
COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2021

Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
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COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2021

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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

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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.

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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

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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.

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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

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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

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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

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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

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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

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£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

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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

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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>

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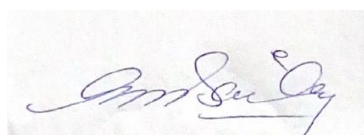
Statement of Assets and Liabilities at 31 May 2021

	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 on14/03/2022..... and signed on its behalf.



Grace Bailey - Chair

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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>

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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