



THE GOOD NEIGHBOUR SCHEME
FOR
MILL HILL AND BURNT OAK
(Charitable Incorporated Organisation 1192433)
TRUSTEES ANNUAL REPORT
AND
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR
1ST AUGUST 2023 TO 31ST JULY 2024

INDEX

<u>Subject</u>	<u>Page Number</u>
Contact Details	2
List of Trustees, Honorary Officers and Staff	3
Objectives of Scheme and Summary of Activities	4
Table showing activity over last four years	5
Chair's Report	6
Future Plans	7
Risk Assessment	7
Reserve Policy Statement	7
Accounts and Notes	8
Independent Examiners Report	14

THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

Registered Address

Eversfield Centre
11 Eversfield Gardens
Mill Hill
London NW7 2AE

Contact Details

Telephone: 020 8906 3340

E-mail: info@thegoodneighbourschememhbo.org.uk

Website: <http://www.thegoodneighbourschememhbo.org.uk>

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

Bank

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

List of Trustees

Mr Robert Cottingham
Mr Derrick Edgerton (Chair)
Mrs Maggi Lamb
Mr Peter McCabery
Mr Benedict Metuh
Mr Grahame Poulton (Treasurer)
Mr Martin Rosen
Mrs Mary Scott
Mrs Pauline Seaton

List of Honorary Officers

Secretary	Mrs Fi Rosen
Independent Examiner	Mr Alan Roberts FCMA

List of Staff

Manager	Mrs Elizabeth Sykes
Coordinator	Mrs Loraine Williams
Development Coordinator	Mr Iraklis Koumoullou
Befriending Coordinator	Mrs Alison Koumoullou
Drivers	Mr Gerard Mahon
	Mr Joseph Guilfoyle

The objects of the scheme as laid down in the constitution and adopted when the scheme registered as a charity in 2009 and confirmed when the charity converted to a CIO in 2020 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.

Activity

The activity of the GNS over the last five years is shown in the table below.

ACTIVITY	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020
Chiropody	333	327	600	406	470
Mill Hill Lunch Club	1018	890	830	0	763
Burnt Oak Lunch Club	787	860	514	0	558
Minibus Lifts to Lunch Clubs	695	576	538	102	471
Volunteer Lifts to Lunch Clubs	357	374	408	278	408
Lifts to Medical Appointments	40	42	45	53	62
Befriending Sessions	1646	1835	33***	1859	803
Garden Clearance	0	18	19	40	35
Shopping Bus	354	382	235	257	224
Outings and Social Events	168	118	75	24	125

{*** Refers to the number of client, not the number of sessions}

There are currently 52 volunteers that we are able to call on and the number of Volunteer Sessions this year was 998 equating to 3821hrs.

There is currently a total of 224 clients using the services that the GNSMHBO provides, including 108 that use the Chiropody service.

Chair of Trustees Report for the Year August 2023 to July 2024

This current year has seen the GNS celebrate the 40th anniversary of its foundation, arising from an initiative by the then curate of John Keble Church here in Mill Hill.

Initially funded by the Mill Hill Churches and Barnet Council, it began operating in Burnt Oak in the early 2000s, became a charity in 2009 and a Charitable Incorporated Organisation in 2021.

To celebrate this anniversary two functions were held, a Quiz Night and Supper on 9th March and a Choral Concert followed by Afternoon Tea on 24th April attended by the Deputy Mayor (now The Mayor) of Barnet. Both were utilised as fund raising events and between them raised approximately £5000. Thanks are due to Waitrose and Dignity Funeral Directors for sponsoring these events and for several local businesses that provided raffle prizes along with the two churches where they were held.

This year has seen the number of clients using the lunch clubs increasing as has the number using the minibus. The number of lifts given by volunteers in their cars has slightly dropped due to several volunteer drivers dropping out of the rota. Overall other activities are similar to the previous year.

Several of the clients have stopped attending either through them moving into a care home, or being physically unable or dying. There have been several funerals throughout the year which staff have attended.

At the start of the year in August 2023 a budget deficit of £31,000 was predicted. By the end of the year our cash balance had been reduced by just over £12000 due to obtaining funding from organisations, holding fund raising events and interest. It was in December 2023 that the GNS applied to the Lottery for funding to support the Lunch Clubs, but it was only in May 2024 that we received the news that we would be granted £138745 over five years, commencing 1st August 2024. Whilst this gives the GNS a certain amount of financial stability, the Trustees are not complacent and are seeking additional funders to ensure the GNS stays solvent and does not have to continue using reserve funds.

In August 2023 the London Borough of Barnet adopted an Ageing Well Strategy of which AgeUK Barnet is the major coordinator. AgeUK Barnet provides Services to the Elderly on behalf of Barnet Council and the GNS is subcontracted to AgeUK Barnet and receives funding from them, which in turn comes from the local authority.

Throughout the year the Trustees have reviewed several policies. Updated policies are Complaints Procedure, Leave Policy, Whistleblowing Policy, Staff Capability Policy and Procedure, Staff Disciplinary Policy and Procedure and the Staff Grievance Procedure. Other policies will be reviewed in the current financial year.

The Trustees decided to stop offering the Gardening Service as it was difficult to find gardeners willing to do the work at a cost which clients could afford, even though the GNS subsidised the work. We were not able to find volunteers to do this work, so with regret the service was withdrawn.

The Chiropody service changed venues as the GP surgery where it was, wanted to expand. It has moved to another GP surgery.

Throughout the year modifications have been made with the BT telephone contract as BT moved its mobile phone service to EE. We now have contracts with both BT and EE but the cost is slightly reduced.

The GNS has had a presence at several events (Silver Sunday, Care home open days, Well Being days at GP surgeries) to promote itself. We remain well known within the local area.

Succession planning for the Trustees is becoming an issue and the members of the CIO, who appoint trustees have been made aware of the situation.

Finally, this report would not be complete without thanking both the staff and the many volunteers who make the GNS work. The staff willingly work longer hours than that they are contracted for. The volunteers are flexible in what they do and when and without them the GNS could not function.

Future Plans

Whilst we have obtained a sizable 5yr grant to fund the lunch clubs, which gives the GNS some financial stability, the trustees are aware that additional funding must be sought for other parts of our services, so that costs to the clients remain affordable. Seeking such funding will be a priority. A budget deficit of £11,000 was predicted as of 1st August 2024 (which is covered by our current reserves) but every effort will be made to reduce this over the year.

We will also review the promotional material and activities that we use, both online, social media and leaflets in order to get more clients and volunteers.

The members of the CIO will be approached suggesting that it is important that they have in place a succession plan for their trustees that they appoint.

Older policies (Reserve policy, Health & Safety policy) will be reviewed during the year.

Assessment of Operating Risk

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 and that the GNS is promoted locally to maintain or increase the number of volunteers and clients.

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

Registered Charity No. 1192344

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 early in 2025 or sooner if needed.

GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK
(Charity Reg No 1192433)
Statement of Financial Activities for the year to 31 July 2024

	Notes	Unrestricted Funds	Restricted Funds	Total	Total
		£	£	2024 £	2023 £
Income From					
London Borough of Barnet		£12,750		£12,750	£12,750
Fundraising	1	£4,819	£6,555	£11,374	£41,214
Donations (inc Gift Aid)	2	£6,902		£6,902	£6,466
Client services	3	£36,599		£36,599	£28,525
Interest		£2,875		£2,875	£1,031
		-----	-----	-----	-----
Total Income		£63,945	£6,555	£70,500	£89,986
Expenditure On					
Charity activities costs	4	£59,192	£29,371	£88,563	£88,563
Total Expenditure		£59,192	£29,371	£88,563	£88,563
Net Income (Expenditure)		£4,753	-£22,816	-£18,063	£3,163
Balance brought forward on 1 Aug 2023		£88,939	£23,399	£112,338	£109,175
Balance at 31 July 2024 before transfers		£93,692	£583	£94,275	£112,338
Transfers between Funds		-----	-----	-----	-----
Total funds carried forward at 31 July 2024		£93,692	£583	£94,275	£112,338
		-----	-----	-----	-----

GOOD NEIGHBOURS SCHEME FOR MILL HILL AND BURNT OAK
BALANCE SHEET AT 31 JULY
2024

		2024	2023
		£	£
Fixed Assets			
Tangible Fixed Assets	5	£23,646	£29,558
		-----	-----
		-----	-----
		£23,646	£29,558
Current Assets			
Debtors	7	£495	£380
Short term deposits		£62,495	£60,059
Cash at bank		£7,890	£22,341
		-----	-----
		-----	-----
		£70,880	£82,780
Creditors: amounts falling due within one year		£251	£0
Current Net Assets (Current assets minus Liabilities)		£70,629	£82,780
		-----	-----
		-----	-----
Net Assets		£94,275	£112,338
		-----	-----
		-----	-----
Funds	6		
Unrestricted		£93,692	£88,939
Restricted		£583	£23,399
		-----	-----
		£94,275	£112,338
		-----	-----
		-----	-----

Approved by the Trustees

on and signed on their behalf

by :

Notes to the Financial Statements for the Year Ended 31 July 2024

1.Income from Fundraising

	Unrestricted Funds Funds	Restricted Funds Funds		Total Funds Funds 2024	Total Funds Funds 2023
	£	£		£	£
City Bridge Trust		£3,925		£3,925	£16,861
Beatrice Laing		£2,000		£2,000	£9,139
Barnet Community Fund		£100		£100	£900
Bingo	£104			£104	£178
Easyfunding	£47			£47	£136
John Lewis	£1,000			£1,000	£14,000
Dignity Funeral Services	£2,000			£2,000	
Tesco Store Collection	£65			£65	
Quiz/Concert	£1,603			£1,603	
Anonymous		£530		£530	
	£4,819	£6,555	£0	£11,374	£41,214

2 Income from Donors including Gift aid

	Unrestricted Funds Funds	Restricted Funds Funds		Total Funds Funds 2024	Total Funds Funds 2023
	£			£	£
Donations from Clients	1,802			1,802	1,405
Donations from Third Parties	4,449			4,449	4,170
Gift Aid Receipts	651			651	891
	-----			-----	-----

	6,902		6,902	6,466
	-----	-----	-----	-----
3 Income from Client Services				
	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Lunch Club Meals	14,519		14,519	12,564
Lunch Club Transport	7,690		7,690	4,653
Gardening	271		271	841
Shopping Bus Transport	2,686		2,686	1,890
Chiropody Service	3,234		3,234	3,279
Minibus Hire	6,035		6,035	4,278
Client Outings	1,763		1,763	1,020
Marshall Shopping	401		401	
	-----	-----	-----	-----
	36,599		36,599	28,525
	-----	-----	-----	-----

4. Charity Activity Costs

	Unrestricted Funds Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Employment Costs (excl drivers)	£38,950	£6,025	£44,975	£44,796
Lunch Club Meals	£201	£14,000	£14,201	£14,313
Lunch Club Rent	£500		£500	£450
Transport (incl driver)	£5,347	£9,139	£14,486	£13,987
Administration	£4,840		£4,840	£4,136
Gardening Scheme	£300		£300	£920
Chiropody Rent	£943	£207	£1,150	£1,253
Wheelchair			£0	£125
Depreciation	£5,912		£5,912	£5,912
Client Outings	£1,800		£1,800	£931
Marshall shopping	£401		£401	
	-----	-----	-----	-----
	£59,194	£29,371	£88,565	£86,823
	-----	-----	-----	-----

5. Tangible Fixed Assets

Motor Vehicles

Value 1.8.22	£41,382
Additions	£0
Value at 31.07.22	£41,382
Depreciation at 1.8.23	£11,824
Charge for Year	£5,912
Depreciation at 31.07.24	£17,736
Net Book Value at 31.07.24	£23,646

6. Analysis of Net Assets by Funds

	Unrestricted	Restricted	Total 2024
	£	£	£
Tangible Fixed Assets	£23,646		£23,646
Current Assets	£67,963	£53	£68,016
Current Liabilities	-----	-----	-----
Fund balance	£91,609	£53	£91,662

7. Debtors

	2024	2023
	£	£
Retail Trust	495	380

8. Creditors: Amounts Falling Due Within One Year

	2024	2023
	£	£
	251	0

9. Statement of Funds

	Balance at 01- Aug 2023	Income £	Expenditure £	Transfers £	Balance at 31-Jul 2024
Unrestricted Funds					
	£88,939	£63,945	£59,192		£93,692
Restricted Funds					
City Bridge Trust- Lunch Clubs	£0	£3,925	£3,925		£0
Beatrice Laing- Lunch Club	£0	£2,000	£2,000		£0
Finchley Charities- Chiropody	£207		£207		£0
National Lottery Community Fund- Lunch Clubs	£9,139		£9,139		£0
Raffle/Bingo -Wheelchair	£53				£53
Barnet Community Fund		£100	£100		£0
Anonymous Grant	£14,000		£14,000		£0
Anonymous Grant- Leaflets		£530			£530
Total Restricted Funds	£23,399	£6,555	£29,371	£0	£583
Total of All Funds	<u>£112,338</u>	<u>£70,500</u>	<u>£88,563</u>	<u>£0</u>	<u>£94,275</u>

Report to the trustees/
members of

Charity Name

The Good Neighbour Scheme for Mill Hill and Burnt
Oak

On accounts for the
period

31st July 2024

Charity no
(if any)

CIO 1192344

ended

8 to 13

include the page nu



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Set out on pages

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A G Roberts

Date:

22/11/2024

A G Roberts

Signed:

Name:

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

FCMA

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

