
COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2025

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2025

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

OBJECTS AND ACTIVITIES

Objects:

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

Summary of Main Activities in Relation to these Objects:

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

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

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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, after running a pilot we decided to focus our attention on cutting food waste at festivals across London; with the hope of eventually rolling this operation out across the UK.

Grant Making Policy

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

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

Contribution made by volunteers

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

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

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

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

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

Activities in the Year

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

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

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

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

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

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

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

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

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

Achievements against objectives set

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5. Securing funding for guaranteed longevity of the charity

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

FINANCIAL PERFORMANCE

Reserves Policy

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

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Financial Performance

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

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

Financial Position

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

Declaration

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

Signature:



Grace Bailey - Chair

Date:

24-Feb-2026

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Receipts and Payments Account

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

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Statement of Assets and Liabilities at 31 May 2025

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

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

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

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



Grace Bailey - Chair

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Fund Receipts and Payments Account - Restricted

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

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Fund Receipts and Payments Account - General

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