

Charity number: 1121144
Company number: 6226127

**Colne Open Door Centre Ltd
(A Company Limited by Guarantee)**

**Trustees' Report and Financial Statements
for the year ended 31 March 2020**

Colne Open Door Centre Ltd

Legal and administrative information

for the year ended 31 March 2020

Status

Colne Open Door Centre Ltd is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association.

Trustees

Chairman	Mark Clegg
Secretary	Anna Bailey
Treasurer	Kerry Fielding
Trustee	Madeleine Woods
Trustee	Wesley Evans
Trustee	Malcolm Foy

Company number

6226127

Charity number 1121144

Registered office

1 Great George Street
Colne
Lancashire
BB8 OSG

Accountant

Peter Catlow
1 The Mansion
Alma Rd
Laneshawbridge
Colne
BB8 7JG

Business address

1 Great George Street
Colne
Lancashire
BB8 OSY

Bankers

Yorkshire Bank plc
21 Manchester Road
Nelson
BB9 9SD

Colne Open Door Centre

Ltd Trustees' Report

for the year ended 31 March 2020

Charitable objects

The Centre provides a safe, nurturing and friendly environment for individuals experiencing a vulnerable time in their lives. Customers can enjoy quality low-cost homemade food and can take the opportunity to make new friends.

Our main aims and objectives are to offer a drop-in service in the town centre, to provide: Support, help, guidance, coaching and sign-posting to meet the needs of the poor and those marginalised by society with a view to improving their quality of life;

A community cafe/meeting place, which can be used by everyone, serving cheap, home-made nutritious meals which provides a non-threatening, non-judgmental environment in which we can achieve our stated objectives;

Free internet access for everyone to assist in the search for employment and provide the opportunity for social interaction;

A non-threatening venue to accommodate training, counselling, mediation and other activities beneficial to our community.

We also aim to:

- Improve community cohesion;

- Encourage local community groups, statutory organisations, voluntary organisations, local people, and marginalized people to use our café to improve community cohesion and relieve isolation;

- Enhance employment opportunities through the provision of volunteer, training, work experience and community service.

The Centre gives people of mixed abilities/disabilities and disadvantaged communities an equal advantage/chance in life with regards to jobs, housing, employment and benefits, avoiding social isolation, enabling them to lead a more fulfilled life with less obstacles providing long lasting change to their lives. We believe that change is brought about by immediacy of response combined with the building of a sustained and holistic relationship with those we encounter. Our holistic approach looks after all needs and not just one, we help the ones that 'slip through the net' in fact for some we are a last resort having been failed by other organizations and statutory undertakings. By facilitating group activities, providing volunteer placements, training and support, we help create a profound influence on people and enable those who are ready to move on with their lives.

We adopt a person centred approach - providing a genuine understanding of needs. We care about the people we work with, are empathic to their requirements and encourage a non-judgmental atmosphere. This eventually develops trust and only then can we help people to participate more fully in our society.

Organisational structure

A Board of Trustees of 6 members meets on a bi-monthly basis. The organisational structure consists of Chairman and 5 Trustees. We employ a Centre Manager, a Kitchen Supervisor, a part-time Support Worker and a part-time admin/Finance Officer.



ANNUAL REPORT 2019 – 2020

Charity Name: Colne Open Centre Ltd

Charity Registration No: 1121144

Company Registration No: 6226127

Registered Office: 1 Great George St
Colne
Lancs
BB8 0SY

Management Committee:

Mr Mark Clegg	Chair
Kerry Fielding	Treasurer
Anna Bailey	Secretary
Madeleine Woods	
Wez Evans	
Malcolm Foy	

Introduction

The Open Door Centre was established in March 2000. It is a not for profit café/drop-in centre operating in the deprived ward of Waterside in Pendle, an area of declining employment and high social deprivation. The Centre was set up to respond to the needs of people in Colne and the surrounding areas who live in social isolation and have become marginalized by society.

Market Need and Location

The Open Door Centre occupies rented 3 storey premises in the Centre of Colne, a small East Lancs market town. Colne is part of the Borough of Pendle, which is spread over 65 sq miles and has a population of approximately 89,000 (June 2014 ONS).

According to the Indices of Multiple Deprivation (Aug 2015) Pendle is the 42nd most deprived local authority in the country (out of 326). This equates to Pendle being in the top 20% most deprived authority areas in the country.

39% of Pendle occupants are "economically inactive" (not in or actively looking for work) including the retired, those claiming Employment Support and Job Seekers Allowance and the disabled, this is 2.5% higher than the national average (DWP 2015). The number of people claiming Employment Support allowance is 8% which is 1.7% higher than the national average (DWP Aug 2015). 11.8% of Pendle's residents have no qualifications, which is 3% higher than the national average (DWP 2015).

The Colne Open Door Centre is situated in the Waterside Ward, which has an estimated population of 5,000 people (June 2014 ONS). According to the Indices of Multiple Deprivation (Aug 2019) Waterside is ranked 333rd out of 32,844 wards in the country, which places it in the bottom 2% of the most deprived areas in the country for health, education and employment opportunities.

Main Aims and Objectives

The Centre provides a safe, nurturing and friendly environment for individuals experiencing a vulnerable time in their lives. Customers can enjoy quality low-cost nutritious food and can take the opportunity to make new friends.

Our main aims and objectives are to provide:

- A drop-in service offering support, help, guidance, coaching and sign-posting to meet the needs of the poor and those marginalised by society with a view to improving their quality of life;
- A community café/meeting place, which can be used by everyone, serving low cost, home-made nutritious meals and providing a non-threatening, non-judgemental environment in which we can achieve our stated objectives;
- Free internet access for everyone to assist in the search for employment and provide the opportunity for social interaction;
- A non-threatening venue to accommodate training, counselling, mediation and other activities beneficial to our community.

We also aim to:

- Improve community cohesion;
- Encourage local community groups, statutory organisations, voluntary organisations, local people, and marginalized people to use our café to improve community cohesion and relieve isolation;
- Enhance employment opportunities through the provision of volunteering, training, work experience and community service.

The Centre aims to give people of mixed abilities/disabilities and disadvantaged communities an equal advantage/chance in life with regards to jobs, housing, employment and benefits, avoiding social isolation and poverty, enabling them to lead a more fulfilled life with less obstacles providing long lasting change to their lives. We believe that change is brought about by immediacy of response combined with the building of a sustained and holistic relationship with those we encounter. Our holistic approach looks after all needs and not just one, we help the ones that 'slip through the net'; in fact for some clients we are a last resort having been failed by other organizations and statutory undertakings. By facilitating group activities, providing volunteer placements, training and support, we help create a profound influence on people and enable those who are ready to move on with their lives to make progress.

We adopt a person centred approach – providing a genuine understanding of needs. We care about the people we work with, are empathic to their requirements and encourage a non-judgmental atmosphere. This eventually develops trust and only then can we help people to participate more fully in our society.

Staff

We have 4 members of staff which include the:

- Centre Manager who has worked at the Centre for over 15 years, first as a volunteer counsellor, then as a paid Support Worker and eventually being promoted to manager. She has had over 20 year's managerial experience with a large company and has been a qualified counsellor for 15 years.
- Part-time Support Worker who has worked at the Centre for 13 years and is a fully qualified counsellor
- Kitchen Support Worker who has been working at the Centre since June 2016.
- Part-Time Admin/Finance Officer has 33 years admin/ finance experience in local government and has been working at the Centre for 14 years.

All our staff are committed to their work and the volunteers, customers and clients.

Drop-in Statistics for 2019 – 2020

Monitoring Individuals

- 730 – Total number of individuals who used our drop-in service, food parcel & free meal
- 173 – Total number of individuals who attended training or workgroups
- 177 – Total number of individuals who attended our support groups.

- 101 – Total number of individuals who attended our health and wellbeing workshops
- 95 – Total number of individuals who have received counselling
- 32 – Total number of volunteers
- 28 – Volunteer counsellor placements
- 25 – Total number of individuals who attended our weekly Job Club
- 60 – Total number of individuals who use our café computers and internet
- 10 – Open Gate Allotment
- **1,439 – Total number of individuals supported by the Centre this year**

Colne has a population of approx 18,800 people which means that this year we helped over 9% of the total population of Colne

Over the past 12 months our `drop-in` service, food parcel and free meal service was accessed over 1,700 times by 730 individuals. Many of our clients access us on numerous occasions and have one or more issues.

- 780 clients with mental health issues
- 60 clients with learning difficulties
- 700 clients with alcohol/drug issues (many use us regularly)
- 75 clients with physical disabilities
- 300 clients were offenders (many use us regularly)
- 50 were of 'no fixed abode'

Benefits they were claiming

- 800 clients were claiming ESA/Incapacity (sickness)
- 49 clients were claiming Jobseekers Allowance
- 550 clients were claiming Universal Credit
- 145 clients were 'in between' benefits and with no source of income.

We supported and provided:

- 250 clients needed help and guidance to improve their life situation
- 230 clients with the use/access of a phone
- 30 clients with help find housing/sorting out housing issues.
- 65 people with help with benefit issues
- 1125 clients help and support with their utility problems
- 160 clients a medium for them to be able to talk to someone about their problems and provided support in times of stress/anxiety.
- 200 clients with help completing forms.
- 30 clients with help and support with budgeting and debt prevention
- 12 clients help with CV's and accompanying letters

Our outcomes were:

- 25 clients were housed or prevented from being homeless or had their housing situation resolved.
- 30 clients had impending debt issues prevented or their debt sorted out
- had their utility issues resolved
- 85 people had improved access to benefits meaning these people were prevented from being reliant on food parcels
- 35 people said their living skills had improved as a direct influence from our services
- 80 clients were spared from poverty/desperate money situations following our intervention
- 240 clients said that their stress/anxiety levels had been greatly reduced because of the assistance provided by the Centre.
- 600 people said their mental health and wellbeing had been improved after visiting Open Door
- 1,500 people said that they had had their problem resolved due to Open Door Centre intervention

We had over 300 referrals from statutory and voluntary organisations including, Housing Needs, Child and Parenting Services, mental health services, Princes Trust, Social Services, GP's, drug and alcohol services, and Pendle Domestic Violence Initiative.

Helping Ex-Offenders

Many of those who access our services have committed some kind of crime;

- Our services have been accessed 275 times by 30 individual ex-offenders

Prevention of Food Poverty

To help prevent food poverty we provided

- 650 free meals
- 350 free food parcel

Food parcels were given to 127 people who were 'in between' benefits, 40 people had had their benefits suspended and 75 people had big bills or had just left hospital.

We provided help and support to

- 35 clients with help applying for hardship to prevent poverty
- 40 clients were prevented from having a benefit sanction due to our direct intervention (preventing them going into poverty)

Many of the food parcels went to individuals but we gave 100 food parcels to families in poverty.

Christmas Hampers for the Disadvantaged

This year we provided 65 families who had 166 children between them with Christmas hampers full of food, Christmas foods, and toys and presents for the children.

Referrals came from Virgin Care, Neighbourhood Services, Schools, Probation, Social Workers, children and Wellbeing Services, Pendle Domestic Violence Initiative, Pendleside Hospice, Safespace and many more.

Please see below some of the people we helped this year:

- *Gentleman has had a rough year this year and was sleeping next to his wife's grave due to a family dispute and safeguarding case that didn't work in his favour. He was homeless and staying at the Salvation Army and got rehoused with great places recently. Tenant is turning his life around but is extremely isolated and shy and so hasn't been able to get out much to socialise with others even though he would like to. He will be most likely spending Christmas on his own as some of the family are all working and he is not sure if they have deliberately kept him out of arrangements. I would love to be able to give him a hamper as he is budgeting as had to set up in his new flat recently as he had no belongings etc.*
- *The eldest daughter suffers with significant mental health issues which has affected the family as a whole. She attends appointments with East Lancs Child & Adolescent Services and refuses to attend school. The mother has found it difficult holding down a job whilst ensuring her daughter's needs are met and therefore doesn't work currently meaning finances are tight. The family have been extremely unfortunate this past year with their dog having been run over and needed expensive surgery. The youngest child broke her leg earlier in the year and was reliant on a wheel chair for a number of months. A family hamper would be most welcome.*
- *They were self-referred after the death of the husband and father earlier this year. They continue to be a close family and the girls will be experiencing the first Christmas without their father. They have each attended counselling at the hospice and we feel they have gradually began to adapt and are now seemingly doing very well. They are a kind and loving family and we thank you on their behalf for considering them for a hamper. Mother recently lost job of 19 years, no redundancy pay out and currently not receiving benefits.*
- *Mum died last week aged 49 yrs, partner is looking after the two teenage children both of which have learning disabilities. Prior to mums death, the couple were homeless when they originally arrived in Burnley from Cheshire a year ago and were living in a car. The couple did*

not have many belongings and have been struggling financially for a long time. The children will benefit from the hamper as they have not had much most of their lives.

- Mum died age 32 earlier this year and left 6 children Open Door kindly provided a hamper for them last year which turned out to be their last Christmas together as a family They were extremely grateful last year as I am sure they will be this year as they will be spending their first Christmas without mum.
- Dad had to give up work to become her full time carer and he is now not able to work as he needs to stay at home to care for the children.
One of the children has had complex bereavement issues since his mum died and is being supported by our Hospice Family Support Service. With dad not being able to work it has had a massive financial impact on the family.
- They were self-referred after the death of the husband and father earlier this year. They continue to be a close family and the girls will be experiencing the first Christmas without their father. They have each attended counselling at the hospice and we feel they have gradually began to adapt and are now seemingly doing very well. They are a kind and loving family and we thank you on their behalf for considering them for a hamper.

Volunteering

- We provided 32 volunteer placements to the elderly, those with learning disabilities and special needs and to people looking for work. We offered work placements/experience to a further 4 individuals.
- Our volunteers have undertaken training including
 - 5 – Food Hygiene Level 2
 - 3 – Emergency First Aid
 - 2 – Manage your Emotions
 - 5 – Level 1 and 2 courses

Over the past 12 months our café volunteer workforce has:

- Provided us with 4,900 hours of unpaid work. We provided 1,220 meals to those volunteers over the past year.
- Helped us deliver over 5,500 low cost healthy meals to our customers

Although our Volunteers receive no payment for their work the Trustees do show their appreciation of the contribution made by volunteers during the course of the year by holding an annual presentation evening in November each year & a day trip during the summer months. The annual Volunteer presentation night is a social evening, held at the Centre, and is an opportunity to celebrate the work that Volunteers undertake. This year, in addition to the presentation of certificates detailing the number of hours worked during the previous 12 months, the evening comprised a buffet, free bingo sessions, a prize draw and a karaoke. This year's Volunteer day trip was the Forbidden Corner, a day which was enjoyed by 16 volunteers.

Counselling

The service we provide is not time limited so clients can have the time and luxury of working through their issues at their own pace. Many of our counsellors are qualified and still work at the Centre.

The student counsellors come from local Counselling Training agencies, Colleges and Universities – some of them completing Masters in Counselling. They use the Centre to gain counselling experience to enable them to get their qualification. Some have stayed on post qualification and give their time to support the work of the Centre.

This year we facilitated a training session for them to help with their Professional Development. 10 of our counsellors took advantage of this free training.

- We had 28 volunteer trainee and qualified counsellors.
- Total number of people that received free counselling is 95

- Our counsellors have provided us with over 1,150 counselling hours over the 12 month period.
- We had 145 referrals for counselling from a variety of healthcare professionals and other sources.

Training

- Over 200 individual people have attended our courses and many gaining a recognised qualification. As a result some have gained employment or gone on to further education.
- 19 people who have some kind of learning disability or reading difficulty have completed an Entry Level English Course
- 12 people who have low skills have completed a functional Maths Course.

To improve mental wellbeing, increase confidence, self-esteem, learn coping strategies and improve interpersonal skills we facilitated self-help and improvement courses.

Training Course	Total
Health and Social Care Level 1	29
Autism Awareness Level 1	36
Mentoring Level 1	8
Mental Health Awareness Level 1	16
British Sign Language	22
Food Hygiene Level 2	8
Health lifestyles and FA	9
Listening and paediatric First Aid	24
Caring for children Level 1	18
Intro to Learning disabilities	12
Adult social care Level 1	10
Horticulture Level 1	9
Total	173

Providing a non-threatening venue to accommodate Self Help and Support Groups

To help improve mental health and wellbeing, we are continually expanding self-help courses – feedback from recipients finds these courses invaluable and extremely useful in their recovery from mental illness.

Mental Wellbeing/Improvement courses	Total
Manage Your Emotions	12
Mental wellbeing	20
Positive Thinking	10
Mindfulness	13
Art for Wellbeing	27
Total	109

We facilitated self-help groups and continue to develop new groups to meet the needs of the community. Our Anxiety and Depression Support group has got so big we had to set up another group to accommodate the amount of people attending:

Group	Total
Anxiety Depression Support Group	50
Self-Harm Group	7
Drumming Group	20
Egos at the Door (Creative writing Group)	30

Men's Den	20
Men's and Women's Den	15
Steps (alcohol and drug addictions)	35
Total	177

In addition to the above meetings we facilitate AA and Narcotics Anonymous meetings 4 times per week in which we have regular attendances of 25 and more people.

Open Gate Allotment:

Open Door's community garden (offsite). The Open Gate continues to be a success in the local community. The allotment project has now been functional for 4 years; Our main aim is to especially recruit men to enable them to talk, and relieve mental health issues as well as providing a community garden to both young and old to enjoy the great outdoors.

This year we have managed to recruit 3 new volunteers – our lead volunteer is one of our Trustees and was, before he retired, Director of Social Services. To date they have managed to recruit 15 beneficiaries who work alongside them to create and develop a functional allotment.

The allotment continues to grow produce for the Open Door café, and also for local people and businesses. The volunteers have formed links with the local job centres, mental health services, support services which signpost people up to the project.

The volunteers have managed to facilitate horticulture courses

Gain access to a free portaloo

Formed links with a local business to grow produce for their restaurant

Formed links with Enableu (people with learning disabilities) so their clients have access to a garden

They are also looking at linking up with local junior schools to provide a green space for pupils to enjoy.

The Community Garden project is now supporting a total of **10** garden users as follows:

- **8** adults with learning disability who attend with their carers on a fortnightly basis as garden users on Thursday afternoon sessions.
- **2** garden users who attend on Saturday mornings.

Increasing Employment Prospects for the Unemployed:

One of our main aims is to help people back into work, especially for those who have no computer skills. We teach and develop skills in IT, Internet and email, job searching, CV writing, writing letters to employers, using Universal Jobmatch, registering with Employment Agencies and any other work related issues giving them an advantage in looking or finding employment and gaining employment.

We want to give the disadvantaged an advantage by offering help and support looking for work and using computers.

- 25 individuals attended our Job Club – during the course of the year. We facilitated 48 x 2 hour sessions. This service is run by 2 volunteers who help job seekers with job searches, CV writing, interview techniques, accompanying letters, E-mailing CV's to employers etc.
- 15 people (that we know of) have found work as a direct result of our support
- We helped over 20 people produce a good CV.

Computers

The Centre has 3 computers in the café area which provide free internet access to the public. There is no obligation to purchase anything in the café although most clients do. The computers are used by a variety of people of different ages and are principally used for the following purposes:

- Finding jobs
- Doing CV's
- E-mailing CV's and job applications

- Finding housing (Be With Us)
- Writing Letters
- Social networking
- Finding Information
- Coursework
- Training

This year we had over 200 people register with us. Our computers were accessed on average by 12 people per day which equates to computer access of 60 times a week. Looking at the full year our computers are accessed on at least 3,000 occasions.

Many of our clients have no access to computers at home and would never go into the library to access them. Having the computers at the Centre has given many people in the area an advantage that they would never have had.

To safeguard the Centre and its computer users we introduced new policies regarding internet usage.

Working in Partnerships

- Lancashire Adult Learning and Accrington and Rossendale College – provide the Centre with English, Maths, Level 1 and Level 2 courses as well as self-help courses
- WEA – provide our Manage your Emotions.
- Accent – a local Housing Association provides a drop-in service for their clients.
- Pendle Council provided funding in turn for our services helping the homeless
- Local GP's and Healthcare workers
- Mental Health Services
- 'The Good Life Project' (Open Gate allotment)
- Jobcentre Plus refer their clients to our services including Job club, Return to work support, CV's, food parcels, soup kitchen, form filling, job searches. The centre plugged a gap for the Jobcentre when there were no agencies helping people with CV's – the Jobcentre were able to refer their clients to us until an agency was in place.
- Alcoholics Anonymous – Use the Centre to meet every Tuesday Evenings
- Narcotics Anonymous – Use the Centre to meet every Saturday Evenings
- Nelson & Colne College and Burnley College – work experience placements, Art, BSL and other Wellbeing Courses in our Cellar Project
- Local schools – work experience placements
- Sainsbury's – their customers donate food in their store for Open Door.
- Preston, Craven, Uclan, Leeds, Bradford, Blackburn Colleges and Universities
- North-West training – Maths classes
- Citizens' Advice Bureau – provide café space for their worker to help Universal Credit claims

Case Studies

1. **Young single mother with a young child who had alcohol/ Drug problems / Anxiety came to us needing help. She was struggling looking after her child and juggling her mental health issues and alcohol/drug problems.**

My Support Worker worked with her for a few months:

- She made her an appointment with drug and alcohol services and went with her for her first appointment for support
- Provided a listening ear on numerous occasions in our drop- in service when things got too much for her.
- Encouraged her to join some of our classes we facilitate to meet new people, reduce isolation and give her a new focus. She attended Childcare, Autism Awareness and Health and Social Care.
- Encouraged her to join our Positive Steps group which she did and found a massive support
- She also signposted her to AA for more support with her addiction
- Provided a counsellor to help with her mental health

As a result of all this support this lady has now been clean since October 2019, she is still attending counselling and using the support groups that we facilitate. She still calls in when things start to get on top of her for a chat but she has everything under control now.

She also got a job volunteering in a charity shop a couple of days a week and is now looking to find paid work.

2. Vulnerable young gentleman who has learning disabilities and lives on his own in a flat. He suffers from Anxiety, depression and low self-esteem. He has no family to support him and had serious debt problems, housing issues and was being taken advantage of by unscrupulous 'friends'.

- He started attending our drop in service on a regular basis to talk to our Support Worker who he soon began to trust and listen to.
- She helped sort out his very serious debt problems and arranged payment plans to get him back on track
- She safeguarded him and is working with him to ensure he has a safe and secure environment.
- She worked closely with police and social services regularly to protect him from being a victim again.
- She provided a counsellor to help with his low self-esteem and mental health issues which he still attending.
- He regularly attends our anxiety and depression support groups

This gentleman is now safe, debt free and knows he can come to our Support Worker when he needs help and support. He has done a CV and is attending our Job Club as he feels ready to look for work – voluntary or paid.

3. We saw this 40 year old male over 12 months ago, he had serious mental health issues and was very much isolated. He had serious alcohol issues. His quality of life was very low and he felt had nothing to live for. He had made various attempts on his life. He came to volunteer for us referred by mental health services.

We helped and supported him in a variety of different ways:

- Provided a daily volunteer placement, which improved his self-esteem, reduced his isolation and gave him a reason to get up in the morning.
- He undertook our self-help classes including improving mental wellbeing and mindfulness.
- We provided a counsellor for him to help him with his alcohol and mental health issues.
- We also offered a listening ear regularly to support him.

This gentleman helped with the setting up our Men's Den which is now thriving.

He also gained employment at the local gym and is now in a very positive position. He says he would not be here but for the help and support of the staff and volunteers at Open Door.

Development

We will continue to market the Centre, Cellar Project and the Open Gate Allotment and keep the links with statutory and voluntary organisations through networking.

We are continuing to encourage clients and local people to set up groups in our Cellar which is that successful they Cellar Project schedule is almost full.

Assessment of Work Undertaken

Over the past few years, the number of clients who have mental health issues has massively increased. With the NHS being overwhelmed with patients with mental health, medical practitioners have looked to us to help with their workload and are referring a high level of clients to us (over 300 per annum). Not only are we seeing clients from the Pendle area but Burnley Mental Health Services are referring to us as well, as there is nothing much available in a 15 mile radius that provides the kind of help and support that we do. Many need our counselling services but our listening ear service is very popular too as is our support groups and mental health support classes.

We realise that sometimes people just need to talk especially when they are in 'crisis' and it just needs someone to listen to them and work through the problem to make them feel better. We know this can sometimes be a lifesaver for some people. Many regularly come into see us to just talk especially the elderly who mostly live in isolation. We recognise that 'talking does help'!

We have seen an increase in people requiring help with form-filling especially disability forms and benefit claims. There are not many organisations out there that helps with this kind of service although we have partnered with the Citizen's Advice Bureau to help with Universal Credit claims on a weekly basis here at the Centre.

We recognise that we provide an invaluable service to Colne and the surrounding areas and many organisations have said that. Many of the 'help' organisations use us regularly for food parcels as many of the food banks have shut down or clients have to be referred and cannot get food immediately. We can provide food immediately and the agency can get food to their clients and children as fast as required without the necessity of paperwork.

Overall we do consistently help and support around the same amount of people each year (over 1,000 individuals) and will continue to do so for as long as we can.

Summary

The Centre offers an eclectic mix of help and support in a variety of different ways and if we were not here the impact on the town would be immense. As a result of what we do we reduce stress and anxiety, improve mental health thus reducing the need to use NHS resources.

We have reduced the risk of debt in many of our clients and helped people budget so their debts are more manageable, prevented bailiffs taking property and reducing the risk of poverty and stress.

Many of our clients come to us in a state of poverty – not having any money (some for a considerable amount of time) for food, rent or utilities. Our Support Worker provides help and support to prevent homelessness, hunger and fuel poverty by working with the client and the various agencies until we can sort out their issues and get them back on track.

Services provided by "Official Bodies" including counselling, housing, and alcohol and drugs services are based in Nelson or beyond. The cost of public transport to people on a low income can be prohibitive and so the work of the Centre and the drop in sessions that we facilitate are invaluable to our clients.

Our training courses have become extremely popular and have helped many people to find work. They give people who have little or no qualifications an opportunity to learn new skills and acquire a better CV. They also give those who have been inactive for a time more confidence and a chance to socialise and meet new friends.

As voluntary and statutory organisations become scarcer the Open Door Centre manages to fill the gaps in order to help the Community.

Funders Who Have Supported us in 2019/2020

The Centre has been supported in its work by various funders during the financial year 2016/2017 for which we are extremely grateful. We are also very grateful to individual donations from people in the local community who continue to support us with their generosity.

Tudor Trust	Charitable Foundation
Pendle Borough Council Homelessness Unit	Partnership working arrangement
Awards for All	Charitable Foundation
CCG	

Colne Open Door Centre Ltd

Accountant's Report

Year Ended 31st March 2020

Accountant's Report to the Trustees on the unaudited financial statements of Colne Open Door Centre Limited.

I report on the financial statements of Colne Open Door Centre Limited for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet and the related notes.

These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Respective responsibilities of the trustee trustees and auditors

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the Act), as amended by section 28 of the Charities Act 2006 and that an independent examination is needed. It is my responsibility to examine the accounts under section 43(3)(a) of the Act, as amended: to follow the procedures laid down in the General Directions given by the Charity Commission under Section 43 (7)(b) of the Act, as amended: and to state whether particular matters have come to my attention.

Basis of Independent Examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 you as 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:

- [1] which gives me reasonable cause to believe that in any material respect the requirements
 - to keep proper accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities 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.

Signed:



Date: 30th September 2020

Accountants Name & Address:

Peter Catlow ACMA, No 1 The Mansion, Alma Rd, Colne, Lancashire. BB8 7JG

Colne Open Door Centre Ltd

Statement of Financial Activities

Year Ended 31st March 2020

	Notes	Unrestricted Funds £	Restricted Funds £	2020 Total £	2019 Total £
Incoming Resources					
Income	2	84,574	5,000	89,574	117,013
		<u>84,574</u>	<u>5,000</u>	<u>89,574</u>	<u>117,013</u>
Charitable Expenditure	3				
Costs of activities in furtherance of the Charity's objectives					
Project				76,797	81,342
Support Costs				32,022	29,622
Management & Administration				19,526	18,316
Total Charitable Expenditure				<u>128,345</u>	<u>129,370</u>
Net Movement of Funds				-38,771	-12,357
Total funds brought forward				86,559	98,916
Total funds carried forward				<u>47,788</u>	<u>86,559</u>

Notes on pages 11 to 15 form an integral part of these financial statements

Colne Open Door Centre Ltd

Balance Sheet

As at 31st March 2020

						2020	2019
						£	£
Fixed Assets							
Tangible Assets	9					0	0
Current Assets							
Debtors	10					6,486	4,583
Cash at bank & in hand						61,302	106,976
						<u>67,788</u>	<u>111,559</u>
Creditors: Amounts falling due within one year	11					-20,000	-25,000
Net current assets (liabilities)						<u>47,788</u>	<u>86,559</u>
Total assets less current liabilities						<u>47,788</u>	<u>86,559</u>
Long term Liabilities (over 12 months)						0	0
Net Assets						<u>47,788</u>	<u>86,559</u>
Funds	12						
Unrestricted funds						42,788	86,559
Restricted funds						5,000	0
						<u>47,788</u>	<u>86,559</u>

The Trustees Statements required by Section 476 & 477 of the Companies Act 2006 are shown on the following page, which forms part of this balance sheet

Notes on pages 11 to 15 form an integral part of these financial statements

Colne Open Door Centre Ltd

Financial Statements

31st March 2020

Trustees' statements required by Sections 476 and 477 of the Companies Act 2006

for the year ended 31 March 2020

In approving these financial statements as Trustees of the company we hereby confirm:

- (a) That for the year stated above the company was entitled to exemption from the audit under Section 477 of the Companies Act 2006 relating to small companies.
- (b) That the members have not required the company to obtain an audit in accordance with Section 476 of the Companies Act 2006.
- (c) That the Trustees acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

The financial statements were approved by the Board on 21/10/20 and signed on its behalf by

Signed:



Name (please print)

A T ROBERTSON

1. Accounting policies

1.1. Accounting convention

The financial statements are prepared under the historical cost convention and follow the recommendations in 'Accounting and Reporting by Charities: Statement of Recommended Practice' issued in October 2000.

The charity has taken advantage of the exemption in FRS1 from the requirement to produce a cashflow statement because it is a small charity.

1.2. Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

1.3. Resources expended

Resources expended are recognised in the year in which they are incurred.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

Management and administration costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

1.4. Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Plant and machinery	-	25% Straight Line
Fixtures, fittings and equipment	-	25% Straight Line

1.5. Pensions

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

The regular cost of providing retirement pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings.

Colne Open Door Centre Ltd

Notes to the Financial Statements

31st March 2019

	2020	2019
2 Income	£	£
Restricted Funds		0
Esmee Fairburn		0
CVS	5,000	0
Ashton Trust		0
	<u>5,000</u>	<u>0</u>
3 Income	2020	2019
Other (Unrestricted)	£	£
Grants (unrestricted)	30,000	60,000
Donations	19,575	15,627
Room Hire and Rental	8,092	10,517
Café Receipts	22,673	30,659
Bank Interest	234	210
Miscellaneous	0	0
	<u>84,574</u>	<u>117,013</u>

Colne Open Door Centre Ltd

Notes to the Financial Statements

31st March 2019

4 Costs of activities in furtherance of the objects of the Charity

	2020	2019
	£	£
Employment Costs	27,054	25,027
Rent	12,000	12,000
Heat, Light, Power & Water	5,664	4,325
Café consumables, including food parcels	27,545	34,179
Training Costs	300	510
Laptops donated by Church Urban Fund		0
Depreciation		0
Repairs to Equipment, Fixtures & Fittings	2,106	2,827
Cleaning and Laundry	2,128	2,564
	<u>76,797</u>	<u>81,432</u>

5 Support Costs

Employment Costs	32,022	29,622
	<u>32,022</u>	<u>29,622</u>

6 Management Costs

Employment Costs	14,399	13,320
Insurance	1,346	629
Telephone and Broadband	2,115	1,713
Printing, Postage, Stationery, Advertising	557	809
Professional Fees	553	468
Open Gate Costs	255	637
Miscellaneous	301	740
	<u>19,526</u>	<u>18,316</u>

Colne Open Door Centre Ltd

Notes to the Financial Statements

31st March 2020

	2020	2019
	£	£
7 Operating Gain		
Operating Gain is stated after charging Depreciation and other amounts	0	0
Written off tangible assets	0	0
Auditors remuneration	0	0
Employment Costs		
Wages and Salaries	65,134	61,253
Social Security costs		0
Other Pension costs	8,341	6,715
	<u>73,475</u>	<u>67,969</u>

8 Pension Costs

The Pension charge represents contributions due from the Company and amounts to £

9 Tangible Fixed Assets

	Equipment	Fixtures/ Fittings	Total
	£	£	£
Cost			
As at 1 st April 2019	22,357	38,490	60,847
Additions			
As at 31 st March 2020	<u>22,357</u>	<u>38,490</u>	<u>60,847</u>
Depreciation			
As at 1 st April 2019	22,357	38,490	60,847
Provided in the year	0	0	0
As at 31 st March 2020	<u>22,357</u>	<u>38,490</u>	<u>60,847</u>
As at 31 st March 2020	<u>0</u>	<u>0</u>	<u>0</u>

Colne Open Door Centre Ltd

Notes to the Financial Statements

31st March 2020

10 Debtors

Debtors, prepayments and funding due

11 Creditors: amounts falling due within one year

Accruals

Deferred Income

12 Restricted / Unrestricted Funds

Restricted

Unrestricted

13 Employees

Number of Employees (Including the Trustees) during the year were:

Work Staff

Volunteers

Trustees

	01/04/2019	Incoming	Outgoing	31/03/2020
	£	£	£	£
Restricted	0	5,000	0	5,000
Unrestricted	86,559		43,771	42,788
	86,559	5,000	43,771	47,788

	2020	2019
	£	£
Debtors, prepayments and funding due	6,486	4,583
Accruals	0	0
Deferred Income	20,000	25,000
	<u>20,000</u>	<u>25,000</u>

	2020	2019
Work Staff	4	4
Volunteers	60	56
Trustees	6	7
	<u>70</u>	<u>67</u>