
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
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COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2023

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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

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

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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.

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- 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

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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.

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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

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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

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- 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

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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 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
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Crossways Business Park
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Kent
DA2 6QA

Date: 7/3/2024

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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>

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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

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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 & Subsistance	-	-	-
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>

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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><u>32,554</u></u>	<u><u>71,417</u></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
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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><u>129,611</u></u>	<u><u>189,650</u></u>