

# 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,<br>18 Renaissance Court,<br>50 High Street,<br>Addlestone,<br>Surrey<br>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:

|   |   |   |
|---|---|---|
| <b>Signature(s)</b>                           |  |  |
| <b>Full name(s)</b>                           | Christine B.A. Leach  | Dr. Brian F. Perry  |
| <b>Position (e.g. Secretary, Chair, etc.)</b> | Chair   | Secretary   |
|   | 24 <sup>th</sup> January 2026   | 24 <sup>th</sup> January 2026   |



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Chertsey & Addlestone Good Neighbours

1195706

## 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<br>to the nearest £ | Restricted funds<br>to the nearest £ | Endowment funds<br>to the nearest £ | Total funds<br>to the nearest £ | Last year<br>to the nearest £ |
|---|--|--------------------------------------|-------------------------------------|---------------------------------|-------------------------------|
| <b>A1 Receipts</b>                                    |  |                                      |                                     |                                 |                               |
| 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                           |
|   | -                                      | -                                    | -                                   | -                               | -                             |
|   | -                                      | -                                    | -                                   | -                               | -                             |
| <b>Sub total (Gross income for AR)</b>                | <b>34,245</b>                          | <b>-</b>                             | <b>-</b>                            | <b>34,245</b>                   | <b>41,736</b>                 |
| <b>A2 Asset and investment sales, (see table).</b>    |  |                                      |                                     |                                 |                               |
|   | -                                      | -                                    | -                                   | -                               | -                             |
|   | -                                      | -                                    | -                                   | -                               | -                             |
| <b>Sub total</b>                                      | <b>-</b>                               | <b>-</b>                             | <b>-</b>                            | <b>-</b>                        | <b>-</b>                      |
| <b>Total receipts</b>                                 | <b>34,245</b>                          | <b>-</b>                             | <b>-</b>                            | <b>34,245</b>                   | <b>41,736</b>                 |
| <b>A3 Payments</b>                                    |  |                                      |                                     |                                 |                               |
| 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                           |
| <b>Sub total</b>                                      | <b>20,424</b>                          | <b>-</b>                             | <b>-</b>                            | <b>20,424</b>                   | <b>24,918</b>                 |
| <b>A4 Asset and investment purchases, (see table)</b> |  |                                      |                                     |                                 |                               |
|   | -                                      | -                                    | -                                   | -                               | -                             |
|   | -                                      | -                                    | -                                   | -                               | -                             |
| <b>Sub total</b>                                      | <b>-</b>                               | <b>-</b>                             | <b>-</b>                            | <b>-</b>                        | <b>-</b>                      |
| <b>Total payments</b>                                 | <b>20,424</b>                          | <b>-</b>                             | <b>-</b>                            | <b>20,424</b>                   | <b>24,918</b>                 |
| <b>Net of receipts/(payments)</b>                     | <b>13,821</b>                          | <b>-</b>                             | <b>-</b>                            | <b>13,821</b>                   | <b>16,818</b>                 |
| <b>A5 Transfers between funds</b>                     | <b>-</b>                               | <b>-</b>                             | <b>-</b>                            | <b>-</b>                        | <b>-</b>                      |
| <b>A6 Cash funds last year end</b>                    | <b>34,279</b>                          | <b>-</b>                             | <b>-</b>                            | <b>34,279</b>                   | <b>17,461</b>                 |
| <b>Cash funds this year end</b>                       | <b>48,100</b>                          | <b>-</b>                             | <b>-</b>                            | <b>48,100</b>                   | <b>34,279</b>                 |

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

| Categories           | Details  | Unrestricted funds<br>to nearest £ | Restricted funds<br>to nearest £ | Endowment funds<br>to nearest £ |
|----------------------|--|------------------------------------|----------------------------------|---------------------------------|
| <b>B1 Cash funds</b> | CAF Current Account                                    | 7,192                              | -                                | -                               |
|                      | CAF Savings Account                                    | 40,908                             | -                                | -                               |
|                      |  | -                                  | -                                | -                               |
|                      | <b>Total cash funds</b>                                | <b>48,100</b>                      | <b>-</b>                         | <b>-</b>                        |
|                      | (agree balances with receipts and payments account(s)) |                                    |                                  |                                 |

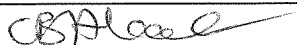

|                                 | Details | Unrestricted funds<br>to nearest £ | Restricted funds<br>to nearest £ | Endowment funds<br>to nearest £ |
|---------------------------------|---------|------------------------------------|----------------------------------|---------------------------------|
| <b>B2 Other monetary assets</b> |         | -                                  | -                                | -                               |
|                                 |         | -                                  | -                                | -                               |
|                                 |         | -                                  | -                                | -                               |
|                                 |         | -                                  | -                                | -                               |
|                                 |         | -                                  | -                                | -                               |
|                                 |         | -                                  | -                                | -                               |
|                                 |         | -                                  | -                                | -                               |

|                             | Details | Fund to which asset belongs | Cost (optional) | Current value (optional) |
|-----------------------------|---------|-----------------------------|-----------------|--------------------------|
| <b>B3 Investment assets</b> |         |                             | -               | -                        |
|                             |         |                             | -               | -                        |
|                             |         |                             | -               | -                        |
|                             |         |                             | -               | -                        |
|                             |         |                             | -               | -                        |

|   | Details                            | Fund to which asset belongs | Cost (optional) | Current value (optional) |
|---|------------------------------------|-----------------------------|-----------------|--------------------------|
| <b>B4 Assets retained for the charity's own use</b> | 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) |
|-----------------------|---------|---------------------------------|-----------------------|---------------------|
| <b>B5 Liabilities</b> |         |                                 | -                     |                     |
|                       |         |                                 | -                     |                     |
|                       |         |                                 | -                     |                     |
|                       |         |                                 | -                     |                     |
|                       |         |                                 | -                     |                     |

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

|   | Unrestricted<br>funds<br>to the nearest<br>£ | Restricted<br>funds<br>to the nearest £ | Endowment<br>funds<br>to the nearest £ | Total funds<br>to the nearest £ | Last year<br>to the nearest £ |
|---|--|---|--|---------------------------------|-------------------------------|
| <b>A1 Receipts</b>                                    |  |   |  |                                 |                               |
| Client donations                                      | 31,789                                       | -                                       | -                                      | 31,789                          | 30,679                        |
| Other donations                                       | 1,133  | -                                       | -                                      | 1,133                           | 5,297                         |
| Telephone (St. Ann's Church)                          | 444  | -                                       | -                                      | 444                             | 430                           |
| Interest  | 81   | -                                       | -                                      | 81                              | 48                            |
| Fundraising   | 785  | -                                       | -                                      | 785                             | 4,721                         |
| Sundries  | 13   | -                                       | -                                      | 13                              | 561                           |
|   | -  | -                                       | -                                      | -                               | -                             |
|   | -  | -                                       | -                                      | -                               | -                             |
| <b>Sub total (Gross income for AR)</b>                | <b>34,245</b>                                | <b>-</b>                                | <b>-</b>                               | <b>34,245</b>                   | <b>41,736</b>                 |
| <b>A2 Asset and investment sales, (see table).</b>    |  |   |  |                                 |                               |
|   | -  | -                                       | -                                      | -                               | -                             |
|   | -  | -                                       | -                                      | -                               | -                             |
| <b>Sub total</b>                                      | <b>-</b>                                     | <b>-</b>                                | <b>-</b>                               | <b>-</b>                        | <b>-</b>                      |
| <b>Total receipts</b>                                 | <b>34,245</b>                                | <b>-</b>                                | <b>-</b>                               | <b>34,245</b>                   | <b>41,736</b>                 |
| <b>A3 Payments</b>                                    |  |   |  |                                 |                               |
| 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                           |
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| Social events   | -  | -                                       | -                                      | -                               | 1,123                         |
| Honorarium  | 5,917  | -                                       | -                                      | 5,917                           | 5,500                         |
| Bank charges  | 120  | -                                       | -                                      | 120                             | 120                           |
| <b>Sub total</b>                                      | <b>20,424</b>                                | <b>-</b>                                | <b>-</b>                               | <b>20,424</b>                   | <b>24,918</b>                 |
| <b>A4 Asset and investment purchases, (see table)</b> |  |   |  |                                 |                               |
|   | -  | -                                       | -                                      | -                               | -                             |
|   | -  | -                                       | -                                      | -                               | -                             |
| <b>Sub total</b>                                      | <b>-</b>                                     | <b>-</b>                                | <b>-</b>                               | <b>-</b>                        | <b>-</b>                      |
| <b>Total payments</b>                                 | <b>20,424</b>                                | <b>-</b>                                | <b>-</b>                               | <b>20,424</b>                   | <b>24,918</b>                 |
| <b>Net of receipts/(payments)</b>                     | <b>13,821</b>                                | <b>-</b>                                | <b>-</b>                               | <b>13,821</b>                   | <b>16,818</b>                 |
| <b>A5 Transfers between funds</b>                     | <b>-</b>                                     | <b>-</b>                                | <b>-</b>                               | <b>-</b>                        | <b>-</b>                      |
| <b>A6 Cash funds last year end</b>                    | <b>34,279</b>                                | <b>-</b>                                | <b>-</b>                               | <b>34,279</b>                   | <b>17,461</b>                 |
| <b>Cash funds this year end</b>                       | <b>48,100</b>                                | <b>-</b>                                | <b>-</b>                               | <b>48,100</b>                   | <b>34,279</b>                 |

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

| Categories   | Details                 | Unrestricted funds<br>to nearest £ | Restricted funds<br>to nearest £ | Endowment funds<br>to nearest £ |
|--|-------------------------|------------------------------------|----------------------------------|---------------------------------|
| B1 Cash funds  | CAF Current Account     | 7,192                              | -                                | -                               |
|  | CAF Savings Account     | 40,908                             | -                                | -                               |
|  |                         | -                                  | -                                | -                               |
|  | <b>Total cash funds</b> | <b>48,100</b>                      | <b>-</b>                         | <b>-</b>                        |
| (agree balances with receipts and payments account(s)) |                         |                                    |                                  |                                 |

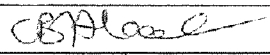
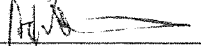
|                          | Details | Unrestricted funds<br>to nearest £ | Restricted funds<br>to nearest £ | Endowment funds<br>to nearest £ |
|--------------------------|---------|------------------------------------|----------------------------------|---------------------------------|
| B2 Other 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 |
|---|-----------------------|------------------|
|  | 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

Responsibilities and  
basis of report

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

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:

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.

|  |
|--|
|  |
|--|