



THE GOOD NEIGHBOUR SCHEME

FOR

MILL HILL AND BURNT OAK

(Registered Charity Number 1130578 Registered Charitable Incorporated Organisation 1195244)

TRUSTEES ANNUAL REPORT

AND

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR

1 ST AUGUST 2020 TO 31ST JULY 2021

INDEX

Subject	Page Number
Contact Details	2
List of Trustees, honorary Officers and Staff	3
Objectives of Scheme and Summary of Activities	4
Table showing activity over last three years	5
Client and volunteer demographics	6
Chairs Report	7
Future Plans	8
Risk Assessment and Reserve Policy Statement	9
Account (Charity 1130578 1 Aug 20 – 31 July 21)	10
Independent Examiners Report	12
Accounts (CIO 1192344 19 th November 2020 – 31 st July 2021)	13
Independent Examiners Report	15

THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

Address

Wilberforce Centre,
c/o St Paul's Parish Office
The Ridgeway
Mill Hill
London NW7 1QU

Telephone

020 8906 3340

E-mail: good.neighbours@yahoo.co.uk

Website: <http://www.thegoodneighbourschememhbo.com/>

Facebook: <https://www.facebook.com/goodneighbourscheme/>

Bank

NatWest
317 Hale Lane
Edgware
Middx HA8 7AX

List of Trustees:

Ms Frances Cheasty

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mrs Margaret Parrock

Mrs Pauline Seaton

Mr David White

Mrs Mary Scott

Mr Martin Rosen

Mr Peter McCabery

Mr Benedict Metuh

List of Honorary Officers:

Treasurer: Mr Grahame Poulton

Secretary: Mrs Fi Rosen

Independent Examiner: Mr Alan Roberts FCMA

List of Staff:

Coordinator: Mrs Cheryl Trott (until June 2021)

Manager Mrs Elizabeth Sykes (from June 2021)

Coordinator: Mrs Loraine Williams

Development Coordinator: Mr Iraklis Koumoullos

Administrator Lunch Clubs: Mrs Elizabeth Sykes (until June 2021) currently vacant

The objects of the scheme as laid down in the constitution and adopted when the scheme registered as a charity in 2009 are:

- "1. To relieve, either generally or individually, persons resident in Mill Hill and Burnt Oak within the London Borough of Barnet (in particular but not exclusively older and disabled people) who are in conditions of need, hardship or distress.
2. To further such other charitable purposes for the benefit of the community as the trustees may from time to time determine."

Summary of the main activities undertaken.

The trustees have considered the Charity Commission's Guidance on Public Benefit and are satisfied that all our services contribute to public benefit and so fulfil this requirement.

Our policy is to provide services to older and disabled people in Mill Hill and Burnt Oak, both in the London Borough of Barnet, for the good of the community mainly by the use of volunteers, but coordinated by a small group of paid staff. The area covered by the scheme is clearly laid out in the Constitution and lies within the NW7 and HA8 postcodes.

All activities during this reporting period were undertaken paying due regard to the regulations on Covid -19 safety.

Activity

The activity of the GNS over the last three years is shown below. These activities fulfil the aims laid down in the constitution of the GNS.

The Covid 19 Pandemic has affected the way the GNS operated in both the years 19-20 and 20-21. This is reflected in the figures.

ACTIVITY	2020 -2021	2019 – 2020	2018 - 2019
Chiropody at Retail Trust	0	128	296
Chiropody in Burnt Oak	231	222	251
Chiropody in Mill Hill	175	120	75
Retail Trust Lunch Club	0	192	291
Mill Hill Lunch Club *	0	763 (236)	1207 (423)
Burnt Oak Lunch Club *	0	558 (235)	925 (382)
Three Hammers Lunch Club *	261 (102)	0	0
General Lifts	278	408	548
Befriending	1859	803	144
Interventions	322	792	66
Garden Clearance	40	35	39
Film Shows	0	49	133
Shopping Bus	257	224	355
Outings and Trips	24	100	63
Social Events	0	25	82
Medical Lifts	53	62	102
Vaccination Shifts/Volunteer Hours	254 / 1016	0	0

*Number that arrived using GNS minibus.

Client Base

The age range and numbers of clients in that group is shown in the table below:

Age Range	2020 - 2021	2019 - 2020	2018 - 2019
35 – 44	0	6	
45 – 54	3	7	2
55 – 60	15	24	9
61 – 65	18	37	17
66 – 70	47	56	28
71 – 75	89	82	48
76 – 80	89	135	81
81 – 85	123	143	78
86 – 90	94	110	110
91 – 100	91	82	42
Not known	12		17
TOTAL	568	743	396
Female	398		
Male	170		

Volunteer Base

Details of our volunteer base is shown below. It shows that many of them are of a similar age to the clients, but are generally more able bodied and active.

Age Range	2020 - 2021	2019 - 2020	2018 - 2019
18 - 20	0	3	
20 - 29	19	13	
30 - 38	18	9	
39 - 44	25	6	
45 - 54	20	12	9
55 - 60	14	13	10
61 - 70	14	14	24
71 - 75	14	14	24
76 - 80	10	12	8
81 - 85	3	5	1
Not known	0	0	
Total	137 **	101	77
Female	85	78	
Male	52	25	

** Includes 42 volunteers who worked solely at the Vaccination Centre

Chair of Trustees Report on the Year August 2020 to July 2021

The year under review has seen the GNS operating under the restrictions imposed by the regulations introduced to deal with the Covid-19 pandemic, so has been a challenging period.

A major organisational change occurred during the year when the GNS status changed from being a Registered Charity to become a Charitable Incorporated Organisation (CIO). We are still in the changeover period with bank accounts, but all relevant bodies have been informed of the new status.

A Zoom account was opened and this allowed staff to meet remotely to plan and coordinate activities. Funding was obtained to enable the GNS to provide each member of staff with a laptop and a mobile phone. This allowed all staff to work remotely.

Understanding the regulations has been a challenge as often there were exemptions for charitable organisations that provided social support to vulnerable groups. Also the regulations regarding transport had to be understood. The GNS relied heavily on AgeUK Barnet and the Community Transport Association in respect of understanding the regulations and wishes to express its gratitude to them.

In the later part of 2020, the services we were able to provide were shopping for clients, collection of prescriptions and telephone befriending. When restrictions were relaxed, allowing groups of 6 to meet indoors, groups of clients would meet at a local public house for lunch with transport provided. As the regulations relaxed further in April 2021, numbers increased until 25+ clients were meeting on a weekly basis. It is the intention to restart the Lunch Clubs in the halls, when these become available.

The chiropody service was re-introduced as regulations allowed after April 2021. The then chiropodist has been available for home visits, but regular clinics were re-introduced. The chiropodist who had been with the GNS for approximately 2 yrs. left in June and a new practitioner was found. At the same time, the location of the clinics was changed from 2 health centres to another one that is central in the GNS area. Four half day clinics on week days are currently held (instead of 2 full days at weekends).

In early 2021 several voluntary/charitable groups in Barnet came together with several councillors and set up "Bringing Smiles to Doors" campaign. This involves delivering bouquets of flowers to people on significant days (birthdays). It has been well received.

In the early part of 2021 the GNS was approached by a local GP surgery that had provided financial support in the past, and asked if it could supply volunteers to assist in the running of a vaccination hub that was to be held there. At short notice a rota of volunteers (including staff) was drawn up and cover was provided. This stopped the end of June. The Watling Medical Centre gave 23,400 vaccines (not patients which they would have been unable to do without our volunteers. All volunteers that assisted with marshalling wore hi viz jackets and ID lanyards with the GNS logo on to publicise the group.

The Census was also held in 2021 and the GNS offered to help individuals fill in the questionnaire. Several volunteers and staff attended a video training course (run by the Census office) and over the period mid-April to late June several clients made use of this service.

As soon as it was permissible, the Gardening service was re-introduced. The GNS now has 3 gardeners that it uses to tidy gardens and make them safe.

Toward the end of 2019, City Bridge Trust who had awarded us a grant to specifically cover the Lunch Clubs contacted us to say it was prepared to change the grant conditions to allow the money to be used for core costs, if we so wished. This offer was taken up and from December 2020 we received the first quarterly payment from CBT of £3775. We have during the year being reported on received significant donations

from a national building company (building a large estate in Mill Hill), local schools, churches, organisations and many individuals. This, along with the success of the GNS in obtaining funding from grant givers has meant that the year has ended with a surplus. In March the Financial Reserves policy was reviewed and we aim now to hold unrestricted reserves equal to 6 months of our running costs, up from 4 months.

The changeover from Registered Charity to a CIO during the financial year has meant that two sets of accounts have had to be produced, one for the old charity and one for the CIO. Once the new CIO was established the transfer of assets to the new entity began, and only a small amount of assets remained in the old charity at the financial year end.

In late 2019 an anonymous donor offered funding for a minibus. The process of selection and ordering was interrupted by the Covid-19 situation. After the “roadmap” out of the pandemic was announced, this process was restarted involving sending a specification out to several providers and an order was placed at the end of June 2021.

In March 2021 the then Coordinator, Cheryl Trott, announced her intention to leave. The trustees agreed a person specification and job description for their replacement and the post was advertised widely using posters, printed adverts and social media. Interviews were held face-to-face, as soon as was permissible and a new manager, Liz Sykes, who was previously Lunch Club Coordinator, started in June. This left the post of Lunch Club Coordinator unfilled. With the new manager, the trustees started a review of the staffing structure. This was extended to include whether the GNS needed a permanent office and also in which premises it used to hold lunch clubs. This review was ongoing at the end of the financial year.

Future Plans

The review of accommodation will be completed during this year. Not having an office will save approx. £3000 per annum but may see increases in telephone bills and one off payments to cover the cost of venue hire to hold meetings. A registered address is required and needs agreeing.

It is the intention to restart Lunch Clubs towards the end of September. Alternative premises are being sourced as, pre-lockdown the Wilberforce Centre had reached capacity. An alternative source of food is being investigated, with the aim of running Lunch Clubs most of the year, instead of term time only.

The new minibus, whose arrival is expected shortly, will be available for hire by similar organisations and will hence provide a revenue source. Policies and procedures will be drawn up to ensure that the use of the minibus runs smoothly and appropriate maintenance and checks carried out.

Lockdown showed the importance of befriending. As organising and overseeing this takes significant time, the Trustees toward the end of this reporting year, took the decision to employ a Befriending Coordinator. This role will be filled and this service expanded. Additional funding is being sought to cover this.

Over this year, the Trustees will carry out a review of how the GNS functions in terms of whether it needs an office, establish a cooperate identity, review policies and plan to ensure financial sustainability, whilst seeking to maintaining the high regard in which the GNS is held within the borough, community and local organisations.

During this year the Registered Charity 1130578, will officially be closed, along with its bank accounts and the Charitable Incorporated Organisation 1192433 will take over fully.

Risk assessment

There is a steady demand for the services that the GNS provides. The major risk to the GNS is not having sufficient resources to meet that demand, specifically financial. Steps will be taken to ensure that grant applications are made in a timely manner thus ensuring a continuous service is maintained.

Reserve Policy Statement

THE GOOD NEIGHBOUR SCHEME FOR MILL HILL & BURNT OAK (GNS)

Registered Charity No. 1130578

POLICY ON FINANCIAL RESERVES

The Charity's Policy on Reserves is to generate and maintain a balance sufficient:

a) to preserve the financial viability of the Charity in the face of any unexpected or unavoidable drop in its regular income;

b) to enable the Charity, in pursuing its objectives, to undertake from time to time new projects on a pilot basis, to demonstrate the viability and potential benefits of such projects with a view to securing new funding necessary to maintain such projects on an on-going basis.

For these purposes the Charity will endeavour to generate and maintain reserves which are approximately 6 months running costs. This amount allows adequate time for new or additional funding to be sought, applied for and obtained.

This policy was reviewed at a meeting of the Trustees in March 2021 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in January 2023 or sooner if needed.

FINANCIAL STATEMENTS – 1 August 2020 to 31 July 2021

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	General			TOTAL 2020-21	TOTAL 2019-20
		Unrestricted Funds	Designated Fund	Restricted Funds		
London Borough of Barnet	1	£8,500			£8,500	£13,687
Anonymous Donations					£0	£6,000
Fund Raising	3	£400		£7,550	£7,950	£25,196
Tax recovered under Gift Aid		£1,771			£1,771	£3,047
Donations from Third Parties	4	£14,234			£14,234	£7,578
Donations from Clients		£2,127			£2,127	£5,076
Luncheon Club Meals		£504			£504	£6,438
Gardening	2			£837	£837	£966
Other Client Services Income		£1,255			£1,255	£4,997
Lockdown Shopping Surplus					£0	£116
Chiropody Services		£1,335			£1,335	£2,315
Interest		<u>£66</u>	<u>£132</u>		<u>£198</u>	<u>£308</u>
		<u>£30,192</u>	<u>£132</u>	<u>£8,387</u>	<u>£38,711</u>	<u>£75,724</u>
PAYMENTS						
Salaries (excl Driver)		£15,884		£16,630	£32,514	£32,275
Luncheon Club Meals, etc.		£501			£501	£5,034
Transport Costs inc Driver		£5,932			£5,932	£9,491
Administration		£4,197			£4,197	£5,847
Deposit New Minibus		£5,000			£5,000	
Gardening Scheme	2			£1,441	£1,441	£1,173
Chiropody Services		£1,628			£1,628	£1,295
Equipment					£0	£1,229
transfer to New CIO		<u>£29,974</u>	<u>£14,087</u>		<u>£44,061</u>	
		<u>£63,116</u>	<u>£14,087</u>	<u>£18,071</u>	<u>£95,274</u>	<u>£56,344</u>
Surplus of receipts over payments		-£32,924	-£13,955	-£9,684	£56,563	£19,380
Balances b/f at 1 st August 2020		<u>£36,288</u>	<u>£13,955</u>	<u>£10,561</u>	<u>£60,804</u>	<u>£41,424</u>
Balances carried forward		<u>£3,364</u>	<u>£0</u>	<u>£877</u>	<u>£4,241</u>	<u>£60,804</u>

Section B - STATEMENT OF ASSETS AND LIABILITIES AT THE END OF THE PERIOD

CASH FUNDS @ 31 st JULY 2021	£5,604	£0	£877	£6,481	£63,407
Creditor -Lunch Club Meals	-£2,177			-£2,177	-£2,177
Creditor- Mileage Allowance	-£63			-£63	-£36
Creditor- Rent for Chiropody					-£240
Creditor - BT					-£150
	<u>£3,364</u>	<u>£0</u>	<u>£877</u>	<u>£4,241</u>	<u>£60,804</u>

NOTES

1) London Borough of Barnet via Age UK Barnet

	Per Month
	£
	1,062.50

2) Beatrice Laing Trust re Gardening

Balance b.f.	£1,481
Receipts Clients	£837
Payments	<u>-£1,441</u>
Balance c.f.	£877

The LBB grant has ceased. A successful application was made in 2017/18
to The Beatrice Laing Trust for £2000 to enable this service to be continued.

3) Fund Raising- Restricted

City Bridge Trust	£7,550
-------------------	--------

4) Donations from Third Parties

This figure includes gifts from St Paul's PCC, St Michael's PCC, Trinity Church, Mill Hill East Church, Fifield Green, The Emeritus Club, and Partners at the Watling Medical Centre.

The Good Neighbour Scheme Charity 1130578 transferred its operation to a Charitable Incorporated Organisation (CIO) 1192433 on 19 November 2020. This was agreed at the AGM on 10 February 2021. For operational reasons a new bank account had to be opened for the new CIO.

The bank account was not opened until 19 February 2021

These accounts show the receipts and payments from 1 August 2020 to 31st July 2021, as transactions relating to the new CIO continued to be received into the existing charity's bank account



Derrick Edgerton
Chair of Trustees

Approved by the Trustees on

6th December 2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

The Good Neighbour Scheme for Mill Hill and Burnt Oak

**On accounts for the year
ended**

31st July 2021

**Charity no
(if any)**

1130578

Set out on pages

10 & 11

**Responsibilities and
basis of report**

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/07/2021

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 Trust's accounts carried out under section 145 of the 2011 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 which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

Signed:

Date:

13/12/2021

Name:

A G Roberts

**Relevant professional
qualification(s) or body
(if any):**

Fellow of the Chartered Institute of Management Accountants

Address:

19 Langley Park, Mill Hill, London.NW7 2AA

THE GOOD NEIGHBOUR SCHEME FOR MILL HILL & BURNT OAK (Charity Reg. No. 1192433)
(A CIO)

FINANCIAL STATEMENTS – From 19 November 2020 to 31 July 2021

RECEIPTS AND PAYMENTS ACCOUNT

		General			
		Unrestricted	Designated	Restricted	TOTAL
RECEIPTS	Notes	Funds	Fund	Funds	2020-21
London Borough of Barnet	1	£4,250			£4,250
Fund Raising	2			£3,775	£3,775
Donations from Third Parties	3	£6,145			£6,145
Donations from Clients		£63			£63
Luncheon Club Meals		£515			£515
Gardening				£127	£127
Other Client Services Income		£458			£458
Transfer From Old GNS Charity		£29,974	£14,087		£44,061
Interest		£1			£1
		<u>£41,406</u>	<u>£14,087</u>	<u>£3,902</u>	<u>£59,395</u>
PAYMENTS					
Luncheon Club Meals, etc.		£681			£681
Transport Costs inc Driver		£2			£2
Administration		<u>£131</u>			<u>£131</u>
		<u>£814</u>	<u>£0</u>	<u>£0</u>	<u>£814</u>
Surplus of receipts over payments		£40,592	£14,087	£3,902	£58,581
Balances b/f at 19th November 2020		<u>£0</u>	<u>£0</u>	<u>£0</u>	<u>£0</u>
Balances carried forward		<u>£40,592</u>	<u>£14,087</u>	<u>£3,902</u>	<u>£58,581</u>

Section B - STATEMENT OF ASSETS AND LIABILITIES AT THE END OF THE PERIOD

CASH FUNDS @ 31 st JULY 2021	£38,940	£14,087	£3,902	£56,929
Creditor - BT	-£131			-£131
Debtor- Age UK	£1,063			£1,063
Debtor- Client Services	£720			£720
	<u>£40,592</u>	<u>£14,087</u>	<u>£3,902</u>	<u>£58,581</u>

NOTES

- 1) London Borough of Barnet via Age UK Barnet Per Month
£ 1,062.50
- 2) Fund Raising- Restricted
- City Bridge Trust £3,775
- 3) Donations from Third Parties

This figure includes a donation from Barratt Homes

4) The R W Mayhew bequest

In March 2015 GNS received a £20,000 legacy from Reg Mayhew's solicitors.

There were no restrictions as to how this money should be spent.

The Trustees decided this should be designated for special events for clients, such as film afternoons, outings and other special events.

It is calculated that £9,207 has been spent leaving a balance, including interest, of £11,041

The Good Neighbour Scheme Charity 1130578 transferred its operation to a Charitable Incorporated Organisation 1192433(CIO) on 19th November 2020. This was agreed to at the AGM on 10th February 2021. For operational reasons a new bank account had to be opened for the new CIO.

The bank account was not opened until 19 February 2021

These accounts only show the receipts and payments from 19th November 2020 to 31st July 2021,

Some transactions relating to the new CIO continued to be received into the existing charity's bank account during this period.



Derrick Edgerton
Chair of Trustees

Approved by the Trustees on

6th December 2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name

The Good Neighbour Scheme for Mill Hill and Burnt Oak (A CIO)

**On accounts for the year
ended**

31st July 2021

**Charity no
(if any)**

1192433

Set out on pages

13 & 14

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/07/2021

**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 Trust's accounts carried out under section 145 of the 2011 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 which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

Signed:

Date: 13/12/2021

Name:

A G Roberts

**Relevant professional
qualification(s) or body
(if any):**

Fellow of the Chartered Institute of Management Accountants

Address:

19 Langley Park, Mill Hill, London.NW7 2AA

