
COMPLIMENTS OF THE HOUSE

Registered Charity No 1183230

TRUSTEES ANNUAL REPORT AND ACCOUNTS

FOR THE PERIOD ENDED 31 MAY 2020

Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

COMPLIMENTS OF THE HOUSE

Accounts for the Period Ended 31 May 2020

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Governing Document

Compliments of the House ('COTH') is a Charitable Incorporated Organisation formed by way of a governing document dated 02 May 2019.

REFERENCE AND ADMINISTRATION DETAILS

Registered Charity No.

1183230

Address

3SPACE International House 6th Floor, Canterbury Crescent, Brixton, SW9 7QD

Trustees

Grace Bailey (Chair)
Ashley Noriega
Mark Aston
Devon Dyer
George Walfall

Bankers

HSBC

Accountants

Barnes Roffe LLP
Chartered Accountants
Charles Lake House, Claire Causeway, Crossways
Business Park, Dartford, Kent, DA2 6QA

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STRUCTURE GOVERNANCE AND MANAGEMENT

Trustee Selection

The trustees are appointed on a basis that they can each bring a unique view and experience to the running of the charity.

Management

Compliments of the House has a few employees (employed since the year ended 31st May 2020) and is run by them and the trustees. The charity is reliant upon the time, skill and resources donated by its trustees and other supporters, for which it is extremely grateful. The trustees receive no remuneration or other benefits.

OBJECTS AND ACTIVITIES

Objects:

- The prevention or relief of poverty in Greater London, in particular but not exclusively, by providing food, toiletries, bedding and clothing and a signposting service to individuals in need and/or charities, or other organizations working to prevent or relieve poverty.

- The promotion of social inclusion among people who have become socially excluded due to unemployment, relieving the needs of such people and assisting them to integrate into society, in particular by providing opportunities to participate in a volunteer scheme which will enable them to gain skills for employment, undertake work experience placements, receive support and gain references with a view to securing long term employment and integration into society.

Summary of Main Activities in Relation to these Objects:

The charity carries out a wide range of activities in pursuance of its charitable aims. The trustees consider that these activities, summarised below, provide benefit to our guests and the wider community of Lambeth.

During the period of May 2019 to May 2020 Compliments of The House implemented the following activities:

- A food redistribution service from several consequent hub spaces in and around Brixton Market. Food was collected from local food businesses, by volunteers, and distributed from our hub for free and on a non-referral basis to anyone in need.

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- A Back-to-Work scheme for guests interested in improving their employment status. We offered voluntary roles in the hub during service hours to administer food related skills and experience, and trained them in First Aid and Level 2 Food Safety.
- An emergency delivery service in response to COVID-19 from March 2020, providing food parcels to households every two weeks with £40 worth of food.
- A triage service, as part of the COVID-19 response, to manage new guests and their needs, as well as signpost them to other local support services where appropriate.
- A small number of emergency grants offered to those financially struggling as a result of Covid-19.

Grant Making Policy

The Charity has established its grant making policy to achieve its objectives for public benefit to support food provision for those in need. Our small grants help those who are struggling to afford food, either because they are in low-income households or have been financially impacted as a result of Covid-19.

Contribution made by volunteers

Volunteers are an integral part of our charity. They are involved in most of our activities for the public benefit, and they give their time freely to help us achieve our aims and objectives.

From May 2019 to February 2020 our volunteers worked both in the hub during service hours, collecting food from local businesses and distributing this to guests, and in our office space, working in administration. We had 4 long-term hub managers who oversaw the service operations one night each a week. An average of six collection volunteers would take trolleys and collect surplus food from local food businesses previously agreed for CoTH use. Altogether, the charity had over 300 volunteers sign up in this period.

From March to May 2020 we had over 50 regular and non-regular volunteers supporting our food packing and delivery activities for our COVID-19 emergency delivery service. Our office team of three long-term volunteers managed the transition of the operation from home, in administration, fundraising and communications positions. This team then grew to include volunteer coordinators and a triage team to meet demands of the service. Without them we would not have been able to meet our objectives for public benefit.

All volunteers handling data and encountering guests are trained in GDPR protocols and work under the ethos and charitable aims of the Charity.

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Activities in the Year

May 2019 - March 2020

Not yet at our one year anniversary mark, CoTH had already established ties with Brixton Market to secure a premises lease for the foreseeable future. This cemented the charity's presence in the market community and made it possible to ensure consistency for food donors and guests going forward.

CoTH's food donor base increased, and we secured regular donations from over 40 local businesses four nights a week. Our increasing trust with food donors secured us a partnership with a local food business who offered hot meals cooked especially for our guests one night a week. A hot meal warmed our guests through winter and was a popular incentive for them to entrust in our service and return for ongoing support. This level of community support from food businesses in Brixton was unheard of until CoTH. We championed social corporate responsibility and utilised this to support those most vulnerable in the area, slowing the pace of gentrification by making food accessible to everyone.

Over 5 of our guests had begun the Back-to-Work scheme, volunteering at the hub a few nights a week to collect and distribute food. They all completed First Aid and Level 2 Food Safety training, and focused on building employment skills during the hub service. This enhanced their potential for employment vastly. CoTH was in talks with a number of well known businesses about a probation period for one of our guests before COVID-19 related lockdowns were announced and restaurants were forced to close. Our Back to Work scheme is currently on hold until restaurants open again and it is safe for guests to work in busy food environments.

Our volunteer pool grew significantly in this period, from a scattered few to over 300 by February 2020. Our service ensures volunteers interact directly with the community, collecting from local food businesses and distributing food to guests. We encourage our volunteers to sit with guests and chat while they eat, making the hub a welcoming space thriving with activity.

CoTH is making charity work fun again. The community spirit we imbue draws volunteers back time and time again.

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As of February 2020, Compliments of The House had:

- Served **640+** different guests, at an average of **65** guests a day
- Saved over **3701.72kg** of food from going to waste in landfill
- Set up partnerships with **40** local food businesses, for regular donations and/or support with our Back to Work scheme

March 2020 - May 2020

Compliments of The House (CoTH)'s emergency response to COVID-19 transformed our service. We had to close our hub in Brixton Market to the public and halt our redistribution service. Although a difficult decision to make, this action was vital for maintaining the health and safety of our vulnerable and often immunocompromised guests. Our food donors could no longer operate under new Government-implemented restrictions meaning our food supply vanished overnight. Supermarkets had to limit the number of non-perishable products being bought by the public resulting in less donations to food banks, forcing many local food provisional services to close. This, and the fact many people across the UK lost their jobs under new restriction laws, meant demand for food provision support increased dramatically.

CoTH listened to what our guests needed and immediately set to work establishing a new frontline delivery service to tackle food provision scarcity for those in need at this crucial time.

We worked with the local council to borrow vans for a consistent delivery service and to later increase our food packing venue, realizing that our hub was becoming too small to store all the food parcels needed to meet demand.

We requested volunteers from the local area so as to reduce the risk of spreading the virus further and worked with IFAN to distribute PPE where needed to best safeguard our guests. Our presence within the local community has increased significantly with local residents who volunteered helping to spread awareness of CoTH further, cementing a positive reputation for the charity with local donors and supporters. The response from our volunteers was again so positive that some offered more of their time to help coordinate the service from an office position, boosting the efficiency of the service for the public benefit. The effect this has had on the wider community is undeniable, with residents and local businesses reaching out to support those in need on their doorstep.

Our delivery service worked on a self-referral basis, using a disability-friendly triage system to signpost guests to the best possible support. This included wellbeing and housing support for those struggling

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beyond food provisional needs. We worked with the local council, housing associations and other food charities to advertise ourselves for public benefit, and received an overwhelming response.

Our COVID-19 service supported over 80 regular and more families and individuals with bi-weekly food parcels worth £40, from March onwards.

To aid this growth in demand we expanded our team and inputted systems to accommodate a remote working service to better cope with the sharp increase of those using our service. A new volunteer fundraiser specifically allowed us to focus on financial growth and longevity of the charity going forward.

While other food orientated charities and charities in general have struggled through the effects of COVID-19, CoTH has successfully transformed its service to achieve increased impact levels and exposure. We have proven our ability to overcome unexpected situations and to remain flexible in our approach to best suit changing public needs.

Achievements against objectives set

Achievements of CoTH's objectives for public benefit are measured by:

- Awareness of the charity and it's services by potential guests, food donors, volunteers, corporate donors and the wider community
- Meeting demand of food provision in the Borough of Lambeth and surrounding Boroughs
- A guaranteed high-quality service that meets the needs of our guests now and in the future
- Ensuring the charity and its guests have a voice and agency within the community
- Securing funding for guaranteed longevity of the charity

CoTH achieved an increase in awareness across our supportive base in this period. After a community appeal in February 2019 we were granted a temporary but larger hub space in Brixton Row. This secured a consistent service which resulted in returning volunteers and trusted food donor relations. Thus, our community presence strengthened greatly.

Our COVID-19 appeal from March 2020 onwards vastly increased awareness of the charity. We utilised PR opportunities to raise awareness of our new delivery service and request volunteers, which saw a significant growth in public fundraising, volunteering and trust and corporate donations.

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We met demand for food in our local community by utilising strong donor relations. This secured us regular donated food every week and one hot meal made specifically for CoTH's guests by a local food business. During COVID-19 we worked with the council to upscale our food packing venue and were granted access to vehicles for delivery, which allowed us to reach vulnerable guests, and collect food further afield and in larger quantities. Increased awareness led to a significant increase in donations, affording CoTH the benefit of purchasing food for our guests when COVID-19 hit. No longer needing to rely on donated food from local food businesses we were able to adjust food support to fit dietary and other requirements, as well as offer luxury food items for public benefit.

Offering choice in what our guests eat grants them respect and dignity within the community. Our hub offers those in the community a place to eat within a central food setting among high-end restaurants.

We listen to our guests' needs. Our Back-to-Work scheme supports them into employment through voluntary roles with our charity. Their employability status is raised through training and experience, and their presence respected within the Market when on collection for our hub service.

Our self-referral disability friendly triage service during COVID-19 respected the diversity of our guests' needs and was inclusive to support agency within the community.

As a small grassroots charity, not yet a year old, we set a goal in May 2019 of raising £20,000 that year to secure reserves and cover operational costs.

A new fundraising volunteer in February 2020 secured financial growth for the charity going forward. The charity focused on grant applications and began corporate partnerships processes.

CoTH secured over £110,000 in funding from corporate and public funding, and trusts and grants from March to May 2020. Our operational costs are covered and our potential for meeting optimum reserves have increased. Once COVID-19 eases, our normal food service will resume and costs will decrease, no longer having to rely solely on buying in food for our guests.

Performance of fundraising activities against objectives set

CoTH's Winter Warmer in 2019 was our first Christmas fundraising event. We partnered with Pop Brixton who gave us the space for a community event where we not only distributed surplus food but hosted a sit down meal for guests donated by the businesses working within Pop Brixton. Members of the public were invited to engage in a raffle, buy merchandise, browse the food and clothes stalls and interact with guests.

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The charity also utilised relations with a local celebrity to further raise the charity's profile among the wider public.

This event attracted increased numbers of volunteers to the charity. We raised £502.85 and secured food donors within Pop Brixton premises for donations to our normal service.

CoTH's JustGiving COVID-19 appeal stands at over £27,000 as of May 31st 2020. We predict this will increase significantly over the coming months, as donations stood at just over £3,000 a week on average in May.

Our Instagram campaigns, such as COVID-19 Community Crisis Call and #JoinforJune, saw our following triple in this period, which in turn increased awareness of our charity amongst fundraisers. A member of the public, who found us via Instagram, raised £1,588 for CoTH through their 5 for 5K campaign in May 2020.

Our pool of corporate donors increased vastly from February 2020 to May 2020, most significantly through the appointment of a volunteer fundraiser. We engaged with companies, identifying potential donors and offering premium stewardship throughout their fundraising or donation journey. This increased our corporate fundraising revenues from £2,344 until February 2020 to £19,675.50 by May 2020.

FINANCIAL PERFORMANCE

Reserves Policy

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that there are sufficient funds available to cover support of guests, employees, and operational costs. The trustees consider that a level of six months is sufficient given the flexibility afforded by the total return approach toward the investment of the permanent endowment which allows trustees to transfer amounts from the unapplied total element of the endowment fund in case of urgent need. .

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Financial Performance

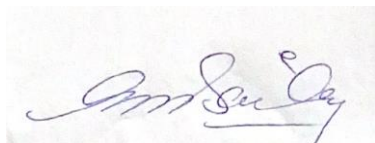
CoTH has seen a significant increase in funds since its incorporation. This is mainly due to a spike in donations from March onwards to aid our charity with our COVID-19 rapid response delivery service.

For the period ended 31 May 2020 total receipts were £109,941, of which £12,925 was restricted grant income. Total payments, in furtherance of the charities' activities, were £10,386, of which £6,920 related to restricted funds. Total funds at the end of the period were £99,554 split between restricted funds of £6,005 and unrestricted funds of £93,550, and these funds were represented by cash at bank.

The trustees also gratefully acknowledge all the voluntary and financial support received throughout the year which has enabled it to continue ensuring that the objects of the charity are reached.

Declaration

- I declare, in my capacity as a charity trustee, that
 - the trustees have approved the report above; and
 - have authorised me to sign it on their behalf.



Signature:

Grace Bailey - Chair

Date:

27/04/2021

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Independent Examiner's Report

I report to the charity trustees on my examination of the accounts of the charity for the period ended 31 May 2020 which are set out on pages 11 to 14.

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 charity's accounts carried out under section 145 of the 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

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- (2) the accounts do not accord with those records

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.



Ben Bradley FCA
Barnes Roffe LLP
Chartered Accountants
Charles Lake House
Claire Causeway
Crossways Business Park
Dartford
Kent
DA2 6QA

Date: 17/05/2021

COMPLIMENTS OF THE HOUSE**Accounts for the Period Ended 31 May 2020****Receipts and Payments Account**

	Unrestricted Funds 2020 £	Restricted Fund 2020 £	Total 2020 £
Grant Income	-	12,925	12,925
General Donations	51,445	-	51,445
Online Donations	45,545	-	45,545
Shop sales	25	-	25
Total receipts	<u>97,016</u>	<u>12,925</u>	<u>109,941</u>
Costs of activities in furtherance of the objects of the charity			
Food Costs	-	6,702	6,702
Public Liability Insurance	205	-	205
Fund Raising & Publicity	1,472	-	1,472
Travel and subsistence	825	218	1,043
Operational Costs	784	-	784
Management and Adminisitation	180	-	180
Total payments	<u>3,466</u>	<u>6,920</u>	<u>10,386</u>
Net receipts / (payments)	<u>93,550</u>	<u>6,005</u>	<u>99,554</u>
Bank balances at 1 June 2019	-	-	-
Bank balances at 31 May 2020	<u><u>93,550</u></u>	<u><u>6,005</u></u>	<u><u>99,554</u></u>

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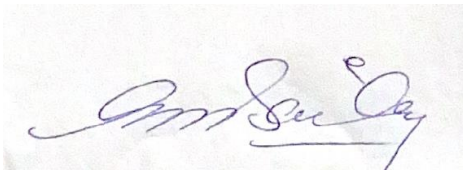
Statement of Assets and Liabilities at 31 May 2020

	General Fund £	Restricted Fund £	Total 2020 £
<i>Monetary assets</i>			
Bank current account	93,550	6,005	99,554
Petty Cash	-	-	-
Total	<u>93,550</u>	<u>6,005</u>	<u>99,554</u>

The charity's trustees acknowledge their responsibilities for the preparation of the accounts.

The charity's trustees consider that the charity is entitled to exemption from the requirement to have an audit under section 144(1) of the Charities Act 2011.

The accounts were approved by the trustees on ...27/04/21..... and signed on its behalf.



Grace Bailey - Chair

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Fund Receipts and Payments Account - Restricted

	COVID 19 Response Fund £	Total 2020 £
Grant Income	12,925	12,925
Total receipts	<hr/> 12,925	<hr/> 12,925
Costs of activities in furtherance of the objects of the charity;		
Food Costs	6,702	6,702
Travel & Subsistence	218	218
Total payments	<hr/> 6,920	<hr/> 6,920
Net receipts / (payments)	<hr/> 6,005	<hr/> 6,005
Bank balances at 1 June 2019	-	-
Bank balances at 31st May 2020	<hr/> <hr/> 6,005	<hr/> <hr/> 6,005

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Fund Receipts and Payments Account - General

	Total 2020 £
General Donations	51,445
Online Donations	45,545
Shop sales	25
Total receipts	97,016
 Costs of activities in furtherance of the objects of the charity;	
Public Liability Insurance	205
Fundraising & Publicity	1,472
Travel and subsistence	825
Additional Operational Costs	784
Management and Adminisitation	180
Total payments	3,466
Net receipts / (payments)	93,550
Bank balances at 1 June 2019	-
Bank balances at 31st May 2020	93,550