
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

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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: 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

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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

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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

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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 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

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

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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.

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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: Grace Bailey
Grace Bailey - Chair

Date: Mar 28, 2025

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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	<u>25,216</u>	<u>-</u>	<u>25,215</u>	<u>32,554</u>
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	<u>61,202</u>	<u>-</u>	<u>61,202</u>	<u>88,181</u>
Asset purchases				
Fixed Assets - Motor Vehicles HP payments	4,916	-	4,916	4,412
Total asset purchases	<u>4,916</u>	<u>-</u>	<u>4,916</u>	<u>4,412</u>
Total payments	<u>66,117</u>	<u>-</u>	<u>66,117</u>	<u>92,593</u>
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	<u><u>88,710</u></u>	<u><u>100</u></u>	<u><u>88,810</u></u>	<u><u>129,711</u></u>

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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

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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>

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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	<u><u>25,216</u></u>	<u><u>32,554</u></u>
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	<u><u>61,202</u></u>	<u><u>88,181</u></u>
Asset purchases		
Fixed Assets - Motor Vehicles	4,916	4,412
Total asset purchases	<u><u>4,916</u></u>	<u><u>4,412</u></u>
Total payments	<u><u>66,117</u></u>	<u><u>92,593</u></u>
Net receipts / (payments)	<u><u>(40,901)</u></u>	<u><u>(60,039)</u></u>
Bank balances at 1 June 2023	129,611	189,650
Bank balances at 31st May 2024	<u><u>88,709</u></u>	<u><u>129,611</u></u>

Compliments of the House
**3SPACE International
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Crescent
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SW9 7QD**

Barnes Roffe LLP
Charles Lake House
Claire Causeway
Crossways Business Park
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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

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Signed on behalf of the board of trustees on