

COMPLIMENTS OF THE HOUSE

England & Wales · Charity number 1183230

Details

Status Registered

Legal form CIO

Registered 2019-05-02

Register [View on the Charity Commission register](#)

Contact

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6th Floor
Canterbury Crescent
Brixton

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Website [Complimentsofthehouse.org](https://complimentsofthehouse.org)

Activities

Objects: ÕTHE PREVENTION OR RELIEF OF POVERTY IN GREATER LONDON BY PROVIDING: FOOD, TOILETRIES, BEDDING AND CLOTHING TO INDIVIDUALS IN NEED AND/OR CHARITIES, OR OTHER ORGANISATIONS WORKING TO PREVENT OR RELIEVE POVERTY.Ö1) OBTAINING SURPLUS FOOD FROM COMMERCIAL FOOD COMPANIES AND SUPERMARKETS AND GIVING IT OUT FOR FREE TO THOSE WHO NEED IT2) OBTAINING TOILETRIES, BEDDING AND CLOTHING AND GIVING IT OUT FREELY TO THOSE WHO NEED ITÔTO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY.FOR THE PURPOSE OF THIS CLAUSE ÆSOCIALLY EXCLUDEDÆ MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OF MORE OF THE FOLLOWING FACTORS: UNEMPLOYMENT; FINANCIAL HARDSHIP; YOUTH OR OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL); SUBSTANCE ABUSE OR DEPENDENCY INCLUDING ALCOHOL AND DRUGS; DISCRIMINATION ON THE GROUNDS OF SEX, RACE, DISABILITY, ETHNIC ORIGIN, RELIGION, BELIEF, CREED, SEXUAL ORIENTATION OR GENDER RE-ASSIGNMENT; POOR EDUCATIONAL OR SKILLS ATTAINMENT; RELATIONSHIP AND FAMILY BREAKDOWN; POOR HOUSING (THAT IS HOUSING THAT DOES NOT MEET BASICHABITABLE STANDARDS; CRIME (EITHER AS A VICTIM OF CRIME OR AS AN OFFENDER REHABILITATING INTO SOCIETY).Ö1) BY PROVIDING THOSE THAT HAVE BECOME SOCIALLY EXCLUDED DUE TO UNEMPLOYMENT WITH THE OPPORTUNITY TO VOLUNTEER AND GAIN WORK EXPERIENCE AND A REFERENCE THAT WILL HELP THEM TO GAIN PAID EMPLOYMENT WHICH WILL HELP TO INTEGRATE THEM BACK INTO SOCIETY

Activities: 1) The prevention or relief of poverty in Greater London, in particular but not exclusively by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organisations working to prevent or relieve poverty.2) The promotion of social inclusion among people who have become socially excluded due to unemployment.

Classification

- **How:** Makes Grants To Individuals, Other Charitable Activities
- **What:** The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-05-31	£8,167	£21,658	-	-
2024-05-31	£25,216	£66,117	-	-
2023-05-31	£32,554	£88,181	-	-
2022-05-31	£71,517	£81,235	-	-
2021-05-02	£242,610	£138,644	-	-

Trustees

Name	Role	Appointed
Ashley Noriega		2020-07-23
Devon Dyer		2018-11-18
George Walfall		2020-07-23
Grace Bailey		2020-07-23
Mark Aston		2020-07-23

COMPLIMENTS OF THE HOUSE

England & Wales - Charity number 1183230

Accounts

COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2025

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2025

Contents

	Page
Trustees' Annual Report	1 - 7
Receipts and Payments Account	8
Statement of Assets and Liabilities	9
Receipts and Payments Account - Restricted Funds	10
Receipts and Payments Account - Unrestricted Funds	11

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

Governing Document Compliments of the House ('COTH') is a Charitable Incorporated Organisation formed by way of a governing document dated 02 May 2019.

REFERENCE AND ADMINISTRATION DETAILS

Registered Charity No. 1183230

Address 3SPACE International House 6th Floor, Canterbury Crescent, Brixton, SW9 7QD

Trustees

Grace Bailey (Chair)
Ashley Noriega
Mark Aston
Devon Dyer
George Walfall

CEO and Founder Sinead Browne

Bankers HSBC

Accountants Barnes Roffe Advisory Limited
Chartered Accountants
Charles Lake House, Claire Causeway, Crossways
Business Park, Dartford, Kent, DA2 6QA

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

STRUCTURE GOVERNANCE AND MANAGEMENT

The trustees of Compliments of the House are pleased to present our trustee report, providing an overview of the charity's endeavours over the past year as it pursued our dual objectives of poverty prevention and relief and the promotion of social inclusion in Greater London.

Trustee Selection

The trustees are appointed on a basis that they can each bring a unique view and experience to the running of the charity.

Management

Compliments of the House currently has no paid employees and is run by volunteers and the trustees. The charity is reliant upon the time, skill and resources donated by its trustees and other supporters, for which it is extremely grateful. The trustees receive no remuneration or other benefits.

OBJECTS AND ACTIVITIES

Objects:

- The prevention or relief of poverty in Greater London, in particular but not exclusively, by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organizations working to prevent or relieve poverty.
- The promotion of social inclusion among people who have become socially excluded due to unemployment, relieving the needs of such people and assisting them to integrate into society, in particular by providing opportunities to participate in a volunteer scheme which will enable them to gain skills for employment, undertake work experience placements, receive support and gain references with a view to securing long term employment and integration into society.

Summary of Main Activities in Relation to these Objects:

The charity carries out a wide range of activities in pursuance of its charitable aims: supported by a Board of Trustees who consider these activities provide benefit to our guests and the wider community of Lambeth.

Pre-pandemic, Compliments of The House (CoTH) had a pool of around 300+ volunteers who ran the food redistribution service in our flagship Brixton hub. After they collected fresh surplus food from surrounding restaurants, cafes and supermarkets, the around 65 guests (each weeknight) were offered the choice of a

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

wide range of starters, main courses and desserts. Both before and during Covid-19, our service dignified guests with choice; respecting their cultural, religious and dietary requirements. However, as a result of the pandemic – which rendered the hub unusable – we were forced to change the way in which we serve our guests.

We started an emergency delivery service; providing food parcels – containing £40 worth of food – to households every two weeks.

A triage service, run by volunteers, was established; to manage new guests and their needs, as well as signpost them to other local support services where appropriate.

The acquisition of two vans – with funding from DEFRA – enabled us to collect surplus food from further afield. By activating the CSR of a larger pool of food businesses the vans allowed us to expand our service beyond Brixton and grow as a charity.

Realising that our innovative approach to tackling hunger and food waste could be adapted to any instance where food is sold, after running a pilot we decided to focus our attention on cutting food waste at festivals across London; with the hope of eventually rolling this operation out across the UK.

Grant Making Policy

The charity established its grant making policy to achieve its objectives for public benefit to support food provision for those in need. Our small grants help those who are struggling to pay their bills, either because they are in low-income households or have been adversely financially impacted.

We are not currently in the position to make larger grants to research or policy groups acting in the support of our objectives for public benefit, but hope to do so in the future where possible.

Contribution made by volunteers

Volunteers are the foundation of our charity. They are involved in the majority of our activities for the public benefit, and they give their time freely to help us achieve our aims and objectives because they believe in what we do.

Normally we would have an overall pool of 300+ volunteers. For our COVID-19 crisis service we had around 70 volunteers a week on delivery shifts. The significant drop in numbers was to reduce risk of spreading

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

infection and the necessity for our volunteers to be locals, preventing many of our previous volunteers from helping. Despite the drop in numbers, we have retained a strong cohort of willing volunteers; contributing their time to the most vulnerable members of their community.

Our dedicated volunteers have also played a central role in the running of a donation point – in collaboration with Hondo – where members of the public could drop off donations of food and money.

All volunteers handling data or encountering guests are trained in GDPR protocols and work under the ethos and charitable aims of the Charity.

Activities in the Year

The loss of a designated hub severely restricted the scope of our activities, which had to be substantially pared back and adapted accordingly. So securing a consistent and reliable hub that CoTH and its guests can all call home remains the main focus of the charity. To this end we are in contact with multiple landlords, councils and estate agencies and have lettings agents working on our behalf. Many avenues are being explored and we remain hopeful that one will prove fruitful, despite facing a lot of discrimination. Faced with an apparent dearth of suitable properties in Lambeth we extended our Lambeth based charity to boroughs such as Croydon, Southwark and Bromley. Options available in these areas are also being considered.

The trustees will continue working with the CEO to take stock of the Charity's delivery strategy and approach to finding a hub.

In the interim our activities will centre around reducing food waste from festivals.

Festivals can be some of the leading contributors to food waste and further environmental damage, the festival industry creating around 400 tonnes of food waste per year; and that excludes campsite waste.

Festival audiences are becoming increasingly more conscious of social and environmental issues and want to support events that are proving part of the solution.

By partnering with a large number of festivals across London CoTH is able to redirect and redistribute their surplus food, that would otherwise go to waste. All food donated can be redistributed by CoTH to those that need it most in the festival's local community; through partnerships with organisations that house young people, care leavers, those with mental health issues and those with disabilities.

These partnerships enable festivals to meet their sustainability and CSR goals and continue to further our mission and vision.

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

Work on maintaining the relationships we have with businesses is on-going; so CoTH can continue to collect from them once we get a hub.

We have worked hard to develop and nurture new and existing relationships with members of the community, similar organisations, council members, MPs, food or corporate partners; building long-term bonds which allow us to continue to expand our reach within the community.

Achievements against objectives set

Achievements of CoTH's objectives for public benefit are measured by:

1. Awareness of the charity and its services by potential guests, food donors, volunteers, corporate donors and the wider community

We use our presence at numerous festivals to have an on-site stall where festival-goers can engage with our volunteers; to find out about who we are, and what we are doing at the festival to combat food waste. In addition, our festival stall offers a space for the public to interact with current volunteers, learn more about our cause and engage in donating their time or money to the charity.

Through this process we hope to show festival-goers how CoTH operates, while also promoting ecological practices of food waste prevention; which can influence their attitudes to food waste at future events.

No matter where the festival is, food waste is always created – be it Glastonbury, Brockwell Park or Crystal Palace – and there are always local people in need of this food.

So we felt it was more important than ever for CoTH to have a presence at music festivals: to harness the food resources that would otherwise go to waste.

2. Meeting demand of food provision in the Borough of Lambeth and surrounding boroughs

Despite halting the established service, CoTH managed to continue meeting the demand of food redistribution in the Borough of Lambeth and surrounding boroughs, through its continued food parcel service to our most isolated guests. We were able to continue providing food to vulnerable guests by adapting our usual service to focus on festivals.

Our festival operations proved successful in reducing food waste; which means a reduction in landfill costs, carbon emissions and more food for those who need it.

3. A guaranteed high-quality service that meets the needs of our guests now and in the future

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

Notwithstanding the current scaled back operation, Compliments of The House continued to provide high quality food parcels to isolated guests; accommodating religious, cultural and dietary needs wherever possible.

Towards the end of each festival our volunteers collected surplus food from stalls and traders throughout the event, then took it to our festival stall where it was sorted. The food was then transported out of the festival grounds, in specialist food collection bags, to our Charity Van. In order to ensure the impact is felt by those in the local community, we work with local social housing providers within a 1-mile radius of the event.

4. Ensuring the charity and its guests have a voice and agency within the community

Our self-referral, disability friendly triage service respects the diversity of our guests' needs and is inclusive, to support the agency of guests within the community. Thanks to fundraising, we are able to give guests a choice of what kind of food they receive in their food and sanitary parcels every week, just like they would at a normal supermarket. We uphold their dignity of choice through this operation, as is a key aspect of our usual service.

5. Securing funding for guaranteed longevity of the charity

Through on-going fundraising efforts CoTH continues to secure necessary funding; to achieve its charitable aims and ensure longevity. Not only have we carried out successful fundraising campaigns, we have invested in nourishing new and existing relationships – whether with members of the community, similar organisations, influencers, council members, MPs, food or corporate partner. We work hard to develop these relationships – to build long-term bonds – expanding our reach within the community in order to continue serving our guests as best we can.

FINANCIAL PERFORMANCE

Reserves Policy

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that there are sufficient funds available to cover support of guests, employees, and operational costs. The trustees consider that a level of six months is sufficient given the flexibility afforded by the total return approach toward the investment of the permanent endowment which allows trustees to transfer amounts from the unapplied total element of the endowment fund in case of urgent need.

Compliments of the House

Accounts for the Period Ended 31st May 2025

Trustees' Annual Report

Financial Performance

The charity continues to prepare its accounts on the receipts and payments (cash basis) as permitted by the Charity Commission.

For the period ended 31 May 2025 total receipts were £8,167 (2024 - £25,215). Total payments, in furtherance of the charities' activities, were £18,334 (2024 - £61,202), of which £Nil (2024 - £100) related to restricted funds. In addition, payments for asset purchases, motor vehicles, were £3,324 (2024 - £4,916), of which £Nil (2024 - £Nil) related to restricted funds. Total funds at the end of the period were £75,319 (2024 - £88,810) split between restricted funds of £100 (2024 - £100) and unrestricted funds of £75,219 (2024 - £88,710), and these funds were represented by cash at bank.

Financial Position

The trustees also gratefully acknowledge all the voluntary and financial support received throughout the year which has enabled it to continue ensuring that the objects of the charity are reached.

Declaration

- I declare, in my capacity as a charity trustee, that
 - the trustees have approved the report above; and
 - have authorised me to sign it on their behalf.

Signature:



Grace Bailey - Chair

Date:

24-Feb-2026

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2025

Receipts and Payments Account

	Unrestricted Funds 2025 £	Restricted Fund 2025 £	Total 2025 £	Total 2024 £
General Donations	3,800	-	3,800	17,056
Online Donations	526	-	526	716
Monthly Donations	3,841	-	3,841	7,444
Total receipts	8,167	-	8,167	25,215
Costs of activities in furtherance of the objects of the charity				
Public Liability Insurance	2,134	-	2,134	7,167
Fundraising & Publicity	198	-	198	722
Motor running costs	1,267	-	1,267	1,833
Travel & Subsistence	-	-	-	1,433
Office & Storage Costs	7,350	-	7,350	5,376
Wages & Salaries	3,499	-	3,499	39,782
Management & Administration	3,885	-	3,885	4,773
Volunteer Expense	-	-	-	115
Total costs	18,334	-	18,334	61,202
Asset purchases				
Fixed Assets - Motor Vehicles HP payments	3,324	-	3,324	4,916
Total asset purchases	3,324	-	3,324	4,916
Total payments	21,658	-	21,658	66,117
Net receipts / (payments)	(13,491)	-	(13,491)	(40,901)
Bank balances at 1 June 2024	88,710	100	88,810	129,711
Bank balances at 31 May 2025	75,219	100	75,319	88,810

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2025

Statement of Assets and Liabilities at 31 May 2025

	General Fund £	Restricted Fund £	Total 2025 £	Total 2024 £
Monetary assets				
Bank Current Account	75,219	100	75,319	88,810
Petty Cash	-	-	-	-
Total	<u>75,219</u>	<u>100</u>	<u>75,319</u>	<u>88,810</u>
Assets retained for the Charity's own use				
Tangible Fixed Assets - Motor Vehicles:				
- Cost	25,983	11,005	36,988	60,986
- Accumulated Depreciation	(25,983)	(11,005)	(36,988)	(40,093)
Total (Net Book Value)	<u>-</u>	<u>-</u>	<u>-</u>	<u>20,893</u>
Liabilities				
Hire Purchase Liability: Motor Vehicles <1 year	-	-	-	(14,810)
Total Liabilities	<u>-</u>	<u>-</u>	<u>-</u>	<u>(14,810)</u>

The charity's trustees acknowledge their responsibilities for the preparation of the accounts.

The charity's trustees consider that the charity is entitled to exemption from the requirement to have an audit under section 144(1) of the Charities Act 2011.

The accounts were approved by the trustees on behalf. and signed on its



Grace Bailey - Chair

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2025

Fund Receipts and Payments Account - Restricted

	Covid 19 Response Fund £	Total 2025 £	Total 2024 £
Grant Income	-	-	-
Total receipts	<u>-</u>	<u>-</u>	<u>-</u>
Costs of activities in furtherance of the objects of the charity;			
Costs	-	-	-
Total payments	<u>-</u>	<u>-</u>	<u>-</u>
Net receipts / (payments)	-	-	-
Bank balances at 1 June 2024	100	100	100
Bank balances at 31st May 2025	<u>100</u>	<u>100</u>	<u>100</u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2025

Fund Receipts and Payments Account - General

	Total 2025 £	Total 2024 £
General Donations	3,800	17,056
Online Donations	526	716
Monthly Donations	3,841	7,444
Total receipts	8,167	25,216
Costs of activities in furtherance of the objects of the charity;		
Insurance	2,134	7,167
Fundraising & Publicity	198	722
Motor Running Costs	1,267	1,833
Travel & Subsistence	-	1,433
Office Costs	7,350	5,376
Wages & Salaries	3,499	39,782
Management & Administration	3,885	4,773
Volunteer Expense	-	115
Total costs	18,334	61,202
Asset purchases		
Fixed Assets - Motor Vehicles	3,324	4,916
Total asset purchases	3,324	4,916
Total payments	21,658	66,117
Net receipts / (payments)	(13,491)	(40,901)
Bank balances at 1 June 2024	88,710	129,611
Bank balances at 31st May 2025	75,219	88,710

COMPLIMENTS OF THE HOUSE

England & Wales - Charity number 1183230

Accounts

COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2024

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2024

Contents

	Page
Trustees' Annual Report	1 - 7
Independent Examiner's Report	8
Receipts and Payments Account	9
Statement of Assets and Liabilities	10
Receipts and Payments Account - Restricted Funds	11
Receipts and Payments Account - Unrestricted Funds	12

Compliments of the House
Accounts for the Period Ended 31st May 2024
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Address 3SPACE International House 6th Floor, Canterbury Crescent, Brixton, SW9 7QD

Trustees
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Ashley Noriega
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Devon Dyer
George Walfall

CEO and Founder Sinead Browne

Bankers HSBC

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Chartered Accountants
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Trustees' Annual Report

STRUCTURE GOVERNANCE AND MANAGEMENT

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OBJECTS AND ACTIVITIES

Objects:

- The prevention or relief of poverty in Greater London, in particular but not exclusively, by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organizations working to prevent or relieve poverty.
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Summary of Main Activities in Relation to these Objects:

The charity carries out a wide range of activities in pursuance of its charitable aims: supported by a Board of Trustees who consider these activities provide benefit to our guests and the wider community of Lambeth.

Pre-pandemic, Compliments of The House (CoTH) had a pool of around 300+ volunteers who ran the food redistribution service in our flagship Brixton hub. After they collected fresh surplus food from surrounding restaurants, cafes and supermarkets, the around 65 guests (each weeknight) were offered the choice of a

Compliments of the House
Accounts for the Period Ended 31st May 2024
Trustees' Annual Report

wide range of starters, main courses and desserts. Both before and during Covid-19, our service dignified guests with choice; respecting their cultural, religious and dietary requirements. However, as a result of the pandemic – which rendered the hub unusable – we were forced to change the way in which we serve our guests.

We started an emergency delivery service; providing food parcels – containing £40 worth of food – to households every two weeks.

A triage service, run by volunteers, was established; to manage new guests and their needs, as well as signpost them to other local support services where appropriate.

The acquisition of two vans – with funding from DEFRA – enabled us to collect surplus food from further afield. By activating the CSR of a larger pool of food businesses the vans allowed us to expand our service beyond Brixton and grow as a charity.

Realising that our innovative approach to tackling hunger and food waste could be adapted to any instance where food is sold, we decided to run a pilot; focussing our attention on cutting food waste at festivals across London, with the hope to roll this operation out across the UK.

Grant Making Policy

The charity has established its grant making policy to achieve its objectives for public benefit to support food provision for those in need. Our small grants help those who are struggling to pay their bills, either because they are in low-income households or have been financially impacted as a result of Covid-19.

We are not currently in the position to make larger grants to research or policy groups acting in the support of our objectives for public benefit but hope to do so in the future where possible.

Contribution made by volunteers

Volunteers are the foundation of our charity. They are involved in the majority of our activities for the public benefit, and they give their time freely to help us achieve our aims and objectives because they believe in what we do.

Normally we have an overall pool of 300+ volunteers. For our COVID-19 crisis service, we had around 70 volunteers a week on delivery shifts. The significant drop in numbers was to reduce risk of spreading infection and the necessity for our volunteers to be locals, preventing many of our previous volunteers from

Compliments of the House
Accounts for the Period Ended 31st May 2024
Trustees' Annual Report

helping. Despite the drop in numbers, we have retained a strong cohort of willing volunteers; contributing their time to the most vulnerable members of their community.

Our dedicated volunteers have also played a central role in the running of a donation point – in collaboration with Hondo – where members of the public could drop off donations of food and money.

All volunteers handling data or encountering guests are trained in GDPR protocols and work under the ethos and charitable aims of the Charity.

Activities in the Year

The loss of a designated hub has severely restricted the scope of our activities, which have had to be pared back/adapted accordingly.

So securing a consistent and reliable hub that CoTH and its guests can all call home remains the main focus of the charity.

To this end we have been in contact with multiple landlords, councils and estate agencies and have lettings agents working on our behalf. Many avenues have been explored and we are hopeful that one will prove fruitful, despite facing a lot of discrimination.

Faced with an apparent dearth of suitable properties in Lambeth we extended our Lambeth based charity to boroughs such as Croydon, Southwark and Bromley. Options available in these areas are also being considered.

The trustees will work with the CEO to take stock of the Charity's delivery strategy and approach to finding a hub.

In the interim we will centre our activities around reducing food waste from festivals.

In 2022/23 festival audiences are conscious of social and environmental issues and want to support events that are proving part of the solution.

Festivals can be some of the leading contributors to food waste and further environmental damage, the festival industry creating around 400 tonnes of food waste per year; and that excludes campsite waste.

By partnering with a large number of festivals across London CoTH was able to redirect and redistribute their surplus food, that would otherwise go to waste. All food donated was redistributed by CoTH to those

Compliments of the House
Accounts for the Period Ended 31st May 2024
Trustees' Annual Report

that need it most in the festival's local community; through partnerships with organisations that house young people, care leavers, those with mental health issues and those with disabilities.

Through festivals partnering with us they met their sustainability and CSR goals and continued to further our mission and vision.

Work on maintaining the relationships we have with businesses is on-going; so CoTH can continue to collect from them once we get a hub.

We have worked hard to develop and nurture new and existing relationships with members of the community, similar organisations, council members, MPs, food or corporate partners; building long-term bonds which allow us to continue to expand our reach within the community.

Our corporate partners include RSM, for whom we have been Charity of the Year, and Capitolis, who are our biggest corporate donor to date.

Additionally, we boast ongoing support from our local MP, Helen Hayes and Lambeth Council; who provided much needed behind-the-scenes support through the pandemic. Since visiting our COVID-19 operations in May 2020, Helen Hayes MP has been actively involved in our cause.

Achievements against objectives set

Achievements of Compliments of The House (CoTH)'s objectives for public benefit are measured by:

1. Awareness of the charity and it's services by potential guests, food donors, volunteers, corporate donors and the wider community
2. Meeting demand of food provision in the Borough of Lambeth and surrounding Boroughs
3. A guaranteed high-quality service that meets the needs of our guests now and in the future
4. Ensuring the charity and its guests have a voice and agency within the community
5. Securing funding for guaranteed longevity of the charity

FINANCIAL PERFORMANCE

Reserves Policy

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that there are sufficient funds available to cover support of guests, employees, and operational costs. The trustees consider that a level of six months is sufficient given the flexibility afforded by the total return approach toward the investment of the permanent

Compliments of the House
Accounts for the Period Ended 31st May 2024
Trustees' Annual Report

endowment which allows trustees to transfer amounts from the unapplied total element of the endowment fund in case of urgent need.

Financial Performance

The charity continues to prepare its accounts on the receipts and payments (cash basis) as permitted by the Charity Commission.

For the period ended 31 May 2024 total receipts were £25,216 (2023 - £32,554). Total payments, in furtherance of the charities' activities, were £61,202 (2023 - £88,181), of which £Nil (2023 - £Nil) related to restricted funds. In addition, payments for asset purchases, motor vehicles, were £4,916 (2023 - £4,412), of which £Nil (2023 - £Nil) related to restricted funds. Total funds at the end of the period were £88,810 (2023 - £129,711) split between restricted funds of £100 (2023 - £100) and unrestricted funds of £88,710 (2023 - £129,611), and these funds were represented by cash at bank.

Financial Position

Compliments of The House (CoTH) current financial activity has been put on hold for the foreseeable future as a centralised hub for activities has ceased and there are no employees now working for the charity.

Compliments of the House (CoTH) will continue to support the community into 2025, but any fundraising activity has temporarily ceased.

The trustees also gratefully acknowledge all the voluntary and financial support received throughout the year which has enabled it to continue ensuring that the objects of the charity are reached.

Compliments of the House
Accounts for the Period Ended 31st May 2024
Trustees' Annual Report

Declaration

- I declare, in my capacity as a charity trustee, that
 - the trustees have approved the report above; and
 - have authorised me to sign it on their behalf.

Signature: Grace Bailey
Grace Bailey - Chair

Date: Mar 28, 2025

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2024

Independent Examiner's Report

I report to the charity trustees on my examination of the accounts of the charity for the period ended 31 May 2024 which are set out on pages 9 to 12.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Ben Bradley FCA
Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

Date: 28/03/2025

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2024

Receipts and Payments Account

	Unrestricted Funds 2024 £	Restricted Fund 2024 £	Total 2024 £	Total 2023 £
General Donations	17,056	-	17,056	21,163
Online Donations	716	-	716	3,993
Monthly Donations	7,444	-	7,444	7,398
Total receipts	25,216	-	25,215	32,554
Costs of activities in furtherance of the objects of the charity				
Public Liability Insurance	7,167	-	7,167	6,919
Fundraising & Publicity	722	-	722	762
Motor running costs	1,833	-	1,833	1,406
Travel & Subsistence	1,433	-	1,433	1,663
Office Costs	5,376	-	5,376	6,241
Wages & Salaries	39,782	-	39,782	66,873
Management & Administration	4,773	-	4,773	4,318
Volunteer Expense	115	-	115	-
Consultancy Fees	-	-	-	-
Total costs	61,202	-	61,202	88,181
Asset purchases				
Fixed Assets - Motor Vehicles HP payments	4,916	-	4,916	4,412
Total asset purchases	4,916	-	4,916	4,412
Total payments	66,117	-	66,117	92,593
Net receipts / (payments)	(40,901)	-	(40,901)	(60,039)
Bank balances at 1 June 2023	129,611	100	129,711	189,750
Bank balances at 31 May 2024	88,710	100	88,810	129,711

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2024

Statement of Assets and Liabilities at 31 May 2024

	General Fund £	Restricted Fund £	Total 2024 £	Total 2023 £
Monetary assets				
Bank Current Account	88,710	100	88,810	129,711
Petty Cash	-	-	-	-
Total	<u>88,710</u>	<u>100</u>	<u>88,810</u>	<u>129,711</u>
Assets retained for the Charity's own use				
Tangible Fixed Assets - Motor Vehicles:				
- Cost	49,981	11,005	60,986	60,986
- Accumulated Depreciation	(30,693)	(9,400)	(40,093)	(24,847)
Total (Net Book Value)	<u>19,288</u>	<u>1,605</u>	<u>20,893</u>	<u>36,140</u>
Liabilities				
Hire Purchase Liability: Motor Vehicles <1 year	(14,810)	-	(14,810)	(3,152)
Hire Purchase Liability: Motor Vehicles >1 year	-	-	-	(14,810)
Other Taxation and Social Security	-	-	-	(3,557)
Other creditors	-	-	-	-
Total Liabilities	<u>(14,810)</u>	<u>-</u>	<u>(14,810)</u>	<u>(21,519)</u>

The charity's trustees acknowledge their responsibilities for the preparation of the accounts.

The charity's trustees consider that the charity is entitled to exemption from the requirement to have an audit under section 144(1) of the Charities Act 2011.

The accounts were approved by the trustees on Mar 28, 2025 and signed on its behalf.

Grace Bailey

Grace Bailey - Chair

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2024

Fund Receipts and Payments Account - Restricted

	Covid 19 Response Fund £	Total 2024 £	Total 2023 £
Grant Income	-	-	-
Total receipts	<u>-</u>	<u>-</u>	<u>-</u>
Costs of activities in furtherance of the objects of the charity;			
Food Costs	-	-	-
Travel & Subsistence	-	-	-
Total costs	<u>-</u>	<u>-</u>	<u>-</u>
Asset purchases			
Fixed Assets - Motor Vehicles	-	-	-
Total asset purchases	<u>-</u>	<u>-</u>	<u>-</u>
Total payments	<u>-</u>	<u>-</u>	<u>-</u>
Net receipts / (payments)	-	-	-
Bank balances at 1 June 2023	100	100	100
Bank balances at 31st May 2024	<u>100</u>	<u>100</u>	<u>100</u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2024

Fund Receipts and Payments Account - General

	Total 2024 £	Total 2023 £
General Donations	17,056	21,163
Online Donations	716	3,993
Monthly Donations	7,444	7,398
Total receipts	25,216	32,554
Costs of activities in furtherance of the objects of the charity;		
Insurance	7,167	6,919
Fundraising & Publicity	722	762
Motor Running Costs	1,833	1,406
Travel & Subsistance	1,433	1,663
Office Costs	5,376	6,241
Wages & Salaries	39,782	66,873
Management & Administration	4,773	4,318
Volunteer Expense	115	-
Total costs	61,202	88,181
Asset purchases		
Fixed Assets - Motor Vehicles	4,916	4,412
Total asset purchases	4,916	4,412
Total payments	66,117	92,593
Net receipts / (payments)	(40,901)	(60,039)
Bank balances at 1 June 2023	129,611	189,650
Bank balances at 31st May 2024	88,709	129,611

Compliments of the House
**3SPACE International
House
6th Floor, Canterbury
Crescent
Brixton
London
SW9 7QD**

Barnes Roffe LLP
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

Mar 28, 2025

Dear Trustees

The following representations are made on the basis of enquiries of management and staff with relevant knowledge and experience such as we consider necessary in connection with your preparation of the charity's receipts and payments accounts for the period ended 31 May 2024. These enquiries have included inspection of supporting documentation where appropriate and are sufficient to satisfy ourselves that we can make each of the following representations. All representations are made to the best of our knowledge and belief.

General

- 1 We acknowledge that the work performed by you is substantially less in scope than an audit performed in accordance with International Standards on Auditing (UK) and that you do not express an audit opinion.
- 2 We confirm that the charity was entitled to exemption under section 144 of the Charities Act 2011 the requirement to have its financial statements for the financial year ended 31 May 2024 audited.
- 3 We have fulfilled our responsibilities as trustees as set out in the terms of your engagement letter dated 16 October 2020, under the Charities Act 2011 for preparing financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), for being satisfied that they give a true and fair view and for making accurate representations to you.
- 4 All the transactions undertaken by the charity have been properly reflected and recorded in the accounting records.
- 5 All the accounting records have been made available to you for the purpose of your independent examination. We have provided you with unrestricted access to all appropriate persons within the charity, and with all other records and related information requested, including minutes of all management and trustee meetings and correspondence with The Charity Commission.
- 6 The financial statements are free of material misstatements, including omissions.

Assets and liabilities

- 7 The charity has satisfactory title to all assets and there are no liens or encumbrances on the charity's assets, except for those that are disclosed in the notes to the financial statements.
- 8 All actual liabilities, contingent liabilities and guarantees given to third parties have been recorded or disclosed as appropriate.
- 9 We have no plans or intentions that may materially alter the carrying value and where relevant the fair value measurements or classification of assets and liabilities reflected in the financial statements.

Accounting estimates

- 10 Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

Loans and arrangements

- 11 The charity has not granted any advances or credits to, or made guarantees on behalf of, directors other than those disclosed in the financial statements.

Legal claims

- 12 We have disclosed to you all claims in connection with litigation that have been, or are expected to be, received and such matters, as appropriate, have been properly accounted for, and disclosed in, the financial statements.

Laws and regulations

- 13 We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.

Related parties

- 14 Related party relationships and transactions have been appropriately accounted for and disclosed in the financial statements. We have disclosed to you all relevant information concerning such relationships and transactions and are not aware of any other matters which require disclosure in order to comply with legislative and accounting standards requirements.

Subsequent events

- 15 All events subsequent to the date of the financial statements which require adjustment or disclosure have been properly accounted for and disclosed.

Going concern

- 16 We believe that the charity's financial statements should be prepared on a going concern basis on the grounds that current and future sources of funding or support will be more than adequate for the charity's needs. We have considered a period of twelve months from the date of approval of the financial statements. We believe that no further disclosures relating to the charity's ability to continue as a going concern need to be made in the financial statements.

Grants and donations

- 17 All grants, donations and other income, the receipt of which is subject to specific terms or conditions, have been notified to you. There have been no breaches of terms or conditions in the application of such income.

Yours faithfully

Grace Bailey

.....
Signed on behalf of the board of trustees on

COMPLIMENTS OF THE HOUSE

England & Wales - Charity number 1183230

Accounts

COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2023

Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2023

Contents

	Page
Trustees' Annual Report	1 - 8
Independent Examiner's Report	9
Receipts and Payments Account	10
Statement of Assets and Liabilities	11
Receipts and Payments Account - Restricted Funds	12
Receipts and Payments Account - Unrestricted Funds	13

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

Governing Document Compliments of the House ('COTH') is a Charitable Incorporated Organisation formed by way of a governing document dated 02 May 2019.

REFERENCE AND ADMINISTRATION DETAILS

Registered Charity No. 1183230

Address 3SPACE International House 6th Floor, Canterbury Crescent, Brixton, SW9 7QD

Trustees
Grace Bailey (Chair)
Ashley Noriega
Mark Aston
Devon Dyer
George Walfall

CEO and Founder Sinead Browne

Bankers HSBC

Accountants Barnes Roffe LLP
Chartered Accountants
Charles Lake House, Claire Causeway, Crossways
Business Park, Dartford, Kent, DA2 6QA

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

STRUCTURE GOVERNANCE AND MANAGEMENT

The trustees of Compliments of the House are pleased to present our trustee report, providing an overview of the charity's endeavours over the past year as it pursued our dual objectives of poverty prevention and relief and the promotion of social inclusion in Greater London.

Trustee Selection

The trustees are appointed on a basis that they can each bring a unique view and experience to the running of the charity.

Management

Compliments of the House has two employees and is run by them and the trustees. The charity is reliant upon the time, skill and resources donated by its trustees and other supporters, for which it is extremely grateful. The trustees receive no remuneration or other benefits.

OBJECTS AND ACTIVITIES

Objects:

- The prevention or relief of poverty in Greater London, in particular but not exclusively, by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organizations working to prevent or relieve poverty.
- The promotion of social inclusion among people who have become socially excluded due to unemployment, relieving the needs of such people and assisting them to integrate into society, in particular by providing opportunities to participate in a volunteer scheme which will enable them to gain skills for employment, undertake work experience placements, receive support and gain references with a view to securing long term employment and integration into society.

Summary of Main Activities in Relation to these Objects:

The charity carries out a wide range of activities in pursuance of its charitable aims. The trustees consider that these activities, summarised below, provide benefit to our guests and the wider community of Lambeth.

Pre-pandemic, Compliments of The House (CoTH) had a pool of around 300+ volunteers who ran our food redistribution service in our flagship Brixton hub. After they collected fresh surplus food from surrounding restaurants, cafes and supermarkets, then around 65 guests (each weeknight) were offered the choice of

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

a wide range of starters, main courses and desserts. Both before and during Covid-19, our service dignified guests with choice, respecting their cultural religious and dietary requirements, however, as a result of the pandemic we were forced to change the way in which we served our guests.

During the period of June 2022 to May 2023 Compliments of The House (CoTH) implemented the following activities:

- In response to the COVID-19 pandemic from March 2020 we started an emergency delivery service whereby we provided food parcels containing £40 worth of food to households every two weeks. We were determined to maintain serving our most isolated guests who were increasingly vulnerable during this period of heightened insecurity.
- Established a triage service, run by volunteers, as part of the COVID-19 response, to manage new guests and their needs, as well as signpost them to other local support services where appropriate.
- Compliments of The House (CoTH) has been unable to maintain the usual Back-to-Work public benefit service to the same extent due to the impact of the COVID-19 pandemic which rendered the hub unusable. Despite this disruption, Compliments of The House (CoTH) still distributed books and subsidised courses for guests to further their education or training throughout the pandemic.
- Purchased a vans with funding from DEFRA.
- We also offered a small number of emergency grants to those financially struggling as a result of Covid-19. Although this is not our usual service, this has been vital for some of our most vulnerable guests who have struggled to pay their gas and electric bills during the pandemic.
- Compliments of The House (CoTH) was also able to raise £3,993 on JustGiving throughout June 2022-May 2023.
- April 2021 saw a collaboration with online destination for luxury sustainable clothing brands, Loftē. 50% of all profits generated from Loftē's own collection was donated to Compliments of The House (CoTH)
- Additionally, Compliments of The House (CoTH) received a Points of Light award from government, recognising the impactful work of our CEO/Founder Sinéad Browne throughout the Covid-19 pandemic.

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

- Nourishing new and existing relationships with members of the community, similar organisations, council members, MP's (Helen Hayes), food or corporate partners (Capitolis, RSM, DEFRA), we have worked hard to develop these relationships, building long-term bonds which allow us to continue to expand our reach within the community.

Grant Making Policy

The charity has established its grant making policy to achieve its objectives for public benefit to support food provision for those in need. Our small grants help those who are struggling to pay their bills, either because they are in low-income households or have been financially impacted as a result of Covid-19.

We are not currently in the position to make larger grants to research or policy groups acting in the support of our objectives for public benefit but hope to do so in the future where possible.

Contribution made by volunteers

Volunteers are the foundation of our charity. They are involved in the majority of our activities for the public benefit, and they give their time freely to help us achieve our aims and objectives because they believe in what we do.

Normally we have a pool of 300+ volunteers. For our COVID-19 crisis service, we have around 70 volunteers a week on delivery shifts. The significant drop in numbers is to reduce risk of spreading infection and the necessity for our volunteers to now be locals, preventing many of our previous volunteers from helping. Despite the drop in numbers, volunteers still made this COVID response possible, contributing time to the most vulnerable members of their community. Volunteers were happy to abide by government restrictions of social distancing, wearing face masks and washing hands regularly while providing this vital service.

Through the winter we also ran a donation point in collaboration with Hondo whereby members of the public dropped off donations of food and money. Alongside Sinéad Browne this fundraising activity was largely operated by dedicated volunteers.

From June 2020 throughout our winter COVID-19 responses we had over 50 regular and non-regular volunteers supporting our food packing and delivery activities for our COVID-19 emergency delivery service. Our office team of long-term volunteers continued to work in accordance with our charitable aims

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

and objectives from home, in administration, fundraising and communications positions. This team then grew to include volunteer coordinators and a triage team to meet demands of the service. Without them we would not have been able to meet our objectives for public benefit.

Operated by volunteers, our COVID 2 Winter Response supported the most vulnerable guests through Christmas. This consisted of recruiting help-line volunteers, van drivers, volunteer coordinators and sorting/packing volunteers, each with crucial roles as part of this adapted service.

All volunteers handling data or encountering guests are trained in GDPR protocols and work under the ethos and charitable aims of the Charity.

Activities in the Year

In the area of food redistribution, the Charity's primary objective has been to secure established premises from which to operate. We embarked on efforts to secure new premises and hubs across London. Our attempt to establish a hub in Tower Hamlets saw positive progress, culminating just before signing the agreement when the landlord decided to select another organization. Despite putting forward a strong bid, this experience underscores the unpredictability inherent in securing new premises and the resilience required in navigating such challenges.

The London commercial property market has proven highly complex and competitive for the Charity to navigate. Given this, efforts were made to consider other high need areas of the UK, where the Charity's operating model could make a tangible difference to individuals experiencing poverty. As part of this, one of our key initiatives involved a visit to Liverpool with the aim of establishing a hub for food redistribution. Following several months of research and progress with the process of securing a hub location, it became evident that another organisation was already operating in the area, providing similar forms of support. While this setback was disheartening, it highlighted the importance of collaboration and informed decision-making in our efforts to combat poverty, and was a marker of the thorough research and reconnaissance undertaken by the Charity's CEO.

Blackpool was further considered as a potential hub location for the Charity. While the pursuit of a potential new hub in Blackpool did not proceed as planned, we remain undeterred in our commitment to expanding our reach and impact. A significant portion of the year was dedicated to exploring various spaces across London, reflecting our determination to establish new premises for more effective and widespread assistance. Developing hub location options is resource-intensive, however, it forms the foundation of the Charity's ambition to have a physical presence from which to support and engage with guests.

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

Conscious efforts have been made to diversify the Charity's activities in a way which supports its objectives, leverages the excellent engagement it has with committed volunteers and supports its ongoing advocacy efforts. This had led the Charity to secure a presence at London music festivals. We successfully secured a contract for the Brockwell Live 2023 series of festivals, where our operations during every festival received incredibly positive feedback. This not only allowed us to collect and redistribute a significant amount of food but also provided us with a valuable entry point into the festival industry. Subsequently, invitations to festivals at Hyde Park and South Facing Festival followed, enabling us to extend our impact and contribute to reducing food waste on a larger scale.

Despite facing challenges, including a short notice for recruiting volunteers we seized the opportunity to collect and redistribute food for the South Facing Festival, reinforcing our commitment to maximising impact even in time-sensitive situations. The 2023 music festival season has provided the Charity with key learning which will support the refinement of the Charity's engagement with organisers and promoters going forward. The overall festival operation will continue to be improved, ensuring best use of the financial and human resources, whilst maximising the benefit to guests.

As we reflect on our journey, we are inspired by the lessons learned and motivated to continue our mission of alleviating poverty and fostering social inclusion.

Achievements against objectives set

Achievements of Compliments of The House (CoTH)'s objectives for public benefit are measured by:

1. Awareness of the charity and its services by potential guests, food donors, volunteers, corporate donors and the wider community
2. Meeting demand of food provision in the Borough of Lambeth and surrounding Boroughs
3. A guaranteed high-quality service that meets the needs of our guests now and in the future
4. Ensuring the charity and its guests have a voice and agency within the community
5. Securing funding for guaranteed longevity of the charity

FINANCIAL PERFORMANCE

Reserves Policy

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that there are sufficient funds available to cover support of guests, employees, and operational costs. The trustees consider that a level of six months is sufficient given the flexibility afforded by the total return approach toward the investment of the permanent endowment which allows trustees to transfer amounts from the unapplied total element of the endowment fund in case of urgent need.

Financial Performance

The charity continues to prepare its accounts on the receipts and payments (cash basis) as permitted by the Charity Commission.

For the period ended 31 May 2023 total receipts were £32,554 (2022 - £71,517). Total payments, in furtherance of the charities' activities, were £88,181 (2022 - £81,235), of which £Nil (2021 - £Nil) related to restricted funds. In addition, payments for asset purchases, motor vehicles, were £4,412 (2022 - £4,053), of which £Nil (2022 - £Nil) related to restricted funds. Total funds at the end of the period were £129,711 (2022 - £189,750) split between restricted funds of £100 (2022 - £100) and unrestricted funds of £129,611 ((2022 - £189,650), and these funds were represented by cash at bank.

Financial Position

Compliments of The House (CoTH) has received significant funding since May 2023 which puts the charity in a successful position moving forward.

Compliments of the House (CoTH) is in a strong position and has invested in the salaries of three employees (CEO/Founder, Senior Fundraising Officer and Senior Administrative Officer) who will ensure the consistency and longevity of the charity going forward.

The trustees also gratefully acknowledge all the voluntary and financial support received throughout the year which has enabled it to continue ensuring that the objects of the charity are reached.

Declaration

Compliments of the House
Accounts for the Period Ended 31st May 2023
Trustees' Annual Report

- I declare, in my capacity as a charity trustee, that
 - the trustees have approved the report above; and
 - have authorised me to sign it on their behalf.

Signature:


Grace Bailey - Chair

Date:

01/03/2024

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2023

Independent Examiner's Report

I report to the charity trustees on my examination of the accounts of the charity for the period ended 31 May 2023 which are set out on pages 10 to 13.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Ben Bradley FCA
Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

Date: 7/3/2024

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2023

Receipts and Payments Account

	Unrestricted Funds 2023 £	Restricted Fund 2023 £	Total 2023 £	Total 2022 £
Grant Income	-	-	-	100
General Donations	21,163	-	21,163	44,987
Online Donations	3,993	-	3,993	20,982
Monthly Donations	7,398	-	7,398	5,449
Total receipts	<u>32,554</u>	<u>-</u>	<u>32,554</u>	<u>71,517</u>
Costs of activities in furtherance of the objects of the charity				
Public Liability Insurance	6,919	-	6,919	557
Fundraising & Publicity	762	-	762	2,263
Motor running costs	1,406	-	1,406	2,679
Travel & Subsistence	1,663	-	1,663	707
Office Costs	6,241	-	6,241	3,592
Wages & Salaries	66,873	-	66,873	60,734
Management & Administration	4,318	-	4,318	6,563
Consultancy Fees	-	-	-	4,140
Total costs	<u>88,181</u>	<u>-</u>	<u>88,181</u>	<u>81,235</u>
Asset purchases				
Fixed Assets - Motor Vehicles HP payments	4,412	-	4,412	4,053
Total asset purchases	<u>4,412</u>	<u>-</u>	<u>4,412</u>	<u>4,053</u>
Total payments	<u>92,593</u>	<u>-</u>	<u>92,593</u>	<u>85,288</u>
Net receipts / (payments)	(60,039)	-	(60,039)	(13,771)
Bank balances at 1 June 2022	189,650	100	189,750	203,521
Bank balances at 31 May 2023	<u><u>129,611</u></u>	<u><u>100</u></u>	<u><u>129,711</u></u>	<u><u>189,750</u></u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2023

Statement of Assets and Liabilities at 31 May 2023

	General Fund £	Restricted Fund £	Total 2023 £	Total 2022 £
Monetary assets				
Bank Current Account	129,611	100	129,711	189,750
Petty Cash	-	-	-	-
Total (as per page 11)	<u>129,611</u>	<u>100</u>	<u>129,711</u>	<u>189,750</u>
Assets retained for the Charity's own use				
Tangible Fixed Assets - Motor Vehicles:				
- Cost	49,981	11,005	60,986	54,837
- Accumulated Depreciation	(18,198)	(6,649)	(24,847)	(19,422)
Total (Net Book Value)	<u>31,783</u>	<u>4,356</u>	<u>36,140</u>	<u>35,415</u>
Liabilities				
Hire Purchase Liability: Motor Vehicles <1 year	(3,152)	-	(3,152)	(10,982)
Hire Purchase Liability: Motor Vehicles >1 year	(14,810)	-	(14,810)	-
Other Taxation and Social Security	(3,557)	-	(3,557)	(3,884)
Other creditors	-	-	-	(3,872)
Total Liabilities	<u>(21,519)</u>	<u>-</u>	<u>(21,519)</u>	<u>(18,737)</u>

The charity's trustees acknowledge their responsibilities for the preparation of the accounts.

The charity's trustees consider that the charity is entitled to exemption from the requirement to have an audit under section 144(1) of the Charities Act 2011.

The accounts were approved by the trustees on 1/3/24 and signed on its behalf.


Grace Bailey - Chair

COMPLIMENTS OF THE HOUSE**Accounts for the Period Ended 31 May 2023****Fund Receipts and Payments Account - Restricted**

	Covid 19 Response Fund £	Total 2023 £	Total 2022 £
Grant Income	-	-	100
Total receipts	<u>-</u>	<u>-</u>	<u>100</u>
Costs of activities in furtherance of the objects of the charity;			
Food Costs	-	-	-
Travel & Subsistence	-	-	-
Total costs	<u>-</u>	<u>-</u>	<u>-</u>
Asset purchases			
Fixed Assets - Motor Vehicles	-	-	-
Total asset purchases	<u>-</u>	<u>-</u>	<u>-</u>
Total payments	<u>-</u>	<u>-</u>	<u>-</u>
Net receipts / (payments)	-	-	100
Bank balances at 1 June 2022	100	100	-
Bank balances at 31st May 2023	<u>100</u>	<u>100</u>	<u>100</u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2023

Fund Receipts and Payments Account - General

	Total 2023 £	Total 2022 £
General Donations	21,163	44,987
Online Donations	3,993	20,982
Monthly Donations	7,398	5,449
Total receipts	<u>32,554</u>	<u>71,417</u>
Costs of activities in furtherance of the objects of the charity;		
Public Liability Insurance	6,919	557
Fundraising & Publicity	762	2,263
Motor Running Costs	1,406	2,679
Travel & Subsistence	1,663	707
Office Costs	6,241	3,592
Wages & Salaries	66,873	60,734
Management & Administration	4,318	6,563
Consultancy Fees	-	4,140
Total costs	<u>88,181</u>	<u>81,235</u>
Asset purchases		
Fixed Assets - Motor Vehicles	4,412	4,053
Total asset purchases	<u>4,412</u>	<u>4,053</u>
Total payments	<u>92,593</u>	<u>85,288</u>
Net receipts / (payments)	(60,039)	(13,871)
Bank balances at 1 June 2022	189,650	203,521
Bank balances at 31st May 2023	<u>129,611</u>	<u>189,650</u>

COMPLIMENTS OF THE HOUSE

England & Wales - Charity number 1183230

Accounts

COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2022

Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2022

Contents

	Page
Trustees' Annual Report	1 - 9
Independent Examiner's Report	10
Receipts and Payments Account	11
Statement of Assets and Liabilities	12
Receipts and Payments Account - Restricted Funds	13
Receipts and Payments Account - Unrestricted Funds	14

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

Governing Document Compliments of the House ('COTH') is a Charitable Incorporated Organisation formed by way of a governing document dated 02 May 2019.

REFERENCE AND ADMINISTRATION DETAILS

Registered Charity No. 1183230

Address 3SPACE International House 6th Floor, Canterbury Crescent, Brixton, SW9 7QD

Trustees
Grace Bailey (Chair)
Ashley Noriega
Mark Aston
Devon Dyer
George Walfall

CEO and Founder Sinead Browne

Bankers HSBC

Accountants Barnes Roffe LLP
Chartered Accountants
Charles Lake House, Claire Causeway, Crossways
Business Park, Dartford, Kent, DA2 6QA

Compliments of the House
Accounts for the Period Ended 31st May 2022
Trustees' Annual Report

STRUCTURE GOVERNANCE AND MANAGEMENT

Trustee Selection

The trustees are appointed on a basis that they can each bring a unique view and experience to the running of the charity.

Management

Compliments of the House has a few employees and is run by them and the trustees. The charity is reliant upon the time, skill and resources donated by its trustees and other supporters, for which it is extremely grateful. The trustees receive no remuneration or other benefits.

OBJECTS AND ACTIVITIES

Objects:

- The prevention or relief of poverty in Greater London, in particular but not exclusively, by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organizations working to prevent or relieve poverty.

- The promotion of social inclusion among people who have become socially excluded due to unemployment, relieving the needs of such people and assisting them to integrate into society, in particular by providing opportunities to participate in a volunteer scheme which will enable them to gain skills for employment, undertake work experience placements, receive support and gain references with a view to securing long term employment and integration into society.

Summary of Main Activities in Relation to these Objects:

The charity carries out a wide range of activities in pursuance of its charitable aims: supported by a Board of Trustees who consider these activities provide benefit to our guests and the wider community of Lambeth.

Pre-pandemic, Compliments of The House (CoTH) had a pool of around 300+ volunteers who ran the food redistribution service in our flagship Brixton hub. After they collected fresh surplus food from surrounding restaurants, cafes and supermarkets, the around 65 guests (each weeknight) were offered the choice of a wide range of starters, main courses and desserts. Both before and during Covid-19, our service dignified guests with choice; respecting their cultural, religious and dietary requirements. However, as a result of the pandemic – which rendered the hub unusable – we were forced to change the way in which we serve our guests.

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

During the period of June 2020 to May 2022 CoTH implemented a number of emergency measures; in order to continue serving our most isolated guests, who were increasingly vulnerable during this period of heightened insecurity.

We started an emergency delivery service; providing food parcels – containing £40 worth of food – to households every two weeks.

A triage service, run by volunteers, was established; to manage new guests and their needs, as well as signpost them to other local support services where appropriate.

Following closure of the CoTH hub we were unable to maintain the usual Back-to-Work public benefit service to the same extent. Despite this disruption, CoTH still distributed books and subsidised courses for guests to further their education or training throughout the pandemic.

The acquisition of two vans – with funding from DEFRA – enabled us to collect surplus food from further afield. By activating the CSR of a larger pool of food businesses the vans will allow us to expand our service beyond Brixton and grow as a charity.

Our COVID 2 Winter Response initiative – launched in the winter of 2020 – enabled CoTH to continue providing food, toiletries and sanitary products to over 200 guests door-to-door.

We also offered a small number of emergency grants to those financially struggling as a result of Covid-19. Although this is not our usual service, this has been vital for some of our most vulnerable guests, who have struggled to pay their gas and electric bills during the pandemic.

Grant Making Policy

The charity has established its grant making policy to achieve its objectives for public benefit to support food provision for those in need. Our small grants help those who are struggling to pay their bills, either because they are in low-income households or have been financially impacted as a result of Covid-19.

We are not currently in the position to make larger grants to research or policy groups acting in the support of our objectives for public benefit but hope to do so in the future where possible.

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

Contribution made by volunteers

Volunteers are the foundation of our charity. They are involved in the majority of our activities for the public benefit, and they give their time freely to help us achieve our aims and objectives because they believe in what we do.

Normally we have an overall pool of 300+ volunteers. For our COVID-19 crisis service, we had around 70 volunteers a week on delivery shifts. The significant drop in numbers was to reduce risk of spreading infection and the necessity for our volunteers to be locals, preventing many of our previous volunteers from helping. Despite the drop in numbers, volunteers still made this COVID response possible, contributing time to the most vulnerable members of their community. Volunteers were happy to abide by government restrictions of social distancing, wearing face masks and washing hands regularly while providing this vital service.

Our dedicated volunteers also played a central role in the running of a donation point – in collaboration with Hondo – where members of the public could drop off donations of food and money.

All volunteers handling data or encountering guests are trained in GDPR protocols and work under the ethos and charitable aims of the Charity.

Activities in the Year

CoTH has worked hard over the years to provide those going hungry with fresh and nutritious food, but we have never had a permanent home from which to do this. Although we were able to continue functioning throughout the pandemic, the challenges it raised made the need for a permanent base more apparent.

So securing a consistent and reliable hub that CoTH and its guests can all call home is currently the main focus of the charity. As a small grassroots charity, having a permanent home in Brixton has been a long-term dream of ours; a dream which we are determined to achieve.

To this end we have been in contact with multiple landlords, councils and letting agencies and have had a lettings agent working on our behalf. Many avenues have been explored and we are hopeful that one will prove fruitful, despite facing a lot of discrimination.

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

With the increasing demand for our service since the Covid-19 outbreak, we also had to extend our Lambeth based charity to boroughs such as Croydon, Southwark and Bromley, highlighting the desperate need for food support. Faced with an apparent dearth of suitable properties in Lambeth, options available in these areas are also being considered.

The trustees will work with the CEO to take stock of the Charity's delivery strategy and approach to finding a hub.

Whilst in pursuit of a designated hub CoTH has been raising awareness around food poverty and hidden hunger, by speaking to various news outlets.

CoTH has developed a number of avenues to continue to support those most in need without a hub: from exploring and developing strong contacts to collecting surplus food from festivals, especially those in SW London.

Networking has served to strengthen our Back to Work scheme, so CoTH will have corporates that will take our guests on when we are up and running.

We also acquired support from a branding specialist, copywriter and architects who are among those helping us to grow as a brand.

CoTH was able to raise £20,982 on JustGiving throughout June 2021-May 2022.

Thanks to sufficient funding, we have been able to employ two paid members of staff, in addition to the CEO/Founder. Additionally, we inputted systems to facilitate remote working, to better cope with the sharp increase in those using our service.

A new website has been developed, which includes a vast amount of information for donors and volunteers.

Work on maintaining the relationships we have with businesses is on-going; so CoTH can continue to collect from them once we get a hub.

We have worked hard to develop and nurture new and existing relationships with members of the community, similar organisations, council members, MPs, food or corporate partners; building long-term bonds which allow us to continue to expand our reach within the community.

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

Our corporate partners include RSM, for whom we have been Charity of the Year, and Capitolis, who are our biggest corporate donor to date.

Additionally, we boast ongoing support from our local MP, Helen Hayes and Lambeth Council; who provided much needed behind-the-scenes support through the pandemic. Since visiting our COVID-19 operations in May 2020, Helen Hayes MP has been actively involved in our cause.

Achievements against objectives set

Achievements of CoTH's objectives for public benefit are measured by:

1. Awareness of the charity and its services by potential guests, food donors, volunteers, corporate donors and the wider community

CoTH has gained awareness through recognition in press articles and media interviews with our amazing Founder/CEO, Sinéad Browne; recipient of the government's Points of Light award for her work running CoTH during the pandemic, when vulnerable members of the local community needed it the most. In addition, collaborations like that with Loftë, an online destination for luxury sustainable clothing brands, helped to increase awareness of CoTH's presence.

2. Meeting demand of food provision in the Borough of Lambeth and surrounding boroughs

Despite halting the established service, CoTH managed to continue meeting the demand of food provision in the Borough of Lambeth and surrounding boroughs through its continued food parcel service to our most isolated guests. We were able to continue providing food to vulnerable guests by adapting our usual service, adhering to government restrictions and reducing capacity. CoTH became Lambeth Council's main food provider, as one of the few food provision services that was able to stay operational during this time.

3. A guaranteed high-quality service that meets the needs of our guests now and in the future

CoTH has continued to provide high quality food parcels to isolated guests; accommodating religious, cultural and dietary needs. We fundamentally believe in the idea that everyone deserves choice – no matter their current circumstance in life – which we have provided throughout the pandemic. No longer needing to rely on donated food from local food businesses, we were able to adjust food support to fit dietary and other

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

requirements, as well as offer luxury food items for public benefit. We also provided some guests with financial support through grants; particularly those struggling to pay bills. In order to set them up for the future, we continued to work with our guests; providing books and training for those wanting to develop their employment or personal skills.

4. Ensuring the charity and its guests have a voice and agency within the community

Our self-referral, disability friendly triage service respects the diversity of our guests' needs and is inclusive, to support the agency of guests within the community. Thanks to fundraising, we were able to give guests a choice of what kind of food they receive in their food and sanitary parcels every week, just like they would at a normal supermarket. We upheld their dignity of choice through this operation, as is a key aspect of our usual service.

5. Securing funding for guaranteed longevity of the charity

Through our on-going fundraising efforts CoTH continues to secure necessary funding; to achieve its charitable aims and ensure longevity. Not only have we carried out successful fundraising campaigns, we have invested in nourishing new and existing relationships – whether with members of the community, similar organisations, influencers, council members, MP's, food or corporate partner. We work hard to develop these relationships – to build long-term bonds – expanding our reach within the community in order to continue serving our guests as best we can.

Performance of fundraising activities against objectives set

CoTH's JustGiving COVID-19 appeal raised £68,056 in total. CoTH has also secured several corporate donors for fundraising volunteer days for the future. Both Capitolis and RSM are major corporate donors who have come on board.

FINANCIAL PERFORMANCE

Reserves Policy

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that there are sufficient funds available to cover

Compliments of the House

Accounts for the Period Ended 31st May 2022

Trustees' Annual Report

support of guests, employees, and operational costs. The trustees consider that a level of six months is sufficient given the flexibility afforded by the total return approach toward the investment of the permanent endowment which allows trustees to transfer amounts from the unapplied total element of the endowment fund in case of urgent need.

Financial Performance

CoTH has seen a significant increase in funds since its incorporation.

The charity continues to prepare its accounts on the receipts and payments (cash basis) as permitted by the Charity Commission.

For the period ended 31 May 2022 total receipts were £71,517 (2021 - £242,610), of which £100 (2021 - £5,000) was restricted grant income. Total payments, in furtherance of the charities' activities, were £81,235 (2021 - £96,820), of which £Nil (2021 - £Nil) related to restricted funds. In addition, payments for asset purchases, motor vehicles, were £4,053 (2020 - £41,825), of which £Nil (2021 - £11,005) related to restricted funds. Total funds at the end of the period were £189,750 (2021 - £203,521) split between restricted funds of £100 (2021 - £Nil) and unrestricted funds of £189,650 ((2021 - £203,521), and these funds were represented by cash at bank.

Financial Position

CoTH has received significant funding since May 2022 which puts the charity in a successful position moving forward. This is mainly due to a spike in donations from March 2020 onwards to aid the charity with its COVID-19 rapid response delivery service.

CoTH is in a strong position and has invested in the salaries of three employees (CEO/Founder, Senior Fundraising Officer and Senior Administrative Officer) who will ensure the consistency and longevity of the charity going forward.

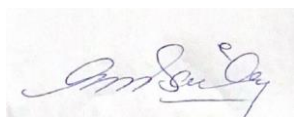
The trustees also gratefully acknowledge all the voluntary and financial support received throughout the year which has enabled it to continue ensuring that the objects of the charity are reached.

Compliments of the House
Accounts for the Period Ended 31st May 2022
Trustees' Annual Report

Declaration

- I declare, in my capacity as a charity trustee, that
 - the trustees have approved the report above; and
 - have authorised me to sign it on their behalf.

Signature:



Grace Bailey - Chair

Date: 06/03/2023

COMPLIMENTS OF THE HOUSE
Accounts for the Period Ended 31 May 2022
Independent Examiner's Report

I report to the charity trustees on my examination of the accounts of the charity for the period ended 31 May 2022 which are set out on pages 12 to 15.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Ben Bradley FCA
Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

Date: 10/03/2023

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2022

Receipts and Payments Account

	Unrestricted Funds 2022 £	Restricted Fund 2022 £	Total 2022 £	<i>Total 2021 £</i>
Grant Income	-	100	100	5,000
General Donations	44,987	-	44,987	183,845
Online Donations	20,982	-	20,982	49,368
Monthly Donations	5,449	-	5,449	4,397
Total receipts	71,417	100	71,517	242,610
Costs of activities in furtherance of the objects of the charity				
Guest support	-	-	-	953
Public Liability Insurance	557	-	557	299
Fundraising & Publicity	2,263	-	2,263	1,986
Motor running costs	2,679	-	2,679	7,875
Travel & Subsistence	707	-	707	7,703
Office Costs	3,592	-	3,592	2,026
Wages & Salaries	60,734	-	60,734	72,363
Management & Administration	6,563	-	6,563	3,614
Consultancy Fees	4,140	-	4,140	-
Total costs	81,235	-	81,235	96,820
Asset purchases				
Fixed Assets - Motor Vehicles HP payments	4,053	-	4,053	41,825
Total asset purchases	4,053	-	4,053	41,825
Total payments	85,288	-	85,288	138,644
Net receipts / (payments)	(13,871)	100	(13,771)	103,966
Bank balances at 1 June 2021	203,521	-	203,521	99,555
Bank balances at 31 May 2022	189,650	100	189,750	203,521

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2022

Statement of Assets and Liabilities at 31 May 2022

	General Fund £	Restricted Fund £	Total 2022 £	Total 2021 £
<i>Monetary assets</i>				
Bank Current Account	189,650	100	189,750	203,521
Petty Cash	-	-	-	-
Total (as per page 12)	<u>189,650</u>	<u>100</u>	<u>189,750</u>	<u>203,521</u>
<i>Assets retained for the Charity's own use</i>				
Tangible Fixed Assets - Motor Vehicles:				
- Cost	43,832	11,005	54,837	54,837
- Accumulated Depreciation	(15,524)	(3,898)	(19,422)	(5,712)
Total (Net Book Value)	<u>28,308</u>	<u>7,107</u>	<u>35,415</u>	<u>49,125</u>
<i>Liabilities</i>				
Hire Purchase Liability: Motor Vehicles <1 year	(10,982)	-	(10,982)	(2,626)
Hire Purchase Liability: Motor Vehicles >1 year	-	-	-	(10,982)
Other Taxation and Social Security	(3,884)	-	(3,884)	(1,887)
Other creditors	(3,872)	-	(3,872)	-
Total	<u>(18,737)</u>	<u>-</u>	<u>(18,737)</u>	<u>(15,494)</u>

The charity's trustees acknowledge their responsibilities for the preparation of the accounts.

The charity's trustees consider that the charity is entitled to exemption from the requirement to have an audit under section 144(1) of the Charities Act 2011.

The accounts were approved by the trustees on 06/03/2023 and signed on its behalf.



Grace Bailey - Chair

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2022

Fund Receipts and Payments Account - Restricted

	Covid 19 Response Fund £	Total 2022 £	Total 2021 £
Grant Income	100	100	5,000
Donation	-	-	-
Total receipts	<u>100</u>	<u>100</u>	<u>5,000</u>
Costs of activities in furtherance of the objects of the charity;			
Food Costs	-	-	-
Travel & Subsistence	-	-	-
Total costs	<u>-</u>	<u>-</u>	<u>-</u>
Asset purchases			
Fixed Assets - Motor Vehicles	-	-	11,005
Total asset purchases	<u>-</u>	<u>-</u>	<u>11,005</u>
Total payments	<u>-</u>	<u>-</u>	<u>11,005</u>
Net receipts / (payments)	100	100	(6,005)
Bank balances at 1 June 2021	-	-	6,005
Bank balances at 31st May 2022	<u>100</u>	<u>100</u>	<u>-</u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2022

Fund Receipts and Payments Account - General

	Total 2022 £	Total 2021 £
General Donations	44,987	183,845
Online Donations	20,982	49,368
Monthly Donations	5,449	4,397
Total receipts	71,417	237,610
Costs of activities in furtherance of the objects of the charity;		
Public Liability Insurance	557	299
Fundraising & Publicity	2,263	1,986
Motor Running Costs	2,679	7,875
Travel & Subsistence	707	7,703
Office Costs	3,592	2,026
Guests Support	-	953
Wages & Salaries	60,734	72,363
Management & Administration	6,563	3,614
Consultancy Fees	4,140	
Total costs	81,235	96,820
Asset purchases		
Fixed Assets - Motor Vehicles	4,053	30,820
Total asset purchases	4,053	30,820
Total payments	85,288	127,639
Net receipts / (payments)	(13,871)	109,971
Bank balances at 1 June 2021	203,521	93,550
Bank balances at 31st May 2022	189,650	203,521

COMPLIMENTS OF THE HOUSE

England & Wales - Charity number 1183230

Accounts

COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2021

Barnes Roffe LLP
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Charles Lake House
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COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

Contents

	Page
Trustees' Annual Report	1 - 10
Independent Examiner's Report	11
Receipts and Payments Account	12
Statement of Assets and Liabilities	13
Receipts and Payments Account - Restricted Funds	14
Receipts and Payments Account - Unrestricted Funds	15

Compliments of the House

Accounts for the Period Ended 31st May 2021

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Registered Charity No. 1183230

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Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

STRUCTURE GOVERNANCE AND MANAGEMENT

Trustee Selection

The trustees are appointed on a basis that they can each bring a unique view and experience to the running of the charity.

Management

Compliments of the House has a few employees (employed since the year ended 31st May 2020) and is run by them and the trustees. The charity is reliant upon the time, skill and resources donated by its trustees and other supporters, for which it is extremely grateful. The trustees receive no remuneration or other benefits.

OBJECTS AND ACTIVITIES

Objects:

- The prevention or relief of poverty in Greater London, in particular but not exclusively, by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organizations working to prevent or relieve poverty.

- The promotion of social inclusion among people who have become socially excluded due to unemployment, relieving the needs of such people and assisting them to integrate into society, in particular by providing opportunities to participate in a volunteer scheme which will enable them to gain skills for employment, undertake work experience placements, receive support and gain references with a view to securing long term employment and integration into society.

Summary of Main Activities in Relation to these Objects:

The charity carries out a wide range of activities in pursuance of its charitable aims. The trustees consider that these activities, summarised below, provide benefit to our guests and the wider community of Lambeth.

Pre-pandemic, Compliments of The House (CoTH) had a pool of around 300+ volunteers who ran our food redistribution service in our flagship Brixton hub. After they collected fresh surplus food from surrounding restaurants, cafes and supermarkets, the around 65 guests (each weeknight) were offered the choice of a wide range of starters, main courses and desserts. Both before and during Covid-19, our service dignified guests with choice, respecting their cultural religious and dietary requirements, however, as a result of the pandemic we were forced to change the way in which we served our guests.

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

During the period of June 2020 to May 2021 Compliments of The House (CoTH) implemented the following activities:

- In response to the COVID-19 pandemic from March 2020 we started an emergency delivery service whereby we provided food parcels containing £40 worth of food to households every two weeks. We were determined to maintain serving our most isolated guests who were increasingly vulnerable during this period of heightened insecurity.
- Established a triage service, run by volunteers, as part of the COVID-19 response, to manage new guests and their needs, as well as signpost them to other local support services where appropriate.
- Compliments of The House (CoTH) has been unable to maintain the usual Back-to-Work public benefit service to the same extent due to the impact of the COVID-19 pandemic which rendered the hub unusable. Despite this disruption, Compliments of The House (CoTH) still distributed books and subsidised courses for guests to further their education or training throughout the pandemic.
- Purchased two vans with funding from DEFRA.
- During the winter of 2020 Compliments of The House (CoTH) launched a COVID 2 Winter Response, continuing to provide food, toiletries and sanitary products to over 200 guests door-to-door.
- We also offered a small number of emergency grants to those financially struggling as a result of Covid-19. Although this is not our usual service, this has been vital for some of our most vulnerable guests who have struggled to pay their gas and electric bills during the pandemic.
- In the past year, Compliments of The House (CoTH) has brought on two paid office employees contracted for three months between February-April 2021, as well as begun providing the CEO/Founder a salary. Both changes have significantly increased the Charity's efficiency across operations and longevity in relation to development plans. Our increase in funds has also ensured our reserves figures now meet the necessary level for closure with guest and employee support, if needed.
- Revenue generated from recurring monthly donations currently stands at £15. In March 2020 we were only receiving £5 a month in recurring monthly donations but our team mounted a very

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

successful COVID 2 Winter Response marketing campaign that has seen a substantial increase in this area. We believe Compliments of The House (CoTH) can easily increase this amount to £20 by the end of June 2022, with public interest having grown substantially through our social media channels and Compliments of The House (CoTH) experiencing increasing growth. This will go towards operational costs for the charity going forward.

- #SpringIntoAction campaign saw 6 members of our office team participate in our 5k for May challenge, raising a total of £1,905 for Compliments of The House (CoTH) which we put towards finding a permanent home.
- Compliments of The House (CoTH) was also able to raise £68,056 on JustGiving throughout June 2020-May 2021.
- April 2021 saw a collaboration with online destination for luxury sustainable clothing brands, Loftë. 50% of all profits generated from Loftë's own collection was donated to Compliments of The House (CoTH)
- Additionally, Compliments of The House (CoTH) received a Points of Light award from government, recognising the impactful work of our CEO/Founder Sinéad Browne throughout the Covid-19 pandemic.
- Nourishing new and existing relationships with members of the community, similar organisations, council members, MP's (Helen Hayes), food or corporate partners (Capitolis, RSM, DEFRA), we have worked hard to develop these relationships, building long-term bonds which allow us to continue to expand our reach within the community.

Grant Making Policy

The charity has established its grant making policy to achieve its objectives for public benefit to support food provision for those in need. Our small grants help those who are struggling to pay their bills, either because they are in low-income households or have been financially impacted as a result of Covid-19.

We are not currently in the position to make larger grants to research or policy groups acting in the support of our objectives for public benefit but hope to do so in the future where possible.

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

Contribution made by volunteers

Volunteers are the foundation of our charity. They are involved in the majority of our activities for the public benefit, and they give their time freely to help us achieve our aims and objectives because they believe in what we do.

Normally we have a pool of 300+ volunteers. For our COVID-19 crisis service, we have around 70 volunteers a week on delivery shifts. The significant drop in numbers is to reduce risk of spreading infection and the necessity for our volunteers to now be locals, preventing many of our previous volunteers from helping. Despite the drop in numbers, volunteers still made this COVID response possible, contributing time to the most vulnerable members of their community. Volunteers were happy to abide by government restrictions of social distancing, wearing face masks and washing hands regularly while providing this vital service.

Through the winter we also ran a donation point in collaboration with Hondo whereby members of the public dropped off donations of food and money. Alongside Sinéad Browne this fundraising activity was largely operated by dedicated volunteers.

From June 2020 throughout our winter COVID-19 responses we had over 50 regular and non-regular volunteers supporting our food packing and delivery activities for our COVID-19 emergency delivery service. Our office team of long-term volunteers continued to work in accordance with our charitable aims and objectives from home, in administration, fundraising and communications positions. This team then grew to include volunteer coordinators and a triage team to meet demands of the service. Without them we would not have been able to meet our objectives for public benefit.

Operated by volunteers, our COVID 2 Winter Response supported the most vulnerable guests through Christmas. This consisted of recruiting help-line volunteers, van drivers, volunteer coordinators and sorting/packing volunteers, each with crucial roles as part of this adapted service.

All volunteers handling data or encountering guests are trained in GDPR protocols and work under the ethos and charitable aims of the Charity.

Activities in the Year

From March 2020 onwards, as outlined in the previous Trustee Annual Report, our initial Covid-19 response continued to be the main focus of the charity. Typically, we provide food for residents of Lambeth suffering

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

from food insecurity and hidden hunger. However, since the Covid-19 outbreak and the increasing demand for our service, we have also had to extend our Lambeth based charity to boroughs such as Croydon, Southwark and Bromley, highlighting the desperate need for food support in this pandemic.

As part of our COVID 2 Winter Response we ran a donation point in collaboration with Hondo whereby members of the public dropped off donations of food and money. This effort was coordinated by Sinéad and office volunteers and run by volunteers who dedicated their time to operating the donation point. Although not our usual service, this allowed us to give food/items directly to our vulnerable guests throughout the winter, contributing to the effort to protect the most vulnerable in the community.

During this time we also won funding from DEFRA which allowed us to purchase two vans, giving us the means to collect surplus food from further afield. Beyond our Covid-19 response, by activating the CSR of a larger pool of food businesses the vans will allow us to expand our service beyond Brixton and grow as a charity.

June 2020- May 2021

This period has also brought recognition for the amazing work we do at Compliments of The House (CoTH) for example, in June 2020 our incredible Founder/CEO, Sinéad Browne, received a Points of Light award from the Cabinet Office, in recognition of the amazing work of herself and Compliments of The House (CoTH). The Prime Minister gave CoTH 'compliments of the country' for our ongoing dedication and 'compassion that has united and defined our communities throughout this battle with Coronavirus'. In addition to recognition from the government, Compliments of The House (CoTH) has been featured in various press articles throughout June 2020-May 2021, including About Time and Sheerluxe.

Thanks to sufficient funding, we have been able to hire a Senior Administrative Officer and a Senior Fundraising Officer both on 3 month contracts, to aid the growing demand we saw for our service throughout the past year. Additionally, we inputted systems to accommodate a remote working service to better cope with the sharp increase of those using our service, and also acquired support from a branding specialist, copywriter and architects who are among those helping us to grow as a brand.

April 2021 saw the launch of our collaboration with löfte, an online destination for luxury sustainable clothing brands. Thanks to the generosity of the founder, Daisy, 50 percent of all profits generated from Löfte's own collection was donated to CoTH. The range included an organic t-shirt, sweatshirt and tote bag. Despite our charity focusing on tackling hunger and minimising food waste, we were keen to take on this collaboration as the fashion industry is also well recognised for being one of the most polluting and intensive

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

sectors in the world. 10 percent of all global carbon emissions and 20 percent of waste-water is generated by fashion as well as accounting for more energy than the aviation and shipping industries combined.

We've worked hard over the years to provide those going hungry with fresh and nutritious food, but we have never had a permanent home to do this from. With impending homelessness on the cards once again in the Spring of 2021 we wanted to put a stop to the irony of supporting those struggling, without having a home ourselves. Our #SpringIntoAction campaign encouraged our supporters to fundraise for us in spring, to raise their voices and join us in fundraising for a new hub for our guests. In support of the campaign, our team of 6 office staff and volunteers participated in the 5k May Challenge which involved running 5k every week for the five weeks in May or walking every weekday in May to raise money for Compliments of The House (CoTH). This campaign successfully raised funds to contribute to a consistent and reliable hub Compliments of The House (CoTH) and it's guests can all call home. As a small grassroots charity having a permanent home in Brixton has been a long-term dream of ours, a dream which we are determined to achieve through fundraising efforts like this one.

Throughout this time we have also developed relationships with corporate partners like RSM, for whom we have been made Charity of the Year, and Capitolis, who are our biggest corporate donor to date. Additionally, we boast ongoing support from our local MP Helen Hayes and Lambeth Council who provided much needed behind-the-scenes support through the pandemic. Helen Hayes MP, who since visiting our COVID-19 operations in May 2020, has been actively involved in our cause.

Achievements against objectives set

Achievements of Compliments of The House (CoTH)'s objectives for public benefit are measured by:

1. Awareness of the charity and it's services by potential guests, food donors, volunteers, corporate donors and the wider community

Compliments of The House (CoTH) gained further awareness from June 2020 through recognition in press articles (About Time and Sheerluxe) as well as the government's Points of Light awarded to our amazing Founder/CEO Sinéad Browne for her work running Compliments of The House (CoTH) during the pandemic when the vulnerable members of the local community needed it the most. In addition, collaborations like that with Loftë helped to increase awareness of Compliments of The House (CoTH)'s presence.

2. Meeting demand of food provision in the Borough of Lambeth and surrounding Boroughs

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

Despite halting the established service, Compliments of The House (CoTH) managed to continue meeting the demand of food provision in the Borough of Lambeth and surrounding boroughs through its continued food parcel service to our most isolated guests. We were able to continue providing food to vulnerable guests by adapting our usual service, adhering to government restrictions and reducing capacity. Compliments of The House (CoTH) became Lambeth Council's main food provider, as one of the few food provision services that was able to stay operational during this time.

3. A guaranteed high-quality service that meets the needs of our guests now and in the future

From June 2020 to May 2021 we have continued to provide high quality food parcels to isolated guests in which we accommodate religious, cultural and dietary needs. We fundamentally believe in the idea that everyone deserves choice, no matter their current circumstance in life which we have provided throughout the pandemic. No longer needing to rely on donated food from local food businesses, we were able to adjust food support to fit dietary and other requirements, as well as offer luxury food items for public benefit. We also provided some guests with financial support to those struggling to pay bills through grants. In order to set up our guests for the future, we also continued to work with our guests, providing books and training for those wanting to develop their employment or personal skills throughout the pandemic.

4. Ensuring the charity and its guests have a voice and agency within the community

Our self-referral disability friendly triage service during COVID-19 respected the diversity of our guests' needs and was inclusive to support the agency of guests within the community. Thanks to fundraising, we were able to give guests a choice of what kind of food they received in their food and sanitary parcels every week, just like they would at a normal supermarket; we upheld their dignity of choice through this operation as is a key aspect of our usual service as well.

5. Securing funding for guaranteed longevity of the charity

Through fundraising efforts like our COVID-19 Winter Response and #SpringIntoAction, Compliments of The House (CoTH) continues to secure necessary funding to achieve its charitable aims and ensure longevity. Not only did we carry out successful fundraising

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

campaigns to support our guests, we make a point to nourish our new and existing relationships, whether with members of the community, similar organisations, influencers, council members, MP's, food or corporate partners, we work hard to develop these relationships to build long-term bonds, expanding to expand our reach within the community in order to continue serving our guests as best we can.

Performance of fundraising activities against objectives set

Compliments of The House (CoTH)'s JustGiving COVID-19 appeal raised £68,056 in total. Compliments of The House (CoTH) has also secured several corporate donors for fundraising volunteer days for the future, both Capitolis and RSM are major corporate donors who have come on board within the last year. Between June 2020 and May 2021, we have surpassed our corporate donations goals. As part of Compliments of The House (CoTH)'s 5 for 5K campaign in May 2021, staff mounted a successful campaign, raising a total of £1,905 to go towards securing a home for Compliments of The House (CoTH).

FINANCIAL PERFORMANCE

Reserves Policy

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that there are sufficient funds available to cover support of guests, employees, and operational costs. The trustees consider that a level of six months is sufficient given the flexibility afforded by the total return approach toward the investment of the permanent endowment which allows trustees to transfer amounts from the unapplied total element of the endowment fund in case of urgent need.

Financial Performance

Compliments of The House (CoTH) has seen a significant increase in funds since its incorporation. This is mainly due to a spike in donations from March onwards to aid our charity with our COVID-19 rapid response delivery service.

The charity continues to prepare its accounts on the receipts and payments (cash basis) as permitted by the Charity Commission.

For the period ended 31 May 2021 total receipts were £242,610 (2020 - £109,941), of which £5,000 (2020 - £12,925) was restricted grant income. Total payments, in furtherance of the charities' activities, were

Compliments of the House

Accounts for the Period Ended 31st May 2021

Trustees' Annual Report

£96,820 (2020 - £10,386), of which £Nil (2020 - £6,920) related to restricted funds. In addition, payments for asset purchases, motor vehicles, were £41,825 (2020 - £Nil), of which £11,005 (2020 - £Nil) related to restricted funds. Total funds at the end of the period were £203,521 (2020 - £99,555) split between restricted funds of £Nil (2020 - £6,005) and unrestricted funds of £203,521 (2020 - £93,550), and these funds were represented by cash at bank.

Financial Position

Compliments of The House (CoTH) has received significant funding since May 2020 which puts the charity in a successful position moving forward. This is mainly due to a spike in donations from March 2020 onwards to aid the charity with its COVID-19 rapid response delivery service.

Compliments of the House (CoTH) is in a strong position and has invested in the salaries of three employees (CEO/Founder, Senior Fundraising Officer and Senior Administrative Officer) who will ensure the consistency and longevity of the charity going forward.

The trustees also gratefully acknowledge all the voluntary and financial support received throughout the year which has enabled it to continue ensuring that the objects of the charity are reached.

Declaration

- **I declare, in my capacity as a charity trustee, that**
 - **the trustees have approved the report above; and**
 - **have authorised me to sign it on their behalf.**



Signature:

Grace Bailey - Chair

Date: 14/03/2022

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

Independent Examiner's Report

I report to the charity trustees on my examination of the accounts of the charity for the period ended 31 May 2021 which are set out on pages 12 to 15.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Ben Bradley FCA
Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

Date: 15/03/2022

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

Receipts and Payments Account

	Unrestricted Funds 2021 £	Restricted Fund 2021 £	Total 2021 £	<i>Total 2020 £</i>
Grant Income	-	5,000	5,000	12,925
General Donations	183,845	-	183,845	51,445
Online Donations	49,368	-	49,368	45,545
Monthly Donations	4,397	-	4,397	25
Total receipts	<u>237,610</u>	<u>5,000</u>	<u>242,610</u>	<u>109,941</u>
Costs of activities in furtherance of the objects of the charity				
Food Costs	-	-	-	6,702
Guest support	953	-	953	
Public Liability Insurance	299	-	299	205
Fund Raising & Publicity	1,986	-	1,986	1,472
Motor running costs	7,875	-	7,875	-
Travel and Subsistence	7,703	-	7,703	1,043
Operational Costs	2,026	-	2,026	784
Wages & Salaries	72,363		72,363	-
Management and Adminisitation	3,614	-	3,614	180
Total costs	<u>96,820</u>	<u>-</u>	<u>96,820</u>	<u>10,386</u>
Asset purchases				
Fixed Assets - Motor Vehicles	30,820	11,005	41,825	-
Total asset purchases	<u>30,820</u>	<u>11,005</u>	<u>41,825</u>	<u>-</u>
Total payments	<u>127,639</u>	<u>11,005</u>	<u>138,644</u>	<u>10,386</u>
Net receipts / (payments)	109,971	(6,005)	103,966	99,554
Bank balances at 1 June 2020	93,550	6,005	99,555	-
Bank balances at 31 May 2021	<u>203,521</u>	<u>-</u>	<u>203,521</u>	<u>99,554</u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

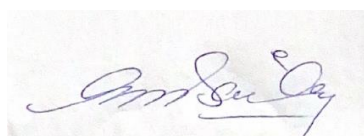
Statement of Assets and Liabilities at 31 May 2021

	General Fund £	Restricted Fund £	Total 2021 £	Total 2020 £
Monetary assets				
Bank Current Account	203,521	-	203,521	99,554
Petty Cash	-	-	-	-
Total (as per page 12)	<u>203,521</u>	<u>-</u>	<u>203,521</u>	<u>99,554</u>
Assets retained for the Charity's own use				
Tangible Fixed Assets - Motor Vehicles - At cost	36,343	18,494	54,837	-
Total	<u>36,343</u>	<u>18,494</u>	<u>54,837</u>	<u>-</u>
Liabilities				
Hire Purchase Liability - Motor Vehicles	(13,607)	-	(13,607)	-
Other Taxation and Social Security	(1,887)		(1,887)	
Total	<u>(15,494)</u>	<u>-</u>	<u>(15,494)</u>	<u>-</u>

The charity's trustees acknowledge their responsibilities for the preparation of the accounts.

The charity's trustees consider that the charity is entitled to exemption from the requirement to have an audit under section 144(1) of the Charities Act 2011.

The accounts were approved by the trustees on 14/03/2022..... and signed on its behalf.



Grace Bailey - Chair

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

Fund Receipts and Payments Account - Restricted

	Covid 19 Response Fund £	Total 2021 £	Total 2020 £
Grant Income	5,000	5,000	12,925
Donation	-	-	-
Total receipts	<u>5,000</u>	<u>5,000</u>	<u>12,925</u>
Costs of activities in furtherance of the objects of the charity;			
Food Costs	-	-	6,702
Travel & Subsistence	-	-	218
Total costs	<u>-</u>	<u>-</u>	<u>6,920</u>
Asset purchases			
Fixed Assets - Motor Vehicles	11,005	11,005	-
Total asset purchases	<u>11,005</u>	<u>11,005</u>	<u>7,138</u>
Total payments	<u>11,005</u>	<u>11,005</u>	<u>14,058</u>
Net receipts / (payments)	(6,005)	(6,005)	6,005
Bank balances at 1 June 2020	6,005	6,005	-
Bank balances at 31st May 2021	<u>-</u>	<u>-</u>	<u>6,005</u>

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

Fund Receipts and Payments Account - General

	Total 2021 £	Total 2020 £
General Donations	183,845	51,445
Online Donations	49,368	45,545
Monthly Donations	4,397	25
Total receipts	237,610	97,016
Costs of activities in furtherance of the objects of the charity;		
Public Liability Insurance	299	205
Fundraising & Publicity	1,986	1,472
Motor Running Costs	7,875	-
Travel and Subsistence	7,703	825
Other Operational Costs	2,026	784
Guests Support	953	-
Wages & Salaries	72,363	-
Management and Administration	3,614	180
Total costs	96,820	3,466
Asset purchases		
Fixed Assets - Motor Vehicles	30,820	
Total asset purchases	30,820	-
Total payments	127,639	3,466
Net receipts / (payments)	109,971	93,550
Bank balances at 1 June 2020	93,550	-
Bank balances at 31st May 2021	203,521	93,550