(2) the accounts do not accord with those records

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Gary Peter Brookes

Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA FCIE BSc
Address	130 Wombourne Park Wolverhampton South Staffs WV5 0LY

Date : 6th July

KARIS NEIGHBOUR SCHEME

England & Wales - Charity number 1133510

Accounts

KARIS NEIGHBOUR SCHEME

Practical help | Advocacy & advice | Befriending | Emotional support



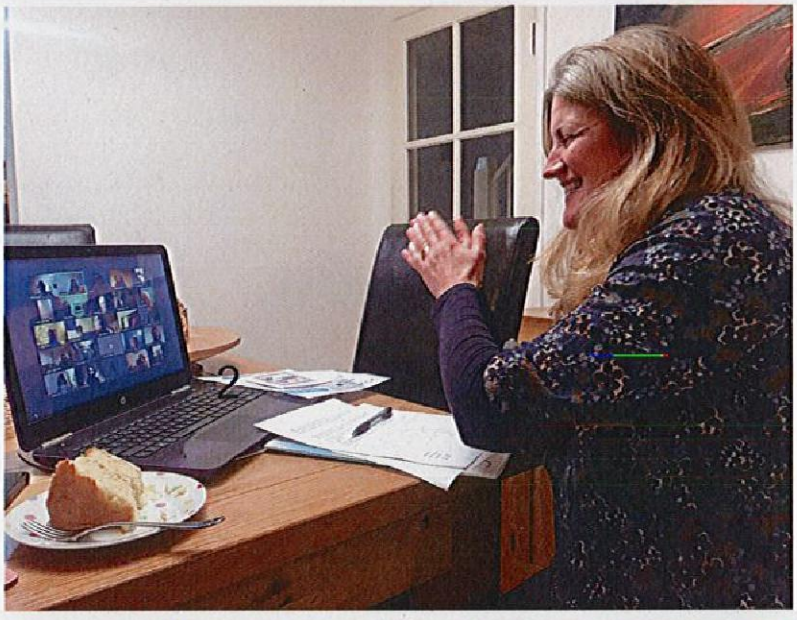
Annual Report 2021



Offering practical support, friendship and advocacy in the local community

Registered Charity: 1133510
Registered Company: 06595341







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Introducing Karis Neighbour Scheme

Who Are We?

Karis Neighbour Scheme is a community project working in Birmingham. We work in our communities, offering friendship and support to those who are isolated or marginalised and who are often facing disadvantage or hardship.

We currently work across the Ladywood, Edgbaston and Harborne areas of Birmingham. The communities in these areas are very diverse, with different strengths and challenges. We have been working in these areas for over 20 years and despite seeing a lot of changes throughout that time we continue to faithfully serve our neighbours.

We value working in relationship with people and look to express care and compassion in the midst of the difficult circumstances people find themselves in. At the same time we offer a helping hand in practical ways. As a result we will tend to 'journey' with people, through changing circumstances.

We are a relatively small organisation, and therefore we work closely with other groups, charities and services. This means we can 'fill the gaps' where services do not exist in the area and ensure that people can get the help they need. Over the years this has led to the development of a number of projects offering a broad range of support within the community.

What Do We Do?

- We offer support to lonely and isolated older people through our befriending project, Karis Be Friends. This includes visiting people in their homes, occasional groups as well as other social events and an art group.
- We support local families, through a *Welcome to Ladywood* Drop-In group and our English for Speakers of Other Languages classes. Our Children & Families Worker and volunteers will visit families in their homes to offer befriending and support. We run Karis Babybank, providing donated baby clothes/equipment to local families in need.
- We provide an advocacy & advice service. This provides expert advice on welfare benefits from our advisors, as well as help to fill in forms, make phone calls and signpost to other support. Through our KBF Advice we can offer this support to older people in their homes.
- We offer support with practical tasks such as gardening, decorating and DIY, usually for people we already know through our befriending work.
- We provide a Listening & Guidance service, based in General Practice, offering confidential pastoral care from Chaplains for Wellbeing. This service is available to patients of 7 GP practices in the area.
- We are a partner on the Neighbourhood Network Scheme, a city-wide initiative looking to build closer links between social work and community groups and activities. We are working on this as part of a constituency wide partnership led by Birmingham Settlement.

Our Team...

Trustees

We currently have a board of 7 trustees, the average length of membership of the board is 9 years.

Amanda Smith, previously a non-executive director of a family owned business, joined the board in 2017 and took on the role of chair in 2019.

Ross Bryson has been a GP for over 20 years at the local Karis Medical Centre and is a founding trustee.

Rebecca Cuthbert has been involved in a number of charities with experience in family support, community development, project management and cross-sector partnerships.

Gillian Harley-Mason is also a local GP with responsibility for safeguarding at the practice.

Marc Kusicka is a Chartered Accountant based in Birmingham, previously having worked at Deloitte LLP.

Kathryn Miles has a background in Public Health at the University of Birmingham.

Steve Watts is a leader of a local church and has been involved in serving the area for over 20 years.

Staff

At the end of December 2021 we had 14 part time staff working across our projects:

Harry Naylor, CEO; **Michaela Brookes**, Administrator; **Hannah Eno**, Fundraiser

Bram Scott & **Tasha Ramrous**, Welfare Rights Advisors

Ruth Pedzai, Children & Families' Worker, **Liz Brown**, Family Outreach Worker

Helen Bell, Karis BeFriends Project Co-ordinator, **Patti Tan**, Project Assistant

Katharine Harris (from November), KBF Advice Worker

Helen Watts, Senior Chaplain, **Elizabeth Baker & Dilip Patel** Chaplains for Wellbeing

Nettes Derbyshire, Neighbourhood Network Scheme Support Worker

Kickstart Scheme

For 6 months of 2021 we also offered a placement to a young person on the Kickstart scheme. Partnering with Living Well UK, we employed a Project Assistant to work across all of our projects, focusing on admin and social media. This gave the young person valuable experience and training to continue in their job seeking. We were very grateful to all their help and enthusiasm.

Volunteers

We rely on a team of over 80 volunteers to enable our work to happen. People give their time in various ways and may be involved once or twice a year or several times a week! We're so grateful for the enthusiasm, effort and commitment of all our volunteers. Our volunteers come from a broad range of backgrounds and are drawn mainly from in and around the communities we work.

Supporters

Our supporters are also invaluable and contribute a great deal to our work as a charity. As well as regular giving, we receive support from others who give of their time and resources. We are incredibly grateful for the continuing support of numerous local churches and the partnership of other organisations and community groups we work alongside. For a full list of our supporters and thank yous please see the last page of this report.

Report and Introduction from the Trustees

The inspiring stories contained in this year's annual report underline the importance of our staff team and volunteers, who journey with those seeking support from Karis Neighbour Scheme (KNS) on a daily basis.

What a privilege to walk with clients as they seek help, care, information, practical support and hope when life has been so challenging. The strength and depth within our team enables staff and volunteers to walk alongside those coming to KNS for help. On behalf of the Trustees, thank you for your ongoing commitment to the wellbeing of every client.

I was recently on a hill walk over very tough terrain, it was hard and steep and tiring, but I had a companion, an encourager and someone who shared their backpack supplies! We reached our destination together. Sometimes at KNS our journey involves a short time with someone who needs encouragement and resources. Frequently the journey is much longer and the commitment to befriend and equip people for the hard days, not just the good days, is the ongoing story of our staff team and the faithful volunteers who give their time and skills to help.

Harry Naylor, our CEO, highlights in his report that present circumstances continue to be challenging and life has become even more complex for people to navigate. It has been so encouraging in these times of challenging financial constraints to witness the faithful generosity of supporters, trusts and organisations who resource our work and enable us to help each person who visits KNS seeking support from our projects.

The headline numbers in the report show 500 people a month having contact with our team and with restrictions lifted we anticipate more for the year ahead. Thank you to all those who continue to commit funds from your organisations and those who give as individuals to KNS. We could not do this work without your faithful support.

I continue to be grateful for the trustees of KNS who have focused on the resilience of KNS as an organisation and consistently provide wise governance and oversight. In uncertain times we are committed to securing financial resilience for our charity. This enables us to invest in our staff team enabling them to develop and flourish in their roles.

The journey we take with clients is rooted in a story told by Jesus of the man who was a good neighbour. Finding a man beaten and bruised on the road, he delivered first aid and took the injured man to a place of refuge to recover and heal. The story continues that the good neighbour then paid for care and checked on the man's recovery.

At KNS we are committed to meeting those who need refuge, recovery and healing within our communities. Our lived experience is summed up beautifully in Psalm 84 v 6 'Even when our paths wind through the dark valley of tears, we dig deep to find a pleasant pool. God gives a brook of blessing'. During the last two years when Covid 19 caused our paths to wind through the dark valley of tears, our story is one of digging deep and finding God's provision and a hope for the future.

Thank you for your interest in Karis Neighbour Scheme, we would be delighted to hear from you if you wish to know more.

Amanda Smith, Chair of Trustees





Report from CEO

While we may have hoped 2021 would have been an easier year in coping with COVID-19, in many ways it presented more challenges, with the landscape of cases and restrictions changing frequently. Although the need for emergency support – which arose in the early lockdowns – reduced, we saw growing needs elsewhere. We've been working closely with Early Help supporting families in temporary accommodation in hotels along the Hagley Road, have seen a surge in queries about disability benefits – including appeals, and, in line with a trend of increasing pressure on mental health services, our Listening & Guidance service was operating at capacity shortly after a third Chaplain for Wellbeing joined our team.

A big thank you to our team of staff and volunteers, who have continued to show creativity, commitment and compassion in light of the shifting situation this year. In particular, I have been impressed by how motivated the team has been, despite the fatigue that many of us faced as COVID-19 continued to disrupt our lives.

We have seen a few changes to the staff team, welcoming Tasha Ramrous to the Ladywood Community Advice team in April, Dilip Patel as a new Chaplain for Wellbeing in July, myself taking over the CEO role from Maddy Bunker in July, and welcoming Katharine Harris to take over the KBF Advice Worker role in November after Daniel Bains moved on to a new post in October. We also welcomed Hannah Eno as a Fundraiser, taking on that role from me, and falling just into 2022 we welcomed Chris Shurrock as our new Finance & Operations Co-ordinator. Thanks to Living Well group, we also took on Bee Cooper in a Kickstart role, supporting all of our projects, for the second half of the year.

From a governance point of view, one of our big achievements this year was receiving the Improving Quality (IQ) Foundation Level quality mark, so my thanks to all those involved in this process, and particularly to Michaela Brookes, our administrator, who did much of the hard work evidencing that we met the required standards.

We continue to shape our response to needs in the community by working closely with other groups and organisations locally. In particular this year we have seen closer relationships develop with Early Help leads in our areas, the Social Prescribing Link worker teams, based at local GP practices, and the council's Community Network Support Officers, to ensure we are reaching those who most need our help.

Because of the challenges around COVID-19, we weren't able to return regularly to many of our group activities this year, tending to work more in smaller groups where we could. This is still having a big impact on our Community Advice work – where we would normally run weekly drop-in sessions – and our Karis BeFriends project. This has meant a small drop in the number of people supported this year, and a drop in the overall number of contacts. For 2021 we saw this drop to just below 500 contacts per month, or 23 people per day on average (2020, 546 contacts per month, 25 per day on average).

Looking ahead we expect 2022 will see more of a return to 'normal' for some of our activities, though we will continue to look out for where, due to the impact of COVID-19, there may be gaps for the community that – working with others – we can help to fill.

Harry Naylor, CEO

Fundraising

The work of Karis Neighbour Scheme is funded through a mix of donations from individuals and grants from Trusts, Foundations and the local authority. We also carry out some work delivered under contract, or as part of a service level agreement, such as NHS funding towards our Listening & Guidance service from the local CCG.

This annual report shows the breakdown of funds we receive, and where they are from. One thing is clear; that without the incredible support we receive, we would not be able to do everything that we currently do.

The need for Karis and its work remains high. We see continuing and possibly escalating use of our Children and Families resources as the global situation remains unstable and the likelihood of a new influx of displaced people increases. The need for advocacy and advice is ever present and new pressures on household incomes increase as the cost of living escalates. Our work with isolated elderly people remains in demand and is also likely to remain so. Listening and Guidance now runs at capacity as does the only other similar service in this area. Given the events of the last two years, we don't expect there to be a decrease in demand for this kind of support.

Our Strategic Plan identifies a number of project areas that we would like to expand but we also know that we need to grow our infrastructure in order to support the work we do. For example, increasing our number of volunteers will be necessary if we want to reach more people in the community. We are now at a stage where it will be necessary to put a dedicated resource towards managing the volunteers and this will require additional funds.

We also recognise the need to bolster some of our other functions and capabilities, for example, strengthening the links between our organisation, the community and the city council's initiatives such as takes place within the Neighbourhood Network Scheme. Karis has always played an important role here – being embedded in the community for so long has provided useful continuity for people when other initiatives come and go. We are local, trusted and knowledgeable, and our experience means we are able to help other agencies coming into the community to become familiar quickly with the community and its needs. We want to continue that function but that aim is likely to require additional staffing.

We are truly grateful to all those who support us – volunteers, donors, organisations and other charities. Thank you.

If you would like to support us, there are a number of ways you can help.

- Volunteer with us! There are a range of roles available admin@karisneighbourscheme.org
- You can donate used goods to our baby bank contact babybank@karisneighbourscheme.org
- You can donate money to us via our CharitySaver or Wonderful donation portals, or by BACS or cheque – see https://karisneighbourscheme.org/giving/
- If you are a Trustee of a charitable foundation and would be interested in supporting us please contact hannah.eno@karisneighbourscheme.org
- If your business would like to support us, please contact Hannah as above.

A Snapshot of the Year



New Staff:

- Maddy left as CEO,
- Harry took over
- 4 new staff joined our team
- 1 got married!

New achievements:

- Completed Improving Quality Mark
- Moved BabyBank to new venue
- Increased capacity in our Listening and Guidance service
- Started 'Life in the UK' course
- Joined in with 'Postcards of Kindness' project
- Made stronger links with those in emergency accommodation, including offering Starter Packs and laundry help
- Staff completed 'Active August' and walked/cycled more
- Ran online Wellbeing Courses across 2 projects
- Helped older clients become more digitally confident

New Partnership:

- Hosted a Kickstart scheme placement for 6 months, supported by Living Well



3,858 contact hours supporting **1,061** people over the year

97 amazing volunteers, offering 2122 hours of support

246 Personal Independent Payment appointments

£729k in benefits gained for our clients (organisation total)

Average of 69 contacts a month seeking money advice or advocacy

382 home visits to older people

40 clients attended Time for Tea

766 activity packs/letters sent

224 hours telephone befriending

424 babybank parcels given out including:
36 cots, 39 moses baskets and 30,000 nappies

87 'mum to be packs'

Over 20 school uniforms provided

1225 contact hours to local families

50 clients attending Welcome to Ladywood

25 students doing online ESOL

283 clients seen by 3 Chaplains

That's 1276 hours of listening support

30% for anxiety, 27% for bereavement, 18% for low mood

The Stories...

Jacob

A GP referred to us a family where the son had missed two school years. We mobilised one of our existing ESOL volunteers to tutor him and through his contacts, concern and perseverance were able to work with the council and within the term he was settled back at school.



Stella

Stella, one of Karis Befriends participants, connected with one lady from the Children & Families project, a young mum where English is not her first language. Stella (who used to be a primary school teacher) offered to have regular phone calls with the younger lady so she could practice speaking in English and improve her English, apparently this has been going really well from both sides!

Mary

Since losing her husband during the pandemic we increased how often we visited Mary in her home. This was as well as regular phone calls, delivering items and sending cards. She continues to connect into 'Time for Tea' on Zoom and hopes to come along in person soon.

We received a thank you note from her, saying, *"I'm thankful for the bag of goodies. Your choices always excellent! Thank you and go on making old dears have a smile and know they are loved, treasured and remembered."*



Elizabeth

Now in her 90s, Elizabeth has not been able to meet up with others as much during this time. However she keeps in touch over the phone and has been coming up with ideas to go into our gift bags. She suggested making handmade coasters and in no time at all she had made over 100 of them!

She says *"I wanted to help Karis Befriends, which has been such a support to me and it keeps me busy and gives me something enjoyable to do while at home."*

Portia

We met Portia when a team of volunteers from a local church went into a hotel housing homeless people to offer help with school uniform. When asked if she needed prayer for anything she said 'I want to be close to God'. Karis provided her with uniform and baby clothes and she started going along to church where she found community. Six months later when she moved away, she left the church but had found community & friendship while she needed it.



Amina

Our Baby Bank received a referral from a Midwife for a lady who was 8 months pregnant with nothing prepared. When we met her, it became clear that she was very isolated and had no birth partner. We referred her to a Doula service who were able to be with her during her C Section and volunteers from a local church made her meals, did her shopping and looked in on her when she got home in those early weeks.

A simple referral for baby things turned into a community response to care for her at a very vulnerable time, she said "*..you really deliver so much and if it wasn't for you I wouldn't be in a [this] better place today emotionally or financially thank you so much".*

Shazma

When we first met Shazma, she was in temporary accommodation and struggling to raise her 3 young children in a small hotel room. As a team we:

- Provided essentials for her baby,
- Assisted in an application for a Community Support Grant to get help furnish her new house,
- Signed her up to Big Difference Scheme to reduce her water bills and obtain a washing machine,
- Referred to Warmer Homes Scheme to help with fuel costs
- Linked with Ladywood Project Holiday Help scheme for supermarket vouchers and children's books.

Shazma was delighted with all the help offered and stated how useful it had been to able to get help all in one place. She also stated that she now feels much more confident in being able to sustain her tenancy.



... and The Statistics

We collect a range of information about the people we've been supporting and our contact with them over the course of the year. In presenting this information we've tried to pick out the headline facts and figures that will be most informative, relevant and useful.

The following statistics cover the period from 1st January to 31st December 2021 (unless otherwise stated)

	2017	*2018*	*2019*	*2020*	***2021***
Total number of individuals supported	1122	1114	1226	1130	**1061**
Total number of contacts	6167	5514	6645	6559	**5927**

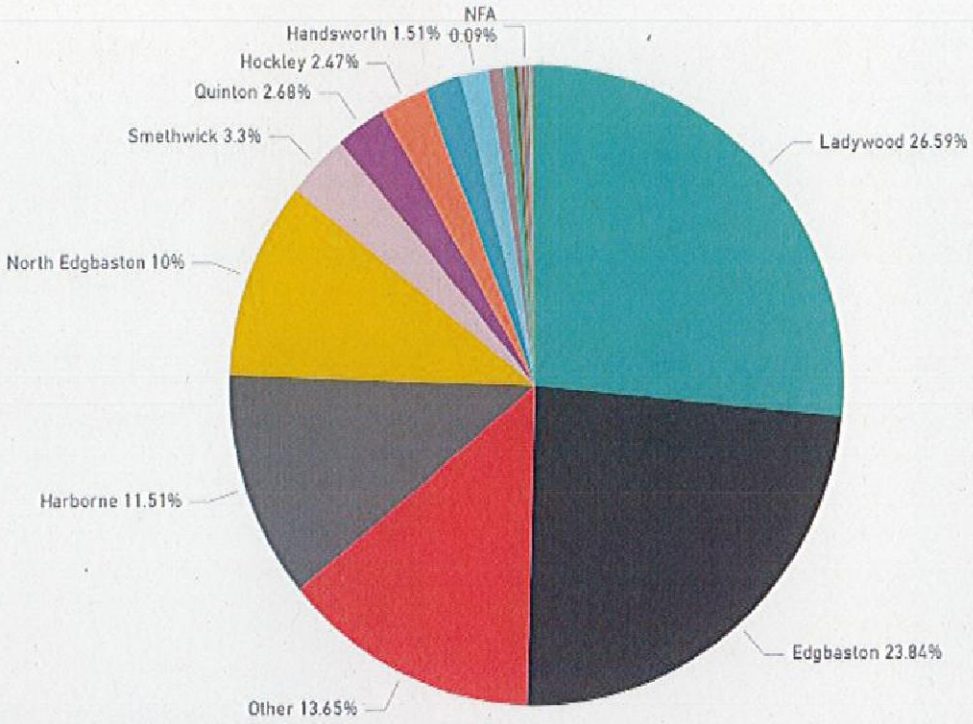
By Ethnicity

	Individuals	*Contacts*
White British	20%	31%
African Black/Black British	13%	13%
Caribbean Black/Black British	10%	8%
Any other White Background	8%	8%
Pakistani Asian/Asian British	8%	6%
Any other Asian Background	4%	5%
Indian Asia/Asia British	3%	3%
Any Other Group	3%	2%
Mixed, White and Black Caribbean	2%	2%
White Irish	2%	2%
Bangladeshi Asian/Asian British	1%	1%
Any other Black background	2%	1%
Chinese	1%	1%
Any other Mixed Background	1%	1%
Not Stated	1%	<1
Mixed, White and Black African	<1	<1
Not known	<1	<1
Mixed, White and Asian	<1	<1

By Age

	Individuals %	*Contacts %*
under 25	9	5
25-34	25	18
35-44	22	20
45-54	12	13
55-64	13	12
65+	20	32

Chart 1:
referrals by area



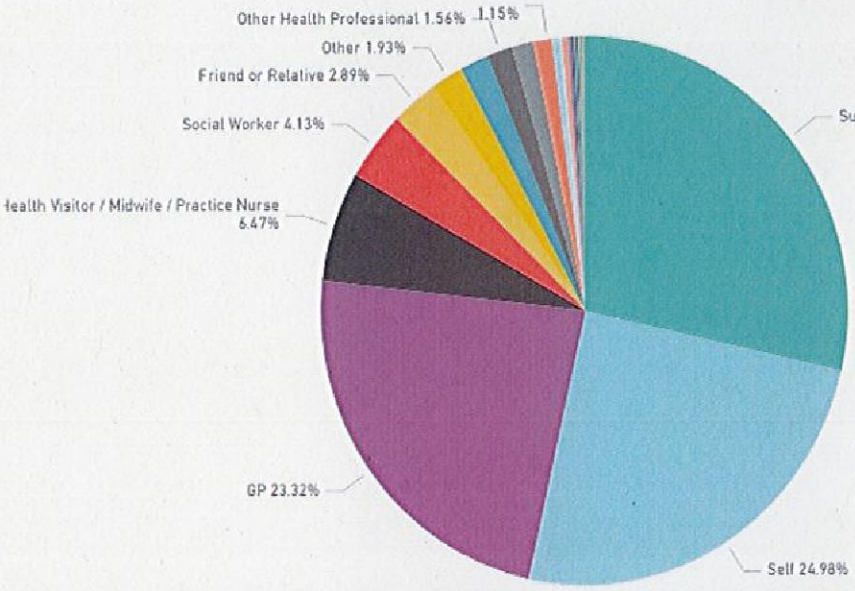
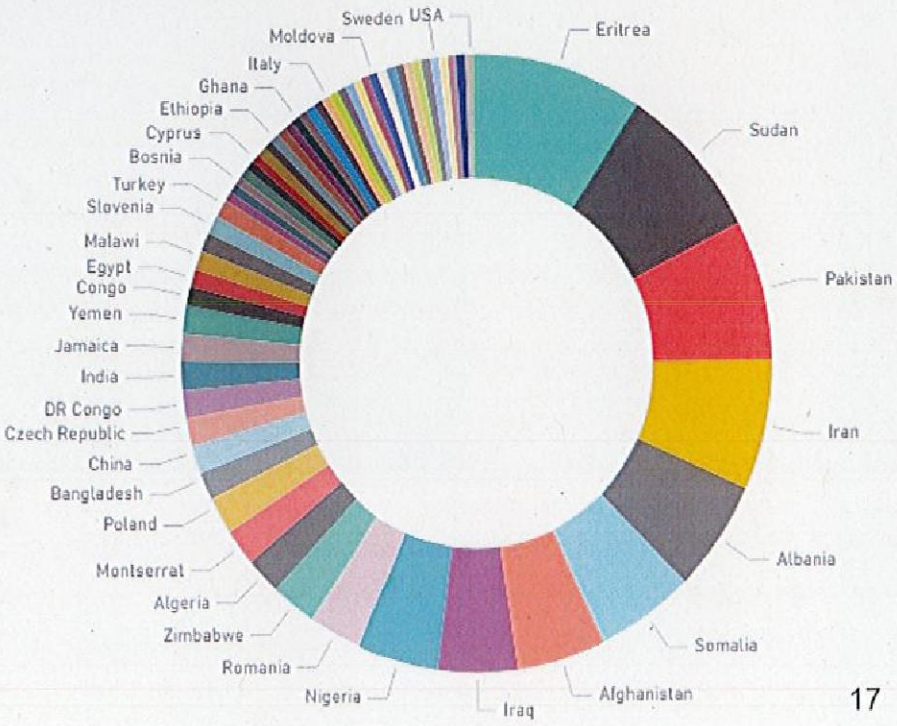


Chart 2: source of referrals

Chart 3: Non-UK country of birth



ADVOCACY & ADVICE

IN 2021...

260 INDIVIDUALS & FAMILIES

received support with welfare rights advice



NEW REFERRALS 162



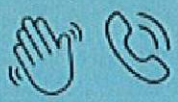
for money advice or advocacy help

£553,000 IN INCOME

gained for the families and individuals we supported



HOURS OF CONTACT 454



with clients, either in person or over the telephone

TYPES OF ISSUE HELPED WITH

Universal Credit - PIP - Income Support - Attendance Allowance - ESA - Pension Credit - Foodbank Referrals - Council Tax - Utility Debt - Discretionary Housing Payments

Advocacy and Advice

Benefit advice and advocacy provided through the Ladywood Community Advice project continued to be impacted by the closure of the Ladywood Health & Community Centre due to COVID-19. This restricted the support we were able to provide, until the centre partially reopened in July.

Our Welfare Rights Advisor, Bram Scott continued to deliver support remotely via telephone appointments, however the challenges of working in this way and the lack of access to the regular drop-in meant the service saw a reduction in hours. but we were joined by a new advisor, Tasha Ramrous, in April, who has since increased hours to 4 days a week. Tasha comes to us with a wealth of experience including representation of clients at appeal tribunals over a number of years.

Since the community centre reopened in July we have been able to provide a face to face appointment based advice service. This has been incredibly welcome by those we are supporting as many services have remained on the phone for the time being, valuing us being able to look at letters and discuss issues face to face.

We are in the process of re-starting the support from our volunteers and from November we were able to offer fortnightly appointments. Alternating with this, we have been able to restart sessions with an advisor from Severn Trent's Big Difference Scheme helping with referrals for reductions in water rates and trust fund applications.

For most of 2021, tribunals were still held remotely, so our Welfare Rights Advisors were unable to represent in person. This change has also caused a backlog of cases and an increase in the number of adjournments. At the end of the year we had two cases that had been adjourned and a further six awaiting a hearing date. 13 cases had been heard and resolved, of which 11 have been found in favour of the client. Nine of these cases were in respect of disability related benefits.

Much of our time is used assisting people by identifying entitlements, filling in the forms and making claims on line. Most of our clients do not have English as their first language and often need help to both access and update their Universal Credit claims, which can be ongoing and time consuming. The other main aspect of our work is requesting mandatory reconsiderations of adverse decisions and preparing and representing at appeal tribunals.

This year we assisted 260 individuals and families to claim benefits totaling over £553,000 and access grants worth £14,998. 30% of the monies identified related to Personal Independence Payments 20% Universal Credit and 16% Disability Living Allowance. In terms of impact per household supported, we saw an increase this year, rising to an average additional income per household of £2,122 (2020, £1,620).

This support is likely to be increasingly important for local households in the year ahead with the impact of rising living costs combining with the removal of the uplift for Universal Credit.



CHILDREN & FAMILIES

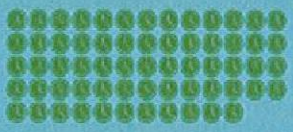
IN 2021.

388 FAMILIES

supported by the project in the past 12 months



VOLUNTEER HOURS **1363**



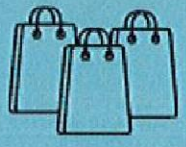
in many ways across the project

30,000+ NAPPIES

provided in Baby Bank parcels



272 FAMILIES



received **424** Baby Bank parcels

74 CLIENTS VISITED AT HOME, 56 BEFRIENDED IN OTHER WAYS

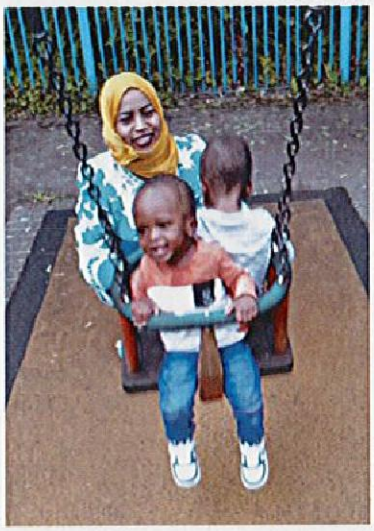


Children and Families

As we reflect on Children & Families work during 2021 what shines through is the generosity and faithful kindness of our volunteers:

All hands to the pump: Late last year we were given notice to quit our Baby Bank premises by the middle of January we were up and running in our new premises thanks to volunteer help and muscle. Throughout the year the volunteers have masked up and come in, continuing to serve our clients at a social distance of course! They've enabled us to give our 424 parcels to 272 families this year.

Fear into hope In March our Baby Bank received a referral from a Midwife for a lady who was 8 months pregnant with nothing prepared. As she was close by, our Children & Families Worker delivered all the items she needed for the baby. It became clear that she was very isolated and had no birth partner. We referred her to a Doula service who were able to be with her during her C Section and volunteers from a local church made her meals, did her shopping and looked in on her when she got home in those early weeks. A simple referral for baby things turned into a community response to care for her at a very vulnerable time.



Sadness into kindness Just before Easter one of our volunteers kindly delivered a Baby Bank parcel to a client living in a hotel. So moved was she by the plight of families living in these conditions that she asked whether she could organise a toy appeal and deliver Easter Eggs. Over this year we have been working ever closer with Gateway Family Services who have concentrated a lot of their effort on those living in the hotels. We sought their advice about how to proceed and they suggested we focus our kindness on one hotel in particular. Within a few weeks our volunteer had mobilised her school to donate toys and she delivered toys to every family in the hotel!

Heaviness into light relief: Our work in the hotels has only increased during the year thanks to funding from Gateway family services ; alongside baby bank parcels, we have provided over 20 families with school uniform, have started a project to provide kitchen starter kits to those who arrive with nothing, provided free laundry for those families who need it and have supported a local church to host a fortnightly 'coffee evening' to provide some friendship in the midst of really trying circumstances.

Weariness into reflection: In response to the pandemic and the toll we could see it taking on our clients, a volunteer along with Ruth delivered an online Wellbeing course to some interested women which culminated in a picnic when restrictions allowed.

Failure into fun: After a client told her how tricky she was finding studying for her 'Life in the UK', our team put their heads together and came up with a class which we launched in October, with the help of volunteers. The material is putting us Brits through our paces as we revise our history but it's been lot of fun! So far students have been coming along weekly and we look forward to them taking their test when they feel ready.

Isolation into community: Our weekly Welcome to Ladywood Drop-in re-opened its doors in September much to the delight of Zoom-weary families. We so enjoyed being back together again, marvelling at how much the babies had grown and enjoying tea and home cooking again together.

Again our team of volunteers have made it happen, rising to the challenge of regular toy cleaning and getting alongside the lonely and vulnerable. As Omicron hit we modified our Christmas party plans to something safer, when the party organiser was in isolation it was our volunteers who came to the rescue ensuring Christmas was saved for our precious children.

KARIS BEFRIENDS

IN 2021...

801 HOURS

of befriending with **135** older adults



31 HOME VISITS

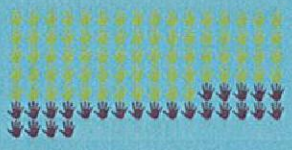
average per month

766

GIFT BAGS OR ACTIVITY PACKS



VOLUNTEER HOURS **744**



enabling our activities over the past 12 months

738 TELEPHONE CONTACTS
OVER 1000 LETTERS AND CARDS SENT



Karis BeFriends

Our Karis Befriends project is led by Project Co-ordinator Helen Bell, and Patti Tan works alongside her as a Project Assistant. Karis Befriends offers support to older people in Harborne, Edgbaston and Ladywood, who are isolated or lonely, including regular befriending visits and social get togethers.

This year has continued to have some of the ongoing challenges of coping with and living through Covid-19, needing to adapt and be flexible in the ways we support people, while focusing on befriending and encouraging older people to stay connected. In journeying alongside people we hope to bring some sense of belonging and community. We are so thankful this year for the many times we have seen provision and hope in situations, known generosity from others, seen creative ideas develop and for our amazing volunteers helping sustain the way we are able to support people through Karis Befriends.

Karis Befriends has supported 135 older people through 1659 contacts in 2021. Throughout this year we have continued to receive referrals from local GP's, health professionals, social workers, social prescribing link workers, community organisations, relatives, friends or older people themselves.

We started off the year by continuing to keep in touch with people whether through regular befriending telephone conversations, emails or even a WhatsApp video call! Regular conversation over the phone have been a real lifeline for some, where they are still struggling to get out or their circumstances have changed. Throughout the year we have been sending out lots to those we support: cards, letters, 5 different 'Time for Tea' newsletters, quizzes, information about local activities, as well as sending individual notes and birthday cards. We always have a continual flow of phone calls from older people thanking us for remembering their birthday!

Over the Summer months, we ran a 'postcards of kindness' project, where children, individuals or families from Churchcentral West and South wrote or made postcards, enabling us to send out 116 packages. We did a similar thing at Christmas and made 107 Christmas cards to send out to local older people.

Doorstep and home visits have continued to be a very important way to offer support, as well as accompanying someone out for a walks, coffee or an appointment if needed. We have enjoyed having a Winterbourne Garden pass, which has been an ideal place for a coffee and a wander throughout the year.



We started the year with group activities online over Zoom for those who were able to access them, completing a Wellbeing Course, 3 'Time for Tea' Sunday sessions, and weekly midweek 'Time for Tea' Zoom meeting through March to July. It has been really lovely to see people develop their confidence online and connect this way.

Then in the Autumn, we restarted some of our groups in person - two Art Groups, two Senior Life Groups and our first in person Sunday 'Time for Tea'. It was lovely to see people meeting face to face, including new people. We had hoped to have a Christmas party, but with the changing Covid situation we were unable to gather a larger group. Instead we went out doing some local coffee mornings in community rooms and delivered 90 Christmas gift bags.

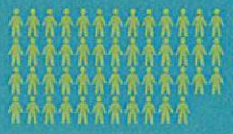
We are so grateful to all those we have connected with this year, how they have encouraged one another, our amazing volunteers and the support of other organisations and local Churches.

KBF ADVICE

IN 2021...

100 INDIVIDUALS

supported with advice by our adviser



IN INCOME £176,000



gained for the people we supported

58 HOURS OF HOME VISITS



continuing to offer face to face support to those who need it through doorstep visits

IN GRANT SUPPORT £5,229



for particular needs such as household goods

REFERRALS MADE FROM

Social Work teams, Community Network Support Officers, GPs, Social Prescribing Link Workers, and via the Wellbeing Team at St Germain's Church

KBF Advice

We are now at the end of our second year of our work, providing welfare benefits advice out in the community for older adults (50+), funded by the Prevention & Communities grant from Birmingham City Council. This work is aimed particularly at older adults living in Ladywood, Edgbaston and Harborne and looks to support those who may have mobility or other issues that make it difficult for them to access our existing advice support or other community based services.

After joining our team in January 2020, and working through a particularly difficult period with the COVID-19 pandemic, Daniel moved on in October and we welcomed Katharine Harris to the KBF Advice Worker post in November.

In 2021 we helped residents claim an additional £176,000 of income, with support from our advisor, this has included Universal Credit applications, pension credit and applying for Attendance Allowance.

Over 100 individuals were supported in the past 12 months, and alongside benefit applications our advisor has helped people with a whole range of issues including housing applications, blue badge applications, and occupational therapy assessments.

We have been able to work with people over a longer period, building strong relationships with clients and working through issues which have come to light as the casework has progressed. This pro-active approach, working with people referred to us by GPs, social workers, social prescribing link workers and more, has been a help for people who may have otherwise struggled to engage with support previously.

In light of COVID-19, we carried out a lot of doorstep visits and contact over the phone during periods of lockdown early in the year, but have been gradually returning to home visits where people are comfortable with this.

"[the service] made a tremendous difference, real, consistent support...not had support like this in a while"

As part of our COVID-19 response we also worked closely with St Germain's and their Wellbeing Service, with our advisor seeing people at their drop-in sessions fortnightly, allowing people who were accessing the Pay As You Feel café and their Emotional Wellbeing Service to receive advice quickly and easily. Because of the staff changes later in the year, we had to put this support on hold temporarily, however, our hope is to be able to return to attending these sessions again in 2022, allowing us to reach people in North Edgbaston.

"The help reassured me and took off a lot of pressure that I had before"

The feedback we have received highlights the impact of relieving the pressures that come with struggling financially, and providing a long term solution – by ensuring people are receiving income they are entitled to – is a huge relief for lots of those we help. In feedback 70% of respondents reported a significant improvement in how well they are coping financially after our support.

Since joining us in November, Katharine has been welcomed into the team and is getting to know more about our other projects and how they connect with KBF Advice – working particularly closely with Ladywood Community Advice and Karis BeFriends. She has started to advise clients and complete forms, with the need continuing to be particularly around disability benefits and how they affect entitlement to other benefits.

Sometimes we just need to be heard by someone who will listen

"This has really changed my life! I understand myself so much more and I am learning to accept myself"

"I know when I come here I will be truly heard. I don't get that very much in my life, so thank you."

"If it hadn't been for you, listening so patiently to my muddles and worries, I might not still be here"

"The Chaplain gave me permission to be sad, but also gave me reasons to hope"



LISTENING AND GUIDANCE

Listening and Guidance is delivered in partnership with the NHS, providing spiritual and holistic care through a confidential listening service. It is provided by Chaplains for Wellbeing. Our team consists of three part-time Chaplains – Helen, Elizabeth and Dilip.

2021 was another busy year for Listening and Guidance. Dilip joined us in July thanks to some funding provided by Living Well Consortium, and this enabled us to extend our reach and offer more sessions to patients from seven different GP surgeries.

The pandemic showed us that working on the telephone is not only possible, but often really valued by our service users, who have appreciated both the convenience of being able to have their sessions from home, and the relative anonymity it provides. So we have found people sharing at greater depth more quickly, accessing spiritual and pastoral care in a wide range of circumstances.

We are now able to work from Karis Medical Centre again, and some face to face appointments have been resumed. We've definitely become more flexible, whilst maintaining the highest standard of caring, compassionate listening.

In 2021 we worked with 283 different patients, offering 1174 sessions. People are referred for all sorts of reasons – bereavement, other losses, change, anxiety or depression, relationship challenges, overcoming trauma or abuse and many more. The quest to find hope, meaning and purpose and a sense of belonging are at the heart of spiritual care. As Chaplains, we listen for these needs and help our patients to develop their own resilience and to reflect on what really matters to them. Where appropriate, we pray with people and help them to think about the place of faith in their lives. Whether they identify as religious or not, we find so many of our patients are seeking spiritual comfort, and respond positively to the opportunity to think about how they can live with greater integrity and peace.

Listening and Guidance works closely with Karis Medical Practice, offering support to staff as well as patients. It's been a very stressful time in general practice and our presence has been a reassuring and caring one for everyone. We've become a model for spiritual and pastoral which other practices are interested in and we've had the joy of helping some surgeries to start providing their own service. How wonderful to imagine a time when all GP surgeries would have access to a Chaplain for Wellbeing!

Here's some feedback from doctors we work with:

"It's a humane, pragmatic and empowering service."

"L & G is a really important element in our whole-person approach to health care."

"I fully recommend L & G – every patient I refer is helped. A wonderful resource."

We remain committed to providing this holistic resource to GPs and their patients. The Chaplains for Wellbeing have benefited from a range of training opportunities, and all work to the code of conduct of the UK Board of Healthcare Chaplains. Helen and Elizabeth are accredited by the Association of Chaplains in General Practice, and Dilip is working towards this.

We look forward to another year of supporting people through some of the most difficult seasons of their lives, and to enabling all 7 of our partner practices to make the most use of the service.



Assets connected with NNS in 2021

Neighbourhood Network Scheme

Jeanette Derbyshire (Nettes) is our Neighbourhood Network Scheme (NNS) Support Worker for the Ladywood and North Edgbaston Wards. NNS has been a pilot scheme across the City and we have worked in partnership with Birmingham Settlement (lead), Nechells POD, and Soho First CDT to deliver the project in the Ladywood constituency, building closer links between the community and social work teams in the city.

The Neighbourhood Network Scheme was set up to support groups (community assets) working with the over 50's, providing access to funding, training and networking. The scheme then connects social workers and GP social prescribing link workers to enable them to guide citizens to groups that can best support them.

Here is a little taster of the work we have been doing during the changing times of 2021/2 as we have seen many local groups continue to rise to the challenge of supporting people through Covid and beyond.

It has been hard for many groups to come back in person, and we have been able to fund one elders' group to have access to tablets and training so that they can meet together virtually. Other groups that NNS funded have included an elders' "Move it or lose it" and a dominoes group, and IT class supporting those who have found it difficult to use the internet to be able to make the most of technology, and an elders' sailing programme.

One asset, Aspergers' Heroes, were able to link with an "Older Aspies" group to put on a whole online series on "Ageing Well on the Autism Spectrum" incorporating a number of hybrid sessions were some of the group gathered at the recently re-opened Roundhouse. One particularly well received workshop was by KNS's own Tasha Ramrous, who explained the wide range of benefits that may be available to older people on the autism spectrum.

The summer saw the completion of the Big Red Shed on Birmingham Settlement's field by Edgbaston Reservoir. As well as Settlement starting up a number of groups themselves a few of our assets have been able to work out of that space, most notably North Edgbaston Running and Wellbeing Group, who have a running and walking group meeting there each Sunday morning supported by Incredible Surplus.

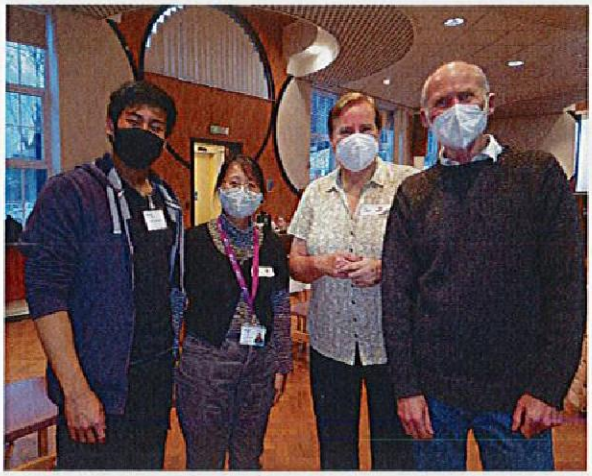
We have also worked closely with Eat Make Play providing the local community with a wide variety of activities from sewing and arts to exercise and singing.

Wider links

In addition, over the course of the year we have supported Birmingham Ceremonies Ltd to bring employment and volunteering opportunities around the Commonwealth games and have linked with Near Neighbours engaging assets on a Covid vaccination awareness programme, and a consultation with the new Midland Metropolitan Hospital.

During the course of the year we have identified 11 new assets locally and supported 10 groups to put in funding applications. Nettes has held 6 local asset networking meetings via Zoom, and has also attended 20 Social Work ward meetings, introducing 8 assets to the Social work team.









Practical Work

We have continued to see a big disruption to our practical work due to COVID-19, with periods of lockdown and concern for those who are more vulnerable meaning we haven't always been able to offer the same 'neighbourly' help that we would usually.

However, we have tried wherever possible to continue to provide this helping hand to those in our communities who need it, particularly those who don't have the support of friends or family nearby that we would so often look to for this kind of help.

A lot of this support is delivered through our befriending activities, in connection with people we know and are supporting in other ways.

There are three main ways we provide practical help:

- Firstly in helping people to access practical help from elsewhere. This is mainly referrals to the foodbank, or a fuel crisis fund run by the Ladywood Project, another local charity. However, we were also involved in a number of holiday hunger schemes this year, aimed at providing additional help during school holidays to families who would normally receive free school meals during term time.

  One scheme ran in the half term, organised by a church with connections to the one of the local schools, and similar schemes ran during the summer and Christmas breaks, co-ordinated by a number of local groups including the Ladywood Project. We provided some help with the latter, mainly by helping make deliveries where families were unable to collect themselves.

- Secondly, we help to meet similar practical needs through provision we can distribute ourselves. Over the period of Covid we have increasingly been working closely with hotels along the Hagley Road which are providing temporary accommodation for families on behalf of the City Council.

  We've responded to some of the needs that families have had, including providing starter packs of basic cooking equipment and organising school uniforms for children in the run up to the new school year. We've also helped families with other needs where we have been able to, including helping with a wi-fi hub for one family to help them with accessing school remotely during lockdown.

- Thirdly, we offer 'neighbourly' help to those we are supporting, providing that helping hand that others may look to their friends and family for. We have a small team of volunteers who can help with these kind of tasks. In the past 12 months we've helped assemble wardrobes for a family newly moved into a property, passed on donations of furniture, helped with collecting prescriptions, delivered food parcels, and passed on a donated washing machine and helped plumb it in.

In one instance we were contacted after a mum had found her bedroom door wouldn't open, most of her baby's things were inside and so it was quite urgent for her to get back in. Several of our volunteers were able to go at short notice and see if they could get the door open, we were and found the door handle had broken. We were able to take the mechanism out so the door wouldn't close itself again until mum could get a new handle. It's this kind of 'call in a crisis' help that is really valuable for families who otherwise don't have friends or family nearby.

In 2021 we supported over 80 individuals/families with some form of practical help in over 200 instances.

Company Registered number
06595341
Charity Registered Number
1133510

Karis Neighbour Scheme

Report and Accounts

For the year ended

31 December 2021

KARIS NEIGHBOUR SCHEME

Financial Report year ended 31 December 2021

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KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2021

The trustees present their directors' report and accounts for the 12-month period ended 31st December 2021.

Reference and Administrative Information

Charity Name: Karis Neighbour Scheme

Charity registration number: 1133510

Company registration number: 06595341

Date of Incorporation: 16th May 2008

Registered Office and operational address: c/o Church of the Redeemer
Monument Road
Birmingham
B16 8UU

Officers

Mrs Amanda Smith	Chair of Trustees
Mrs Rebecca Cuthbert	Vice-Chair of Trustees
Dr P H Ross Bryson	
Mr Steve Watts	
Mrs Kathryn Miles	
Mr Marc Kusicka	Treasurer
Dr Gillian Harley-Mason	

Independent Examiner

Gary Peter Brookes
FCA FCIE BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2021

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 16th May 2008 and registered as a charity on 12th January 2010. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The company took over the running of a previous charitable trust, registered no. 1077200, which had been in operation since 16th April 1999.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Management Committee give their time voluntarily and received no benefits from the charity. These appointments were made in line with Charity Commission guidelines and the rules governing the Charity in our constitution. If any expenses have been paid to Trustees, these are outlined in Note 6 of the accounts.

Arrangements for setting the pay and remuneration of the charity's management personnel are based on Third Sector Benchmarking criteria. Staff employed in our Listening and Guidance NHS service have also been benchmarked against the same criteria.

Our Aims and objectives

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's memorandum of association is:

> To assist people who are in need of practical or emotional wellbeing by reason of their youth, age, infirmity or disablement, poverty or social or economic circumstances

The aims of our charity are to provide support to people in our community who are in need, to bring people in our community together, enabling people in our community to be good neighbours and ensure no one is neglected or forgotten about. Our aims fully reflect the purpose that the charity was set up to further.

Ensuring our work delivers our aims

The trustees regularly review the work of the charity, by comparing our progress to the annual plan and receiving half yearly reports on the projects, which include the impact and benefits of the work undertaken for the people we are seeking to help. These reviews provide

opportunity for trustees to ensure that the focus of our work is consistent with the stated purposes of the charity, and with regard to the Charity Commission's general guidance on public benefit. The reviews also allow us to ensure we are providing benefit to the communities we seek to help.

The focus of our work

Our main objectives for the year were to:

Provide support to people in our community who are in need by offering a broad range of help including practical support, advocacy and befriending

Bring people in our community together by reaching out, offering friendship, and providing opportunity to spend time getting to know each other

Enabling people in our community to be good neighbours by providing opportunities to volunteer and give their time, skills and resources to help meet the needs of others

Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need and responding where needs are going unmet

How our activities deliver public benefit

Our main activities and who we try to help are described below. Our charitable activities focus on the reduction of social isolation, relief of poverty in meeting basic needs and support to help overcome hardship and are all undertaken to further our charitable purposes for general public benefit in our local area.

Achievements and Performance this year

Ongoing impact of the Covid-19 pandemic

The Covid-19 pandemic led to a change in the nature of some of the services we provide. Reopening some community drop-in services has taken time due to a concern for protecting clients and our team. Karis BeFriends has continued 1-1 support by volunteers to isolated older people with telephone and in person contact, while our Children and Families project adapted to meet families and individuals outside and the Baby Bank continued to operate within the government guidelines to support clients.

Although the delivery models of the services had to change in response to the Covid-19 pandemic. Karis BeFriends has been able to maintain contact with older people through telephone and zoom, Ladywood Community Advice and Karis BeFriends Advice also moved to telephone and Zoom services, with appointment sessions arranged rather than drop-in services. Karis BeFriends maintained contact adapting to small groups and the drop-in sessions of our Children and Families work restarted after careful thought as so many had missed contact with these groups and the need to combat the isolation felt by so many was a priority.

Who used and benefitted from our services?

Our objects limit the services we provide to Birmingham and the surrounding areas, current funding means our activities are focused on the Ladywood, Edgbaston and Harborne wards of

Birmingham and some parts of Smethwick. The Listening and Guidance Service, funded by Birmingham and Solihull Central Clinical Commissioning Group (B&S CCG), is commissioned to serve the patients from the Edgbaston & Harborne Networks of 7 Primary Care practices.

In the past year we worked directly with 1,063 adults and 118 children. Because a lot of our work involves on-going befriending, we have had regular contact with a proportion of these beneficiaries, more than half of beneficiaries being seen more than once and on average each beneficiary being seen six times a year.

Nearly all our activities are provided free of charge, the only exception being some trips during school holidays where we ask for a small subsidy primarily, to encourage people to secure their places.

Those we support represent a broad cross-section of the community, and reflect the diverse neighbourhoods we are working in. Only a little over a third of our contacts are with people who identify as White British, the other prominent ethnic groups we work with include African – Black or Black British (15.7% of contacts), Caribbean – Black or Black British (9.9% of contacts) and Any Other White Background (9.3% of contacts), with many other ethnic groups being represented in the remaining third of our contacts.

As one of our projects focuses on befriending older adults, where the needs around social isolation are particularly acute, over 65s are one of the biggest age groups we work with, representing 32% of our contacts, with a fairly even spread between the remaining age groups, demonstrating that we are succeeding in reaching all parts of the community.

A proportion of our referrals come from GPs and other health professionals, who are well placed to reach those who are socially isolated and refer on to our scheme for social needs they have identified that are impacting on someone's wellbeing.

Much of our support benefits the wider families and households of those we are supporting, whether this is because of an increase in household income, an improved home environment or improvements in relationships due to decreased stress or improved mood.

The main areas of charitable activity are a befriending scheme for over 60s, advocacy & advice through a partnership project known as Ladywood Community Advice, neighbourly practical help, support for refugee and asylum seeker families, and a GP surgery-based chaplaincy service, our Listening and Guidance Service. These activities and the achievements that flow from our work are described below.

Our 'Karis BeFriends' project, matching volunteer befrienders to visit isolated older people living in their own homes, has directly supported 136 people this year. Alongside this befriending support, 125 over 60s have received support such as advocacy and advice or practical help. In the year, we have continued to supplement the project by employing a 'Karis BeFriends Advice' worker, specifically providing advocacy and advice to isolated older people living in their own homes.

Our work with children & families, largely focusing on asylum seekers and refugees, has supported 390 families this year, 25 adults have attended our English for Speakers of Other Language classes where they have been supported to learn basic conversational English, and 50 adults attended the 'Welcome' group, offering chance for social interaction with other young families in similar circumstances. Our Children & Families Worker, Family Outreach Worker and volunteers visited 74 families at home to offer further befriending, practical help and advocacy. 56 families received further befriending including taking people out to help them find places in their local area or introduce them to others, accompanying them when they have appointments or providing neighbourly help or advice. The Baby Bank has supported 274 families with practical items, such as cots, buggies and baby clothes. This

enables families, many of whom are living on the poverty line, to access essential equipment they need to properly care for their babies and to free up their limited resources for their other day to day needs.

Our advocacy and advice project, Ladywood Community Advice, saw 261 adults throughout the course of the year and dealt with over a thousand distinct issues ranging from benefits advice and debt matters to repairs and school applications. We currently employ a Welfare Rights Advisor and an Assistant to support the advocacy & advice work we have previously provided through volunteers. This has allowed more in-depth advice work and scheduled appointments throughout the week to deal with more complex cases.

We have provided practical help to over 80 families and individuals, ranging from small household tasks such as DIY or moving furniture to distributions of emergency food parcels or referrals to the local Birmingham Central Foodbank.

In the year our Neighbourhood Network Scheme project support worker continued to facilitate the engagement with and investment in community assets in our core localities.

Karis Neighbour Scheme relies heavily on its volunteers in order to achieve these impacts and public benefits. This last year has seen over 98 volunteers involved with delivering our projects, providing more than 2,000 volunteer hours. Many of our volunteers have worked with Karis Neighbour Scheme for more than 5 years, citing the sense of personal satisfaction and sense of doing something worthwhile as reasons for volunteering. The impact and benefits gained from volunteering are a further public benefit. Our volunteering opportunities are open to all and attract a mixed age range, in the most part from the local area but also from other areas across Birmingham.

The Listening & Guidance service, a part NHS funded project has provided chaplaincy to GP surgeries for 283 patients, supporting people to express issues such as stress, bereavement, depression and dealing with loss. Our Chaplains for Wellbeing provide a safe space for patients to be listened to in a constructive way. Patient's report outcomes that focus on giving them hope for the future and increased emotional resilience and understanding. Wellbeing measures, using the Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS), show that, for those patients engaging with the service for a series of sessions allowing at least 2 measures to be taken, Listening and Guidance can increase patient's wellbeing by an average of 9.35 points.

Financial review

2021 has seen a surplus of just over £23,000. There has been a small decrease in unrestricted funds in the year but an overall increase in restricted funds by around £30,000. With total funds by the end of the year amounting to just under £200,000.

Reserves Policy

The Board have examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be at least three months of core expenditure.

Based on the forecast, core expenditure for 2022 of c. £280,000, there should be a minimum level of reserves of £70,000. Unrestricted funds stand at ££140,771 at the end of the year and the Board feel this represents an acceptable level of cash backed reserves.

Details of any funds materially in deficit
In 2021 there have been no funds materially in deficit.

Principal Funding Sources
Birmingham City Council was the main funder in the past year, with funding received via the Body, Mind & Spirit Partnership – relating to our work with older people - directly via the Prevention & Communities grants scheme, and in connection to the delivery of the Neighbourhood Network Scheme.

Birmingham and Solihull CCG continued to be a major funder this past year through their commissioning of the Listening & Guidance service.

For the majority of projects, we still primarily rely on grants and donations from grant making trusts and individuals. Our largest grant funder this year has been Henry Smith Trust with their ongoing support for Ladywood Community Advice

How expenditure has supported the key objectives of the charity.
The largest area of expenditure continues to be the salaries of staff who manage, support and deliver projects aligned to the key objectives of the charity. The other major area of expenditure is around resources and activities, which are integral to the delivery of the charity's projects. Salaries, Pension contributions and Social Security costs amounted to £200,906 in 2021.

Investment Policy
Aside from retaining a required amount of reserves each year, most of the charity's funds are to be spent in the short term so there are limited amounts available for investment. A proportion of reserve funds are kept in an accessible savings account, which currently has a very small return in terms of interest. As our levels of reserves remain close to the minimum required, it is not seen as sensible to tie up funds in investments which may yield higher returns but would be inaccessible for project needs. This will be reviewed if we are able to significantly increase the level of reserves held.

Plans for Future Periods
The charity will continue with the activities outlined above in the forthcoming years subject to satisfactory funding arrangements.

Due to NHS funding pressures and changes to CCG structures, the Board are continuing to consider future options for the Listening and Guidance service as contract funding has been secured to March 2023. Additional avenues for fundraising are being explored and staff contracts reflect the short-term funding position of the service.

We are also aware that Birmingham City Council grant funding may be coming to an end and the Board are working towards strengthening our tendering position. This general move away from public sector grant funding and towards contract/payment by results is being taken seriously by the Board

We achieved the Foundation Level Improving Quality (IQ) Quality Mark, which is focused on small not for profit organisations, enabling us to evidence our quality and credibility as an organisation within the Charity Sector.

Risk Management
The Board maintain a range of policies to ensure internal risks are well managed. This includes financial controls and authorisations, robust safeguarding policies and incident reporting which is reviewed at the regular meetings of the Board. Procedures are also in place to ensure compliance with health and safety of staff, volunteers, clients and any other visitors to the scheme. Policies are reviewed at regular intervals and agreed by the Board to ensure they still comply with best practice.

A full risk register is reviewed at each Board meeting. Meetings are currently held every quarter. The risk register includes governance risks, external risks, financial risks, regulatory and compliance risks and operational risks. This ensures that steps can be taken to mitigate against these risks in a timely manner, including making any necessary operational changes.

Organisational Structure
Karis Neighbour Scheme has a Board of between 5 and 15 members who meet at least quarterly and are responsible for the strategic direction and policy of the charity. At present the Committee has seven members from a variety of backgrounds relevant to the work of the charity.

The Listening and Guidance Service is managed by a 'Management Team' who report to the Karis Neighbour Scheme Board.

Day to day responsibility for the provision of the services rest with the Chief Executive along with the individual project leads. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that the Annual Plan is delivered. The CEO currently line manages the various project leads who have responsibility for the day-to-day operational management of their respective projects.

Trustee's responsibilities statement – charitable company
The trustees (who are also directors of Karis Neighbour Scheme for the purposes of company law are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are

also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the board of trustees on 26 April 2022 and signed on its behalf by:

Director and Trustee.....A H J Smith.....

Name .....A. H. J. SMITH.....

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbour Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2021 which are set out on the following pages

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

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

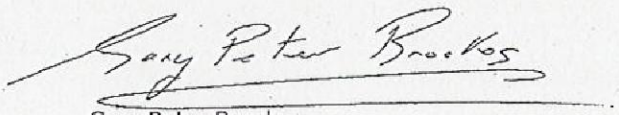
(1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act or

(2) the accounts do not accord with those records

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.



Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA FCIE BSc
Address	130 Wombourne Park
	Wolverhampton
	South Staffs
	WV5 0LY

Date : 26 April 2022

KARIS NEIGHBOUR SCHEME
Statement of Financial Activities (to include Summary Income and Expenditure Account)
year ended 31 December 2021

	Notes	Unrestricted funds	Restricted funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
Income					
Voluntary Income	2(a)	12,681	211,160	223,841	280,948
Charitable Activities	2(b)	-	46,235	46,235	32,398
Fundraising		1,206	-	1,206	2,808
Total Income		13,887	257,395	271,282	316,154
Expenditure on					
Charitable activities	3	26,647	221,607	248,254	264,407
Total Expenditure		26,647	221,607	248,254	264,407
Net Income		(12,760)	35,788	23,028	51,747
Transfers between funds		5,273	(5,273)	-	-
Net movement in funds		(7,487)	30,515	23,028	51,747
Reconciliation of funds					
Total funds brought forward		**148,258**	**27,196**	**175,454**	**123,707**
Total funds carried forward		**140,771**	**57,711**	**198,482**	**175,454**
					**

There were no recognised gains or losses for 2021 or 2020 other than those included in the Statement of Financial Activities

** See note 12 for full comparatives for 2020

KARIS NEIGHBOUR SCHEME
Balance Sheet
As at 31 December 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible Assets for use by the charity	7		2		2
Current Assets					
Debtors	8	7,947		7,955	
Bank & Cash in hand		219,458		187,447	
		227,405		195,402	
Creditors : Amounts falling due within one year	9	28,925		19,950	
Net Current Assets			198,480		175,452
Total Assets less Current Liabilities			198,482		175,454
Capital Funds					
Restricted Funds	10		57,711		27,196
Unrestricted Funds					
General			140,771		148,258
Total Charity Funds			198,482		175,454

For the year ended 31 December 2021 the company was entitled to exemption from audit under section 477 (1) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476

The Directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s386 and s387 of the Companies Act 2006 and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 December 2021 and of its profit for the year then ended in accordance with the requirements of s396 and which comply with the requirements of the Act relating to the accounts so far as applicable to the company.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Signed and approved on the behalf of the Board on 26 April 2022 ....A.H.J.Smith.....

Trustee name....AMANDA H.J. SMITH....

Company number 6595341

The notes on the following pages form part of these financial statements

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2021

1. Accounting Policies

(a) Basis of Accounts Preparation

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) published on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) the Charities Act 2011 the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015. The financial statements have been prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity

(b) Recognition of incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Any further detail is given in the Trustees' Annual Report

Where practicable, gifts in kind donated for distribution to the beneficiaries of the charity are included in stock and donations in the financial statements upon receipt. If it is impracticable to assess the fair value at receipt or if the costs to undertake such a valuation outweigh any benefits, then the fair value is recognised as a component of donations when it is distributed and an equivalent amount recognised as charitable expenditure

Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2021

c) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Governance costs

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

(d) Funds

Restricted Funds	Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such fund are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.
Unrestricted Funds	Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
Designated funds	Designated funds comprise of unrestricted funds that have been set aside by the trustees for particular purposes . The aim and use of each designated fund is set out in the notes to the financial statements.

(e) Tax

Tax reclaims on donations and gifts	Gift Aid and other tax reclaims are included in the SoFA at the same time as the donations to which they relate.

(f) Debtors and creditors	Debtors and Creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(g) Assets

Tangible fixed assets for use

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Costs includes costs directly attritable to making the assets capable or operating as intended. These are capitalised if they can be used for more than one year, and cost at least £1000. They are valued at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset on a systematic basis over its expected useful life as follows:

Office equipment	25% on a straight line basis

(h) Going Concern

The directors consider that the charity remains viable for the year ahead.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2021

2(a). Income from grants, donations and legacies

	2021			2020
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
Birmingham City Council	-	34,000	34,000	55,725
Thrive Together Birmingham	-	29,200	29,200	25,000
Birmingham Settlement	-	18,373	18,373	17,919
Trusthouse Charitable Trust	-	16,000	16,000	17,500
Postcode Lottery Trust	-		-	16,000
The Eveson Charitable Trust	-	8,000	8,000	8,000
Birmingham Voluntary Service Council	-	-	-	7,100
Heart of England	-	5,000	5,000	7,000
Hinchley Charitable Trust		10,000	10,000	5,000
Grantham Yorke	-	6,000	6,000	5,000
Cambridgeshire Community Foundation	-	-	-	5,000
Hopkins Sayer Charitable Trust	-	1,000	1,000	5,000
Martin Lewis Coronavirus Emergency Fund	-	-	-	5,000
Waitrose	-	-	-	2,908
G J W Turner Trust	-	-	-	2,000
Baron Davenports Charity	-	-	-	1,650
George Henry Collins	-	-	-	1,000
Richard Kilcuppes Trust	-	1,000	1,000	1,000
H Payne		2,000	2,000	
South Birmingham Friends	-	1,000	1,000	1,000
The Grinmmit Trust	-	2,000	2,000	1,000
Edward Cadbury Trust	-	-	-	1,000
Arnold Clark	-	-	-	-
Medical Centre	-	2,625	2,625	-
CB and HH Taylor 1984 Trust	-	-	-	-
Henry Smith	-	30,000	30,000	-
The Roger & Douglas Turner Trust	-	4,000	4,000	1,500
Legacy	-	-	-	33,166
Gift Aid tax	2,116	-	2,116	1,880
Small grants and Donations	10,565	40,962	51,527	53,600
	12,681	211,160	223,841	280,948

2(b).Income for service provision	-	46,235	46,235	32,398
	-	46,235	46,235	32,398

Notes to the Accounts (cont.)
Year ended 31 December 2021

3. Charitable Activities

Analysis of Expenditure

	2021	2020
	£	£
Salaries	200,906	204,686
Resources and activities	18,677	24,333
Rent & Room Hire	5,400	5,994
Telephone & Postage	1,766	5,971
Office Expenses	3,576	4,333
Consultancy Fees	1,647	3,514
Light Heat & water	2,580	2,580
Insurance	2,672	2,365
Vehicle Expenses	1,946	2,118
Training & Supervision	3,710	2,115
Governance costs	1,800	1,750
Travel	831	1,274
Computer costs and software	776	931
Maintenance and small equipment	-	778
Cleaning	720	720
Payroll Costs	541	703
Volunteers	78	236
Recruitment	628	6
	248,254	264,407

4. Governance Costs

	2021	2020
	£	£
Accounts preparation and independent examination	1,800	1,750
	1,800	1,750

5. Employees

Wages & Salaries	179,329	181,301
Social Security Costs	9,724	11,180
Pension Costs	11,853	12,205
	200,906	204,686

The average monthly number of staff employed by the charity during the year was as follows:

Charitable activities	13	13
	13	13

There were no employees whose annual emoluments were £60,000 or more

6.Trustees' and key management personnel remuneration expenses

Mrs H Watts - Chaplain for Wellbeing	Gross	16,639	16,220
	Ers Pension	832	811
		17,471	17,031
AHJ Smith Trustee expenses		70	

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2021

7. Tangible Fixed Assets for use by the Charity

	Equipment	
	£	£
Cost		
At 1 January 2021	30,262	30,262
At 31 December 2021	30,262	30,262
Depreciation		
At 1 January 2021	30,260	30,260
Charge for Year	-	-
At 31 December 2021	30,260	30,260
Net Book Values		
At 31 December 2020	2	2

8. Debtors

	2021	2020
	£	£
Gift Aid tax	3,500	3,500
Income Due	4,447	4,455
	7,947	7,955
Income Due		
Birmingham Settlement	4,447	4,455
	4,447	4,455

9. Creditors : Amounts falling due in less than one year

	2021	2020
	£	£
Accruals	1,800	1,750
Deferred Income	27,125	18,200
	28,925	19,950

Deferred Income

Trusthouse Charitable Trust	15,000	12,000
Thrive Together Birmingham	-	4,200
The Harry Payne Trust	-	2,000
Arnold Clark	1,000	-
Living Well	7,500	-
Medical Centre	2,625	-
CB and HH Taylor	1,000	-
	27,125	18,200

10. Fund Reconciliation

	Fund Balances 1 January 2021	Incoming resources	Outgoing resources	Transfers	Fund Balances 31 December 2021
	£	£	£	£	£
KBF Advice	15,944	28,076	38,000	9,451	15,471
NNS	-	17,812	13,195	(4,617)	-
Advocacy	-	30,000	23,109	(2,770)	4,121
Listening and Guidance	3,349	62,445	51,426	271	14,639
Karis Befriends	2,460	50,037	42,319	(286)	9,892
Children and Families	-	57,937	47,759	(1,590)	8,588
Practical Work	5,288	188	5,476	5,000	5,000
Core CEO	-	10,900	168	(10,732)	-
Board Game Café	155	-	155	-	-
FOC and Fund Restricted	-	-	-		-
Total restricted	27,196	257,395	221,607	(5,273)	57,711
Unrestricted reserves					
General funds	148,258	13,887	26,647	5,273	140,771
	148,258	13,887	26,647	5,273	140,771
Total Funds	175,454	271,282	248,254	-	198,482

11.Taxation

As a charity,Karis Neighbour Scheme is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

12. Commitment under operating leases

Karis Neighbour Scheme had annual commitments under non cancellable leases:

	2021 Equipment £	2020 Equipment £
Operating lease payments are as follows:		
Within one year	17,687	14,160
In one to two years	7,068	4,320
In two to five years	6,035	6,480
	30,790	24,960

The services contract payments are for a property rental, photocopier, phone system and business level broadband supply and fire fighting equipment service

13. Net Assets Between Funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible Fixed assets	2	-	2
Current assets	169,694	57,711	227,405
Creditors amounts falling due within one year	(28,925)	-	(28,925)
	140,771	57,711	198,482

14. SOFA Previous years Comparatives

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total Funds 2020 £
Income				
Voluntary Income	2(a)	77,061	203,887	280,948
Investment income				-
Charitable Activities	2(b)	-	32,398	32,398
Fundraising		2,808	-	2,808
Other Income				-
Total Income		79,869	236,285	316,154
Expenditure on				
Charitable activities	3	(476)	264,883	264,407
Total Expenditure		(476)	264,883	264,407
Net Income		80,345	(28,598)	51,747
Transfers between funds		(7,220)	7,220	
Net movement in funds		73,125	(21,378)	51,747
Total funds brought forward		**75,133**	**48,574**	**123,707**
Total funds carried forward		**148,258**	**27,196**	**175,454**

Acknowledgements

First and foremost, a huge thank you to all our volunteers and supporters.
We couldn't do it without you!

Thanks also to,

• Age UK Birmingham • ASIRT • Birmingham Carer's Hub • Birmingham Central Baptist Church • Birmingham Central Foodbank • Birmingham City Church • Birmingham City Council • Birmingham Mother's Union • Birmingham Settlement • Blue Coat School • Body Mind & Spirit Partnership • Christ Church Summerfield • Church Alive • Churchcentral • Circul8 Credit Union • Cobden Hotel • Community Network Support Officers • Companions for Hope • Eat Make Play • Edgbaston Palace Hotel • Gateway Family Services • Glasspool Charity Trust • Harborne Medical Practice • Hope Projects • Incredible Surplus • Karis Medical Centre • Ladywood & North Edgbaston Social Work Team • Ladywood Children's Centre • Ladywood District Office • Ladywood Health & Community Centre • Ladywood Helpers • Ladywood Methodist Church • Ladywood Community Project • Ladywood Leisure Centre • Living Well Group • Londonderry Baptist Church • Lordswood House Medical Practice • Mental Health Providers Forum Network • Narthex • Nechells POD • NCVO • Newman Trust Homes • Oasis Church • Onneley Centre AgeUK • Oratory RC Primary School • Outreach Shop • Queen Alexandra College • RE:Future Collective • The Real Junk Food Project • Ring & Ride West Midlands • The Roundhouse • Severn Trent Trust Fund • Shencare Community Transport • Shiloh Computers • Soho First • St Augustine's Church Edgbaston • St George's Church Edgbaston • St George's C of E Primary School • St Germain's Church Edgbaston • St John's Church Harborne • St John's & St Peter's Church Ladywood • St John's C of E Academy • Suited for Success • Thrive Together Birmingham • Waitrose Harborne.

Funders

• Birmingham Settlement • Birmingham & Solihull CCG • Birmingham City Council • Body Mind and Spirit Partnership • CB and HH Taylor 1984 Trust • Church Alive • Churchcentral west • Churchcentral south • Friends of Karis • Gateway Family Services • Heart of England • Hinchley Charitable Trust • Joseph Hopkins Charity • Karis Medical Centre • Ladywood Methodist Church • Living Well UK • Prevention and Communities • Richard Kilcuppe's Charity • South Birmingham Friends • St Augustine's Church Edgbaston • St George's Church Edgbaston • The Arnold Clark Community Fund • The Eveson Charitable Trust • The Grantham Yorke Trust • The Grimmitt Trust • The Henry Smith Charity • The Harry Payne Fund • The Roger & Douglas Turner Charitable Trust • Thrive together Birmingham • Trusthouse Charitable Foundation • Waitrose.

We are very grateful for all the financial support we have received.

KARIS NEIGHBOUR SCHEME
C/O CHURCH OF THE REDEEMER
MONUMENT ROAD
EDGBASTON
BIRMINGHAM
B16 8UU

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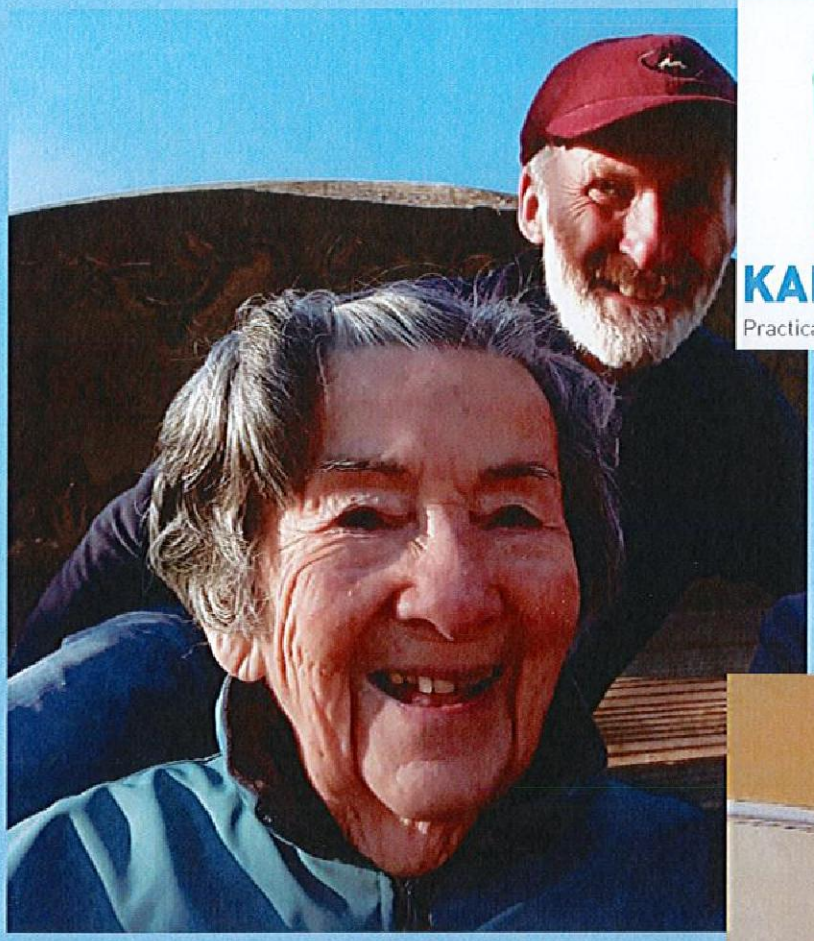
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www.karisneighbourscheme.org

KARIS NEIGHBOUR SCHEME

England & Wales - Charity number 1133510

Accounts



KARIS NEIGHBOUR SCHEME

Practical help | Advocacy & advice | Befriending | Emotional support

Annual Report 2020





Offering practical support, friendship and advocacy in the local community through volunteers

Registered Charity: 1133510

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Report and Introduction from the Trustees

Looking back over this past year, I introduce our Annual Report with an overwhelming sense of gratitude. This year has stretched and challenged us as an organisation and as individuals. Karis Neighbour Scheme (KNS) has had to develop, adapt and change ways of working in order to look after those needing help from our project teams and volunteers.

Through all this, there is still a sense of flourishing, just as the heat of a crucible refines to produce the very best quality, the stories in this report will show how KNS continued being a good neighbour, bringing hope and focusing on the wellbeing of clients in the tough times of Covid-19

In 2020 Karis Neighbour Scheme turned 21 years old, this used to be 'a coming of age' celebration. However, this year as a 21-year-old, KNS has proved above all that we are resilient, with a trusted place in the communities we work within and when the going gets tough, KNS will still focus on caring for the whole person.

As trustees we witnessed the impact being made, even in the difficult circumstances of Covid-19. Due to the longstanding presence of KNS in the community, we had the contacts, partnerships and the commitment of wonderful volunteers who made such a difference when people were experiencing so much isolation.

We are so grateful to our staff team, our volunteers who gave their time, and our supporters who continued to give financially; all this proved such an encouragement throughout the year. Our CEO Maddy Bunker has recently taken early retirement and our thanks go to Maddy for her leadership of the KNS team through this time. The trustees were delighted to be able to appoint an internal candidate as Maddy's replacement and Harry Naylor's experience with KNS after 15 years, has made him an ideal appointment for the next chapter of KNS.

I trust you will enjoy the stories enclosed from a year when all of us were challenged. Many found in KNS, a source of hope 'like an anchor for the soul, firm and secure' that we could share with others when the storms of life seemed all too strong.

Amanda Smith
Chair of Trustees

Report From CEO

As will be evident from the following reports, and as you may expect, 2020 was a very different year for Karis Neighbour Scheme. The impact of COVID-19 on a charity with a big focus on reducing isolation; spending time with people face to face, both at home and in groups; was significant.

Thankfully, our team responded with an incredible willingness to adapt; to respond to the needs of people in our communities; and to do what we were able in the face of the challenges of COVID-19.

I want to thank Maddy Bunker, my predecessor, for her leadership throughout 2020, she has since moved on from the organisation but she did a brilliant job of steering our team through the initial stages of the COVID-19 outbreak and everything that has followed on. Far from letting these challenges overwhelm our work she was able to invest in development, laying the foundations for a number of exciting opportunities which are coming to fruition in 2021 and you will hear more about in our next report.

I also want to commend each and every one of our staff and the many volunteers who have worked under difficult circumstances over the past 12 months, continuing to focus on making a difference for the people we support in the midst of the challenges of home working, zoom fatigue and the pressures of lockdowns.

This included a big shift towards meeting practical needs during the first lockdown, from weekly food deliveries for many of the older adults we know through our Karis BeFriends work, to a big increase in demand on our Baby Bank provision for families in crisis. Meanwhile other areas of our work, including the welfare rights advice provided by our Ladywood Community Advice service, and the Karis BeFriends Advice project – which only started in January this year – moved to telephone appointments and working remotely. This was also true of the Listening & Guidance service and our Chaplains for Wellbeing. Both still much needed areas of work.

Much of this work has been alongside other partners in the community, local charities, churches and businesses, GP practices, and the local authority, who have helped shape amazing responses to the needs arising from COVID-19. My thanks to all those we worked alongside this year. We are privileged to be part of these networks of support, something which we have long valued as an organisation, but which have particularly shown their worth in the past 12 months.

Another testament to the work of our team in 2020 is seeing that the reach and the impact of our work as a charity this year has remained similar to the previous year, despite the challenges of COVID-19. Indeed, feedback has indicated that the support we provided was a lifeline where so much of the usual fabric of life was put on hold. I commend to you the stories dotted throughout this report which show the many ways we have continued to bring wholeness to people's lives.

As we look ahead to 2021, we are aware that the challenges of the pandemic are not likely to recede quickly, and that there may be a changing landscape of needs in the longer term for our communities as a result. However, we will continue, as we have done over the last 21 years, to work to help our neighbours and our neighbourhoods thrive.

Harry Naylor
CEO



Fundraising

We have had a successful year of fundraising. We saw an increase in our expenditure, primarily due to the addition of our Karis BeFriends Advice work, a new area of work that began in January 2020, although we also saw a big increase in spending in connection with some COVID-19 specific needs over the year.

Our thanks to all the funders and donors who have supported our work, a full list of acknowledgements is at the back of this annual report. We were particularly grateful for the way in which emergency grant funding was made available through a number of routes which helped support our responses to the pandemic and enabled us to act quickly when needs became apparent.

Grant funding remains the biggest proportion of our funding, we received some payments this year which were due from the previous year, and additional grant funding for the KBF Advice project, but this has seen a significant rise in grant income for the year to £194,744.

A further £23,051 was received in relation to service provision, this is a drop on the previous year, though this reflects an arrangement with a local housing association which came to an end this year, although we saw an increase in other areas. There was an additional £19,369 received from Birmingham & Solihull Clinical Commissioning Group in connection with our Listening & Guidance Service.

Individual giving and donations saw a small drop to £66,762, with gift aid rising slightly reflecting the increase from the previous year to £1,880. Due to a rise in income from other sources this year, giving has dropped to about 20% of our income for the year from nearly a quarter in 2019.

Notably we also received a gift from a legacy of £33,166, as this wasn't planned for and came in later in the year, this is a main factor in the surplus carried forward into 2021.

There was an increase in giving via our virginmoneygiving online platform in the past 12 months, with the rise largely due to increased giving to our Baby Bank project by supporters who find us through our Facebook page. This helped raise £1,759 towards buying essential items for our Baby Bank parcels, and a further £1,017 towards our general work.

One area of fundraising affected by the pandemic was the fundraising efforts that we organise from time to time within the community, such as bric-a-brac sales that have been organised by some of the older people we support, or the 'Game On...' board game events hosted in our space at The Square. This has not seen a significant impact on our overall income, but we hope to return to these kind of activities, which also benefit the participants, when we are able.



Our thanks to all those who have generously supported us over the past 12 months, and enabled us to respond to the difficult circumstances our communities have faced throughout the pandemic, especially those who give regularly, and the churches and other local groups who have supported us financially as well as partnering with us in other ways.

Introducing Karis Neighbour Scheme

Who Are We?

Karis Neighbour Scheme is a community project working in Birmingham. We work in our communities, offering friendship and support to those who are isolated or marginalised and who are often facing disadvantage or hardship.

We currently work across the Ladywood, Edgbaston and Harborne areas of Birmingham. The communities in these areas are very diverse, with different strengths and challenges. We have been working in these areas for over 20 years and despite seeing a lot of changes throughout that time we continue to faithfully serve our neighbours

We value working in relationship with people and look to express care and compassion in the midst of the difficult circumstances people find themselves in. At the same time we offer a helping hand in practical ways. As a result we will tend to 'journey' with people, through changing circumstances.

We are a relatively small organisation and although we may not be best equipped to deal with every problem, we work closely with other groups, charities and services. This means we can 'fill the gaps' where services do not exist in the area and ensure that people can get the help they need . Over the years this has led to the development of a number of projects offering a broad range of support within the community.

What Do We Do?

- We offer support to lonely and isolated older people through our befriending project, Karis Be Friends. This includes visiting people in their homes and a weekly group as well as other social events and an art group.
- We support local families, through a *Welcome to Ladywood* Drop-In group and our English for Speakers of Other Languages classes. Our Children & Families Worker and volunteers will visit families in their homes to offer befriending and support. We run Karis Babybank, providing donated baby clothes/equipment to local families in need.
- We provide an advocacy & advice service. This provides expert advice on welfare benefits from our advisors, as well as help to fill in forms, make phone calls and signpost to other support. Through our KBF Advice we can offer this support to older people in their homes. We partner with another local charity to run a Ladywood Job Club
- We offer support with practical tasks such as gardening, decorating and DIY, usually for people we already know through our befriending work.
- We provide a Listening & Guidance service, based in General Practice, offering confidential pastoral care from Chaplains for Wellbeing. This service is available to patients of 7 GP practices in the area.
- This year we began work on the Neighbourhood Network Scheme, a city-wide initiative looking to build closer links between social work and community groups and activities. We are working on this as part of a constituency wide partnership led by Birmingham Settlement.

Our Team...

Trustees

We currently have a board of 7 trustees, the average length of membership of the board is 9 years.

Amanda Smith, previously a non-executive director of a family owned business, joined the board in 2017 and took on the role of chair in 2019.

Ross Bryson has been a GP for over 20 years at the local Karis Medical Centre and is a founding trustee.

Rebecca Cuthbert has been involved in a number of charities with experience in family support, community development, project management and cross-sector partnerships

Gillian Harley-Mason is also a local GP with responsibility for safeguarding at the practice.

Marc Kusicka is a Chartered Accountant based in Birmingham, previously having worked at Deloitte LLP.

Kathryn Miles has a background in Public Health at the University of Birmingham.

Steve Watts is a leader of a local church and has been involved in serving the area for over 20 years.

Staff

We currently have a team of 12 staff who co-ordinate Karis Neighbour Scheme's activities.

Core Team –	**Harry Naylor**, CEO, **Michaela Brookes**, Administrator
Children & Families -	**Ruth Fuller**, Children & Families' Worker, **Liz Brown**, Family Outreach Worker
Karis BeFriends -	**Helen Bell**, Project Co-ordinator, **Patti Tan**, Project Assistant
Ladywood Community Advice -	**Bram Scott** & **Tasha Ramrous**, Welfare Rights Advisors
Listening & Guidance -	**Helen Watts**, Senior Chaplain, **Elizabeth Baker & Dilip Patel**, Chaplains for Wellbeing
Neighbourhood Network Scheme –	**Nettes Derbyshire**, NNS Support Worker
KBF Advice –	**Daniel Bains**, Advice Worker



Volunteers

We rely on a team of around 80 volunteers to enable our work to happen. People give their time in various ways and may be involved once or twice a year or several times a week! We're so grateful for the enthusiasm, effort and commitment of all our volunteers. Our volunteers come from a broad range of backgrounds and are drawn mainly from in and around the communities we work.

Supporters

Our supporters are also invaluable and contribute a great deal to our work as a charity. As well as regular giving, we receive support from others who give of their time and resources. We are incredibly grateful for the continuing support of numerous local churches and the partnership of other organisations and community groups we work alongside. For a full list of our supporters and thank yous please see the last page of this report.

A Snapshot of the Year



358 families received support from Baby Bank, receiving parcels including...

36,079 nappies, **125** Moses baskets, **402** parcels for new mums, **55** cots and more



222 emergency food parcels delivered

514 new referrals overall



Over **60** volunteers involved in our projects throughout the year

Over **1,600** volunteer hours given



281 people supported with advocacy & advice

People helped to access **£423,000** of income through Ladywood Community Advice

189 individuals received Listening and Guidance Support

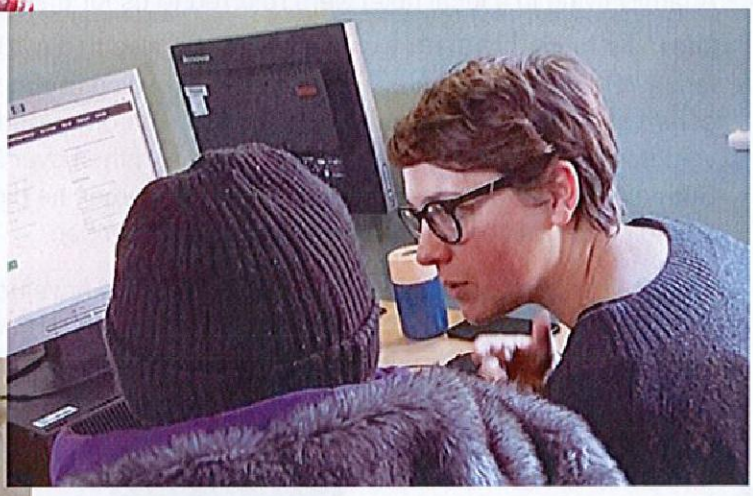


over 500 local families supported in various ways over the year

Over 1,500 contact hours providing support and befriending to children & families

323 befriending phone calls to families

169 contacts through families came to the Welcome to Ladywood drop-in



33 students attended our English classes

501 visits to families homes or doorstep chats



1500 telephone and befriending calls to older people

20 individuals attended 'virtual' tea party

961 home or doorstep visits to older people



An average of over 500 contacts every month

6,559 contact hours supporting

1,130 people over the year

The Stories...

This year we've helped 1130 people from the local area through the Neighbour Scheme. While a number of people need help with a particular problem and we only see them once or twice, there are many who are facing ongoing hardships or difficult circumstances.

We come alongside people to offer friendship and support, especially those who are isolated and don't have help from anywhere else. In doing this we have the privilege of getting to know people and not only support them through the lowest points but celebrate with them in the successes and joys as well.

The stories below give some sense of the difference we have made to people's lives. As always, we have changed the names of the people in the following stories.

A family living in a local hotel were referred to us for baby items, which we provided. As we got to know the mum, **Hasna,** we discovered she also had a 13 year old son who had recently joined the family. He did not speak English, was being bullied at school, didn't know his siblings, couldn't communicate with them and was homesick. We organised specific ESOL classes for him with a volunteer, first in a coffee shop after school and then over Zoom. he's making terrific progress! When Ruth offered the volunteer a break over the summer, he didn't want one, so keen was he to get the lad sounding English before he starts again in September.

Here's what that volunteer said; '*I am 72 years old, have not taught for many years & am in the middle of lockdown. The opportunity to prepare lessons & to use old skills again has given me purpose and real satisfaction. The lessons are one of the highlights of my week; no lockdown blues* here!'



Shelia, a 92 year old in Harborne, had been isolating during lockdown and couldn't get any shopping. Our KBF volunteers took her regular food bags, put together by Waitrose staff.

She said: *"It's like Christmas day, the extra things they put in the bags, small box of chocolates, bunch of flowers, I can't remember the last time I had a bunch of flowers! I so appreciate it, thank you so much and hopefully I will meet you some day and you can come round for a cup of tea. Thank you and go on making old dears have a smile and know they are loved, treasured and remembered"*

Ana was referred as she had a very fractious baby and was really struggling with her mental health after the birth. Our team kept in frequent contact with her by phone listening to her and talking through the issues she was worried about and trying to re-assure from their own experience of being a mother. When rules relaxed a little they went for a few walks together and we saw her begin to grow in confidence and her baby do well. She still has lots of fears but is beginning to get into a routine and has re-connected with her family who have taken well to her baby and been helpful.

Michal struggles with multiple complex issues ranging from alcohol addiction to housing. He has often needed support from foodbanks and emergency funding for heating and electric due to poor money management. After having carried out a benefit check we determined that he had not been in receipt of his severe disability premium for a 5 year period, which resulted in a back pay of over £17k.

Michel was very anxious throughout the process, so we took small steps and guided him through towards a positive outcome. He now has the financial means in order to heat his home, pay for his own food and manage his tenancy. We have offered support of attending the credit union and budgeting support so that he can use the back pay to sustain his future.

Laura was an Albanian Lady who was very lonely and depressed. We went for a few walks around the reservoir getting to know each other. Her main need was to get her daughter into school but didn't know how to go about it, so I helped her research schools around her and apply online to three of them. She got a place and then we bought her some uniform so that she could start. She has settled well and absolutely loves school.

Sheila burst into tears in response to being offered another weekly food bag, "Thank you so so much, this has made my day, I was running out of things, thank you for phoning and thank you! Your kindness and gestures have helped me enormously to keep my spirits and my mood up during this painful and lonely period"

We began supporting **Tom** whom felt extremely anxious regarding his home and his mental health, as well as his finances. At the beginning of our support Tom was struggling to pay his bills & food, so our team delivered a food parcel to him. Next, our Welfare Advisor applied for Discretionary Housing Payments, assisted him to telephoning PIP as well as completing the form, liaised with the client's mental health team and requested support for an Occupational Therapy assessment to gain mobility aids. We were able to gain the right benefits for Tom, increasing his weekly income by £83.30. On top of this, we applied through the Council for a new cooker – replacing his that had been broken for 2 years. Tom said "Thank you for Everything, I would be lost without your help mate"

Mandeep was referred to us by her GP, having recently arrived in the UK and seeking asylum with her young daughter. Our team called her and her main need was clothes for her daughter and mental health help. So we referred her to another charity for clothes and delivered them, then met up for a walk. It became clear she needed to get her daughter on a waiting list for school - 2 hours later and a lot of phone calls, they managed it. We also referred her to for a food parcel and our Listening and Guidance service.

Amina was referred to Baby Bank by her Health Visitor after she fled domestic violence and was living in a hotel with her small baby. When our team called early in lockdown, she had run out of formula...we managed to get formula delivered to her that day. A few months later she was referred again for a cot in her temporary accommodation...we were able to deliver her a cot that day. She then said she was struggling for food, clothes (only had the clothes she was wearing), kettle, toaster and microwave and had no internet on her phone to find a GP and other local services. Joint with another charity in Ladywood and a generous response from our Baby Bank Facebook supporters, we were able to provide her with all the things she asked for.

...and The Statistics

We collect a range of information about the people we've been supporting and our contact with them over the course of the year. In presenting this information we've tried to pick out the headline facts and figures that will be most informative, relevant and useful.

The following statistics cover the period from 1st January 2020 to 31st December 2020 (unless otherwise stated):

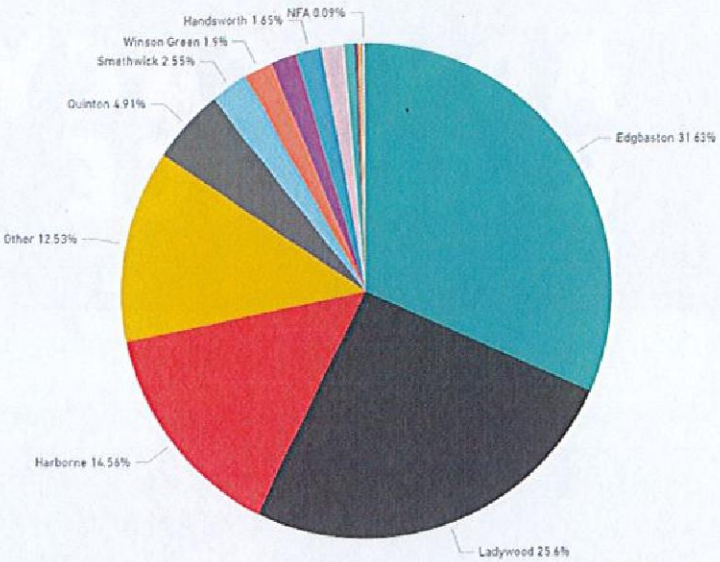
	2015-16*	2016-17†*	2018*	2019	2020
Total no. of individuals supported:	1078	1122	1114	1226	1130
Total no. of contacts:	5982	6167	5514	6645	6559
Average contacts per month:	499	474	459	554	547
" " " **week:**	115	110	106	128	126
" " " **day:**	23	22	21	26	25

*Excluding contacts from our Listening & Guidance service
†13 month year

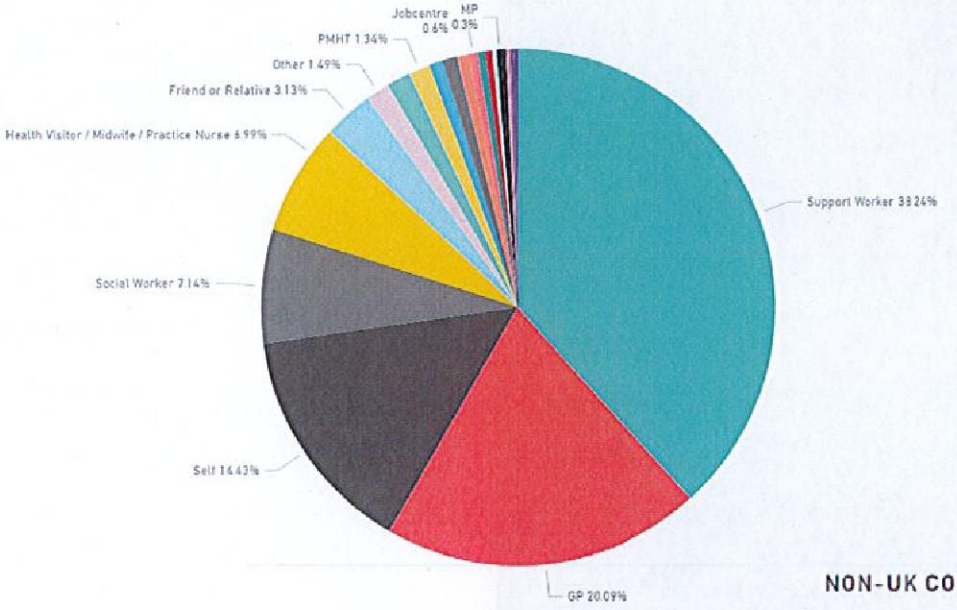
Demographics

	Individuals (%)	Contacts (%)
By Gender		
Male	25	17
Female	75	83
By Age		
16-24	9	3
25-34	26	13
35-44	26	15
45-54	12	12
55-64	10	10
65+	15	46
By Ethnicity		
White (British)	27	45
White (Irish)	1	4
White (Other)	9	7
Mixed (Wh. & Carib.)	2	1
Asian (Indian)	4	2
Asian (Pakistani)	9	6
Asian (Bangladeshi)	2	1
Asian (Other)	8	7
Black (Caribbean)	9	8
Black (African)	21	13
Chinese	1	<1
Other	7	6

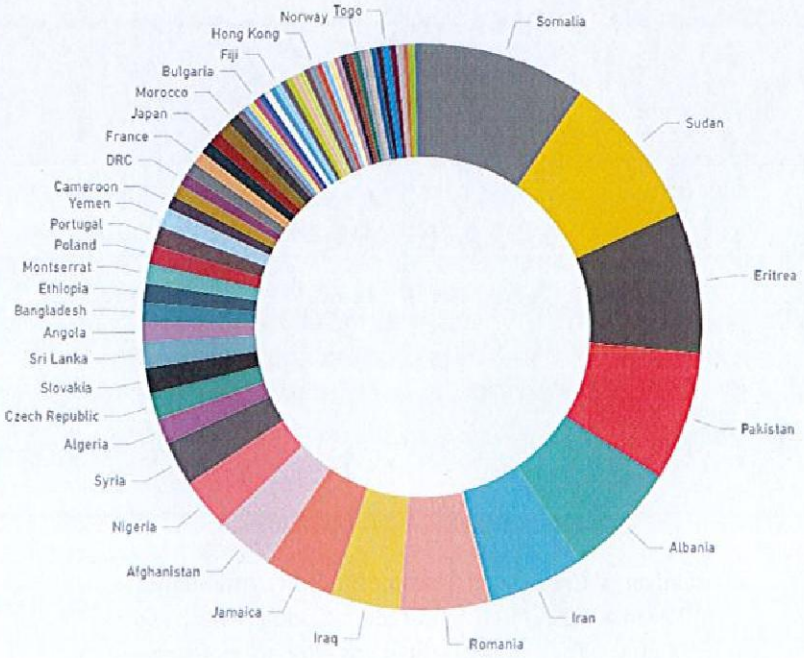
AREA PROFILE BY CONTACTS



SOURCES OF REFERRAL



NON-UK COUNTRY OF BIRTH BY CLIENT

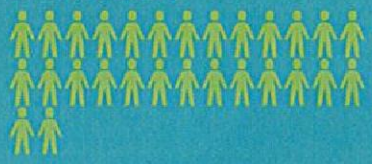


ADVOCACY & ADVICE

IN 2020...

283 INDIVIDUALS & FAMILIES

received support with welfare rights advice



NEW REFERRALS **187**



reaching people who needed our help during COVID-19

£424,000 IN INCOME

gained for the families and individuals we supported



SUCCESS RATE **100%**



with tribunal hearings, the majority of which were for disability related benefits

TYPES OF ISSUE HELPED WITH

Universal Credit - PIP - Income Support - Attendance Allowance - ESA - Pension Credit - Foodbank Referrals - Council Tax - Utility Debt - Discretionary Housing Payments

Advocacy and Advice

From January to mid-March Ladywood Community Advice was able to offer advice on a wide range of issues both through our appointment system and our Wednesday drop-in sessions, running as usual with our Welfare Rights Advisor supported by volunteer advocates. Volunteers dealt with a lot of different issues, from helping people understand and respond to letters to reporting repairs and accessing support via grants. We were also able to host a colleague from Severn Trent once a fortnight, who was able to assist with water debt and access to their Big Difference Scheme.

However, with the lockdown in late March we also saw the closure of the Ladywood Health & Community Centre which restricted the support we were able to provide through the service. Our Welfare Rights Advisor, Bram Scott, and Welfare Rights Assistant, Sam Clarke, continued to deliver support remotely via telephone appointments, however the challenges of working in this way and the lack of access to the regular drop-in meant the service saw a reduction in hours.

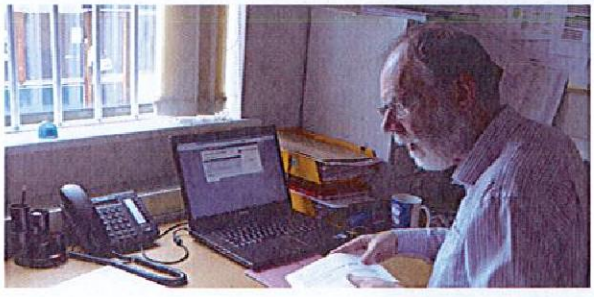
Running a remote service was difficult, with the added challenge of speaking to clients for whom English is not a first language over the phone – this being the very reason many people have accessed our service previously, valuing us being able to look at letters and discuss issues face to face. There were challenges in dealing with DWP and the paperwork involved, all of which contributed to an increase in time spent on each issue.

We also sadly said goodbye to Sam in July, although for the best of reasons, in that she moved on to a debt advice role with another organisation, building on the experience she gained with us and in other roles over recent years.

This has meant that overall the number of people supported by the service is down from 2019, with 261 individuals and families' supported over the last 12 months. While this represents a drop in numbers supported, largely due to the lack of drop-in provision (down more than 50% on 2019), we have been able to see the same level of impact for those we have supported.

We were able to help households access £423,000 of income that they would not have otherwise received and supported households to deal with £24,000 worth of debts. This represents an average additional income per household supported of £1620 (2019, £1679).

The main issue dealt with in 2020 continued to be Universal Credit with many clients needing assistance to make their online claims. We regularly had to request mandatory reconsiderations of decisions, especially around habitual residence. We also encourage clients to contact us when their payments have been approved to check that their entitlements have been calculated correctly. Since April tribunals have been held remotely so our Welfare Rights Advisor has been unable to represent in person. This change has also caused a backlog of cases and an increase in the number of adjournments. At the end of the year we had 4 cases that had been adjourned and a further 6 awaiting a hearing date. 11 cases had been heard and resolved, all of which have been found in favour of the client. 10 of these cases were in respect of disability related benefits.



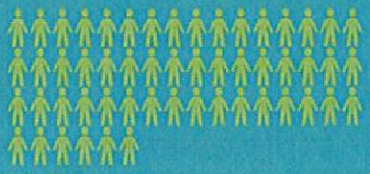
Sadly the Ladywood Job Club also stopped running with the closure of the Ladywood Health & Community Centre, and although Suited for Success were able to re-start seeing people at their premises later in the year we haven't been able to return to our weekly drop-in sessions. This meant we had 29 attendees in the early part of the year with 39 attendances.

CHILDREN & FAMILIES

IN 2020...

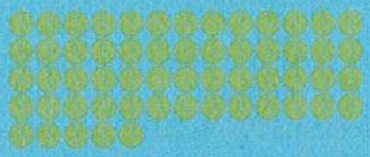
543 FAMILIES

supported by the project in the past 12 months



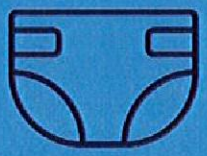
HOURS OF ESOL **574**

provided, moving to zoom during COVID-19



36,079 NAPPIES

provided in Baby Bank parcels



FAMILIES **419**

received 522 baby bank parcels



1343 HOURS OF BEFRIENDING SUPPORT

enabled by 367 volunteer hours - a further 281 volunteer hours supporting Baby Bank

Children and Families

Our work with local families continues to provide much needed support through the 'Welcome to Ladywood' drop-in, ESOL classes, befriending and Baby Bank Central. Ruth Fuller is our Children & Families Project Co-ordinator & Liz Brown is the Project Assistant.

2020 for Children & Families, as for the rest of the nation, was a year of challenge, sadness and enormous creativity, adaptability, tenacity and generosity. It's with a lot of gratitude that we review this year.

Baby Bank is our project where we give out parcels of donated clothes and equipment to referred families in need. In late March we brought forward all our appointments for April, packing 30 into three days, we then sent our volunteers home and closed to donations, we then concentrated on essential referrals. We soon ran out of donations but thanks to emergency Covid grants were able to buy things we needed and have them delivered. When restrictions lifted in the summer, we made the Baby Bank 'Covid Secure', reopening to donations (but now quarantining them), and inviting a limited number of volunteers back. We gave out over 517 parcels, a 100% increase on 2019.

The massive increase in referrals was manageable because other areas of the Children & Families work were quieter due to the pandemic. Part of the increase has been due to an influx of homeless families placed in local hotels. We delivered Baby Bank parcels to these families, as well as food, clothes & practical equipment to ease the strain of shared kitchen facilities. We also orientated these women to the area and helped them register at the GP and provided befriending support over the phone.

Other changes include taking our referral forms online, saying goodbye our long-term, founding volunteer Sebrina, and welcoming Hannah, seamlessly taking over managing our social media.

The year started quietly at ESOL but we were excited because a number of former students had volunteered to help with the class. It was lovely to see these clients enjoying 'giving back'. We had planned to put on some training for them in March but of course our plans were halted. We closed slightly before lockdown and then, along with the rest of the planet, discovered 'Zoom'. The willingness and flexibility of our teachers was so impressive, as they invested in laptops and cameras to make online lessons work. Only a handful of students have made it online as the necessary equipment and internet is prohibitive and for most they have young children at home. However for those that have made it, they are making wonderful progress. In total we've taught 32 students 240 times (compared to 53 students 424 times in 2019).

The loss, this year, of our weekly 'Welcome to Ladywood Drop-in' has probably been the hardest to bear as the relationships we forge over coffee, celebrations and craft are very precious to us. We did 'Drop-in online' with songs, quizzes and drawing but found this had limited appeal to our regulars. When weather and restrictions allowed, we stopped in favour of one to one walks, picnics and meet ups, until the November lockdown. Instead we delivered 60 treat bags complete with reusable masks and cake to our regulars and enjoyed doorstep chats. We then delivered gifts and had an online party at Christmas. We've remembered birthdays and phoned as much as possible but are so keen to re-establish this community group as soon as possible.

We've continued to be available to clients for advocacy & practical issues such as registering for school places, getting grants & school uniform, and shopping for those isolating. We've worked closely with other groups & charities to care for the most vulnerable and look forward to keeping these relationships post pandemic.

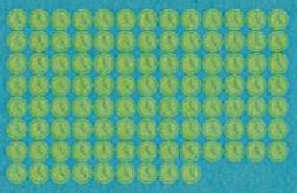
We look forward to a brighter 2021, where we can regroup and process the year just gone. We trust that we will emerge more grateful for one another and our freedoms and plan to thoroughly enjoy both.

KARIS BEFRIENDS

IN 2020...

1188 HOURS

of befriending with 129 older adults



FOOD DELIVERIES **100**



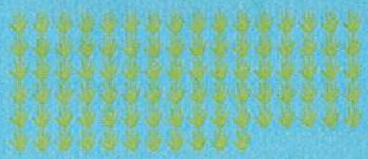
per month during the early stages of COVID-19

275 GIFT BAGS

delivered, as well as regular quizzes and newsletters sent out



VOLUNTEER HOURS **919**



enabling our activities over the past 12 months

1478 TELEPHONE CONTACTS

keeping in touch with people we were befriending while other kinds of contact have been more difficult

Karis BeFriends

Our Karis BeFriends project is led by the Project Co-ordinator Helen Bell, and Patti Tan works alongside her as a Project Assistant. Karis BeFriends offers support to older people in Harborne, Edgbaston and Ladywood, who are isolated or lonely, including regular befriending visits and social get togethers.

Karis Befriends has supported 129 older people through 2904 overall contacts in 2020. Throughout this year we have continued to receive referrals from local GP's, health professionals, social workers, community organisations, relatives, friends or older people themselves.

Obviously this year has had many challenges for many people, within the Karis Befriends Project we have had to use different ways of supporting and encouraging older people to stay connected. We have sought to journey alongside them safely within the changing restrictions and circumstances. At times this has meant being flexible and responding to practical essential assistance, while still remaining focused on our befriending and connecting approach with people. For some the loss of independence and company has been hard, while for others coping with the loss of loved ones and friends in isolation has been challenging.

We started the year focusing as usual on visiting people in their homes, accompanying and connecting them into their local community and organising regular social events, like our weekly Senior Life Group, bimonthly 'Time for Tea' and Art Group. However, as the pandemic began to develop in March we stopped all social events/groups and our visiting into people's homes. It was apparent that many of those we supported were anxious about the developing situation – several were concerned how they were going to get shopping/ prescriptions and cope without being able to see other people. Therefore, we sought to make contact by phone to check people's network of support for essential items. This enabled us to identify those who were likely to need practical assistance, more information or increased befriending by telephone.

Initially the scope of need and number of new enquiries for support was daunting. However, we were amazed at the offers of help, volunteers who came forward, partnership working and the funding provision! We are so grateful to the Harborne Waitrose branch and their staff team who showed such willingness to partner with us, coordinating at least 25 weekly food bags during April to August, as well as adding thoughtful items that brought such a personal touch. We are thankful to several local Churches who worked with us to develop a plan, coordinate volunteers, purchase and deliver food bags or personal shopping and telephone clients regularly. We had an additional 40 volunteers help specifically with this, as well as children writing letters/ cards to send and add into the food bags. During this time, we supported 50 older people with regular shopping/ food bags or prescription deliveries.

Throughout the year we have continued to focus on befriending: connecting with people through telephone calls, letters/post cards, regular quizzes, birthday cards, socially distanced door step conversations, taking birthday or condolence flowers, or just a catch up chat through a window. As restrictions began to ease in the Summer, we had volunteers making face masks – we sent out over 150 reusable face masks to older people we support.

We have also enabled and helped some to connect online, whether through email, WhatsApp or by Zoom. In the Autumn, we held two virtual 'Time for Tea' events, gathering 25 people each time (volunteers & older people), including a 94 year old with her granddaughter. Instead of the usual Time for Tea bag of goodies, we delivered gift bags and cake boxes to all who attended, as well as to those we support who are not online. In all we delivered 151 gift bags, with a quiz, cake, calendar, Christmas cards made by children, as well as other treats and information. We also delivered 7 Christmas Hampers to older people, kindly donated by Vineyard Church.

Towards the end of the year we ran a 6 week 'Well Being Course' over zoom, covering areas such as wellbeing audit, examining our physical, mental, emotional, relational and spiritual health.

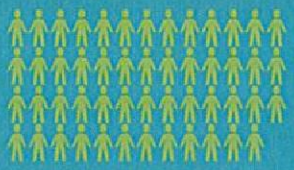
It has felt like a busy year for Karis Befriends, we have been so grateful for the support of the KNS team and volunteers and the ongoing support of the Body, Mind and Spirit Partnership.

KBF ADVICE

IN 2020...

111 **INDIVIDUALS**

supported with advice by our adviser



IN INCOME **£176,000**



gained for the people we supported

HOME VISITS

continuing to offer face to face support to those who need it through doorstep visits



IN GRANT SUPPORT **£7,795**



for particular needs such as household goods

REFERRALS MADE FROM

Social Work teams, Community Network Support Officers, GPs, Social Prescribing Link Workers, and via the Wellbeing Team at St Germain's Church

KBF Advice

With funding secured from the Prevention & Communities grants provided by Birmingham City Council we have developed a new role providing welfare benefits advice out in the community and within clients homes.

Daniel Bains has been working with us since January 2020 to establish support for the residents of Ladywood, Edgbaston and Harborne aged 50 and over, particularly with mobility issues making it difficult to leave their homes. Many of these clients struggle to access support offered within advice centres and have benefited greatly from having Daniel come out to visit and begin assisting them through their finances.

Over the past the year a total of £176,000 additional income has been claimed for residents through working with our advisor. We have assisted the clients throughout the benefit process from applying for Universal Credit, to managing pension claims and applying for Attendance Allowance.

Applying for Attendance Allowance especially has allowed clients with care needs to find a source of income to pay towards care costs allowing them to remain as independent as possible and within their homes. Daniel has been able to support nearly 100 residents working through a catalogue of issues above and beyond welfare benefits including housing applications, blue badge applications and occupational therapy assessments. Through working with individuals over a lengthy period, Daniel has managed to build strong relationships with clients and worked through many of their presenting issues which have come to light as the casework has progressed.

Some of the feedback received from clients about the service provided can be seen below:

"Financially before I was really struggling didn't know what to do where to go, now I'm very happy and you help me. I'm speechless honestly I can't put the words. Can use the money to fix my son's bedroom and cupboard for the kitchen. Want to fix my home and pay someone to help as I am disabled. Need to get a mattress for myself as backs hurting."

"Made a tremendous difference, real support they can always call, consistent, not had support like this in a while"

"Very Jubilant, and has changed my life- less stress with bills- thank you very much for your help last year"

"If it weren't for you I don't think (I) would be here, thank you mate, I had no-one else to speak to"

As touched on in these quotes, we find the impact of resolving welfare issues has often been of benefit to a person's emotional and physical wellbeing.

During the COVID-19 outbreak we have adapted our service to support the needs of the community. This has included providing a telephone service with safe doorstep visits (which have been valued contact as well as delivering the advice service), and in accepting referrals more broadly to be able to better respond to needs.



We also began working to build connections with local food distribution initiatives in order to create a new referral pathway. Those accessing foodbanks are highly likely to be in difficult financial circumstances and requiring benefit support. We have started to see clients on a fortnightly basis at St Germain's Church and continued supporting these clients in the community as needed.

LISTENING AND GUIDANCE

Overview

Listening and Guidance transferred to telephone work with all patients in March because of the Covid-19 pandemic, but continued to grow and develop throughout the year.

Staff Team

Helen Watts and Elizabeth Baker continued to be the Chaplains for Wellbeing. Both work part-time. Elizabeth was employed for 13 hours per week, and Helen for 18 in 2020.

Service Delivery

We received 139 new referrals during this period, in addition to continuing to work with some existing patients. Because of the pandemic, we noticed an increase in referrals due to anxiety and social isolation. Bereavements were also a significant part of our work, including supporting people who had lost loved ones to Covid and who had been affected by the restrictions on funerals during lockdowns. Some patients needed help adjusting to the pandemic conditions, for example around fears of catching Covid, not being able to see family and friends, work and finance, loss of confidence, fears for safety as lockdowns ended, etc. In other ways, referrals were similar to in previous years, with the Chaplains offering support in building resilience, finding hope, nurturing faith and so on.

Outcomes

We have seen an average improvement in WEMWBS scores of 10.5 points. Use of the PROM feedback tool was largely suspended because of telephone working. We continued to receive anecdotal feedback from patients about the service being highly valued and effective, and a much-appreciated resource for people who were not able to access other support networks due to lockdown.

2020 had an average of 111 contacts each month, with Listening Support and Bereavement being the most common reasons for referral.

Working from Home

Helen and Elizabeth began working from home in the week commencing 23rd March 2020 and things remained that way for the rest of the year. KNS provided portable, lockable cases for storing patient information, new smart phones with headsets, and for both, an office chair to reduce back pain.

We were connected to Karis Medical Centre via their remote working system. This meant we had access to EMIS and were able to continue to receive referrals in the usual ways from GPs, book appointments and enter comments in patients' notes. We also continued to have access to the KNS database.

We had a weekly telephone call and continued to meet in regular supervision sessions via Zoom. We were in regular contact with Maddy throughout the period too. Elizabeth and Helen also maintained contact with Kate Kennedy, the counsellor at KMC. This was partly to facilitate cross-referring, but also for the benefit of mutual support while working remotely.

Supervision, Training and Continuing Professional Development
Helen and Elizabeth receive regular clinical supervision. In March we changed our supervisor and now work with Alison Paris. Regular line management supervision is provided by the CEO of KNS as well as annual appraisals.

The Chaplains completed a range of training in 2020 relevant to their roles, either in person on online. This included a Wellbeing seminar via Zoom for KNS staff during lockdown.

Both Chaplains completed re-accreditation with the Association of Chaplains in General Practice and both attended the annual conference of the College of Health Care Chaplains in October (online).

Commissioning
L&G continued to be part-funded by BSOL commissioning group. We revised our literature to better explain our service. The challenges of securing this funding are ongoing, as the place of third sector organisations within the wider mental health provision continues to be a focus of debate! Maddy represented L&G at Third Sector Forum meetings and Living Well Consortium.

Wider Influence and Involvement
- Delivered Active Listening training to 3 cohorts of Social Prescribing Link Workers for Gateway.
- Commissioned to assist with the development of GP Chaplaincy in Dudley. This included providing induction training to the first team of Chaplains, and helping with interviewing for two further groups of Chaplains there. L&G now has a contract to provide clinical supervision to the Dudley Chaplains.
- Commissioned by a GP Practice in Crawley to assist in shortlisting and interviewing for Chaplains.
- Liaising with a retired GP in Sparkhill and with the Lincolnshire Methodist Chaplaincy Service to offer guidance on setting up a service and on supervision.
- Represented primary care chaplaincy as an observer on the Organising and Professional Committee of the CHCC.
- Developed a training programmed with ACGP for new chaplains.

Challenges
The main challenge of 2020 was adjusting to working from home. However, we feel the Chaplains rose to the challenge, and are pleased with how the service continued to be provided in support of patients during the pandemic.
The scarcity of resources for signposting was occasionally challenging, as many services were not offering their usual support. This meant that some patients relied more on their L&G appointments.

'Moments of Grace'
There were lots of these! There was a lot of grace in the telephone working. Patients responded extremely well to this, and we found in many cases that it enabled deeper disclosure more quickly. This is perhaps because of the relative anonymity of telephone work. The Chaplains were able to pray with patients and to share scriptures when appropriate.



Assets mapped by NNS Ladywood Ward

Neighbourhood Network Scheme

Jeanette Derbyshire joined our team in July as the NNS Support Worker for the Ladywood Ward. We are working in partnership with Birmingham Settlement (lead), Nechells POD, and Soho First CDT to deliver the Neighbourhood Network Scheme in the Ladywood constituency, building closer links between the community and social work teams in the city.

The Neighbourhood Network Scheme was set up to support groups (community assets) working with the over 50's, providing access to funding, training and networking. The scheme then connects social workers and GP social prescribing link workers to enable them to guide citizens to groups that can best support them.

Over the past 12 months this has adapted to map and support all groups helping local people deal with the Covid crisis, whilst still keeping a special eye on our elders' support.

While many groups have not been able to re-open since the first lockdown, since April 15 new assets have been identified. We are currently supporting 39 active groups with a total of 68 on our mailing list.

A number of our groups have supported people with food and emergency provisions. After the first lockdown we also saw more focus on mental and physical wellbeing.

Many groups adapted quickly making services accessible via zoom, or WhatsApp, putting activities on you-tube or by posting resources out. A couple of dance and singing groups looked at making CD's to include those without internet access. In the time between lockdowns there were also socially distanced walks, runs, bike rides and refreshments.

We have held zoom networking meetings, enabling many group leaders in the area to meet up and get to know each other. I have also attended the zoom Neighbourhood Forums for North Edgbaston Councillors.

Many groups remain closed, unable to open due to the vulnerability of members or premises being unavailable. However most of these keep in touch with members by phone. A couple of the groups providing therapeutic support have now been able to open socially distanced face to face activities alongside their online offer.

From our many good news stories:-

- NNS funding supported a wonderful food hub at St Germain's Church, providing food parcels and cooked meals for over 350 households a week.
- During the first lockdown Eat Make Play channelled 10 tonnes of potatoes that would otherwise be thrown away into the emergency food supply. Since then they have supported people to sew, grow, sing together and borrow much needed everyday items on a click and collect basis from their base at Ladywood's new Shareshack on St Vincent St West.
- Civic Square (formerly Impact Hub) set up The Floating Front Room. This much appreciated take away café/barge was moored on the new Icknield Port Loop development, providing many socially distanced activities as well as children's lunch packs during the school holidays.
- A new sewing project from Woolly Mammoth, giving people the opportunity to stitch together whilst apart – linking up by facebook and zoom, has "sold out" within a couple of weeks of opening.
- Midland sailing club will be able to open its doors to more elders with funding for 2 more boats and specific elders courses now allocated.

The whole year, while being very different from anything we could have expected, has shown the resourcefulness and community spirit within the Ladywood and North Edgbaston Wards. We have been thrilled to see so many local groups join with us and step up their support through this time.









Practical Work

The COVID-19 outbreak presented a big challenge to the delivery of practical support in the way we have in previous years, particularly the 'neighbourly' help we provide with small jobs in the home – like assembling a wardrobe or helping to pass on a donated sofa. However, we did see a big increase in the amount of practical help offered through our befriending work, with a big focus on helping with food deliveries during the first period of lockdown.

This included a lot of food deliveries to older people through our Karis BeFriends project, which from April to June saw on average more than 100 food deliveries a month. This was a huge effort, well supported by our existing volunteers and a number of local churches, along with support from Waitrose, Harborne where staff generously put together the food bags ready for collection and delivery.

We also supported a joint initiative from a number of local organisations called Ladywood Helpers, this was another provision to help especially vulnerable people with food deliveries during the first lockdown. This was a fantastic community initiative co-ordinated by staff and volunteers from a number of local projects, with space kindly provided by the Ladywood Leisure Centre to receive donations from Morrisons, Edgbaston where food was sorted and distributed.

Our staff and volunteers were involved with some of the sorting and supported with deliveries, particularly over the summer where the Helpers co-ordinated the usual 'Holiday Hunger' scheme, supported by Birmingham Central Foodbank. We were also able to pass on a donation of 100 Easter Eggs from B30 Foodbank, which we collected at the same time as a surplus of nappies to support our Baby Bank.

Another element of support provided by the Ladywood Helpers was support with fuel costs, an initiative of the Ladywood Project, our staff were also particularly involved in distributing this support, both in making referrals for individuals and families we know and helping to get support to people referred by other organisations.

These activities have also allowed us to continue to make use of our small van to support with deliveries - where it has been less used over the past year for other purposes, such as helping people with moves, passing on donations of furniture, and being used by other groups to support their activities and community events.

While the high level of demand for this support eased along with restrictions, and as people adjusted to the challenges of lockdowns, there was still some ongoing need throughout the remainder of the year for those who were very vulnerable or who were experiencing difficult circumstances such as those having to move to emergency accommodation due to homelessness. This is an area we are increasingly addressing within our Children & Families' work and are grateful for the Early Help networks across Edgbaston and Ladywood which have provided funding to meet some of these emerging needs.

It has been a privilege to be part of these joint efforts to respond to practical needs over the past year and a testament to the networks of support that our projects are part of and have built over a number of years, as well as the incredible response within our local communities to the impact of COVID-19 so far.

Our hope is to gradually return to more of our usual practical support as and when we are able, though we recognise the shift in needs due to COVID-19 are likely to persist well into 2021 and beyond. However, that need for 'neighbourly' help also persists. We will continue to work through our projects and our wider partnerships to respond to practical needs as we become aware of them.


The Greatest Story Ever Told



Company Registered number
06595341
Charity Registered Number
1133510

Karis Neighbour Scheme

Report and Accounts

For the year ended

31 December 2020

KARIS NEIGHBOUR SCHEME

Financial Report year ended 31 December 2020

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KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2020

The trustees present their directors' report and accounts for the 12 month period ended 31st December 2020.

Reference and Administrative Information

Charity Name: Karis Neighbour Scheme

Charity registration number: 1133510

Company registration number: 06595341

Date of Incorporation: 16th May 2008

Registered Office and operational address: c/o Church of the Redeemer
Monument Road
Birmingham
B16 8UU

Management Committee

Mrs Amanda Smith	Chair of Trustees
Mrs Rebecca Cuthbert	Vice-Chair of Trustees
Dr P H Ross Bryson	
Mr Steve Watts	
Mrs Kathryn Miles	
Mr Marc Kusicka	Treasurer
Dr Gillian Harley-Mason	

Independent Examiner

Gary Peter Brookes
FCA FCIE BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2020

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 16th May 2008 and registered as a charity on 12th January 2010. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The company took over the running of a previous charitable trust, registered no. 1077200, which had been in operation since 16th April 1999.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All members of the Management Committee give their time voluntarily and received no benefits from the charity. These appointments were made in line with Charity Commission guidelines and the rules governing the Charity in our constitution. These and any other expenses paid to Trustees are outlined in Note 6 of the accounts.

Arrangements for setting the pay and remuneration of the charity's management personnel are based on Third Sector Benchmarking criteria. Staff employed in our Listening and Guidance NHS service have also been benchmarked against the same criteria.

Our Aims and objectives

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's memorandum of association is:

> To assist people who are in need of practical or emotional well being by reason of their youth, age, infirmity or disablement, poverty or social or economic circumstances

The aims of our charity are to provide support to people in our community who are in need, to bring people in our community together, enabling people in our community to be good neighbours and ensure no one is neglected or forgotten about. Our aims fully reflect the purpose that the charity was set up to further.

Ensuring our work delivers our aims

The trustees regularly review the work of the charity, receiving quarterly reports on the projects, which include the impact and benefits of the work undertaken for the people we are seeking to help. These reviews provide opportunity for trustees to ensure that the focus of our work is consistent with the stated purposes of the charity, and with regard to the Charity Commission's general guidance on public benefit. The reviews also allow us to ensure we are providing benefit to the communities we seek to help.

The focus of our work

Our main objectives for the year were to:

Provide support to people in our community who are in need by offering a broad range of help including practical support, advocacy and befriending

Bring people in our community together by reaching out, offering friendship, and providing opportunity to spend time getting to know each other

Enabling people in our community to be good neighbours by providing opportunities to volunteer and give their time, skills and resources to help meet the needs of others

Ensure no one is neglected or forgotten about by standing with people, helping them find the support they need and responding where needs are going unmet

How our activities deliver public benefit

Our main activities and who we try to help are described below. Our charitable activities focus on the reduction of social isolation, relief of poverty in meeting basic needs and support to help overcome hardship, and are all undertaken to further our charitable purposes for general public benefit in our local area.

Achievements and Performance this year

Impact of the Covid-19 pandemic

The Covid-19 pandemic has led to a change in the nature of some of the services we provide. Karis BeFriends received specific funding to support the provision of shopping to isolated older people and our Children and Families project received additional funds to support the Baby Bank during the pandemic, where donations of items was not possible.

The delivery models of the services have also had to change in response to the Covid-19 pandemic. Karis BeFriends has been able to maintain contact with older people through telephone and Zoom, including hosting the Time for Tea group on Zoom. Ladywood Community Advice and Karis BeFriends Advice have also moved to telephone and Zoom services, with drop in sessions unable to take place. This has led to a shift in the demographics of the contacts in the year, with a greater proportion of contacts over 65 years old as Karis BeFriends maintained contact online, whereas the drop in sessions of Children and Families and Ladywood Community Advice have not been able to continue.

Who used and benefitted from our services?

Our objects limit the services we provide to Birmingham and the surrounding areas, current funding means our activities are focused on the Ladywood, Edgbaston and Harborne wards of Birmingham and some parts of Smethwick. The Listening and Guidance Service, funded by Birmingham and Solihull Central Clinical Commissioning Group (B&S CCG), is commissioned to serve the patients from the Edgbaston Network of 6 Primary Care practices.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2020

In the past year we worked directly with 1,390 adults and 119 children. Because a lot of our work involves on-going befriending, we have had regular contact with a proportion of these beneficiaries, more than half of beneficiaries being seen more than once and on average each beneficiary being seen six times a year.

Nearly all our activities are provided free of charge, the only exception being some trips during school holidays where we ask for a small subsidy to help cover the cost of the trip and, primarily, to encourage people to secure their places.

Those we support represent a broad cross-section of the community, and reflect the diverse neighbourhoods we are working in. Less than half of our contacts are with people who identify as White British, the other prominent ethnic groups we work with include African – Black or Black British (12.6% of contacts), Caribbean – Black or Black British (8.4% of contacts) and Any Other Asian Background (7.25% of contacts), with many other ethnic groups being represented in the remaining quarter of our contacts.

As one of our projects focuses on befriending older adults, where the needs around social isolation are particularly acute, over 65s are one of the biggest age groups we work with, representing 46% of our contacts, With a fairly even spread between the remaining age groups, demonstrating that we are succeeding in reaching all parts of the community.

A proportion of our referrals come from GPs and other health professionals, who are well placed to reach those who are socially isolated and refer on to our scheme for social needs they have identified that are impacting on someone's wellbeing.

A lot of our support benefits the wider families and households of those we are supporting, whether this is because of an increase in household income, an improved home environment or improvements in relationships due to decreased stress or improved mood.

The main areas of charitable activity are a befriending scheme for over 60s, advocacy & advice through a partnership project known as Ladywood Community Advice, neighbourly practical help, support for refugee and asylum seeker families, and a GP surgery based chaplaincy service, our Listening and Guidance Service. These activities and the achievements that flow from our work are described below.

Our 'Karis BeFriends' project, matching volunteer befrienders to visit isolated older people living in their own homes, has directly supported 129 people this year. Alongside this befriending support, a further 115 over 60s have received support such as advocacy and advice or practical help. In the year, we have continued to supplement the project by employing a 'Karis BeFriends Advice' worker, specifically providing advocacy and advice to isolated older people living in their own homes.

Our work with children & families, largely focusing on asylum seekers and refugees, has supported over 543 families this year, 32 adults have attended our English for Speakers of Other Language classes where they have been supported to learn basic conversational English, and 47 adults attended the 'Welcome' group, offering chance for social interaction with other young families in similar circumstances. Our Children & Families Worker, Family Outreach Worker and volunteers visited 94 families at home to offer further befriending, practical help and advocacy. 74 families received further befriending including taking people out to help them find places in their local area or introduce them to others, accompanying them when they have appointments or providing neighbourly help or advice. The Baby Bank has supported 419 families with practical items, such as cots, buggies and baby clothes. This enables families, many of whom are living on the poverty line, to access essential equipment they need to properly care for their babies and to free up their limited resources for their other day to day needs.

Our advocacy and advice project, Ladywood Community Advice, saw 283 adults throughout the course of the year and dealt with over a thousand distinct issues ranging from benefits advice and debt matters to repairs and school applications. We currently employ a Welfare Rights Advisor and an Assistant to support the advocacy & advice work we have previously provided through volunteers. This has allowed more in-depth advice work and scheduled appointments throughout the week to deal with more complex cases.

We have provided practical help to over 116 families and individuals, ranging from small household tasks such as DIY or moving furniture to distributions of emergency food parcels or referrals to the local Birmingham Central Foodbank.

In the year our Neighbourhood Network Scheme project support worker continued to facilitate the engagement with and investment in community assets in our core localities.

Karis Neighbour Scheme relies heavily on its volunteers in order to achieve these impacts and public benefits. This last year has seen over 86 volunteers involved with delivering our projects, providing more than 1,600 volunteer hours. Many of our volunteers have worked with Karis Neighbour Scheme for more than 5 years, citing the sense of personal satisfaction and sense of doing something worthwhile as reasons for volunteering. The impact and benefits gained from volunteering are a further public benefit. Our volunteering opportunities are open to all and attract a mixed age volunteer, in the most part from the local area but also from other areas across Birmingham.

The Listening & Guidance service, a part NHS funded project has provided GP surgery based chaplaincy to 187 patients, supporting people to process issues such as stress, bereavement, depression and dealing with loss. Chaplains for Wellbeing have provided a safe space for patients to be listened to in a constructive way. Patient's report outcomes that focus on giving them hope for the future and increased emotional resilience and understanding. Wellbeing measures, using the Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS), show that, for those patients engaging with the service for a series of sessions allowing at least 2 measures to be taken, Listening and Guidance can increase patient's wellbeing by an average of 10-11 points.

Financial review

2020 has seen a surplus of just under £52,000 primarily due to a significant increase in unrestricted funds, partially offset by a decrease in restricted funds. There has been a £73,000 increase in unrestricted funds with a significant legacy and increase in small grants and donations in the year. There has been a £21,000 decrease in restricted funds with brought forward funds for Karis BeFriends (c. £12,000) and Listening and Guidance (c. £10,000) utilised during the year.

Reserves Policy

The Board have examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be at least three months of core expenditure. This excludes Listening & Guidance service as this is a self-contained contracted service.

Based on the forecast core expenditure for 2021 of c. £220,000, there should be a minimum level of reserves of £55,000. Unrestricted funds stand at £148,258 at the end of the year and the Board feel this represents an acceptable level of reserves.

Details of any funds materially in deficit
In 2020 there have been no funds materially in deficit.

Principal Funding Sources
Birmingham City Council was the main funder in the past year, with funding received via the Body, Mind & Spirit Partnership, relating to our work with older people. Birmingham and Solihull CCG has also continued to be a major funder this past year through their commissioning of the Listening & Guidance service. For the majority of projects we still primarily rely on grants and donations from grant making trusts and individuals. Our largest grant funder this year has been Trusthouse Charitable Trust with their ongoing support for the Children and Families project. Donations (including legacies) are up on last year, with c. £84,000 compared to c. £58,000 in 2019 with c. £51,000 donations and a c. £33,000 legacy received this year.

How expenditure has supported the key objectives of the charity.
The largest area of expenditure continues to be the salaries of staff who manage, support and deliver projects aligned to the key objectives of the charity. Consultancy fees are primarily related to the delivery of the Listening & Guidance service. The other major area of expenditure is around resources and activities, which are integral to the delivery of the charity's projects.

Investment Policy
Aside from retaining a required amount of reserves each year, most of the charity's funds are to be spent in the short term so there are negligible amounts available for investment. A proportion of reserve funds are kept in an accessible savings account, however this has made a very small return in terms of interest this year. As our levels of reserves remain close to the minimum required, it is not seen as sensible to tie up funds in investments which may yield higher returns, but would be inaccessible for project needs. This will be reviewed if we are able to significantly increase the level of reserves held.

Plans for Future Periods
The charity plans continuing the activities outlined above in the forthcoming years subject to satisfactory funding arrangements.

Due to NHS funding pressures and changes to CCG structures, the Board are continuing to consider future options for the Listening and Guidance service as contract funding has been secured to March 2022. Additional avenues for fundraising are being explored and staff contracts reflect the short-term funding position of the service.

We are also aware that Birmingham City Council grant funding may be coming to an end and the Board are working towards strengthening our tendering position. This general move away from public sector grant funding and towards contract/payment by results is being taken seriously by the Board who are encouraging and supporting staff to work strategically towards developing like-minded partnerships and consortia that might be better placed to respond to future funding structures and requirements.

We continue to work towards the Improving Quality (IQ) Quality Mark, which is focused on small not for profit organisations, enabling us to evidence our quality and credibility as an organisation to funders.

Risk Management
The Board maintain a range of policies to ensure internal risks are well managed. This includes financial controls and authorisations, robust safeguarding policies and incident reporting which is reviewed at the regular meetings of the Board. Procedures are also in place to ensure compliance with health and safety of staff, volunteers, clients and any other visitors to the scheme. Policies are reviewed at regular intervals to ensure they still comply with best practice.

A full risk register is reviewed at each Board meeting, which are currently held every 2 to 3 months. The risk register includes governance risks, external risks, financial risks, regulatory and compliance risks and operational risks. This ensures that steps can be taken to mitigate against these risks in a timely manner, including making any necessary operational changes. Continuing to work towards the Improving Quality (IQ) quality mark this coming year will allow us to assess and improve, where necessary, our risk management practices in line with best practice in the Third Sector.

Organisational Structure
Karis Neighbour Scheme has a Board of between 5 and 15 members who meet at least quarterly and are responsible for the strategic direction and policy of the charity. At present the Committee has seven members from a variety of backgrounds relevant to the work of the charity.

The Listening and Guidance Service is managed by a 'Management Team' who report to the Karis Neighbour Scheme Board.

Day to day responsibility for the provision of the services rest with the Chief Executive along with the individual project leads. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The CEO currently line manages the various project leads who have responsibility for the day-to-day operational management of their respective projects.

KARIS NEIGHBOUR SCHEME
Trustees' report (including Directors' Report)
For the period ended 31st December 2020

Trustee's responsibilities statement – charitable company
The trustees (who are also directors of Karis Neighbour Scheme for the purposes on company law are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the board of trustees on 28/07/2021 **and signed on its behalf by:**

Marc Kusicka MARC KUSICKA

Director and Trustee **Name**

KARIS NEIGHBOUR SCHEME

Independent Examiner's Report to the Trustees of Karis Neighbourhood Scheme

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2020 which are set out on the following pages

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

The Company's gross income exceeded £250,000 which meant that the examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Accountants for England and Wales.

I have completed my examination . I confirm that no 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 company as required by section 386 of the 2006 Act or
(2) the accounts do not accord with those records
(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that he accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or
(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Gary Peter Brookes

Name	Gary Peter Brookes
Relevant Professional Qualifications	FCA FCIE BSc
Address	130 Wombourne Park Wolverhampton South Staffs WV5 0LY

Date : 3.8.2021

KARIS NEIGHBOUR SCHEME
Statement of Financial Activities (to include Summary Income and Expenditure Account)
year ended 31 December 2020

	Notes	Unrestricted funds	Restricted funds	Total Funds 2020	Total Funds 2019
		£	£	£	£
Income					
Voluntary Income	2(a)	77,061	203,887	280,948	195,268
Investment income		-	-	-	11
Charitable Activities	2(b)	-	32,398	32,398	67,703
Fundraising		2,808	-	2,808	2,450
Other Income		-	-	-	857
Total Income		79,869	236,285	316,154	266,289
Expenditure on					
Charitable activities	3	(476)	264,883	264,407	237,937
Total Expenditure		(476)	264,883	264,407	237,937
Net Income		80,345	(28,598)	51,747	28,352
Transfers between funds		(7,220)	7,220	-	-
Net movement in funds		73,125	(21,378)	51,747	28,352
Reconciliation of funds					
Total funds brought forward		**75,133**	**48,574**	**123,707**	**95,355**
Total funds carried forward		**148,258**	**27,196**	**175,454**	**123,707**
					**

There were no recognised gains or losses for 2020 or 2019 other than those included in the Statement of Financial Activities

** See note 12 for full comparatives for 2019

KARIS NEIGHBOUR SCHEME
Balance Sheet
As at 31 December 2020

	Notes	2020		2019	
		£	£	£	£
Fixed Assets					
Tangible Assets for use by the charity	7		2		2
Current Assets					
Debtors	8	7,955		37,103	
Bank & Cash in hand		187,447		107,552	
		195,402		144,655	
Creditors : Amounts falling due within one year	9	19,950		20,950	
Net Current Assets			175,452		123,705
Total Assets less Current Liabilities			175,454		123,707
Capital Funds					
Restricted Funds	10		27,196		48,574
Unrestricted Funds					
General			148,258		75,133
Total Charity Funds			175,454		123,707

For the year ended 31 December 2020 the company was entitled to exemption from audit under section 477 (1) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476

The Directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s386 and s387 of the Companies Act 2006 and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 December 2020 and of its profit for the year then ended in accordance with the requirements of s396 and which comply with the requirements of the Act relating to the accounts so far as applicable to the company.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Signed and approved on the behalf of the Board on 28/07/2021

Marc Kusicka MARC KUSICKA

Name

Company number 6595341

The notes on the following pages form part of these financial statements

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2020

1. Accounting Policies

(a) Basis of Accounts Preparation

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) published on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) the Charities Act 2011 the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015. The financial statements have been prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity

(b) Recognition of incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Any further detail is given in the Trustees' Annual Report

Where practicable, gifts in kind donated for distribution to the beneficiaries of the charity are included in stock and donations in the financial statements upon receipt. If it is impracticable to assess the fair value at receipt or if the costs to undertake such a valuation outweigh any benefits, then the fair value is recognised as a component of donations when it is distributed and an equivalent amount recognised as charitable expenditure

Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts
Year ended 31 December 2020

c) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Governance costs

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

(d) Funds

Restricted Funds	Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such fund are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.
Unrestricted Funds	Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
Designated funds	Designated funds comprise of unrestricted funds that have been set aside by the trustees for particular purposes . The aim and use of each designated fund is set out in the notes to the financial statements.

(e) Tax

Tax reclaims on donations and gifts	Gift Aid and other tax reclaims are included in the SoFA at the same time as the donations to which they relate.
(f) Debtors and creditors	Debtors and Creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(g) Assets

Tangible fixed assets for use

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Costs includes costs directly attritable to making the assets capable or operating as intended. These are capitalised if they can be used for more than one year, and cost at least £1000. They are valued at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset on a systematic basis over its expected useful life as follows:

Office equipment	25% on a straight line basis

(h) Going Concern

The directors consider that the charity remains viable for the year ahead.

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2020

2(a). Income from grants, donations and legacies

	2020			2019
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
Birmingham City Council	-	55,725	55,725	19,094
Thrive Together Birmingham	-	25,000	25,000	17,050
Birmingham Settlement	-	17,919	17,919	-
Trusthouse Charitable Trust	-	17,500	17,500	5,500
Postcode Lottery Trust	-	16,000	16,000	-
The Eveson Charitable Trust	-	8,000	8,000	8,000
Birmingham Voluntary Service Council	-	7,100	7,100	-
Heart of England	-	7,000	7,000	-
Hinchley Charitable Trust	-	5,000	5,000	8,250
Grantham Yorke	-	5,000	5,000	5,500
Cambridgeshire Community Foundation	-	5,000	5,000	-
Hopkins Sayer Charitable Trust	-	5,000	5,000	-
Martin Lewis Coronavirus Emergency Fund	-	5,000	5,000	-
Waitrose	-	2,908	2,908	-
G J W Turner Trust	-	2,000	2,000	2,000
Baron Davenports Charity	-	1,650	1,650	-
George Henry Collins	-	1,000	1,000	1,000
Richard Kilcuppes Trust	-	1,000	1,000	1,000
South Birmingham Friends	-	1,000	1,000	1,000
The Grinmmit Trust	-	1,000	1,000	1,000
Edward Cadbury Trust	-	1,000	1,000	-
The William A Cadbury Charitable Trust	-	-	-	16,000
Stewardship CEO	-	-	-	12,000
Wesleyan Foundation	-	-	-	6,700
Sheldon Trust	-	-	-	5,000
Sobell Foundation	-	-	-	5,000
The Rowlands Trust	-	-	-	5,000
Stewardship Development	-	-	-	3,600
Remploy	-	-	-	2,500
Love Brum	-	-	-	2,000
The Harry Payne Trust	-	-	-	2,000
The Douglas Turner Trust	-	-	-	1,500
CB and HH Taylor 1984 Trust	-	-	-	1,000
Coutts Collection	-	-	-	1,000
The John Avis Trust	-	-	-	1,000
Limoges Charitable Trust	-	-	-	500
The Roger & Douglas Turner Trust	-	1,500		-
Legacy	33,166	-	33,166	-
Gift Aid tax	-	1,880	1,880	2,780
Small grants and Donations	43,895	9,705	53,600	58,294
	77,061	203,887	279,448	195,268

2(b).Income for service provision	-	32,398	32,398	67,703
	-	32,398	32,398	67,703

3. Charitable Activities

Analysis of Expenditure

	2020	2019
	£	£
Salaries	204,686	193,897
Resources and activities	24,333	13,313
Rent & Room Hire	5,994	4,836
Telephone & Postage	5,971	4,312
Office Expenses	4,333	2,585
Consultancy Fees	3,514	133
Light Heat & water	2,580	2,580
Insurance	2,365	2,079
Vehicle Expenses	2,118	1,812
Training & Supervision	2,115	4,114
Governance costs	1,750	1,750
Travel	1,274	1,597
Computer costs and software	931	1,379
Maintenance and small equipment	778	1,152
Cleaning	720	720
Payroll Costs	703	759
Volunteers	236	615
Recruitment	6	304
	264,407	237,937

4. Governance Costs	2020 £	2019 £
Accounts preparation and independent examination	1,750	1,750
	1,750	1,750

5. Employees

Wages & Salaries	181,301	174,738
Social Security Costs	11,180	11,774
Pension Costs	12,205	7,385
	204,686	193,897

The average monthly number of staff employed by the charity during the year was as follows:

Charitable activities	13	12
	13	12

There were no employees whose annual emoluments were £60,000 or more

6.Trustees' and key management personnel remuneration expenses

Mrs H Watts - Chapain for Wellbeing	16,220	15,457
	16,220	15,457

7. Tangible Fixed Assets for use by the Charity

	Equipment	
	£	£
Cost		
At 1 January 2020	30,262	30,262
At 31 December 2020	30,262	30,262
Depreciation		
At 1 January 2020	30,260	30,260
Charge for Year	-	-
At 31 December 2020	30,260	30,260
Net Book Values		
At 31 December 2020	2	2

8. Debtors	**2020**	**2019**
	£	£
Gift Aid tax	3,500	3,500
Income Due	4,455	33,603
	7,955	37,103
Income Due		
Birmingham Settlement	4,455	4,488
Birmingham City Council	-	19,094
Karis Medical Centre	-	5,250
Birmingham & Solihull CCG	-	4,771
	4,455	33,603

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2020

9. Creditors : Amounts falling due in less than one year

	2020	2019
	£	£
Accruals	1,750	1,750
Deferred Income	18,200	19,200
	19,950	20,950

Deferred Income

Trusthouse Charitable Trust	12,000	11,500
Thrive Together Birmingham	4,200	4,200
The Harry Payne Trust	2,000	2,000
The Roger & Douglas Turner Trust	-	1,500
	18,200	19,200

10. Fund Reconciliation

	Fund Balances 1 January 2020	Incoming resources	Outgoing resources	Transfers	Fund Balances 31 December 2020
	£	£	£	£	£
KBF Advice	8,018	34,000	26,074	-	15,944
NNS	-	17,886	18,458	572	-
Advocacy	5,938	24,076	34,876	4,862	-
Listening and Guidance	13,201	47,792	57,644	-	3,349
Karis Befriends	14,288	40,608	52,436	-	2,460
Children and Families	-	55,248	57,034	1,786	-
Practical Work	5,259	2,070	2,041	-	5,288
Core CEO	-	5,000	5,000	-	-
Board Game Café	1,870	-	1,715	-	155
Core Development	-	9,605	9,605	-	-
Total restricted	48,574	236,285	264,883	7,220	27,196
Unrestricted reserves					
General funds	75,133	79,869	(476)	(7,220)	148,258
	75,133	79,869	(476)	(7,220)	148,258
Total Funds	123,707	316,154	264,407	-	175,454

KARIS NEIGHBOUR SCHEME
Notes to the Accounts (cont.)
Year ended 31 December 2020

11. Net Assets Between Funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Tangible Fixed assets	2	-	2
Current assets	168,206	27,196	195,402
Creditors amounts falling due within one year	(19,950)	-	(19,950)
	148,258	27,196	175,454

12. SOFA Comparatives

	Notes	Unrestricted funds 2019	Restricted funds 2019	Total Funds 2019
		£	£	£
Income				
Voluntary Income	2(a)	15,446	179,822	195,268
Investment income		11	-	11
Charitable Activities	2(b)	4,630	63,073	67,703
Fundraising		2,450	-	2,450
Other Income		857	-	857
Total Income		23,394	242,895	266,289
Expenditure on				
Charitable activities	3	18,117	219,820	237,937
Total Expenditure		18,117	219,820	237,937
Net Income		5,277	23,075	28,352
Net movement in funds		5,277	23,075	28,352
Total funds brought forward		69,856	25,499	95,355
Total funds carried forward		**75,133**	**48,574**	**123,707**

Acknowledgements

First and foremost, a huge thank you to all our volunteers and supporters.
We couldn't do it without you!

Thanks also to,

Age UK Birmingham, ASIRT, Birmingham Carer's Hub, Birmingham Central Baptist Church, Birmingham Central Foodbank, Birmingham City Church, Birmingham City Council, Birmingham Mother's Union, Birmingham Settlement, Blue Coat School, Body Mind & Spirit Partnership, Central Ladywood Neighbourhood Forum, Christ Church Summerfield, Church Alive, Church of the Redeemer Edgbaston, churchcentral, Circul8 Credit Union, Companions for Hope, Eat Make Play, Gateway Family Services, Glasspool Charity Trust, Harborne Medical Practice, Hope Projects, Jericho Foundation, Karis Medical Centre, Kenrick Community Care Centre, Ladywood Children's Centre, Ladywood District Office, Ladywood Health & Community Centre, Ladywood Helpers, Ladywood Methodist Church, Ladywood Community Project, Ladywood Leisure Centre, Living Well Group, Lordswood House Medical Practice, Narthex, National Grid, NCVO, New Roots Housing, Newman Trust Homes, Oasis Church, Onneley Centre AgeUK, Oratory RC Primary School, Outreach Shop, RE:Future Collective, The Real Junk Food Project Birmingham, The Real Junk Food Project Central, Ring & Ride West Midlands, The Roundhouse, Severn Trent Trust Fund, Shencare Community Transport, Shiloh Computers, St Augustine's Church Edgbaston, St George's Church Edgbaston, St George's C of E Primary School, St Germain's Church Edgbaston, St John's Church Harborne, St John's & St Peter's Church Ladywood, St John's CofE Academy, Suited for Success, Thrive Together Birmingham, and Waitrose Harborne.

Funders

Baron Davenports Charitable Trust, Birmingham Settlement, Birmingham & Solihull CCG, Birmingham City Council, Bitesize Pieces, Body Mind and Spirit Partnership, BVSC, CB and HH Taylor 1984 Trust, Church Alive, Churchcentral west, Churchcentral south, Friends of Karis, G J W Turner Trust, George Henry Collins Charity, Heart of England, Hinchley Charitable Trust, Hopkin Sayer charity, Hymans Roberts, John Avins Trust, Joseph Hopkins charity, Karis Medical Centre, Ladywood Methodist Church, Limoges Charitable Trust, Living Well UK, Money Saving Expert Fund, National Emergency Trust Fund, New Roots Housing Association, Peoples Postcode Lottery, Prevention and Communities, Richard Kilcuppe's Charity, South Birmingham Friends, St Augustine's Church Edgbaston, The Edward Cadbury Charitable Trust, The Eveson Charitable Trust, The Grantham Yorke Trust, The Harry Payne Trust, The Roger & Douglas Turner Charitable Trust, Thrive together Birmingham, TimeBank, Trusthouse Charitable Foundation, Waitrose, Wesleyan Foundation

We are very grateful for all the financial support we have received.



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