



**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**  
**1<sup>ST</sup> AUGUST 2019 TO 31<sup>ST</sup> JULY 2020**

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THE GOOD NEIGHBOUR SCHEME FOR MILL HILL AND BURNT OAK

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Bank

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317 Hale Lane  
Edgware  
Middx HA8 7AX

**List of Trustees:**

Ms Frances Cheasty

Mr Derrick Edgerton (Chair)

Mrs Maggi Lamb

Mrs Margaret Parrock

Mrs Pauline Seaton

Mr David White

Mrs Frances Dymock (until February 2020)

Mr Benedict Metuh (from February 2020)

Mr Martin Rosen (from February 2020)

Mr Peter McCabery (from February 2020)

Mrs Mary Scott

**List of Honorary Officers:**

Treasurer: Mr Grahame Poulton (from June 2019)

Secretary: Ms Natalie Layman (until October 2019)

Mrs Fi Rosen (from February 2020)

Independent Examiner: Mr Alan Roberts FCMA

**List of Staff:**

Coordinator: Mrs Cheryl Trott

Deputy Coordinator: Mrs Loraine Williams

Development Worker: Mr Iraklis Koumoullous

Administrator Lunch Clubs: Mrs Elizabeth Sykes

Minibus Driver: Mr Daniel Gemal

**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 London 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 and lies within the NW7 and HA8 postcodes.

The GNS offers:

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

Weekly lunch club at Burnt Oak (term time only)

A Chiropody service using HCPC registered Podiatrists

Weekly shopping buses to a large local supermarket

General lifts to GPs, hospital appointments etc using volunteer drivers

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 using Charity Log

## Activity

The activity of the GNS over the last three years is shown below. These activities fulfil the aims laid down in the constitution of the GNS.

ACTIVITY	2019 - 2020	2018 – 2019	2017 - 2018
CHIROPODY AT RETAIL TRUST	128	296	409
CHIROPODY BURNT OAK (Oaklodge)	222	251	94
CHIROPODY MILL HILL EAST (Langstone Way)	120	54	
MILL HILL LUNCH CLUB *	763 (236 via minibus)	1207/423	1166/391
BURNT OAK LUNCH CLUB *	558 (235 via minibus)	925/382	881/375
RETAIL TRUST LUNCH CLUB	192	291	384
GENERAL LIFTS	408	548	647
BEFRIENDING	803	144	155
INTERVENTIONS **	792	66	103
GARDEN CLEARANCE	35	39	27
FILM SHOWS	49	133	149
SHOPPING BUS	224	355	353
OUTINGS AND TRIPS	100	63	213
SOCIAL EVENTS	25	82	82
MEDICAL LIFTS	62	102	87

At these lunch clubs (\*) entertainment is sometimes provided by volunteers or choirs from local schools.

Interventions (\*\*) in this report covers shopping trips and prescription pickups.

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

Age Range	Number of Clients <i>(previous year)</i>	
35 – 44	6	
45 – 54	7	(2)
55 – 60	24	(9)
61 - 65	37	(17)
66 - 70	56	(28)
71 - 75	82	(48)
76 - 80	135	(81)
81 - 85	143	(78)
86 - 90	110	(110)
91 - 100	82	(42)
Not known		(17)
TOTAL	743	(396)
Female	504	
Male	239	

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 this year <i>(number last year)</i>	
Female	78	(50)
Male	25	(15)

Age Range	Number <i>(number last year)</i>	
18 – 20	3	
20 – 29	13	
30 – 38	9	
39 – 44	6	
45 – 54	12	(9)
55 - 60	13	(10)
61 - 70	14	(24)
71 - 75	14	(18)
76 – 80	12	(8)
81 - 85	5	(1)

## **Chair of Trustees Report on the Year August 2019 to July 2020**

This has been a year of opposites, one of highs and lows.

As can be seen from previous reports, the GNS has gone through a period where funding has been a concern. The fact that we ended the year 18 – 19 with a surplus of £6845, as opposed to a deficit of £32000 over the previous three years, was due to the trustees making difficult decisions and with staff support carrying the clients along. Seeking long term funding for specific activities was highlighted as a possible way forward to give more financial certainty.

In September 2019 an application was made to City Bridge Trust for a 5-year grant to cover the costs of the Lunch Clubs. This is the core activity of the GNS and is highly appreciated by clients. Initially there was only one club and now 3 are run which are always well attended. We heard in April 2020 that we would receive funding for a 3-year period from City Bridge Trust, the funding arm of The City of London Corporation's charity, Bridge House Estates (1035628). Unfortunately, lunch clubs by then had stopped running, so no money has yet been required.

Early on in the year, the GNS received an offer of a sum of money sufficient to purchase a new minibus to replace the vehicle purchase from Barnet Community Transport after its closure. A small group of trustees and staff obtained details and quotes from several manufacturers and were ready to place an order when lockdown occurred. This project has therefore been put on hold. It will be restarted when the situation is clearer. In the meantime, the current minibus (04 registration) has done good work transporting clients to and from activities and has only had to be replaced with an alternative hired vehicle on two occasions. It has not been in operation long enough to see how much of a saving owning it makes, but it can be said, that even with repairs, it is costing less than hiring.

During the year the company that hosted the GNS website closed down and the opportunity was taken to revamp the site with another provider.

Early in 2020, the staff revamped the way that the GNS data is stored. This was very fortunate as it enabled staff to access all of the GNS data remotely because at the end of March, staff could no longer access the office and had to work remotely.

The lockdown brought on many challenges to which all the staff responded magnificently. It rapidly became apparent that a major issue was shopping for those "shielding". It also became obvious that the income was going to drop significantly and whilst the expenditure dropped, it was estimated that expenditure would be approximately £2000 a month more than income. There was also the issue that many of the volunteers were "active 70+yrs" and so were unable to shop for themselves or others. It meant all the activities that we did were suspended.

Initially the GNS prioritised existing clients, but soon new clients were being referred to the GNS by many other council-led and voluntary led organisations.

It soon became apparent that the number of clients who wanted to use the rapidly instigated shopping service of the GNS was large. On behalf of clients, GNS staff and volunteers went

to various supermarkets, all of which were cooperative. Staff also prepared self-help instructions to enable clients to use the telephone order service that some supermarkets set up.

This resulted in a major recruiting drive using social media, locally based websites and various agencies in the locality that brought a large number of new volunteers to assist. All were DBS checked, were given basic initiation training which enabled the GNS to do between 40 – 60 shops per week. The clients expressed their appreciation for this service in several short videos that can be seen on the GNS website.

Applications were made to several Covid19 funds that were set up to enable charities, such as the GNS to cover the loss of income. As can be seen from the accounts we were successful in several applications, including to The London Community Foundation, The National Lottery Community Fund – RC London and South East Region and the Charities Aid Foundation. This has enabled us to continue to pay staff (all of whom worked far more hours than contracted), purchase additional laptop computers to enable staff to work remotely, give those staff that needed them mobile phones and pay the additional mileage claims from volunteers and staff.

Many of the volunteers from pre-lockdown, who were themselves now self-isolating, took the time to befriend other clients by phone. A record was kept of these and any befriender who reported back to staff that a client was particularly down caused additional support to be given to that client.

One of the Podiatrists that the GNS uses offered home visits to clients albeit at an increased charge. This service restarted in GP clinics in September.

Early on in the year the trustees decided to change the GNS to a Charitable Incorporated Organisation. This involved writing a new constitution and we then had to get agreement for it from the voting members. This has been done. Our bank, insurance company and major funders have all been informed of this intention. The process will continue in the coming year and, it is hoped, the status will change in early 2021.

During this year, the GNS cooperated with the NW7Hub, which runs Mill Hill library. Several social events were held there (bingo afternoons, afternoon talks) and films were shown there. The trustees decided that the GNS should not continue financing films alone, and did not renew the licence from MPLC, but will renew again if NW7Hub are willing to show films.

Also, during the year an additional professional gardener has been recruited bringing the number to three. This will enable more gardens to be maintained in the future.

The trustees have met several times via Zoom to monitor and guide the situation and there have been several staff Zoom meetings.

As the year ended at the end of July, the trustees and staff were looking at ways of re-opening services with due regard to regulatory requirements. Clients are keen for some normality to return and within the limits imposed it is the intention to fill those needs.

**Future Plans**

The year August 2020 to July 2021 will be an extremely challenging year for the GNS. The staff and trustees will continue to do their utmost to continue to serve our clients. What services that can be provided will be dependent on local regulations and advice received from various bodies (Public Health Barnet, London Borough of Barnet, AgeUK Barnet, Community Transport Association). It has been clear that the limited service that restarted at the beginning of September has been much appreciated by the clients, some of whom had not been outside for several months.

Financially we are in a much stronger position with an operating surplus at the end of July 2020 of £19,380. The GNS has been awarded a 3-year grant from City Bridge Trust (£45,300 in total) and CBT has stated that it can now be used to cover core costs. It was initially intended to fund the Lunch Clubs.

When the situation re Covid19 is clearer, then the process of purchasing a new minibus will recommence. It may well be that this current year sees expenditure on the current minibus increase due to wear and tear due to its age.

The role of “Social Prescribers” has been over-shadowed since March by the necessity of the Covid19 situation. When the situation improves, the GNS will be prepared to work with these individuals. Prior to lock down preliminary consultation had occurred.

Within this year the change to a CIO will be finalised.

The GNS has currently sufficient funding available to continue. We will seek to adapt the services it offers to meet the demands of the situation that is current at the time.

Signed.....Dated.....

D M Edgerton  
(Chair of Trustees)

## FINANCIAL STATEMENTS – Year ended 31 July 2020

## RECEIPTS AND PAYMENTS ACCOUNT

<u>RECEIPTS</u>	Notes	General			TOTAL 2019-20	TOTAL 2018-19
		Unrestricted Funds	Designated Fund	Restricted Funds		
London Borough of Barnet	1	£13,687			£13,687	£15,000
Garfield Weston Charity						£15,000
Anonymous Donations		£6,000			£6,000	£12,000
Fund Raising	3	£436		£24,760	£25,196	£9,848
Tax recovered under Gift Aid		£3,047			£3,047	£4,651
Donations from Third Parties	4	£7,578			£7,578	
Donations from Clients		£5,076			£5,076	£1,727
Luncheon Club Meals		£6,438			£6,438	£8,206
Gardening				£966	£966	£753
Other Client Services Income		£4,997			£4,997	£5,455
Lockdown Shopping Surplus		£116			£116	
Chiropody Services		£2,315			£2,315	£1,242
Interest		£123	£185		£308	£316
		<u>£49,813</u>	<u>£185</u>	<u>£25,726</u>	<u>£75,724</u>	<u>£74,198</u>
<b><u>PAYMENTS</u></b>						
Salaries, National Insurance & Administration		£28,372		£9,750	£38,122	£39,337
Luncheon Club Meals, etc.		£3,034		£2,000	£5,034	£7,595
Transport Costs inc Driver		£6,311		£3,180	£9,491	£15,806
Film Afternoons & Outings	5					£742
Gardening Scheme	2			£1,173	£1,173	£1,403
Chiropody Services		<u>£1,295</u>			<u>£1,295</u>	<u>£2,470</u>
Equipment		<u>£479</u>		<u>£750</u>	<u>£1,229</u>	
		£39,491		£16,853	£56,344	£67,353
Surplus of receipts over payments		£10,322	£185	£8,873	£19,380	£6,845
Balances b/f at 1 <sup>st</sup> August 2019		<u>£25,966</u>	<u>£13,770</u>	<u>£1,688</u>	<u>£41,424</u>	<u>£34,579</u>
Balances carried forward		<u>£36,288</u>	<u>£13,955</u>	<u>£10,561</u>	<u>£60,804</u>	<u>£41,424</u>

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

CASH FUNDS @ 31 <sup>st</sup> JULY 2020	£38,891	£13,955	£10,561	£63,407	£42,915
Creditors due within one year	<b>-£2,603</b>			<b>-£2,603</b>	<b>-£1,491</b>

(GNS)

Registered Charity No. 1130578

## POLICY ON FINANCIAL RESERVES

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



Grahame Poulton  
Treasurer  
Date

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 4 months running costs. 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 19.06.19 and agreed upon. The level of the reserve is reported on at each trustee meeting and will be formally reviewed in January 2021 or sooner if needed.

DRAFT