

CHERTSEY & ADDLESTONE GOOD NEIGHBOURS

England & Wales · Charity number 1199708

Details

Other names C&AGN;

Status Registered

Legal form CIO

Registered 2022-07-19

Register [View on the Charity Commission register](#)

Contact

Address 18 Renaissance Court
50 High Street
Addlestone
Surrey
KT15 1TR

Phone 01932565146

Email CAGNHelpline@gmail.com

Website www.chertseyandaddlestonegoodneighbours.co.uk

Activities

Objects: TO RELIEVE THE CHARITABLE NEEDS OF THOSE IN NEED BY REASON OF AGE, ILL HEALTH, DISABILITY OR OTHER SOCIAL AND ECONOMIC DISADVANTAGE PRIMARILY IN THE COMMUNITIES OF CHERTSEY, ADDLESTONE, OTTERSHAW AND LYNE THROUGH THE PROVISION OF VOLUNTEERS TO PROVIDE PRACTICAL ASSISTANCE SERVICES, TRANSPORT, COMPANIONSHIP/SOCIAL INTERACTION AND OTHER NEIGHBOURLY ASSISTANCE.

Activities: We support residents living within our boundaries, which are Chertsey, Addlestone, Ottershaw, and Lyne. We can provide transport to medical appointments, local day centres and also assist with shopping and the collection of prescriptions

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Disability
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£34,245	£20,424	-	-
2024-03-31	£41,736	£24,918	-	-
2023-03-31	£20,763	£14,033	-	-

Trustees

Name	Role	Appointed
Christine Barbara Anne Leach	Chair	2003-10-28
Adrian Elston		2024-05-15
Diana Jane Maris		2024-05-15
Dr Brian Frank Perry BEM		2024-05-15
Ian Nigel Henderson		2025-05-21

CHERTSEY & ADDLESTONE GOOD NEIGHBOURS

England & Wales - Charity number 1199708

Accounts

Chertsey & Addlestone Good Neighbours

Trustees' Annual Report for the Year Ending 31 March 2025

Objectives and Activities

Chertsey & Addlestone Good Neighbours exists to support members of the local community who need a little help due to age, ill health, temporary disability or other social or economic disadvantage. Our objective is to provide practical help that enables people to remain independent, connected, and able to access essential services.

Our volunteers offer transport to medical appointments, day centres, and other essential activities, as well as friendly contact and practical assistance. These services are available to anyone in need within our area and are provided for a modest contribution to cover the cost of fuel.

Through this work, we aim to reduce loneliness, promote well-being, and help people stay active within their communities. Many of those we support would struggle to access essential services without our help. Our activities also complement the work of local health and social care providers by ensuring that residents can reach the services they rely on. In this way, the charity delivers clear and direct public benefit.

Achievements and Performance

During the 12 months ending 31 March 2025, demand for our services remained high. We registered 22 new clients, several of whom were referred by the Runnymede Social Prescribing team, reflecting the strong partnerships we continue to build with local services.

We recruited eight new volunteers during the year. While four have since moved into full-time employment, one has relocated, one has retired due to age and ill health, and one is on maternity leave; each contributed positively to our work and helped strengthen our community network.

Across the year, we received 5253 help requests, which resulted in 4556 completed journeys; the 'uncompleted journeys' were due to client cancellations (the majority), the destinations cancelling appointments and unavailability of volunteers. Transport to local day centres, particularly for clients living with dementia, continues to be one of our most frequently requested services. Thanks to our volunteers, many residents were able to attend dementia day care centres that they would otherwise struggle to reach. Our support continues to complement the work of local professional services and helps to ensure that vulnerable residents receive consistent, community-based assistance.

At the start of the financial year, we introduced a new real-time booking system. After a short settling-in period, it has significantly improved how we record requests, match volunteers, and report on our activity.

We also attended three local fetes, providing opportunities to meet residents, raise awareness of our work, and listen to community needs. Although these events did not result in substantial volunteer recruitment, they strengthened our visibility and reinforced the positive reputation of the charity. We also refreshed our publicity materials during the year.

Financial Review

The charity ended the year in a stable financial position. Income during the 12 months to 31 March 2025 was sufficient to meet the costs of delivering our services, including volunteer expenses, insurance, administration, and the introduction of our new real-time booking system. Expenditure remained carefully managed throughout the year, ensuring that funds were used directly to support our charitable activities.

We continue to rely on a combination of client donations, grants, and community support. Contributions from clients help cover the costs of transport and volunteer mileage, while grants and local fundraising activities provide additional income for branded items and publicity materials. Although volunteer recruitment remains a challenge, our financial position allows us to maintain our current level of service and plan confidently for the year ahead.

The trustees regularly review the charity's reserves to ensure that we hold an appropriate level of funds to manage fluctuations in demand and maintain service continuity. At year-end, our reserves were considered adequate for the size and nature of the charity.

Structure, Governance and Management

Chertsey & Addlestone Good Neighbours is a Charitable Incorporated Organisation (CIO) governed by a board of trustees who are responsible for the strategic direction, oversight, and effective management of the charity. The trustees meet regularly to review performance, monitor finances, assess risks, and ensure that the charity continues to meet its objectives and deliver public benefit. We are looking to broaden and expand the skill base of our volunteers.

The charity is supported entirely by volunteers, who provide transport and practical assistance to clients. All volunteers are recruited in line with our safeguarding and data protection policies, and appropriate checks and training are carried out before they begin supporting clients. Day-to-day operations are coordinated by the trustees and booking coordinators, who manage bookings, allocate requests, and ensure that services run smoothly.

We work closely with local organisations, including the Runnymede Social Prescribing team, health services, and community groups, to ensure that residents receive the support they need. The trustees continue to review governance arrangements to ensure that the charity remains compliant with Charity Commission requirements and operates effectively.

Reference and Administrative details

Charity name	Chertsey & Addlestone Good Neighbours
Other name the charity uses	C&AGN
Registered charity number	1199708
Charity's principal address	Chertsey and Addlestone Good Neighbours, 18 Renaissance Court, 50 High Street, Addlestone, Surrey KT15 1TR.

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Christine B.A. Leach	Chairman		Board of Trustees
2	Dr. Brian Frank Perry BEM	Secretary		Board of Trustees
3	Adrian Elston			Board of Trustees
4	Diana Jane Maris			Board of Trustees
5				
6				
7				
8				
9				
10				

Chair's Statement

This has been another year marked by dedication, resilience, and community spirit. Despite the ongoing challenges faced by many local residents, our volunteers have continued to give their time generously, ensuring that people who are isolated, vulnerable, or living with long-term conditions receive the support they need.


The introduction of our new booking system has strengthened our ability to respond quickly and efficiently to requests for help, and the positive feedback we receive from clients reminds us of the real difference this service makes. Our presence at local fetes and community events has helped raise awareness of our work; volunteer recruitment remains an area we must continue to focus on.

I would like to express my sincere thanks to all our volunteers, trustees, partners, and supporters. Your commitment enables us to continue providing a lifeline to so many people in our community. As we look ahead, we remain determined to build on this year's achievements and ensure that Chertsey & Addlestone Good Neighbours continues to be a trusted and valued source of support for those who need us.

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)		
Full name(s)	Christine B.A. Leach	Dr. Brian F. Perry
Position (e.g. Secretary, Chair, etc.)	Chair	Secretary
	24 th January 2026	24 th January 2026



CHARITY COMMISSION
FOR ENGLAND AND WALES

Chertsey & Addiscombe Good Neighbours

1199706

Receipts and payments accounts

CC16a

For the period
from

Period start date
1st April 2024

To

Period end date
31st March 2025

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Client donations	31,789	-	-	31,789	30,679
Other donations	1,133	-	-	1,133	5,297
Tekephone (St. Ann's Church)	444	-	-	444	430
Interest	81	-	-	81	48
Fundraising	785	-	-	785	4,721
Sundries	13	-	-	13	561
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	34,245	-	-	34,245	41,736
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	34,245	-	-	34,245	41,736
A3 Payments					
Volunteer expenses	12,557	-	-	12,557	12,683
Telephone	444	-	-	444	430
Duty telephone	-	-	-	-	-
Insurance	-	-	-	-	439
Advertising	358	-	-	358	150
Website, laptop, & software	725	-	-	725	684
Sundries, stationary, subscriptions	208	-	-	208	824
Fundraising	95	-	-	95	2,965
Social events	-	-	-	-	1,123
Honorarium	5,917	-	-	5,917	5,500
Bank charges	120	-	-	120	120
Sub total	20,424	-	-	20,424	24,918
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	20,424	-	-	20,424	24,918
Net of receipts/(payments)	13,821	-	-	13,821	16,818
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	34,279	-	-	34,279	17,461
Cash funds this year end	48,100	-	-	48,100	34,279

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CAF Current Account	7,192	-	-
	CAF Savings Account	40,908	-	-
		-	-	-
	Total cash funds	48,100	-	-

(agree balances with receipts and payments account(s))

OR

Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
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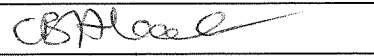
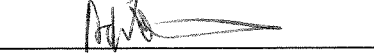
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-

B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Laptop	Unrestricted	-	-
	Gazebo (branded with charity logo)	Unrestricted	-	-
	2 hand-held card readers	Unrestricted	-	-
	Wi-Fi enabled card reader	Unrestricted	-	-
			-	-
			-	-
			-	-
			-	-

B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Christine B. A. Leach	30.12.25
	Adrian A. Elston	12.1.26



CHARITY COMMISSION
FOR ENGLAND AND WALES

Receipts and payments accounts

CC16a

For the period from 1st April 2024 To 31st March 2025

Section A Receipts and payments

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Sub total	20,424	-	-	20,424	24,918
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Sub total	-	-	-	-	-
Total payments	20,424	-	-	20,424	24,918
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(agree balances with receipts and payments account(s))

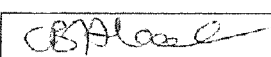
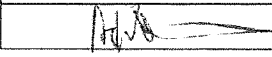
Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets		-	-
		-	-
		-	-
		-	-

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Unrestricted	-	-
Laptop	Unrestricted	-	-
Gazebo (branded with charity logo)	Unrestricted	-	-
2 hand-held card readers	Unrestricted	-	-
Wi-Fi enabled card reader	Unrestricted	-	-
		-	-
		-	-

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Christine B. A. Leach	30.12.25
	Adrian A. Elston	12.1.26



Section A

Independent Examiner's Report

Report to the trustees

Chertsey and Addlestone Good Neighbours

**On accounts for the year
ended**

31 March 2025

**Charity no
(if any)**

1199708

Set out on pages

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025

**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**

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. *Delete [] if not applicable.*

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) 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.

** Please delete the words in the brackets if they do not apply.*

Signed:

Mark Adams

Date:

12/01/2026

Name:

Mark Adams

**Relevant professional
qualification(s) or body**

ATT

(if any):

Address:

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

CHERTSEY & ADDLESTONE GOOD NEIGHBOURS

England & Wales - Charity number 1199708

Accounts



Trustees' Annual Report for the period

Period start date 1st April 2023 Period end date 31st March 2024

Charity name: Chertsey & Addlestone Good Neighbours

Charity registration number: 1199708

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	To assist members of the local community who are in need of a little help due to age, ill health, temporary disability or other social and economic disadvantage. We primarily offer help with transport to medical appointments, local day centres, and for shopping. We also offer companionship, practical and 'neighbourly' assistance as and when needed. The local community being Chertsey, Addlestone, Ottershaw and Lyne and we do occasionally support others from further afield. The work that we do helps to alleviate some of the strain on overstretched local services.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	The provision of volunteers to provide practical help, transport, companionship/social interaction and other neighbourly assistance.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The Trustees are aware of and have regard of Charity Commission guidance on public benefit.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The Trustees may in the future make periodic grants to advance the objects of the charity.
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	The charity is largely run by volunteers, primarily the volunteer drivers & trustees. Trustees take lead roles of chairmanship, treasurer, secretary, with leads on social media.
Other		

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Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>During this, our second year as a registered charity, the demand for our service has grown as we, and our reputation, has become more well-known. The care and transport which we provide has enabled members of the local community to attend local day centres which they otherwise would not have been able to get to. We have also helped many families by being able to transport their loved ones to various medical appointments, accompanying them if need be, enabling the family members to continue with their usual daily tasks and routines. This also helps to support the work of medical professionals.</p> <p>During this reporting financial year, to 31st March 2024 we fulfilled 5549 requests and assisted approximately 150 clients.</p> <p>We identified the need to update our archaic 'access' booking system to enable us to keep up with the increased demand on our services.. We researched and tested three different online real time booking systems and after extensive testing a decision has been made and we will 'go live' with a new system at the beginning of the next financial year.</p> <p>We purchased a new branded gazebo and polo shirts for the volunteers, these are used at community events to raise awareness and promote the charity and the work that we do.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	We have met all the goals set for this year.
Performance of fundraising activities against objectives set	Para 1.41	Fundraising is mainly focussed on donations from clients for transport to and from their destinations – e.g. medical appointments and day care centres. We supplement this income with additional fundraising - e.g. attendance at local community fairs (which also gives us the opportunity to promote the charity), and grant applications to local small businesses and local authorities.
Investment performance against objectives	Para 1.41	No investments made – we do not intend to make investments.
Other		

Financial Review

	SORP reference	
Review of the charity's financial position at the end of the period	Para 1.21	We are self-funding primarily based on client donations. The total income this year was £41,736, which includes £9,737 of corporate sponsorship. Expenditure was £24,918 resulting in a surplus of £16,818. This along with cash funds of £17,461 brought forward from the previous year gives cash funds of £34,279. We have set aside £20,000 of this as a reserve and the balance will be used for improvement of the charity's identity, recruitment and maintaining the client/driver booking system.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Reserves are held to cover the core operating costs, such as Public Liability Insurance, duty officer and volunteers' expenses.
Amount of reserves held	Para 1.22	Based on a reserve of £20,000 and our current and projected activity levels, we could support the operation for one year even if we received no donations from most of our clients. At present, there are no paid employees, but an honorarium is given to our Duty Officer. The honorarium is <15% of the total income, which the trustees consider as acceptable.
Reasons for holding zero reserves	Para 1.22	No zero reserve held.
Details of fund materially in deficit	Para 1.24	None
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	The role of the Duty Officer is pivotal to the smooth operation of the charity. Succession plans are in place including volunteer support for the duties of this role.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The primary source of income is the donations made by our clients. We supplement this income stream with fund-raising and successful grant applications when and where needed. We are grateful to the local council for £2000 from their COMF fund for the development and maintenance of our proposed new booking system.
Investment policy and objectives including any social investment policy adopted	Para 1.46	No investments are envisioned.
A description of the principal risks facing the charity	Para 1.46	The principal risks are the resignation of the Duty Officer, failure of the booking system and a significant reduction in volunteer drivers. This is separate from multiple trustee resignation. We have a risk register in place that is reviewed periodically.
Other		

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Structure, Governance and Management

	SORP reference	
Description of charity's trusts:		Trust
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	Foundation Charity Incorporated Organisation (CIO)
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Nominated individuals elected by Board of Trustees with signed Declarations.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	Trustees are trained in the charities governing document, policies & procedures and accounts at induction and ongoing.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	The charity is managed by a Committee comprising of its Trustees. Each Trustee takes a pivotal role in managing the charity.
Relationship with any related parties	Para 1.51	
Other		We have developed and are maintaining various policies & procedure documents.

Reference and Administrative details

Charity name	Chertsey & Addlestone Good Neighbours
Other name the charity uses	C&AGN
Registered charity number	1199708
Charity's principal address	Chertsey and Addlestone Good Neighbours, 18 Renaissance Court, 50 High Street, Addlestone, Surrey KT15 1TR.

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Christine B.A. Leach	Chairman		Board of Trustees
2	Mary Fisher	Treasurer		Board of Trustees
3	Dr. Brian Frank Perry BEM	Secretary		Board of Trustees
4	Adrian Elston			Board of Trustees
5	Diana Jane Maris			Board of Trustees
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16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		
None		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

--

Exemptions from disclosure

Reason for non-disclosure of key personnel details

N/A



Other optional information

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Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Christine B.A. Leach	Dr. Brian F. Perry
Position (e.g. Secretary, Chair, etc.)	Chairman	Secretary
	25 th January 2025	27 th January 2025



CHARITY COMMISSION
FOR ENGLAND AND WALES

Croftsey & Adlestrop Good Neighbours

1199705

Receipts and payments accounts

CC16a

For the period from	Period start date	To	Period end date
	1st April 2023		31st March 2024

Section A Receipts and payments

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Other donations	5,297	-	-	5,297	2,848
Tekephone (St. Ann's Church)	430	-	-	430	380
Interest	48	-	-	48	13
Fundraising	4,721	-	-	4,721	111
Sundries	561	-	-	561	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	41,736	-	-	41,736	20,763
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	41,736	-	-	41,736	20,763
A3 Payments					
Volunteer expenses	12,683	-	-	12,683	7,923
Telephone	430	-	-	430	380
Duty telephone	-	-	-	-	22
Insurance	439	-	-	439	-
Advertising	150	-	-	150	143
Website, laptop, & software	684	-	-	684	1,642
Sundries, stationary, subscriptions	824	-	-	824	134
Fundraising	2,965	-	-	2,965	-
Social events	1,123	-	-	1,123	374
Honorarium	5,500	-	-	5,500	3,333
Bank charges	120	-	-	120	82
	-	-	-	-	-
Sub total	24,918	-	-	24,918	14,033
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	24,918	-	-	24,918	14,033
Net of receipts/(payments)	16,818	-	-	16,818	6,730
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	17,461	-	-	17,461	10,731
Cash funds this year end	34,279	-	-	34,279	17,461

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CAF Current Account	8,359	-	-
	CAF Savings Account	25,920	-	-
		-	-	-
	Total cash funds	34,279	-	-

(agree balances with receipts and payments account(s))

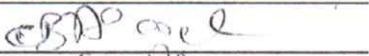

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Laptop	Unrestricted	-	-
	Gazebo (branded with charity logo)	Unrestricted	-	-
	2 hand-held card readers	Unrestricted	-	-
	Wi-Fi enabled card reader	Unrestricted	-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	C.B.A. LEACH	30.12.24
	ADRIAN. A. ELSTON	21.01.25

Notes to the accounts:

- 1) Other donations include:
 - £2000 from Enterprise Holdings,
 - £2000 from Runnymede Borough Council COMF
 - £745 from The Co-Op Local Community Fund
 - £500 from The Rotary Club of Chertsey
- 2) £4242 was raised from a 12-month partnership with The New Egham Singers
- 3) The *Chertsey & Addlestone Good Neighbours* telephone helpline is funded by St. Ann's Catholic Church, Chertsey
- 4) The fundraising expenditure includes the purchase of a branded gazebo (£1500), and branded polo shirts (£750)
- 5) The following payments were made to the Trustees during this last financial year:

Christine Leach	£5500
-----------------	-------

- for vehicle expenses in common with other volunteers:

Adrian Elston	£819
---------------	------

Diana Maris	£1562
-------------	-------

- for purchases made on behalf of the charity in its normal course of operation:

Adrian Elston	£30
---------------	-----

Christine Leach	£73
-----------------	-----

Brian Perry	£387
-------------	------



Section A

Independent Examiner's Report

Report to the trustees

Charity name
Chertsey and addlestone Good Neighbours

On accounts for the year ended

31 March 2024 Charity no (if any) 1199708

Set out on pages

1 to 10 (delete or insert the page numbers of any additional pages)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024

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

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) 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.

* Please delete the words in the brackets if they do not apply.

Signed: [Signature]

Date: 22/01/2025

Name: Mark Adams

Relevant professional qualification(s) or body

ATT

(if any):

Address:

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Croftsey & Adlestrop Good Neighbours

1199705

Receipts and payments accounts

CC16a

For the period from	Period start date 1st April 2023	To	Period end date 31st March 2024
------------------------	-------------------------------------	----	------------------------------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Client donations	30,679	-	-	30,679	17,411
Other donations	5,297	-	-	5,297	2,848
Tekephone (St. Ann's Church)	430	-	-	430	380
Interest	48	-	-	48	13
Fundraising	4,721	-	-	4,721	111
Sundries	561	-	-	561	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	41,736	-	-	41,736	20,763
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	41,736	-	-	41,736	20,763
A3 Payments					
Volunteer expenses	12,683	-	-	12,683	7,923
Telephone	430	-	-	430	380
Duty telephone	-	-	-	-	22
Insurance	439	-	-	439	-
Advertising	150	-	-	150	143
Website, laptop, & software	684	-	-	684	1,642
Sundries, stationary, subscriptions	824	-	-	824	134
Fundraising	2,965	-	-	2,965	-
Social events	1,123	-	-	1,123	374
Honorarium	5,500	-	-	5,500	3,333
Bank charges	120	-	-	120	82
	-	-	-	-	-
Sub total	24,918	-	-	24,918	14,033
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	24,918	-	-	24,918	14,033
Net of receipts/(payments)	16,818	-	-	16,818	6,730
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	17,461	-	-	17,461	10,731
Cash funds this year end	34,279	-	-	34,279	17,461

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CAF Current Account	8,359	-	-
	CAF Savings Account	25,920	-	-
		-	-	-
	Total cash funds	34,279	-	-

(agree balances with receipts and payments account(s))

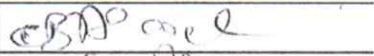

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Laptop	Unrestricted	-	-
	Gazebo (branded with charity logo)	Unrestricted	-	-
	2 hand-held card readers	Unrestricted	-	-
	Wi-Fi enabled card reader	Unrestricted	-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	C.B.A. LEACH	30.12.24
	ADRIAN. A. ELSTON	21.01.25

Notes to the accounts:

- 1) Other donations include:
 - £2000 from Enterprise Holdings,
 - £2000 from Runnymede Borough Council COMF
 - £745 from The Co-Op Local Community Fund
 - £500 from The Rotary Club of Chertsey
- 2) £4242 was raised from a 12-month partnership with The New Egham Singers
- 3) The *Chertsey & Addlestone Good Neighbours* telephone helpline is funded by St. Ann's Catholic Church, Chertsey
- 4) The fundraising expenditure includes the purchase of a branded gazebo (£1500), and branded polo shirts (£750)
- 5) The following payments were made to the Trustees during this last financial year:

Christine Leach	£5500
-----------------	-------

- for vehicle expenses in common with other volunteers:

Adrian Elston	£819
---------------	------

Diana Maris	£1562
-------------	-------

- for purchases made on behalf of the charity in its normal course of operation:

Adrian Elston	£30
---------------	-----

Christine Leach	£73
-----------------	-----

Brian Perry	£387
-------------	------



Section A

Independent Examiner's Report

Report to the trustees

Charity name
Chertsey and addlestone Good Neighbours

On accounts for the year
ended

31 March 2024
Charity no (if any) 1199708

Set out on pages

delete if not applicable

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024

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

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. *Delete [] if not applicable.*

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) 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.

** Please delete the words in the brackets if they do not apply.*

Signed: Mark Adams

Date: 22/01/2025

Name: Mark Adams

Relevant professional
qualification(s) or body

ATT

(if any):

Address:

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

CHERTSEY & ADDLESTONE GOOD NEIGHBOURS

England & Wales - Charity number 1199708

Accounts



Trustees' Annual Report for the period

Period start date 1st August 2022 Period end date 31st March 2023

Charity name: Chertsey & Addlestone Good Neighbours

Charity registration number: 1199708

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	To assist those in need by reason of age, ill health, disability or other social and economic disadvantage primarily in the communities of Chertsey, Addlestone, Ottershaw and Lyne through the provision of volunteers to provide practical assistance services, transport, companionship/social interaction and other 'neighbourly' assistance. This helps to alleviate some of the strain on local services.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	The provision of volunteers to provide practical help, transport, companionship/social interaction and other neighbourly assistance.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The Trustees are aware of and have regard of Charity Commission guidance on public benefit.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The Trustees may in the future make periodic grants to advance the objects of the charity.
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	The charity is largely run by volunteers, primarily the volunteer drivers & trustees. Trustees take lead roles of chairmanship, treasurer, secretary, with leads on social media.

Other		
-------	--	--

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>We gained foundation CIO registration on 19th July 2022, which activated our CAF Bank Account.</p> <p>A lot of time during our first FY as a 'new' charity was spent getting the newly combined Chertsey and Addlestone Good Neighbours voluntary groups 'fit for purpose', combining the driver & client databases, and the recruitment of volunteer drivers to manage the increased workload.</p> <p>We have continued our mission supporting the local community by providing a service which enables the frail and often elderly in need to access local facilities and services such as: hospitals, doctors, dentists, opticians, local community/day centres (especially those that support clients with dementia), shops and hairdressers. We also provide a befriending service.</p> <p>During the year, ending 31st March 2023 our volunteer drivers undertook 4716 jobs supporting approx.150 clients, of which 79 were registered during the year. We recruited 10 additional volunteer drivers during the same time period.</p> <p>We rebranded and created a 'new' website, Chertsey & Addlestone Good Neighbours (chertseyandaddlestonegoodneighbours.co.uk) and Facebook group. Our Business Plan identified a need to increase our collaterals including a branded gazebo, flags, leaflets etc.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	We have met all the goals set for our first year as a registered CIO charity.
Performance of fundraising activities against objectives set	Para 1.41	Fundraising is mainly focussed on donations from clients for transport to and from their destinations – e.g. medical appointments and day care centres. We supplement this income with additional fundraising - e.g. attendance at local community fairs (which also gives us the opportunity to promote the charity), and grant applications to local small businesses and local authorities.

Investment performance against objectives	Para 1.41	No investments made – we do not intend to make investments.
Other		

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	We are a self-funding scheme primarily based on client donations. The total income was £20,763, (of which £1098 was restricted funds) & expenditure £14,033 resulting in a first year surplus of £5632. This along with cash funds of £10,731 brought forward from the previous year, FY ended 31/07/22, gives cash funds of £16,363, plus the restricted funds. £10,000 of this has been set aside as a reserve with the balance being put towards the improvement of the charity's identity and upgrading client/driver booking system.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Reserves are held to cover the core operating costs, such as Public Liability Insurance, duty officer and volunteers' expenses.
Amount of reserves held	Para 1.22	Based on a reserve of £10,000 and our current and projected activity levels, we could support the operation for one year even if we received no donations from most of our clients. At present, there are no paid employees, but an honorarium is given to our Duty Officer. The honorarium is ~25% of the total income, which the trustees consider as acceptable.
Reasons for holding zero reserves	Para 1.22	No zero reserve held.
Details of fund materially in deficit	Para 1.24	None
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	The role of the Duty Officer is pivotal to the smooth operation of the charity. Succession plans are in place including volunteer support for the duties of this role.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The primary source of income is the donations made by our clients. We supplement this income stream with fundraising and successful grant applications. We are thankful for £1098 funds from Surrey County Council Members Allocation, which will fund a new branded gazebo.
Investment policy and objectives including any social investment policy adopted	Para 1.46	No investments are envisioned.

A description of the principal risks facing the charity	Para 1.46	The principal risks are the resignation of the Duty Officer, failure of the booking system and a significant reduction in volunteer drivers. This is separate from multiple trustee resignation. We have a risk register in place that is reviewed periodically.
Other		

Structure, Governance and Management

Description of charity's trusts:		Trust
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	Foundation Charity Incorporated Organisation (CIO)
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Nominated individuals elected by Board of Trustees with signed Declarations.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	Trustees are trained in the charities governing document, policies & procedures and accounts at induction and ongoing.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	The charity is managed by a Committee comprising of its Trustees. Each Trustee takes a pivotal role in managing the charity.
Relationship with any related parties	Para 1.51	
Other		We have developed and are maintaining various policies & procedure documents.

Reference and Administrative details

Charity name	Chertsey & Addlestone Good Neighbours
Other name the charity uses	C&AGN
Registered charity number	1199708
Charity's principal address	Chertsey and Addlestone Good Neighbours, 18 Renaissance Court, 50 High Street, Addlestone, Surrey KT15 1TR.

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Christine BA Leach	Chairman		Board of Trustees
2	Mary Fisher	Treasurer		Board of Trustees
3	Dr Brian Frank Perry BEM	Secretary		Board of Trustees
4	Adrian Elston			Board of Trustees
5	Diana Jane Maris			Board of Trustees
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		
None		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the	N/A

assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

--

Exemptions from disclosure

Reason for non-disclosure of key personnel details

N/A


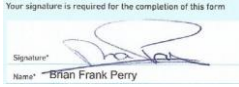
Other optional information

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Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
	Full name(s) Christine BA Leach	Dr Brian F Perry
Position (eg Secretary, Chair, etc)	Chairman	Secretary
	28 th January 2024	28th January 2024



Receipts and payments accounts

For the period from 01-Aug-22	Period start date	To 31-Mar-23	Period end date
---	-------------------	------------------------	-----------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Client donations	17,411	-	-	17,411	-
Other donations:	1,750	1,098	-	2,848	-
Telephone (St Anne's Church)	380	-	-	380	-
Interest	13	-	-	13	-
Black Cherry Fair/Goose Fair	111	-	-	111	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	19,665	1,098	-	20,763	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	19,665	1,098	-	20,763	-
A3 Payments					
Volunteer Expenses	7,923	-	-	7,923	-
Telephone (see above)	380	-	-	380	-
Duty telephone	22	-	-	22	-
Insurance	-	-	-	-	-
Advertising	143	-	-	143	-
Lap top, software and website	1,642	-	-	1,642	-
Sundries, Stationery, subscriptions, postage	134	-	-	134	-
Black Cherry Fair/Goose Fair	-	-	-	-	-
Socials	374	-	-	374	-
Honorarium: C Leach	3,333	-	-	3,333	-
Bank charges	82	-	-	82	-
Sub total	14,033	-	-	14,033	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	14,033	-	-	14,033	-
Net of receipts/(payments)	5,632	1,098	-	6,730	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	10,731	-	-	10,731	-
Cash funds this year end	16,363	1,098	-	17,461	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CAF CASH	10,406	1,098	-
	CAF SAVINGS	5,957	-	-
		-	-	-
	Total cash funds	16,363	1,098	-

(agree balances with receipts and payments account(s))

OK OK OK



Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Laptop	Unrestricted	-	-
	2 x card readers	Unrestricted	-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	MRS M. FISHER	12/6/23
	C.B.A. LEACH	12.6.23

Notes to the accounts:

1. The opening balance of £10,371 was transferred from the former Chertsey Good Neighbours.
2. The restricted fund of £1,098 is a grant from Surrey County Councillor Mark Nuti's members allocation towards a branded gazebo.
Other donations were from Chertsey Nursing Association £1,000 and Saeso Ltd £750.
3. The following payments were made to trustees during the period:
For vehicle expenses in common with other volunteers
Diana Maris £780
Adrian Elston £428
To reimburse for purchases made on behalf of the charity in the normal course of its operations
Adrian Elston £202
Mary Fisher £121
Christine Leach £14
For administration and secretarial services
Christine Leach £3,333



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Chertsey and Addlestone Good Neighbours

**On accounts for the year
ended**

31 March 2023

**Charity no
(if any)**

1199708

Set out on pages

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2023.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, 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 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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

Mark Adams

Date:

04/07/2023

Name:

Mark Adams

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

ATT

Address:

6 Wendover Place

Staines

Middlesex TW18 3DG

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.