

colne  
**opendoor**  
centre

# **ANNUAL REPORT**

**APRIL 2022**

# ANNUAL REPORT

## 2021 – 2022

**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:**

|                 |           |
|-----------------|-----------|
| Andy Robertson  | Chair     |
| Kerry Fielding  | Treasurer |
| Madeleine Woods |           |
| Wez Evans       |           |
| Malcolm Foy     |           |
| Janet Couch     |           |

### **Introduction**

The Open Door Centre was established in March 2000. It is a drop in support centre with a not for profit snack bar, 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 that 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 92,000 (2019 ONS).

According to the Indices of Multiple Deprivation (2019) Pendle is the 36<sup>th</sup> most deprived local authority in the country (out of 317). This equates to Pendle being in the top 15% most deprived authority areas in the country.

21.8% (20,000) of Pendle occupants are “economically inactive” (not in work, or actively looking for work) including the retired. 7.2% (3,995) are claiming Universal Credit and are actively looking for work 1% above the national average (Jan 21 ONS). 20% have no qualifications (2019 ONS) compared with the national average of 7.7%

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 667 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.

Our main aims and objectives are to provide:



**Over the past 12 months our support service, food parcel and free meal service was accessed over 1474 by 856 individuals. Many of our clients access us on numerous occasions and have one or more issues.**

- 675 clients with mental health issues
- 54 clients with learning difficulties
- 183 clients with alcohol/drug issues (many use us regularly)
- 123 clients with physical disabilities
- 19 clients were ex-offenders
- 6 were of 'no fixed abode'

#### **Benefits they were claiming**

- 351 clients were claiming ESA/Incapacity (sickness)
- 627 clients were claiming Universal Credit
- 167 clients were claiming Personal Independent Payment (Disability)
- 177 clients were 'in between' benefits and with no source of income

#### **We supported and provided:**

- 544 clients came for help and support as a direct consequence of Covid-19
- 412 clients needed help and guidance to improve their life situation
- 446 clients with the use/access of a phone
- 19 clients with help find housing/sorting out housing issues.
- 41 people with help with benefit issues
- 12 clients help and support with their utility problems
- 321 clients a medium for them to be able to talk to someone about their problems and provided support in times of stress/anxiety.
- 92 clients with help completing forms.
- 21 clients with help and support with budgeting and debt prevention
- 373 clients were triaged for counselling

#### **Our outcomes were:**

- 24 clients were housed or prevented from being homeless or had their housing situation resolved.
- 16 clients had impending debt issues prevented or their debt sorted out
- 10 had their utility issues resolved
- 68 people had improved access to benefits meaning these people were prevented from being reliant on food parcels
- 427 people said their living skills had improved as a direct influence from our services
- 56 clients were spared from poverty/desperate money situations following our intervention
- 831 clients said that their stress/anxiety levels had been greatly reduced because of the assistance provided by the Centre.
- 524 people said their mental health and wellbeing had been improved after visiting Open Door
- 1260 people said that they had had their problem resolved due to Open Door Centre intervention

## **Prevention of Food Poverty**

#### **To help prevent food poverty we provided**

- 243 free meals
- 370 free food parcel

#### **Reasons for distribution of food parcels**

- 96 clients were suffering from hardship and had no benefits or money coming into the household.
- 72 clients had big bills and struggled to buy food after paying the bills off
- 31 clients were in between benefits – many of them had been made redundant or lost their jobs due to Covid and were waiting for Universal Credit to kick in.
- 254 clients reported personal issues.

Many of the food parcels went to individuals but we gave 115 food parcels to families in poverty.

- Our counsellors have provided us with over 1468 counselling hours over the 12 month period both face to face and remotely.

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

To help improve mental health and wellbeing we provide a range of peer support, self-help and activity groups. We also work with local colleges to provide free courses that lead to recognised qualifications for members of our community.

By providing such a large range of groups, activities and educational opportunities we are able to engage with a large amount of people in our community. Our groups also provide people with much needed social inclusion and tackles loneliness in our community.

| <b>Group</b>                     | <b>No. Individuals Benefitting</b> | <b>No. Attendances</b> |
|----------------------------------|------------------------------------|------------------------|
| Anxiety Depression Support Group | 36                                 | 286                    |
| Self-Harm Group                  | 10                                 | 70                     |
| Drumming Group                   | 8                                  | 48                     |
| Men's Den                        | 18                                 | 150                    |
| AA and Narcotics Anonymous       | 80                                 | 382                    |
| Dance Through Your Emotions      | 7                                  | 28                     |
| Art Group                        | 13                                 | 25                     |
| Craft Group                      | 32                                 | 139                    |
| Brain Stuff                      | 10                                 | 10                     |
| Cooking Club                     | 8                                  | 8                      |
| Emerging Futures                 | 3                                  | 3                      |
| First Aid - Qualification        | 12                                 | 13                     |
| Parent Support                   | 4                                  | 4                      |
| Magpies – Hoarding Support       | 37                                 | 37                     |
| Open Chords                      | 13                                 | 35                     |
| PSP Group                        | 8                                  | 11                     |
| Open Gate                        | 197                                | 353                    |
| Thrive                           | 9                                  | 42                     |
| <b>Total</b>                     | <b>536</b>                         | <b>1748</b>            |

### **Open Gate Allotment:**

Open Gate Community Garden Annual Report 2021 - 2022

#### **1. Introduction**

The Open Gate Community Garden provides an opportunity for those in the community who are marginalised through social isolation, anxiety or depression or in recovery to experience the well documented benefits of gardening. It offers an opportunity to socialise and take part in horticultural activity which benefits physical and psychological health, improve confidence and to learn a new skill. It enables local people to be involved in growing vegetables and flowers which they can then take home or which are used in the snack bar at the Open Door Hub.

Established in late 2016 the garden initially made a positive impact and was able to provide support to a number of garden users. For a variety of reasons, however, the garden fell into disuse. In October 2019 a decision was taken for the garden to be reopened. With the input of volunteers, work began to clear the site, repair broken and damaged timber and prepare the ground for planting.



Lanlee

Our local timber merchant has also been very supportive with discounted materials and a one-off gift of timber for fencing.

#### 5. Fund raising

It has been another successful year in terms of fund raising.

Lanlee

As described above, Lanlee have helped us to the value of £36

LBS

LBS have helped us to the value of £86

East Lancashire Clinical Commission in Group (CCG)

The CCG provided us with a grant of £4617 during the year to enable us to employ a sessional worker to lead two sessions per week for up to six garden users per session. Our sessional worker has both gardening qualifications and experience and a history of working with beneficiaries. This has helped the community garden considerably in terms of developing its profile as a credible destination for social prescribers in the Pendle area.

ASDA

ASDA Foundation have provided us with a grant of £510 during the year plus a donation of materials and equipment and £200 through their green token awards.

Pendle Council

Pendle Council have granted us £1k from their Climate Action Fund to enable us to build a replica backyard to show beneficiaries what they can grow with limited space in their own backyard.

Mindful In Pendle (MIP)

Pendle Council's grant was topped up by MIP - a local Mindfulness training organisation - to the value of £425, to enable the purchase of materials for the backyard project

Local Councillor donation/Colne Youth Action Group (CYAG)

One of our local Councillors provided us with £655 worth of tools and equipment to assist with the CYAG sessions over the summer months.

These grants have enabled the further planned development of the site including:

- enabling payment for a part-time sessional worker
- materials for weekly sessions
- landscaping a 'secret' area at the back of the garden
- the creation of the backyard project described above
- establishing a pond, and
- providing safety fencing.

In addition we have received £290 income from Home-Start East Lancashire for the use of our site for the weekly gardening club.

Our fundraising total for the year including gifts of materials where the value is known: £7819.00

#### 6. Garden Users

Despite the continuing impact of the pandemic we were able to support a significant number of garden users during the year. We have received referrals through the Open Door Centre, local social prescribers, various NHS and other statutory agencies as well as self referrals.

We have recorded a total of 550 attendances over the 12 month period. In addition we have recorded volunteer hours for the half year October to March and this totals 226.5 hours

#### 7. Case Studies

Two case studies are included here from individuals that have attended the community garden during the year and these sum up well the significant benefits that activity at the allotment provides:



toward the dark places in my life and I have also become a Homestart volunteer which I am also really proud of as the service has provided me with so much support throughout the years of me being a mother and my eldest child is 16 so I feel I am more stable in myself I am able to give back and help the service which has helped me.

#### 8. Volunteers and administrative matters

There has been some inevitable turnover in volunteers during the year. Following the departure of 2, we have recruited 3 new volunteers, all of whom started with us as garden users.

The current volunteers have a good range of experience and interests. They all have a keen interest in gardening and recognise the therapeutic value of horticultural activity. We have two RHS qualified volunteers, two who work in the nursing and caring sector which helps considerably both with networking and with direct work with our garden users. One volunteer is in recovery so has their own lived experience of the issues that some of our garden users face.

The work of the volunteers is overseen by our new sessional support worker who has made a very significant impact in a short space of time in terms of ideas for the garden and in creating a warm and welcoming environment for garden users.

Our Safeguarding Policy has been updated and revised risk assessments have been completed and agreed by the Centre Manager. Health and Safety notices, First Aid box, Designated Smoking Area sign and fire extinguisher are all in place and checked on a regular basis.

#### 9. Neighborhood issues

The development of the community garden continues to be well received by neighbours, passers by and dog walkers. There have been no neighbourhood complaints during the year and no repeat of previous antisocial behavior.

We plan to hold an open event in the coming months to showpiece our replica backyard. We hope to use this to further build our relationship with our neighbours which will be key to the continued success of the project.

#### 10. Future Plans

We are now well established as a community garden. We have joined a Green Social Prescribing network in East Lancashire which puts NHS practitioners in touch with outdoor projects like ours. We anticipate that this will further increase our profile and continue to position our project well as a credible facility for social prescribing.

Now that we have the replica backyard in place we will be developing this over the coming twelve months, working with garden users for improved health and wellbeing and with action to combat climate change.

One of our garden users has focused on upcycling a garden bench from pallet timber. Given this positive new development we are currently exploring the possibility of putting on an upcycling course at the community garden in conjunction with our partners Offshoots Burnley.

We plan to continue to provide our sessional worker led sessions, currently funded by the Clinical Commissioning Group, on a permanent basis and to ensure that the Homestart gardening group goes from strength to strength in the year ahead.

Nationally there is increased recognition of the tremendous benefits of gardening for emotional and physical wellbeing and we look forward to continuing to play our part in promoting this in the period ahead for our local community.

Andy Robertson - May 2022



drop in service with isolation issues are being signposted to the Community Garden to aid their inclusion issues.

Our peer support groups have been incredibly busy this year. The Centre now has a wide variety of self help and support groups which are considered a key part of the charity. Many of the groups provide a lifeline for the individuals who attend. The Men's Den group which provides peer support for males who may be experiencing mental health issues continues to be the flagship male peer support group in Pendle and has literally saved lives in our community.

This year has been a particularly busy year for referrals for our Christmas hampers for the most marginalised in our community and according to the data we have the busiest in our 20 year history. We have provided 161 Christmas Hampers to individuals and families which included 226 children. We have had referrals from a variety of sources including Pendle Domestic Violence Initiative, Safenet, Family Wellbeing Services, Pendleside Hospice, Leaving Care, Women's Centre, Schools, Colleges and many more.

In conclusion, it has been an extremely busy year for the Open Door Charity with some significant changes to staffing. However the transition's to the staffing team have gone very smoothly and we look forward to a new era and fresh approach for the charity.

### **Funders Who Have Supported us in 2021/2022**

The Centre has been supported in its work by various funders during the financial year 2021/2022 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.

|  |
|--|
| Sainsburys                                       |
| Rank Foundation                                  |
| Trusthouse Foundation                            |
| Pendle Borough Council Homelessness Unit         |
| Lottery Community Fund                           |
| People's Postcode Lottery                        |
| Community Foundation for Lancashire (Covid Fund) |
| CCG  |
| B and Q  |
| Pendle Council                                   |
| Community Foundation – Red Rose Fund             |

### **Contacts**

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**Colne Open Door Centre Ltd**

**Statement of Financial Activities**

**Year Ended 31<sup>st</sup> March 2021**

|  | Notes | Unrestricted Funds<br>£ | Restricted Funds<br>£ | 2022 Total<br>£ | 2021 Total<br>£ |
|--|-------|-------------------------|-----------------------|-----------------|-----------------|
| Incoming Resources   |       |                         |                       |                 |                 |
| Income   | 2     | 115,894                 |                       | 115,894         | 171,784         |
|  |       | 115,894                 |                       | 115,894         | 171,784         |
| Charitable Expenditure   | 3     |                         |                       |                 |                 |
| Costs of activities in furtherance of the Charity's objectives |       |                         |                       |                 |                 |
| Project  |       |                         |                       | 83,132          | 52,170          |
| Support Costs  |       |                         |                       | 31,036          | 29,890          |
| Management & Administration                                    |       |                         |                       | 27,646          | 25,463          |
| Total Charitable Expenditure                                   |       |                         |                       | 141,814         | 107,523         |
| Net Movement of Funds  |       |                         |                       | -25,920         | 64,261          |
| Total funds brought forward                                    |       |                         |                       | 112,049         | 47,788          |
| Total funds carried forward                                    |       |                         |                       | 86,129          | 112,049         |

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



**Colne Open Door Centre Ltd**

**Financial Statements**

**31<sup>st</sup> March 2022**

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

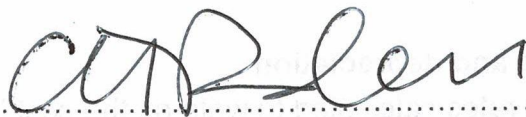
**for the year ended 31 March 2022**

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 \_\_\_\_\_ and signed  
on its behalf by \_\_\_\_\_

Signed: .....



Name (please print) .....



# Colne Open Door Centre Ltd

## Notes to the Financial Statements

31<sup>st</sup> March 2022

|  | 2022           | 2021           |
|--|----------------|----------------|
|  | £              | £              |
| <b>2 Income</b>                        |                |                |
| Restricted Funds                       |                |                |
| CVS                                    | 0              | 0              |
| Colne Town Council                     | 0              | 580            |
| Covid 19 Support Fund                  | 0              | 9,088          |
| Trusthouse                             | 0              | 7,000          |
| Lottery Community Fund                 | 0              | 9,800          |
| Postcode Lottery                       | 0              | 8,166          |
| NHS                                    | 0              | 3,215          |
| Total                                  | 0              | 37,849         |
| <b>3 Income</b>                        | 2022           | 2021           |
| Other (Unrestricted)                   | £              | £              |
| Grants (unrestricted)                  | 40,000         | 57,000         |
| Donations                              | 34,596         | 15,059         |
| Room Hire and Rental                   | 777            | 295            |
| Café Receipts                          | 13,220         | 2,700          |
| Bank Interest and Miscellaneous Income | 521            | 22             |
| Open Gate Project                      | 8,846          | 7,016          |
| Covid Grants and Furlough Payments     | 17,934         | 51,843         |
|  | <u>115,894</u> | <u>133,935</u> |



# Colne Open Door Centre Ltd

## Notes to the Financial Statements

31<sup>st</sup> March 2022

|  | 2022          | 2021          |
|--|---------------|---------------|
| <b>7 Operating Gain</b>  | £             | £             |
| Operating Gain is stated after charging Depreciation and other amounts |               | 0             |
| Written off tangible assets  |               | 0             |
| Auditors remuneration  |               | 0             |
| <b>Employment Costs</b>  |               |               |
| Wages and Salaries   | 64,088        | 63,234        |
| Social Security costs  |               |               |
| Other Pension costs  | 7,124         | 5,348         |
|  | <u>71,212</u> | <u>68,582</u> |

### 8 Pension Costs

The Pension charge represents contributions due from the Company and amounts to £ 7,124

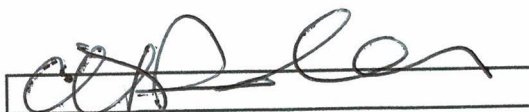
### 9 Tangible Fixed Assets

|                                   | Equipment     | Fixtures/<br>Fittings | Total         |
|-----------------------------------|---------------|-----------------------|---------------|
| Cost                              | £             | £                     | £             |
| As at 1 <sup>st</sup> April 2021  | 22,357        | 38,490                | 60,847        |
| Additions                         |               |                       |               |
| As at 31 <sup>st</sup> March 2022 | <u>22,357</u> | <u>38,490</u>         | <u>60,847</u> |
| Depreciation                      |               |                       |               |
| As at 1 <sup>st</sup> April 2021  | 22,357        | 38,490                | 60,847        |
| Provided in the year              | 0             | 0                     | 0             |
| As at 31 <sup>st</sup> March 2022 | <u>22,357</u> | <u>38,490</u>         | <u>60,847</u> |
| As at 31 <sup>st</sup> March 2022 | <u>0</u>      | <u>0</u>              | <u>0</u>      |

**Colne Open Door Centre Ltd****Balance Sheet as at 31 March 2022**

|                              | <b>2022</b> | <b>2021</b><br>£ |
|------------------------------|-------------|------------------|
| <b>Fixed Assets</b>          |             |                  |
| Equipment at Cost            | 60,847      | 60,847           |
| Depreciation                 | 60,847      | 60,847           |
| Net Value                    | 0           | 0                |
| <b>Current Assets</b>        |             |                  |
| Debtors and Prepayments      | 608         | 4,485            |
| Cash at Bank                 | 85,172      | 108,714          |
| Cash in Hand                 | 349         | 350              |
| Total                        | 86,129      | 113,549          |
| <b>Current Liabilities</b>   |             |                  |
| Creditors and Accruals       | 0           | 1,500            |
| Deferred Income              | 0           | 0                |
| Total                        | 0           | 1,500            |
| <b>Net Current Assets</b>    | 86,129      | 112,049          |
| <b>Net Assets</b>            | 86,129      | 112,049          |
| Surplus Brought Forward      | 112,049     | 47,788           |
| Surplus/Deficit for the year | -25,920     | 64,261           |
| <b>Net Worth</b>             | 86,129      | 112,049          |

Signed


  
Trustee

Date

I confirm that these accounts have been examined and prepared from the records presented by the Colne Open Door Centre Manager and Administrator, and that they concur with the Statutory Accounts to be filed with Companies House

Peter Catlow ACMA  
Colne  
30th May 2022