



Annual Report 2025 - 2026

Good Neighbours in North Cardiff
Elusen Rhif | Charity No:1089128

Eich Cymuned
Fy Nghymuned
Ein Cymuned

My Community
Your Community
Our Community



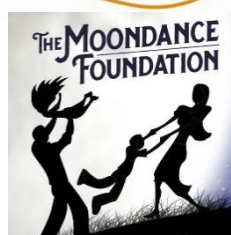
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SUPPORTED BY IN 2025 – 2026



SUPPORTED BY IN 2026 – 2027



Rosemary Mathews



Chair's Report 2025-2026

Progress and funding

The past twelve months have seen us consolidate our Business Plan ambitions and complete the final stages of our modernisation programme. A generous grant from the National Lottery Community Fund, together with a small grant from the Charles Hayward Foundation, gave us valuable breathing space in our fundraising efforts. Two further grants from Moondance Foundation and Allen Lane Foundation have been given for 2026 -27.

Staff and service improvements

I would like to thank all our employees for the determination they showed throughout this programme of modernisation. As we entered 2026, we saw the benefits of moving from paper-based systems to digital working, with completion of client-requested tasks rising to almost 100%.

Our Operational Co-ordinator, Julie Cull, has led the team with her usual cheerful outlook, encouraging everyone to get involved and make a difference in our community. During the latter part of 2025, we also revised our opening times and combined the administrative role into a single post. This reflected the effectiveness of our new ways of working and the efficiencies achieved across the charity's services.

Trustees and partnerships

Our Trustees have worked tirelessly to keep the charity focused on delivering services across North Cardiff. They have also embraced a collaborative approach, working alongside organisations including the Repair Café, VEST, and the ACE Social Prescribing Team.

I thank them for their constructive response to the challenges of rising costs and for their willingness to try new approaches, particularly in fundraising. I would also like to pay special tribute to Alison Gibbons, who has decided to step down from the Executive Trustee Committee after 20 years. Her wisdom, experience and deep knowledge of the charity and its role in the community have been invaluable. Alison will be greatly missed at committee meetings, and I am pleased that she will continue to support us as a volunteer and at fundraising events.

We were also very sad to see the closure of Churches Together in March 2026. This body of churches in Llanishen and Lisvane had been part of our initial governance and was

responsible for enabling GNINC to become the independent charity we see today. As result there will be a small amendment to our constitution to reflect the organisation no longer exists and therefore the observer's role at our Executive Meetings will also disappear. We thank Bob Lewington for his attendance and contribution for the last two years at our meetings.

Honorary officers

I would also like to thank our two other Honorary Officers. Our Secretary, Sue Stockdale, works tirelessly to ensure that we operate within Charity Commission guidelines and prepares and records our meetings with great care and attention to detail. She is also an excellent proof-reader for our publications.

Our Treasurer, Jenny Smedley, has become highly proficient in managing our accounts, supported by our Account Examiner, Sheila Craig, whose review of our books is now a straightforward process.

Challenges ahead

The world is changing at international, national, and local levels, and the rising cost of living continues to affect everyone. We are seeing more people with complex needs remaining in their own homes for longer, as the "care in the community" model proves to be a more effective and efficient way of supporting them.

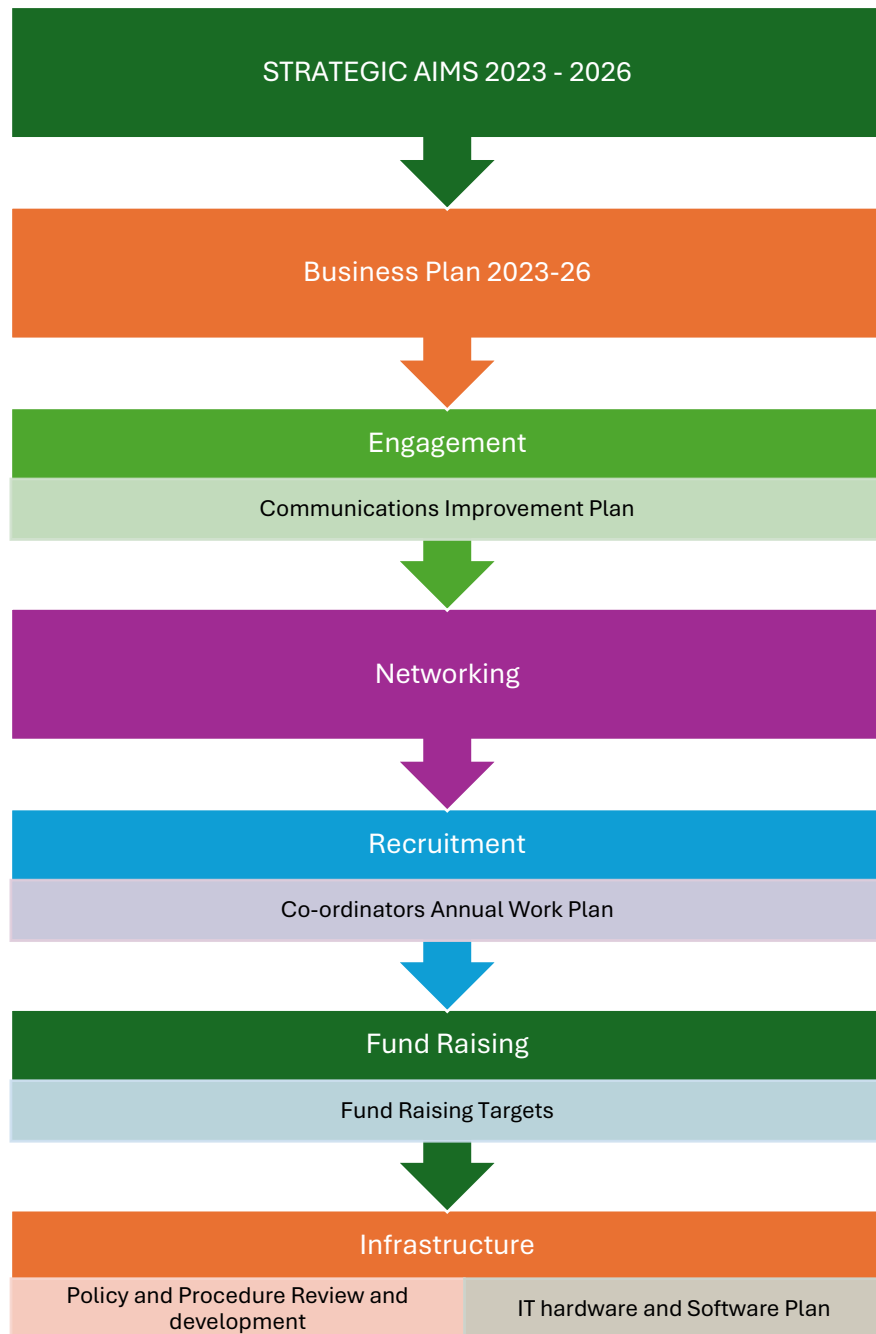
At the same time, the pressure on our charity, and on similar organisations across the city, continues to grow. We therefore need to be realistic about what can reasonably be expected of our volunteer Good Neighbours, and, in some cases, we must decline requests for support that are beyond our skills and remit.

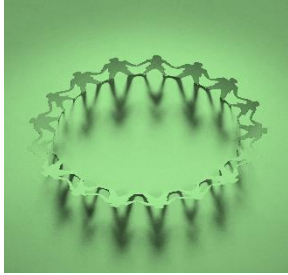
Later in this report, we provide further detail on the modernisation programme and the progress we have made against our Business Plan 2023 -2026 and introduce our new Business Plan 2026- 2029.

Annual Account of Volunteering Tasks accomplished in 2025 -2026.

Activity	Tasks	Hours
Driving	567	1701
Shopping	534	1602
Companionship	593	1779
Errands	1	3
Totals	1695	5085

Business Plan Outline





ENGAGEMENT

To ensure the population (political, business, and residential) within the geographical area covered by the charity has a clear understanding and knowledge of the work of the charity. Together, with a review of the current service offer and defining future provision.

Measurements of Success

- i. The results of the annual survey of current users and volunteers using identified questions to measure improvement.

This is our third survey and in general terms we believe, there is a slight improvement to our volunteers' perception of how the charity supports them and how volunteering improves their own well-being. We have taken this as an incredibly positive feedback message considering we have made some major operational changes to our procedures and our engagement with volunteers.

This year 35 volunteers completed the survey in comparison to 2024 where 27 volunteers (34%) completed it. We have 57 female volunteers and 27 male volunteers of which 10 are currently inactive. Therefore a 43% return is particularly good base for assessing how volunteers feel about our charity and the way it works.

We were delighted to have your views and thoughts, and they have been taken forward into our business planning process to help develop our plan and priorities for 2026 – 2029.

- ii. Evidence of engagement with decision makers and influencers is reported annually to the Executive Committee.

During the year we have made good efforts to reach out to all the local councillors in our service area and our MS and MP. The City Council's Older Person's Champion and the Wales Commissioner for Older People have both been engaged through our PR activities to better understand our work in North Cardiff. We have engaged with the Cabinet Member for Adult Services and Public Health & Equality Cllr Sangini who is also a Councillor for the Heath ward.

The Chair of GNINC is now a Trustee of C3SC (Cardiff Third Sector Council) so the links to the wider voluntary sector are being developed.

We have attended several Well Being events held in our service areas and our Operations Co-ordinator is regularly giving talks to local groups and to residents in supported living homes with remarkable success in gaining clients and volunteers. Age Friendly Cardiff which aims to deliver on the vision of Cardiff becoming a great

place to grow older and a place where older people are more empowered, healthy, and happy. We know that people are living longer which is to be celebrated, and it is important that we work together to help older people live healthy and active lives. Cardiff joined the World Health Organization's Global Network for Age friendly Cities and Communities initiative in March 2022, becoming the first Welsh member of the network, confirming our commitment to our older people. The Age-Friendly Cardiff Action Plan is the result of extensive collaboration with partners and consultation with our community and GNINC is an active member in this collaboration.

- iii. Evidence of improved understanding of the charity's work across all sectors. This is also linked to the communication improvement plan objectives.

Our website continues to positively engage people and is well used by volunteers and the public. Our other social media platforms have also been used to engage a wider audience both in recruitment of volunteers and clients as well as promoting our events.

There has been an increase in recruitment of 16 new volunteers. A similar increase in clients however due to the age of our clients sadly some are no longer using our services, but we are maintaining around 109 clients on our books.

- iv. Data collected demonstrates diversity and inclusiveness in the charity's work programme and policies.

The collection of this type of data has commenced in January 2025 albeit we have still have not analysed it in detail, but it does form a foundation for us to be able to measure our work and service delivery in this context.



NETWORKING

Develop opportunities to link with other organisations who are aiming to improve the wellbeing of people living in North Cardiff

Measurements of Success

- i. Annual survey of groups and or professionals we have engaged with using identified questions to measure improvement.

We have collected anecdotal evidence via our regular contact with numerous organisations working with the older population in North Cardiff. As a result, we are embarking on a collaborative project which combines green energy, green spaces, and improvement to physical and mental wellbeing. We are working with VEST and the ACE Social Prescribing Team. And Pontcanna based Pedal Power to bring this concept of a community-based, low-carbon transport initiative to improve wellbeing, reduce isolation, and strengthen community ties. We have identified the following potential key benefits: -

Social & Wellbeing

- Social prescribing
- Better health and wellbeing
- Less isolation and loneliness
- Stronger community connections
- Companionship and social support
- Outdoor activity and light exercise
- Access to green spaces

Environment & Sustainability

- Low-carbon transport
- Supports sustainability goals
- Encourages active travel

Community Benefits

- Stronger local identity
- Better access to parks and community assets
- Links neighbourhoods and town centres

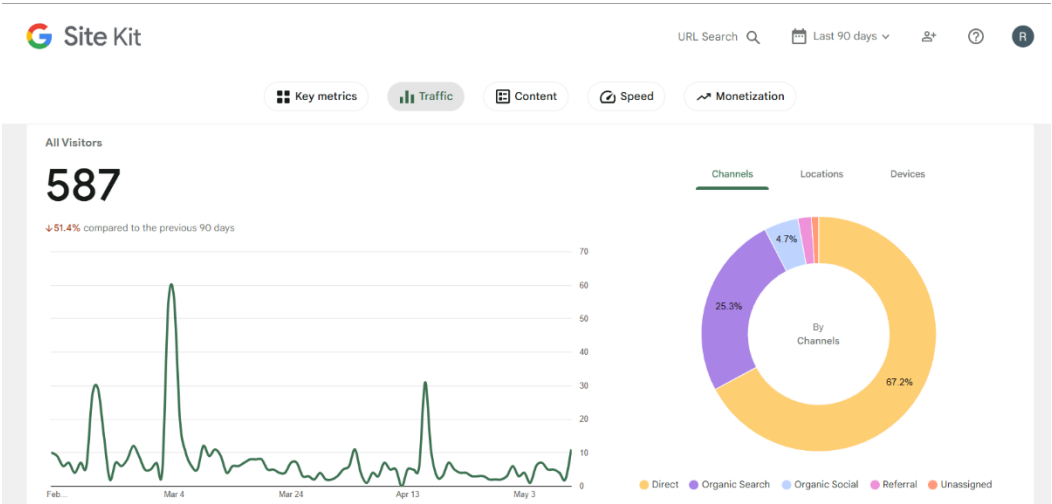
We have set out a timetable for development of the project with a view to applying for funding towards the end of 2026.

- ii. To provide tangible evidence of working with other like-minded organisations.

We have also engaged with the council's Older Person's Champion and the City's Age Friendly team. The new 2025 Age Friendly Strategy now contains a reference to our charity and our interest in being involved in discussions regarding changes to

transport policies such as congestion charges, parking, and access to controlled permit areas.

- iii. To measure, via activity across media platforms, an improvement in our communications especially with other organisations. Below is an example of the data we can collect from the website.





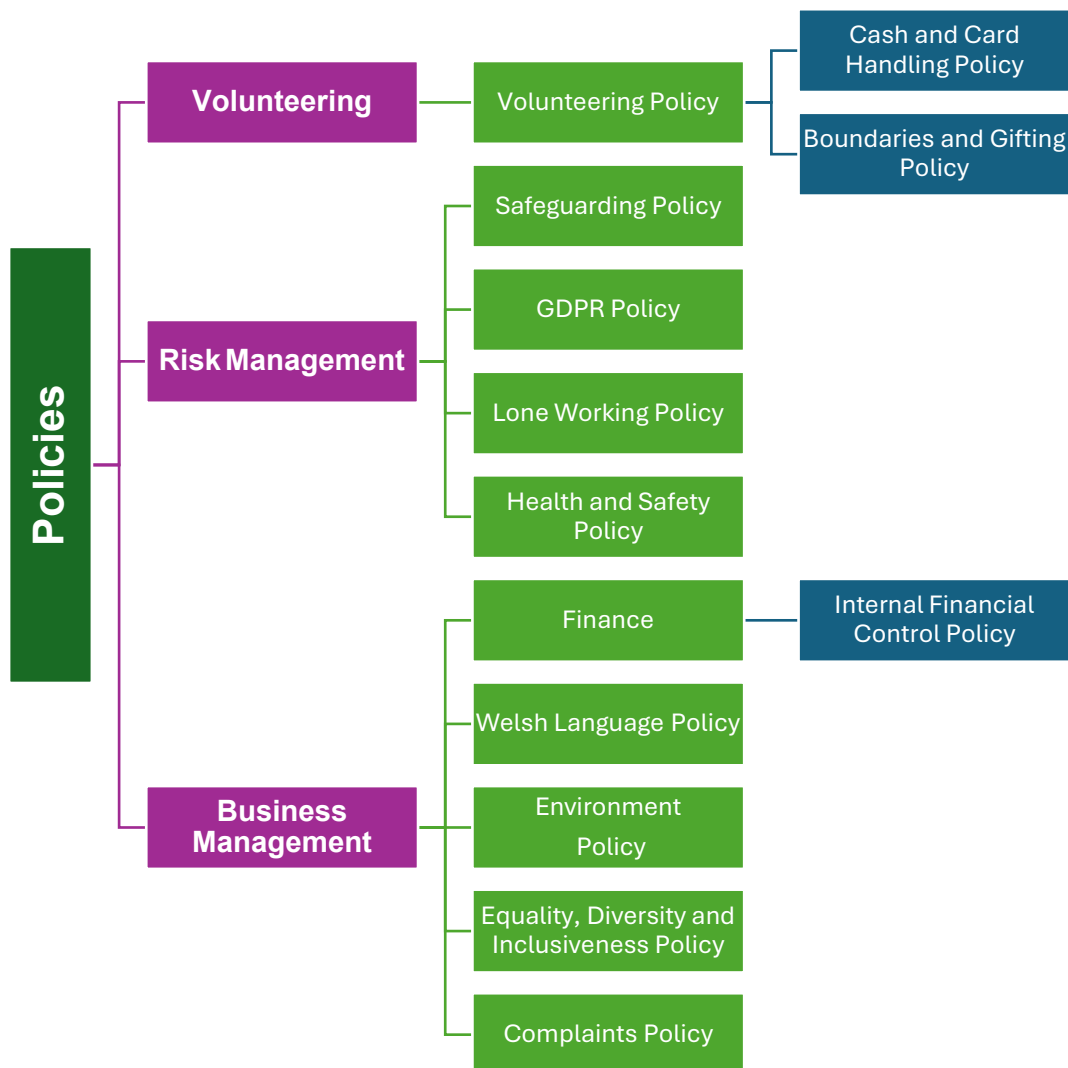
RECRUITMENT

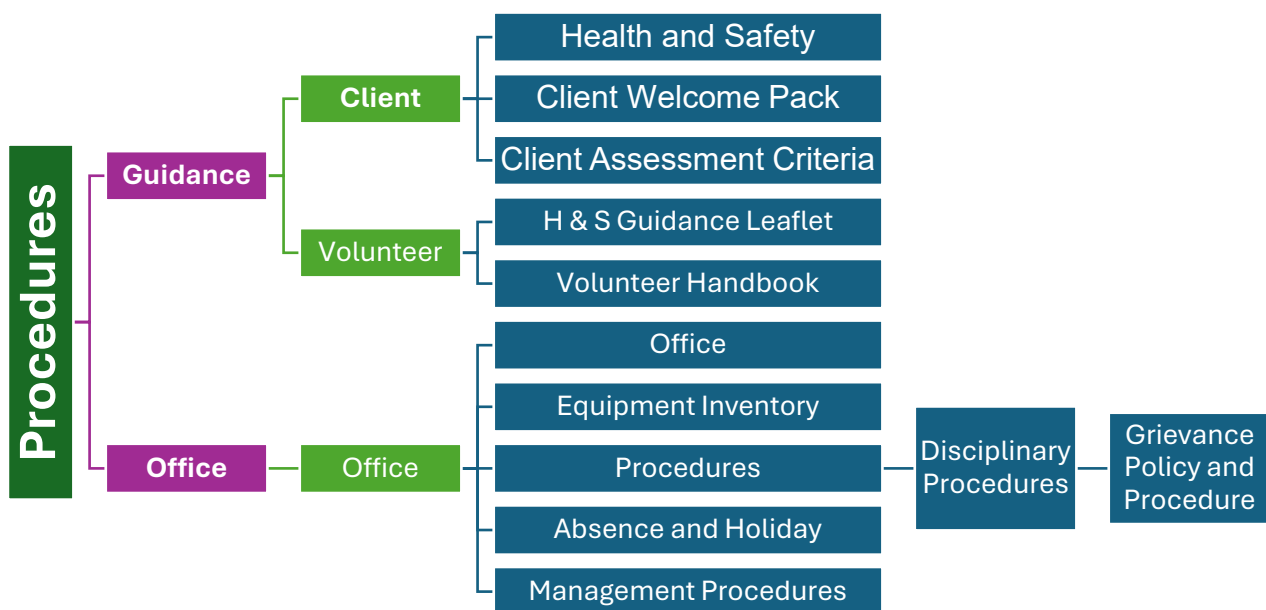
To increase the number of volunteers and clients the charity supports by 20% by 2026.

Measurements of Success

- i. Annual review of policies and demonstrate where new policies and procedures have been introduced to meet our improved service targets.

All policies and procedures have been reviewed in 2026.





- iii By demonstrating increased number of clients and volunteers registered with the charity.

In 2025/26 the data shown in our files delivered the following numbers for Clients and Volunteers not all are actively delivering or using our services. Volunteer provides more accurate information on active Clients and Volunteers

	Number 2024/5	Number 2025/6	Active 2025/6
Clients	87	109	102
Volunteers	80	81	71

- iv Numerically count the campaigns run by the charity per annum.

We have consistently every quarter promoted our services for both Volunteers and Clients across multiple platforms and engage face to face on a monthly basis via Repair Café and visits to Hubs and Supported Living Centres.



FUND RAISING

To increase the income of the charity in line with all the strategic vision's and business plan's requirements.

Measurements of Success

- i. Budget expenditure targets are set in January and can be clearly linked to each of the five strategic aims set out in the business plan.

The budget for 2025/26 set out the targets and as is the same in all businesses we saw an increase in our costs of around 10%. Similarly, we have seen a further 10% increase to our 2026/27 budget, primarily due to National Living Wage, NI and insurance and rent rises. We have limited options making cuts to what is a tight budget.

- ii. A clear and comprehensive fund-raising plan covering a three-year period. In March 2026 with two new ways of increasing our income. Gift Aid on travel expenses and encouraging our clients who enjoy companionship services to pay it forward via a donation for others to enjoy the service in the future. These are due to be launched in the Summer of 2026

Donations: via clients, individuals, groups, and business sponsorship we aimed to raise just over £5,000. You will see from the Financial Account report we met this target.

Grants: We have been successful and received £23,000 in grants which exceeds our expected income.

Activities: We run a 100 Club of which our target of £600 profit was a little less, Gift Aid return has helped to balance the shortfalls this year.

- iii. An Events Planning Group is established and reports on a quarterly basis to the Executive Committee.

Events: Our two main events Tea Party and Christmas Concert also aimed to attract £2,000 and we raised £1,148.

- iv. Utilise the payroll giving schemes and promote in our literature regular giving methods.
No activity.

- v. To evidence how the fund-raising targets have been met per annum and report on a quarterly basis to the Executive Committee.

This report is made via the Treasurer's quarterly report to the Executive Committee.



INFRASTRUCTURE

To ensure the charity's infrastructure is fit for purpose and develop an IT hardware and software plan.

Measurements of Success

- i. Identified procedures and processes regarding data collected to support the core service delivery will be reviewed annually.

This has been covered earlier in this report under the Recruitment heading.

- ii. The Policy, Procedures and Processes Plan was delivered to the Executive Committee in January and reviews subsequently undertaken.

This has been covered earlier in this report under the Recruitment heading. All policies are now in place together with a review process. The Secretary has a key responsibility for ensuring we meet our legal obligations in maintaining good standards of practice.

- iii. Annual report and proposals for any changes on equipment etc. will be made to the Executive Committee each March.

The modernisation of our process and equipment needed has been ongoing and due to the modernisation success, we have increased the number of licences held for Volunteero to 70. We have also taken out an IT support service contract to ensure that we can maintain our day to day digital operational processes. The development of a renewal programme for our equipment is part of our new business plan.

- iv. Results of the survey of volunteers and clients reflected on and any needed amendments to infrastructure developed and reported to the Executive Committee.

Same survey as evidenced under the Engagement section earlier in this report.

2025-2026 EVENTS

Volunteer Thank you Evening



On Friday 6th June 2025 GNINC

Volunteers were given a big thank you for the 4096 hours of volunteering they had undertaken in the last twelve months. 25 of our volunteers attended the event at Rhiwbina Recreation Club where they enjoyed a light buffet and were entertained by Choir for Good who have an amazing variety of popular

songs in their repertoire. The occasion was very enjoyable, and our volunteers had a lovely opportunity to chat with each other in a relaxed and convivial manner.



Annual Tea Party



We held our Annual Tea party on Thursday 4 September and over 50 guests attended. We are so grateful to our two sponsors - Thornhill

Sainsbury's who gave us tea,

coffee, milk, sugar and the wonderful strawberries and cream plus some gluten free sandwiches.

Our other sponsor Finsbury Foods better known locally as Memory Lane Cakes supplied us with some gorgeous cakes. The entertainment by Cardiff Ukulele Dragons got everyone singing and put a smile on all our faces.

The most amazing part of the day was when we added up what we had taken in ticket and raffle sales and donations - we found we had made an amazing £693 which really helps with our costs of running our voluntary support services to our communities. Thanks to everyone involved.



Christmas Concert



Oriana

finished with the Choir with No Name who rocked the room. The event raised £455.

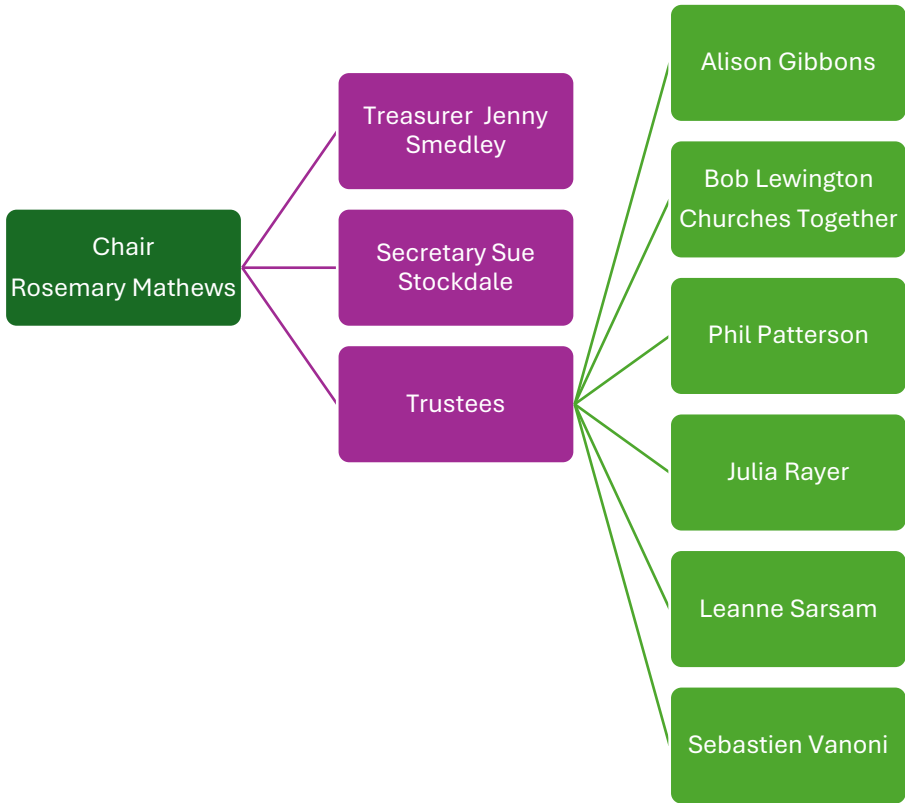
We held our third Christmas Charity Concert at the Llanishen Rugby Club on Thursday 4

December. Over 100 guests and volunteers were wonderfully entertained. It was a great start to the festive season. The Cardiff Ukulele Dragons really got us in the mood with their cheeky take on popular Christmas tunes, then

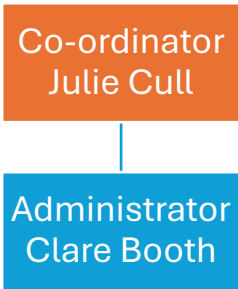


STRUCTURE, GOVERNANCE AND MANAGEMENT

EXECUTIVE COMMITTEE STRUCTURE



STAFF STRUCTURE



STATEMENT OF FINANCIAL ACTIVITY

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2026

RECEIPTS AND PAYMENTS ACCOUNTS

2024/25	RECEIPTS	2025/26	
£	Grant & Donations	£	£
5,146	Client donations	5,236	
1,225	Donations from businesses/ organisations	630	
39,394	Grants	19,819	
180	Individual donations	2,000	
2,172	Standing order & direct debit donations	1,992	
4,201	Gift Aid	1,796	
0	Miscellaneous	0.5	
<u>52,317</u>		<u>31,473</u>	31,473
Fund Raising & Events			
442	100 Club ⁽¹⁾	376	
723	Tea Party ⁽¹⁾	693	
582	Christmas Concert ⁽¹⁾	455	
-56	Volunteer Event ⁽¹⁾	-150	
<u>1,691</u>		<u>1,374</u>	1,374
346	Bank Interest	356	356
<u><u>54,354</u></u>	TOTAL RECEIPTS		<u><u>33,203</u></u>

NOTES

(1) *Net income in this FY*

2024/25	PAYMENTS	2025/26	
£		£	£
	Personnel Expenses		
18,650	Salaries (incl tax)	18,517	
475	Volunteer expenses	407	
<u>19,125</u>		<u>18,924</u>	18,924
	Office Expenses		
640	Stationery/Office supplies	437	
0	Volunteer Management System	1,993	
288	Telephones/Broadband/IT	2,856	
<u>928</u>		<u>5,287</u>	5,287
	Other Expenses		
439	Website maintenance	0	
984	Insurance	1,127	
120	DBS check fees	108	
3,050	Rent	2,633	
165	Repairs and alterations	0	
99	AGM/EGM	25	
14	Miscellaneous expenditure	2	
20,688	WCVA Project Costs - WCVA Funded	0	
2,730	WCVA Project Costs - GNINC Funded	0	
<u>28,288</u>		<u>3,895</u>	3,895
<u>48,341</u>	TOTAL PAYMENTS	<u>28,106</u>	
<u>6,014</u>	SURPLUS/(DEFICIT) FOR THE YEAR	<u>5,097.01</u>	
<u>54,354</u>		<u>33,203</u>	

STATEMENT OF ASSETS AND LIABILITIES

AS AT 31ST MARCH 2025

2024/25		2025/26
£	<u>GENERAL FUND</u>	£
31,385	Balance - 1st April 2024	37,399
6,014	Surplus/(deficit) for year	5,097
<u>37,399</u>		<u>42,496</u>
<u>ASSETS & LIABILITIES</u>		
33,909	Barclays Business Premium Account	35,265
1,576	Barclays Community Account	4,944
1,911	100 Club Account	2,287
2.47	Petty cash	0.00
0	Liabilities	0
<u>37,399</u>		<u>42,496</u>

Executive Committee
Date

NOTES TO THE FINANCIAL STATEMENTS

RECEIPTS

Client Donations

Our client donations were marginally above the budget set at the beginning of the year.

Donations from Businesses/ Organisations

Again this, we were grateful to receive generous donations from businesses and organisations, including:

Park End Church: £130 following a successful Coffee Morning

Llanishen Rotary Club: £500 following fund-raising events

Grants

We would like to acknowledge the following Grants which have been gratefully received by the Charity:

Wales Council for Voluntary Action (WCVA): £20,688 allocated to GNiNC by the Wales Council for Voluntary Action (WCVA) for use in the Financial Year 2024-25. 10% of the Grant was retained until completion of the end of year report in April meaning that £2,068.76 is shown in the accounts for 2025-26

Charles Hayward Foundation: £3000 towards 2025-26 running costs

The Moondance Foundation: £10250 towards running costs, salaries, and technology improvements

The Allen Lane Foundation: £4500 towards running costs

Individual Donations

We were fortunate to receive donations from a number of generous individuals and should like to thank in particular Ms Rees and Ms Williams for their generous donations and continued support for the charity. We are also very grateful to the many volunteers and Trustees who contributed to the fundraising events by offering to cover costs for items themselves.

Monthly donations made by Standing Order and Direct Debit remained consistent this Financial Year and continue to form a substantial source of income for which we are very grateful.

We thank all our donors for their generous contributions.

Gift Aid

Income from Gift Aid this year was slightly lower than previous year in which 2 previous years' Gift Aid had been claimed.

Fund Raising and Events

The Clients' Tea Party and Volunteers' Christmas Concert were both run again this year and raised considerable sums. Thank you to the numerous volunteers and Trustees who generously donated their time and covered some of the expenses, to make these events a success.

The 100 Club remained well-supported, and thanks go to several members of the Club who donated their winnings back to GNINC. Takings were slightly down on the previous Financial Year as not all tickets were sold at the start of the year.

The Volunteer Event was run in June to bring together volunteers to thank them for their continued support and efforts.

PAYMENTS

Personnel Expenses

Salaries for the Co-ordinator and Administrators increased in line with the annual increase in the National Living Wage.

Volunteer expenses were slightly down on the previous year.

Office Expenses

Office expenses included printing of new client donation envelopes with Gift Aid details included, and Printer ink.

The Volunteer Management System licence enables our volunteers to access information about their volunteering tasks in a convenient way and has increased the efficiency of matching clients and volunteers for the office.

IT expenses increased in line with supporting the modernisation of our infrastructure. The Telephones/ Broadband/ IT line includes costs for:

- Website hosting and domain name licences
- Broadband, voice, data and monthly line rental
- Security monitoring and back-up
- IT support contract for 3 users
- Microsoft monthly licence fee

Please note that this line now includes website maintenance fees previously shown in a separate line in Other Expenses.

Other Expenses

Our Insurance premium was a little higher than the previous year's, reflecting the increased number of volunteers that we have.

The Rent on our office was paid in quarterly instalments to The Diocese of Llandaff. Our quarterly rent increased from £610 to £648.50 in April 2025.

AGM costs were for hall hire.

A number of the fundraising event expenses were again covered this year by various donors who wished to remain anonymous – thank you all.

Related Parties

No trustees received any remuneration or recompense from GNiNC in their capacity as trustees.

Restricted Funds

Please note that all funds in this financial year are unrestricted.

SUMMARY

Thanks to the contributions of the Executive, government, local organisations, businesses and our continued financial support from clients and volunteers, we continue to remain resilient with strong cash reserves.

In line with the Charity Commission's recommendations, some years ago the Trustees adopted the policy of maintaining an unrestricted reserve fund of at least one year's running costs for GNiNC, so that we could continue to operate in the event of a loss of funding from any source. This year, we once again meet this objective.

Our thanks are due to Sheila Craig, who has examined our accounts and records, and issued her Independent Examiner's Report in accordance with the Charities Act. The Independent Examiner does not receive any remuneration for her services.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

Independent examiner's report to the members of the Executive Committee of the charity: Good Neighbours in North Cardiff (Charity Number: 1089128)

I report to the Executive Committee on my examination of the accounts of Good Neighbours in North Cardiff for the year ended 31 March 2026.

Responsibilities and basis of report

As the Executive Committee 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.

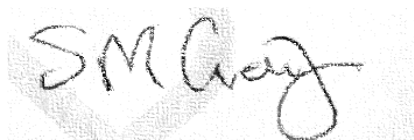
Independent examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- 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 order to enable a proper understanding of the accounts to be reached.

A handwritten signature in black ink, appearing to read 'SM Craig', is written over a faint, circular, textured background.

Name: Sheila Craig, B.A., F.C.A.
Address: 15 Aldwych Close, CF14 9DR
Date:

