

THE GOOD NEIGHBOUR SCHEME

FOR

MILL HILL AND BURNT OAK

(Registered Charity Number 1130578)

TRUSTEES ANNUAL REPORT

AND

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR

1ST AUGUST 2015 TO 31ST JULY 2016

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THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

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Website

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E-mail

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Telephone

020 8906 3340

Bank

NatWest, 55 The Broadway, London, NW7 3DA

List of Trustees:

Mrs Sheelagh Benson

Ms Frances Cheasty (from April 2016)

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mrs Joan Leith

Mrs Margaret Parrock

Mrs Pauline Seaton

Mr David White

List of Honorary Officers:

Treasurer: Mr David Neal

Secretary: Ms Natalie Layman

Independent Examiner: Mr Alan Roberts FCMA

List of Staff:

Coordinator: Mrs Jeanette Poulton

Deputy Coordinator: Mrs Johanne Calnan (until May 2016)

Mrs Loraine Williams (from May 2016)

Development Worker: Mr Iraklis Koumoullou

Administrator Lunch Clubs: Ms Claire Segal

The objects of the scheme as laid down in the constitution and adopted when the scheme registered as a charity in 2009 are:

- "1. To relieve, either generally or individually, persons resident in Mill Hill and Burnt Oak within the Borough of Barnet (in particular but not exclusively older and disabled people) who are in conditions of need, hardship or distress.
2. To further such other charitable purposes for the benefit of the community as the trustees may from time to time determine."

Summary of the main activities undertaken.

The trustees have considered the Charity Commission's Guidance on Public Benefit and are satisfied that all our services contribute to public benefit and so fulfil this requirement.

Our policy is to provide services to older and disabled people in Mill Hill and Burnt Oak, both in the London Borough of Barnet, for the good of the community mainly by the use of volunteers, but coordinated by a small group of paid staff. The area covered by the scheme is clearly laid out in the Constitution but lies within the NW7 and HA8 postcodes.

The GNS offers:

A Chiropody service

2 x Weekly lunch clubs at Mill Hill (1 of which is term time only)

Weekly lunch club at Burnt Oak (term time only)

Weekly shopping buses to a large local supermarket or shopping centre

General lifts to GPs, hospital appointments etc.

Befriending, both by phone and personal visits

Advice/signposting (numbers using this service are increasing)

Gardening (clearance work only for safety reasons)

Social events

Detailed data from all our events and services are sent back by volunteers and staff to the office where it is collated.

Overview of the Year.

We have had a successful, but challenging year. The number of clients registered with the scheme has increased from 177 to 224, even though, for various reasons, 37 individuals were removed from our client list. However, the number of volunteers that we can call on has stayed the same and this takes in to account 11 new volunteers being recruited.

The age range of our clients is shown below, 75% of them being women.

Age Range	No of clients
55-60	1
61-65	5
66-70	10
71-75	11
76-80	36
81-85	45
86-90	45
91-100	30
100+	1
Not known	39
TOTAL	223

The activity of the charity is shown in the table below.

Activity	Number of Individual encounters
Chiropody	208
Mill Hill Lunch Club (term time only)	1060 (340 lifts on minibus)
Burnt Oak Lunch Club (term time only)	761 (329 lifts on minibus)
Retail Trust Lunch Club	535
General lifts given	766
Befriending (by phone or face to face)	477
Sign posting / advice	138
Garden clearance	34
Film shows	250

Because of the high demand, the frequency of the chiropody clinic has been doubled during the past year.

Several outings for clients have been held over the past year. These included a visit to the pantomime at Rickmansworth, a visit to a nearby town on market day and a visit to a garden centre for afternoon tea to celebrate the Queen's 90th birthday. All these activities were carefully planned by staff and volunteers to ensure maximum enjoyment by the clients.

The volunteers met together on several occasions to socialise or for training. One general social evening was held and 2 lunches were held over the Christmas period for those who

volunteer at the lunch clubs. Training sessions were held covering use of a wheelchair, what to do in an emergency and befriending. Those volunteers who act as befrienders met with the coordinator regularly for mutual support.

Whilst the area covered by the scheme is laid down, individual clients who live just outside the area, provided they can make their own way to the various activities are permitted to attend.

Referrals to the scheme come via many avenues, social workers, GPs, relatives (via the contact form on the website), other publicity and word of mouth. The majority of clients receive an initial visit from the coordinator to assess suitability. It must be said that we do not provide care and so all clients must be self-able.

One of the difficult tasks that has to be done is deciding when an individual client is too needy to be able to attend any of the services provided by the GNS and how that is handled, and alternative arrangements put in place.

Future Plans

The year August 16 – July 17 is going to be challenging. The funding from the Henry Smith Trust comes to an end. Also, the amount received from the London Borough of Barnet, via AgeUK Barnet is being renegotiated and may drop significantly. The trustees have instigated an application to replace this lost funding and will seek other funds targeting specific activities or areas.

Another challenge is transport. The organisation from which we hire the minibus is moving where it is based and this will result in a significant increase in hire costs. Alternatives will be looked into, including the purchase of our own minibus. Transport is a major cost to the GNS and every effort will be made to recruit more individuals willing to train and qualify as minibus drivers (reducing the hire cost) and those prepared to offer lifts in their own vehicles.

Good record keeping and communication is essential in maintaining continuity and showing that the work being done is effective and cost efficient. As such the IT system used by the GNS is undergoing a major overhaul courtesy of a large organisation.

A new coordinator has been appointed and a key element of their role is to make the scheme more widely known, so potentially increasing the number of clients, volunteers and support from local business and organisations.

Being aware that a priority of the local authority is the reduction of social isolation, it is proposed to increase the amount of befriending being offered. It is also proposed to increase the number of garden clearances we are able to do.

It is still the case that the GNS is under represented in the Burnt Oak area. Efforts will continue to address this.

Financial Overview

Approximately 30% of our funding came from the local authority, namely the London Borough of Barnet. Allocation of these funds is administered and overseen by AgeUK Barnet which leads the Provider Group. This group is a consortium of charitable bodies that provide services of various types to elderly residents within the borough.

Whilst we do apply for and receive funding from major funders (as shown in the accounts) it is the continuing generosity of local organisations (Rotary Clubs, supermarkets, schools, churches and associated groups and individuals) who give varying amounts, that indicate the standing the GNS has in the locality.

We have been fortunate to receive a bequest from a former volunteer/client, Mr Reg Mayhew, of £20,000. The Trustees decided that this money should be used for the benefit of the clients. It has been put aside to provide subsidies for outings and other social events and will continue to be used for such. It has, and will continue to enhance, the enjoyment by the clients of such events and is a lasting memorial to an individual who made use of the GNS.

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

Registered Charity No. 1130578

POLICY ON FINANCIAL RESERVES

The Charity's Policy on Reserves is to generate and maintain a balance sufficient:

- a) to preserve the financial viability of the Charity in the face of any unexpected or unavoidable drop in its regular income;
- b) to enable the Charity, in pursuing its objectives, to undertake from time to time new projects on a pilot basis, to demonstrate the viability and potential benefits of such projects with a view to securing new funding necessary to maintain such projects on an on-going basis.

For these purposes the Charity will endeavour to generate and maintain reserves which are approximately 75% of its annual turnover. This amount allows adequate time for new or additional funding to be sought, applied for and obtained.

This policy was reviewed at a meeting of the Trustees on 23.02.15 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in 2017.

Annual Report adopted at Trustees meeting11th January 2017.....



Signature.....
(Chair of Trustees)

FINANCIAL STATEMENTS – Year ended 31 July 2016

Section A - RECEIPTS AND PAYMENTS ACCOUNT

<u>RECEIPTS</u>	Notes	General			TOTAL 2015/16	TOTAL 2014/15
		Unrestricted Funds	Designated Fund	Restricted Funds		
London Borough of Barnet	1	£16,893			£16,893	£17,976
Garfield Weston	2				£0	£3,000
The Henry Smith Charity	3			£12,000	£12,000	£12,000
Friend in Need Community Centre – Gardening Scheme	4			£1,794	£1,794	£666
London Catalyst	5				£0	£1,000
The Beatrice Laing Trust	6				£0	£1,000
The Hobson Trust					£0	£5,000
Fund Raising		£5,048			£5,048	£6,521
Tax recovered under Gift Aid		£1,066			£1,066	£1,299
Donations from Clients	7	£3,089	£1,069		£4,158	£23,355
Luncheon Club Meals		£6,521			£6,521	£6,252
Other Income		£10			£10	£151
Interest		<u>£347</u>	<u>£0</u>	<u>£0</u>	<u>£347</u>	<u>£128</u>
		<u>£32,974</u>	<u>£1,069</u>	<u>£13,794</u>	<u>£47,837</u>	<u>£78,348</u>

PAYMENTS

Salaries, National Insurance & Administration		£24,523		£9,000	£33,523	£33,180
Luncheon Club Meals, etc.		£6,554		£500	£7,054	£6,626
Hire of Transport		5485		£2,500	£7,985	£5,279
Film Afternoons & Outings	7		£3,616		3616	£455
Gardening Scheme	4		-£200	£868	£668	£595
Equipment		<u>£57</u>	<u>£0</u>	<u>£0</u>	<u>£57</u>	<u>£0</u>
		£36,619	£3,416	£12,868	£52,903	£46,135
Deficit as payments exceed receipts		-£3,645	-£2,347	£926	-£5,066	£32,213
Balances brought forward at 1 st August		<u>£46,963</u>	<u>£20,149</u>	<u>£0</u>	<u>£67,112</u>	£34,899
BALANCES CARRIED FORWARD		<u>£43,318</u>	<u>£17,802</u>	<u>£926</u>	<u>£62,046</u>	<u>£67,112</u>

Section B - STATEMENT OF ASSETS AND LIABILITIES AT THE END OF THE PERIOD

CASH FUNDS @ 31 st JULY		43283.8	£17,802	£926	62011.8	
BT credit		<u>£34</u>	<u>£0</u>	<u>£0</u>	<u>34.14</u>	
	/	<u>£43,318</u>	<u>£17,802</u>	<u>£926</u>	<u>£62,046</u>	<u>£67,112</u>

NOTES

1) London Borough of Barnet via Age UK Barnet

2015/16 (8 months)	£12,670
2016/17 (4 months)	£4,223
	<u>£16,893</u>

2) The Garfield Weston Foundation

In September 2014 the Garfield Weston Foundation granted GNS £3,000 towards core costs and in particular the cost of running the Burnt Oak Lunch Club. This was fully spent during the year ended 31 July 2015.

3) The Henry Smith Charity

In September 2014 the Trustees of the Henry Smith Charity awarded GNS a grant of £36,000 towards three years' running costs of the Mill Hill and Burnt Oak lunch clubs, payable in annual instalments of £12,000. This has been fully spent during each year.

4) Friend in Need Community Centre – Gardening Scheme

Balance b.f.	£0
Receipts *	£1,794
Payments	-£668
Transfer to Designated Funds	-£200
Balance c.f.	£926

* GNS received both 2015 and 2016 grants of £897 each year before 31 July 2016.

This year's apparent underspend has enabled a final repayment of the amount taken temporarily from designated funds in a previous year,

and

and left a balance for expenditure on gardens this autumn.

5) London Catalyst

In September 2014 again, London Catalyst granted GNS £1,000 to help establish a subsidised Nail Cutting service, and towards the cost of health advice and transport for people with limited mobility. This was fully spent during the year ended 31 July 2015.

6) The Beatrice Laing Trust

In November 2014 the Beatrice Laing Trust granted GNS £1,000 to produce and circulate a new leaflet promoting the work of GNS to potential clients and volunteers. This was fully spent during the year ended 31 July 2015.

7) The R W Mayhew bequest

In March 2015 GNS received a £20,000 legacy from Reg Mayhew's solicitors. The Trustees decided this should be designated for special events for clients, such as the film afternoons, outings and other special events.

David Neal
Treasurer
01/11/16



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

The Good Neighbour Scheme for Mill Hill and Burnt Oak

On accounts for the year
ended

31st July 2016

Charity no
(if any)

1130578

Set out on pages

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Respective
responsibilities of
trustees and examiner

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

It is my responsibility to:

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

Basis of independent
examiner's statement

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

Independent
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

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

Signed:

Date:

30/01/2017

Name:

A G Roberts

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

FCMA

Address:

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

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

