



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 2024 TO 31ST JULY 2025

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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: 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 Carmen De La Hera Hall (from Jan 25)

Rev Rachel Kane (from Sept 24)

Mrs Maggi Lamb

Mr Peter McCabery

Mr Benedict Metuh (until Jan 25)

Mr Grahame Poulton (Treasurer)

Mr Martin Rosen

Mrs Mary Scott (until Jan 25)

Mrs Margot Stevens (from Jan 25)

Mrs Pauline Seaton

List of Honorary Officers

Secretary	Mrs Fi Rosen
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Independent Examiner	Mr Alan Roberts FCMA
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List of Staff

Manager	Mrs Elizabeth Sykes
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Coordinator	Mrs Loraine Williams
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Development Coordinator	Mr Iraklis Koumoullas
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Befriending Coordinator	Mrs Alison Koumoullas
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Drivers	Mr Gerard Mahon
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	Mr Joseph Guilfoyle
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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	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
CHIROPODY	326	333	327	600	406
MILL HILL LUNCH CLUB	986	1018	890	830	0
BURNT OAK LUNCH CLUB	842	787	860	514	0
MINIBUS LIFTS TO LUNCH CLUBS	710	695	576	538	102
VOLUNTEER LIFTS TO LUNCH CLUBS	328	357	374	408	278
LIFTS TO MEDICAL APPOINTMENTS	30	40	42	45	53
BEFRIENDING SESSIONS	1076	1646	1835	33***	1859
GARDEN CLEARANCE	0	0	18	18	40
SHOPPING BUS	348	354	382	235	257
OUTINGS AND SOCIAL EVENTS	143	168	118	75	24

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

There are currently 64 volunteers that we are able to call on and the number of Volunteer Sessions this year was 1161 equating to 3497 hrs. This includes 18 who do befriending.

There is currently a total of 207 clients using the services that the GNSMHBO provides, including 95 that use the Chiropody service.

Chair of Trustees Report for the Year August 2024 to July 2025

The year in question has been a success in several ways but there are some concerns. Firstly the successes.

Financially, at the beginning of the year (1st August 2024) it was predicted that a deficit would occur of approximately £11,000, before further depreciation of the minibus. At the end of the year (31st July 2025) the GNS had a surplus, after depreciation, of approximately £1000. In cash terms the surplus was nearly £7000. This year we received from the National Lottery Community Fund-Reaching Communities/Partnerships the first grants to finance our Lunch Club activity. These grants will continue for the next 4 years. We were successful also in receiving a further grant from the National Lottery Community Fund to fund our Befriending Service. We are grateful for the support we receive from other funders, as seen in Note 1 of the accounts.

The resignation of two of the Trustees, due to other personal commitments has led to the appointment of three new trustees, which means all of the CIO Members (the churches in Mill Hill and Burnt Oak) are represented.

One of the GNS caterers ceased trading during late 2024, leaving us dependent on one which left us vulnerable. This has been resolved toward the end of the period under review with the adoption of an additional caterer. Both firms supply food at the same cost that the clients enjoy and the manager liaises with them both over menu choices. Throughout the year, building works at one site (Mill Hill) where the Tuesday club was held has meant that this club had to be temporarily relocated to the Burnt Oak hall. It may be that the hall in Burnt Oak will be refurbished soon and the club there will be, for a short period, relocated to Mill Hill.

The Trustees have not deemed it necessary to increase the cost to clients of the services provided as we are aware of the financial pressures they are under, however this is kept under close review.

The concerns are that Elderly Services within the London Borough of Barnet are being retendered in 2027 and there is no guarantee that the financial support we get from AgeUK Barnet (lead contractor for Barnet) will continue at the present level (approximately £12750pa). The Trustees are aware of this and are seeking funding from other organisations to enable us to carry on with the provision of the current level of service. The Trustees are also aware, that whilst the level of activity of the GNS is about the same as previously, there needs to be a concerted effort to encourage and recruit new volunteers and clients. Whilst a number of new volunteers have joined during the year, a number have stopped being a volunteer and have become clients instead. Due to the availability of volunteers, our staff are sometimes having to fill a role that could be done by a volunteer (minibus escort). Also the availability of volunteers prepared to use their own cars to give client lifts has decreased.

The manager and staff liaise with external local organisations to raise the profile of the GNS. This has been quite successful this year and the support we have received from local bodies has increased. We have reviewed and redesigned the leaflet and made it more generic, in that it does not name individuals, only posts. We have a good relationship with the Social Prescribers linked to the GP surgeries within our area of operation. The GNS has also this year reminded the CIO members of their obligations, as per the constitution. This resulted in several changes to the trustee board.

Also, during this year, we have updated the Leave Policy and introduced "Rolled Up Holiday Pay" for the two part time drivers we employ. This will become operational on 1st August 2025. Other

policies updated are the Health and Safety Policy and Financial Control Policy. Others will be reviewed in the next year.

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

Plans for future years are to ensure financial stability by applying for grants for specific parts of the work we do. We will also reviewing policies and procedures and take steps to increase the number of volunteers and clients.

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 in an effort to maintain a continuous service 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 September 2025 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in 2027 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 2025

	Notes	Unrestricted Funds	Restricted Funds	Total	Total
		£	£	2025 £	2024 £
Income From					
London Borough of Barnet		£12,750		£12,750	£12,750
Fundraising	1	£3,562	£33,277	£36,839	£11,374
Donations (inc Gift Aid)	2	£8,414	£668	£9,082	£6,902
Client services	3	£34,554		£34,554	£36,599
Interest		£3,123		£3,123	£2,875
		-----	-----	-----	-----
Total Income		£62,403	£33,945	£96,348	£70,500
Expenditure On					
Charity activities costs	4	£70,367	£24,997	£95,364	£88,563
Total Expenditure		£70,367	£24,997	£95,364	£88,563
Net Income (Expenditure)		-£7,964	£8,948	£984	#####
Balance brought forward on 1 Aug 2024		£93,692	£583	£94,275	#####
Balance at 31 July 2025 before transfers		£85,728	£9,531	£95,259	£94,275
Transfers between Funds		-----	-----	-----	-----
Total funds carried forward at 31 July 2024		£85,728	£9,531	£95,259	£94,275
		-----	-----	-----	-----

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

		2025	2024
		£	£
Fixed Assets			
Tangible Fixed Assets	5	£17,734	£23,646
		-----	-----
		£17,734	£23,646
Current Assets			
Debtors	7	£738	£495
Short term deposits		£73,476	£62,495
Cash at bank		£3,433	£7,890
		-----	-----
		£77,647	£70,880
Creditors: amounts falling due within one year		£122	£251
Current Net Assets (Current assets minus Liabilities)		£77,525	£70,629
		-----	-----
Net Assets		£95,259	£94,275
		-----	-----
Funds	6		
Unrestricted		£89,728	£93,692
Restricted		£9,531	£583
		-----	-----
		£99,259	£94,275
		-----	-----

Approved by the Trustees

on25th September 2025..... and signed on their behalf



by : ..
Chair Trustees.....

Notes to the Financial Statements for the Year Ended 31 July 2025

1. Income from Fundraising

	Unrestricted Funds Funds	Restricted Funds Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
National Lottery Community Fund- Lunch		£20,631	£20,631	
National Lottery Community Fund- Befriending		£12,646	£12,646	
Beatrice Laing	£2,500		£2,500	£2,000
John Laing	£1,000		£1,000	
Easyfunding	£62		£62	£47
Barnet Commuinity Fund				£100
Bingo				£104
John Lewis				£1,000
Dignity Funeral Services				£2,000
City Bridge Tust				£3,925
Quiz/Concert				£1,603
Anonymous				£530
Tesco store Collection				£65
Total	£3,562	£33,277	£0 £36,839	£11,374

2 Income from Donors including Gift aid

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£		£	£
Donations from Clients	2,245		2,245	1,802
Donations from Third Parties	5,695	668	6,363	4,449
Gift Aid Receipts	474		474	651
	-----	-----	-----	-----
Total	8,414	668	9,082	6,902
	-----	-----	-----	-----
		--	-	--

3 Income from Client Services

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
Lunch Club Meals	15,225		15,225	14,519
Lunch Club Transport	7,422		7,422	7,690
Gardening	0		0	271
Shopping Bus Transport	2,567		2,567	2,686
Chiropody Service	3,215		3,215	3,234
Minibus Hire	5,985		5,985	6,035
Client Outings	140		140	1,763
Marshall Shopping			0	401
	-----	-----	-----	-----
Total	34,554	--	34,554	36,599
	-----	-----	-----	-----
		--	-	--

4. Charity Activity Costs

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
Employment Costs (excl drivers)	£29,652	£18,368	£48,020	£44,975

Lunch Club Meals	£13,790	£1,605	£15,395	£14,201
Lunch Club Rent		£1,850	£1,850	£500
Transport (incl driver)	£15,080		£15,080	£14,486
Administration	£4,459	£2,506	£6,965	£4,840
Gardening Scheme			£0	£300
Chiropody Rent	£1,380		£1,380	£1,150
Depreciation	£5,912		£5,912	£5,912
Client Outings			£0	£1,800
Marshall shopping	£94		£94	£401
Defibrillator		£668	£668	
	-----	-----	-----	-----
		--	-----	--
Total	£70,367	£24,997	£95,364	£88,565
	-----	-----	-----	-----
		--	-	--

5. Tangible Fixed Assets

	Motor Vehicles
Value 1.8.24	£41,382
Additions	£0
	<u>£41,382</u>
Depreciation at 1.8.24	£17,736
Charge for Year	£5,912
Depreciation at 31.07.25	<u>£23,648</u>
Net Book Value at 31.07.25	<u>£17,734</u>
Total	

6. Analysis of Net Assets by Funds

	Unrestricted	Restricted	Total 2025
	£	£	£
Tangible Fixed Assets	£17,734		£17,734
Current Assets	£68,116	£9,531	£77,647

Current Liabilities		£122		£122
		-----	-----	-----
			--	-----
Fund balance	Total	£85,728	£9,531	£95,259
		-----	-----	-----
			-	-----

7. Debtors

	2025	2024
	£	£
Retail Trust/Sum Up	772	495

8. Creditors: Amounts Falling Due Within One Year

	2025	2024
	£	£
	122	251

9. Statement of Funds

	Balance at 01-Aug 2024	Income	Expenditure	Transfer s	Balance at 31-Jul 2025
	£	£	£	£	
Unrestricted Funds					
	#####	£62,403	£70,367		£85,728

Restricted Funds

National Lottery Community					
Fund- Lunch Clubs		£20,631	£20,631		
Anonymous Donation -Defibrilator		£668	£668		
Raffle/Bingo -Wheelchair	£53				£53
National Lottery Community					
Fund- Befriending		£12,646	£3,168		£9,478
Anonymous grant-Leaflets	£530		£530		
Total Restricted Funds	£583	£33,945	£24,997	£0	£9,531
Total of All Funds	<u>#####</u>	<u>£96,348</u>	<u>£95,364</u>	<u>£0</u>	<u>£95,259</u>



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

On accounts for the period
ended

31st July 2025

Charity no
(if any)

CIO 1192433

Set out on pages

8 to 14

(remember to include the page numbers of additional sheets)

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 Acthave 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.

Signed: A G Roberts

Date: 03/10/2025

A G Roberts

Name:

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

FCMA

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

