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**COMPLIMENTS OF THE HOUSE**

**Registered Charity No 1183230**

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**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

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**COMPLIMENTS OF THE HOUSE**

**Accounts for the Period Ended 31 May 2022**

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## Compliments of the House

Accounts for the Period Ended 31<sup>st</sup> May 2022

### Trustees' Annual Report

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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 6<sup>th</sup> 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 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.

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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.

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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 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.

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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.

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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



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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

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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.

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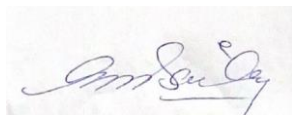
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**Declaration**

- 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:



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**Grace Bailey - Chair**

Date: 06/03/2023

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### Independent Examiner's Report

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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 £	Total 2021 £
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
<b>Total receipts</b>	<b>71,417</b>	<b>100</b>	<b>71,517</b>	<b>242,610</b>
<b>Costs of activities in furtherance of the objects of the charity</b>				
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	-
<b>Total costs</b>	<b>81,235</b>	<b>-</b>	<b>81,235</b>	<b>96,820</b>
<b>Asset purchases</b>				
Fixed Assets - Motor Vehicles HP payments	4,053	-	4,053	41,825
<b>Total asset purchases</b>	<b>4,053</b>	<b>-</b>	<b>4,053</b>	<b>41,825</b>
<b>Total payments</b>	<b>85,288</b>	<b>-</b>	<b>85,288</b>	<b>138,644</b>
<b>Net receipts / (payments)</b>	<b>(13,871)</b>	<b>100</b>	<b>(13,771)</b>	<b>103,966</b>
Bank balances at 1 June 2021	203,521	-	203,521	99,555
<b>Bank balances at 31 May 2022</b>	<b>189,650</b>	<b>100</b>	<b>189,750</b>	<b>203,521</b>

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Statement of Assets and Liabilities at 31 May 2022

	General Fund £	Restricted Fund £	Total 2022 £	Total 2021 £
<b>Monetary assets</b>				
Bank Current Account	189,650	100	189,750	203,521
Petty Cash	-	-	-	-
<b>Total</b> (as per page 12)	<u>189,650</u>	<u>100</u>	<u>189,750</u>	<u>203,521</u>
<b>Assets retained for the Charity's own use</b>				
Tangible Fixed Assets - Motor Vehicles:				
- Cost	43,832	11,005	54,837	54,837
- Accumulated Depreciation	(15,524)	(3,898)	(19,422)	(5,712)
<b>Total (Net Book Value)</b>	<u>28,308</u>	<u>7,107</u>	<u>35,415</u>	<u>49,125</u>
<b>Liabilities</b>				
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)	-
<b>Total</b>	<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	<b>100</b>	5,000
Donation	-	-	-
<b>Total receipts</b>	<u>100</u>	<u><b>100</b></u>	<u>5,000</u>
<b>Costs of activities in furtherance of the objects of the charity;</b>			
Food Costs	-	-	-
Travel & Subsistance	-	-	-
<b>Total costs</b>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Asset purchases</b>			
Fixed Assets - Motor Vehicles	-	-	11,005
<b>Total asset purchases</b>	<u>-</u>	<u>-</u>	<u>11,005</u>
<b>Total payments</b>	<u>-</u>	<u>-</u>	<u>11,005</u>
<b>Net receipts / (payments)</b>	100	<b>100</b>	(6,005)
Bank balances at 1 June 2021	-	-	6,005
<b>Bank balances at 31st May 2022</b>	<u>100</u>	<u><b>100</b></u>	<u>-</u>

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**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
<b>Total receipts</b>	<b>71,417</b>	<b>237,610</b>
<b>Costs of activities in furtherance of the objects of the charity;</b>		
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	
<b>Total costs</b>	<b>81,235</b>	<b>96,820</b>
<b>Asset purchases</b>		
Fixed Assets - Motor Vehicles	4,053	30,820
<b>Total asset purchases</b>	<b>4,053</b>	<b>30,820</b>
<b>Total payments</b>	<b>85,288</b>	<b>127,639</b>
<b>Net receipts / (payments)</b>	<b>(13,871)</b>	<b>109,971</b>
Bank balances at 1 June 2021	203,521	93,550
<b>Bank balances at 31st May 2022</b>	<b>189,650</b>	<b>203,521</b>