



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 2017 TO 31ST JULY 2018

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THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

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List of Trustees:

Mrs Sheelagh Benson (until September 2017)

Ms Frances Cheasty

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mrs Joan Leith (until April 2018)

Mrs Margaret Parrock

Mrs Pauline Seaton

Mr David White

Mrs Frances Dymock (from September 2017)

Mrs Mary Scott (from April 2018)

List of Honorary Officers:

Treasurer: *currently position vacant*

Book Keeper: Mr Grahame Poulton

Secretary: Ms Natalie Layman

Independent Examiner: Mr Alan Roberts FCMA

List of Staff:

Coordinator: Mrs Cheryl Trott

Deputy Coordinator: Mrs Loraine Williams

Development Worker: Mr Iraklis Koumoullou

Administrator Lunch Clubs: Ms Claire Segal (until August 2017)

Mrs Elizabeth Sykes (from September 2017)

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 (one 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

Monthly Film Shows

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 using Charity Log

Overview of the Year

The age range and numbers of clients that the GNS helps is shown in the table below.

Age Range	No. of Clients <i>(previous year)</i>
45 – 54	7 (1)
55 – 60	14 (4)
61 - 65	5 (9)
66 - 70	16 (10)
71 - 75	41 (25)
76 - 80	46 (42)
81 - 85	50 (46)
86 - 90	45 (47)
91 - 100	32 (50)
100+	(1)
Not Known	(0)
TOTAL	283 (235)

Details of our volunteer base is shown below. It shows that many of them are of a similar age to the clients, but are generally more able bodied and active.

	Number <i>(last year)</i>
Female	53 (57)
Male	16 (12)
TOTAL	66 (69)

Age Range	Number <i>(last year)</i>
20 - 45	4 (0)
45 - 54	8 (6)
55 - 60	5 (5)
61 - 65	9 (10)
60 - 70	12 (12)
71 - 75	16 (23)
76 - 80	9 (7)
81 - 85	4 (5)
86 - 90	2 (1)
TOTAL	69 (69)

The activity of the GNS is shown below. These activities fulfil the aims laid down in the constitution of the GNS. It should be noted that this is the first full year that the GNS has been utilising Charity Log to record data, hence there may be some discrepancies with the previous year.

ACTIVITY	NUMBER OF INDIVIDUAL ENCOUNTERS	
	<i>(previous year in brackets)</i>	
Chiropody MH	409	<i>(216)</i>
Chiropody BO	94 (Nov 17 to July 18 only)	
Mill Hill Lunch Club (term time only)	1166 (391 via minibus)	<i>(1091/317)</i>
Burnt Oak Lunch Club (term time only)	881 (375 via minibus)	<i>(743/296)</i>
Retail Trust Lunch Club	384	<i>(307)</i>
General lifts given	647	<i>(459)</i>
Befriending (by phone or face to face)	155	<i>(113)</i>
Sign posting / advice	33 ****	<i>(95)</i>
Interventions	103 (home visits and tasks carried out)	
Garden clearance	27	<i>(38)</i>
Film shows	149	<i>(160)</i>
Shopping Bus	353	<i>(322)</i>
Outings and Trips	213	<i>(136)</i>
Social Events	81 (in-house bingo and fish & chip lunches)	
Medical lifts	87	

****this figure has dropped because some items now covered by Interventions.

Coordinators Report on the Year August 2017 to July 2018

We had a full summer in 2017 with a successful trip to Dutch Nurseries with 39 clients attending and two bingo clubs with an average of 30 attending each session.

We introduced our new Lunch club co-ordinator Liz Sykes who has fitted in very well and shown great capability.

We have given our marketing material a new lease of life by updating our letterhead and logo thanks to a local graphic artist Ed Grahame. We will continue to faze this in over the next few months when our leaflets have been depleted.

In November we launched our new Chiropody clinic in Burnt Oak using a room at Oak Lodge Medical Centre once a month. This has become increasingly popular with each clinic now at almost full capacity. We also increased the number of clinics at our Mill Hill site from one a month to three a month in September to meet demand.

Our shopping bus has continued to grow over the last year and we have decided to split the Burnt Oak and Mill Hill client base to every other week. It is not ideal but it has reduced the time in the bus and burden on the volunteers.

We identified a new gardener who is willing to join our scheme and has settled in well.

In February we had another Bingo club over the half term period due to popular demand and a special fish and chip lunch over Easter which was a full house!

The Burnt Oak lunch club were invited to an Interfaith Tea at a local synagogue and full entertainment was put on. This was very successful and we hope to do something similar again next year.

Befriending has been very popular this year with many volunteers asking to befriend. We have increased this service significantly but it has been hard to manage with time constraints.

TSB have nominated us to become our sponsor for the year and we have worked together on making this a success.

At Christmas we had a volunteers' evening which proved a great success and was well supported. We also had the annual trip to a Panto at Watford Palace Theatre for our clients as well as the usual full Christmas lunch and fabulous entertainment laid on by Peter Warden who we are always very grateful for.

Burnt Oak lunch club has doubled in size over the last year and shows no sign of slowing down. We welcome this and have capacity to take on more.

We have made connections with Mill Hill Community Library and shared a Bingo club during May half term.

Due to the new GDPR legislations we have been working on updating our records and continue to do so.

We been concentrating on networking with other agencies in the area in order to cross our services with others and generally network.

Chair of Trustees Report on the Year August 2017 to July 2018

Another challenging year that has seen the activity of the GNS increase quite dramatically (see table above). By using Charity Log, recording and analysing data has been made simpler and more meaningful.

During the year the trustees have considered and dealt with several issues. The first was the result of the decision by the provider of the Podiatry service in Barnet (Central London Community Healthcare NHS Trust) to apply the guidelines of those eligible for their service more rigorously than had been done in the previous few years. This resulted in a dramatic increase in demand for the service the GNS provides. An additional state-registered podiatrist was taken on and a new clinic started at a local health centre. The numbers of client visits increased from 219 to 503. A similar exercise is currently underway with respect to the eligibility for hospital transport.

The number of garden clearances has decreased due to funding by the local authority having been withdrawn, the availability of the gardener and the fact that the hot dry weather has reduced growth rates.. It is hoped that, having found external funding and an additional gardener, this number will increase next year. There is a demand.

Discussions have occurred throughout the year with a local youth group regarding the joint purchase of a minibus. The GNS would have use of it during the day and the youth group at evenings and weekends. The trustees are very mindful of the logistical implications of this, but feel that the increase in flexibility and the roving publicity that this would bring to the GNS would be worth it. A large proportion of our current expenditure is spent on transport and it is estimated that this would cover the running costs. Initial capital cost would be the subject of fund raising. There is great concern, however, about the proposals by the Department of Transport on section 19 and 22 permits for road passenger transport in Great Britain.

Irrespective of the decision made by the DoT, our current transport provider will undergo significant change over the next year and the implications of this are not yet clear for the GNS.

By far the biggest challenge this year has been financial. The GNS has been unable to find an individual willing to act as treasurer, but has an extremely competent book-keeper. Arrangements have been put in place to ensure financial integrity is maintained. On the 1st August 2017, the GNS went over to electronic banking, with all salaries and invoices being paid on 20th of the month. Salaries are calculated by an external agency (Community Barnet) for which a fee is charged.

Whilst we continue to receive funding from the London Borough of Barnet (via AgeUK Barnet), this amount has decreased. We received the last instalment from a major funder in September 2016. We put in two applications to funders for “core costs” coverage but both were rejected. We have in the final quarter of the year put in applications for specific funding to several funding bodies. In the meantime, we have started to utilise the accumulated funds we have in reserve, so the immediately accessible account has dropped from £35,000 to £12,000. The GNS can only continue to function using accumulated funds for 12 months unless a major funder is found.

Whilst clients are asked for donations for the services they use, this does not cover the total cost. For example, clients are asked for £2 for a ride in a 16-seater minibus, providing £30 if full, when the hire fee is approximately £100.

We continue to receive support from community groups, local businesses and individuals (some remaining anonymous). We were delighted when TSB (Burnt Oak) chose to support us and also a medical centre in Burnt Oak. We also received support from Waitrose, many clubs, local schools and churches.

The GNS is very much a local community charity and it is from the local community that the volunteers, who do so much for the GNS, come.

Future Plans

The greatest risk to the GNS at the time of writing is lack of financial certainty. As already stated, several bids for funding are in place. Hopefully some will succeed and give us the financial stability that is needed for us to move forward in the way the trustees feel is needed to continue to provide and improve the service we give.

Once a decision has been made by the DoT regarding Section 19 & 22 permits, the trustees will decide the way forward regarding the provision of transport for the clients.

Discussions have already taken place about appointing a “befriending coordinator”. As there is an increasing demand for befriending, if finance allows, then this will hopefully happen as this is a key way of reducing social isolation, which is now a government priority.

Within the London Borough of Barnet, the Council and Clinical Commissioning Group has made “Social Prescribing” a priority. The GNS will work with organisations to ensure it plays its full part in this.

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 23.02.17 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in January 2019.

This report was adopted by the Trustees at the meeting held on Monday 15th October 2018.



D M Edgerton

(Chair)

FINANCIAL STATEMENTS – Year ended 31 July 2018

RECEIPTS AND PAYMENTS ACCOUNT

<u>RECEIPTS</u>	Notes	General	Designated Fund	Restricted Funds	TOTAL 2017/18	TOTAL 2016/17
		Unrestricted Funds				
London Borough of Barnet	1	£15,476			£15,476	£16,500
Finchley Charities					£0	£2,000
The Henry Smith Charity					£0	£12,000
Friend in Need Community Centre – Gardening Scheme	2			£897	£897	£0
The Beatrice Laing Trust	2			£2,000	£2,000	£0
Anonymous Donation		£3,000			£3,000	
Fund Raising	3	£9,268			£9,268	£11,378
Tax recovered under Gift Aid		£1,111			£1,111	£1,055
Donations from Clients		£3,949	£526	£717	£5,192	£4,976
Luncheon Club Meals		£8,384			£8,384	£7,136
Over Provision Meals 16/17		£388			£388	
Other Income					£0	£61
Interest		<u>£174</u>	<u>£96</u>	<u>£0</u>	<u>£270</u>	<u>£294</u>
		<u>£41,750</u>	<u>£622</u>	<u>£3,614</u>	<u>£45,986</u>	<u>£55,400</u>

PAYMENTS

Salaries, National Insurance & Administration		£40,343			£40,343	£40,914
Luncheon Club Meals, etc.		£8,556			£8,556	£8,129
Hire of Transport		£13,652			£13,652	£9,800
Film Afternoons & Outings	4		£2,639		£2,639	£2,474
Gardening Scheme	2			£1,056	£1,056	£1,146
Equipment					<u>£0</u>	<u>£145</u>
		£62,551	£2,639	£1,056	£66,246	£62,608
Deficit as payments exceed receipts		-£20,801	-£2,017	£2,558	-£20,260	-£7,208
Balances b/f at 1 st August 2017		<u>£38,622</u>	<u>£16,437</u>	<u>-£220</u>	<u>£54,839</u>	<u>£62,047</u>
BALANCES CARRIED FORWARD		<u>£17,821</u>	<u>£14,420</u>	<u>£2,338</u>	<u>£34,579</u>	<u>£54,839</u>

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

CASH FUNDS @ 31 st JULY 2018	£17,821	£14,420	£2,338	£34,579	£56,229
LBB Liability re meals					<u>£1,390</u>
	<u>£17,821</u>	<u>£14,420</u>	<u>£2,338</u>	<u>£34,579</u>	<u>£54,839</u>

NOTES

		Per Month
1) London Borough of Barnet via Age UK Barnet		
2017/18 (8 months)	£10,476	£1,309
2018/19 (4 months)	£5,000	£1,250
	<u>£15,476</u>	
2) Friend in Need Community Centre – Gardening Scheme		
Balance b.f.	-£220	
Receipts Grant from LBB re 2016/17	£897	
Receipts The Beatrice Laing Trust	£2,000	
Receipts Clients	£717	
Payments	-£1,056	
Balance c.f.	£2,338	

The grant received of £897 from the London Borough of Barnet, via Friend in Need, was the late payment for the year 2016/17. There are to be no further payments from LBB. A successful application was made to The Beatrice Laing Trust for £2000 to enable this service to be continued.

3) Fund Raising

Gifts from various Mill Hill Churches, from the Hendon Businessmen's Club and other local organisations.

4) The R W Mayhew bequest

In March 2015 GNS received a £20,000 legacy from Reg Mayhew's solicitors. There were no restrictions as to how this money should be spent.

The Trustees decided this should be designated for special events for clients, such as film afternoons, outings and other special events.

It has been calculated that £8,465 has been spent leaving £11,535 remaining.

With respect to the current financial situation of the GNS, it may be necessary for the Trustees to use this money for the general running of the scheme. This would only be done if financially essential.



D Edgerton
Chair of Trustees
21st December 2018



Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name THE GOOD NEIGHBOUR SCHEME FOR HILL HILL AND BURN OAK

On accounts for the year ended

31st July 2018 Charity no (if any) 1130518

Set out on pages

10 AND 11 (remember to include the page numbers of additional sheets)

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

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: 21/12/18

Name: ALAN C ROBERTS

Relevant professional qualification(s) or body

FCMA

