



CHARITY COMMISSION
FOR ENGLAND AND WALES

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
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 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)

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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

Charity & Address: Good Neighbours

1180705

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
Telephone (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))

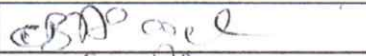

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	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	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
	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
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- for vehicle expenses in common with other volunteers:

Adrian Elston	£819
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Diana Maris	£1562
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- for purchases made on behalf of the charity in its normal course of operation:

Adrian Elston	£30
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Christine Leach	£73
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Brian Perry	£387
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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.



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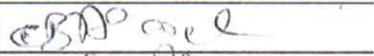

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		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

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			-	-
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			-	-
			-	-
			-	-
			-	-

	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

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	ADRIAN. A. ELSTON	21.01.25

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Section A

Independent Examiner's Report

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Chertsey and addlestone Good Neighbours

On accounts for the year
ended

31 March 2024

Charity no
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examiner's statement

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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.