

REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2023

FOR

CHELTENHAM OPEN DOOR

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REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MAY 2023

TRUSTEES	J Kent (resigned 16.5.23) N C Church A C Garbutt E O'Kane (resigned 30.11.22) C E Whiting J A Pattison-Sharp (appointed 16.5.23) S M Hutchings (appointed 1.12.22) R S L Bussey (appointed 16.5.23)
REGISTERED OFFICE	39 Grosvenor Street Cheltenham Gloucestershire GL52 2SQ
REGISTERED COMPANY NUMBER	03379241 (England and Wales)
REGISTERED CHARITY NUMBER	1063434
INDEPENDENT EXAMINER	Andorran Limited 6 Manor Park Business Centre Mackenzie Way Cheltenham Gloucestershire GL51 9TX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MAY 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 May 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES Purpose of the charity Our Mission

Cheltenham Open Door supports vulnerable, disadvantaged, and lonely people. We aim to ease the detrimental impact of poverty, hardship and social or emotional distress in practical ways. No referrals, slips or explanations required.

Our Guests are people who have been deprived of the comforts and security most of us take for granted. We offer them hospitality, warmth, food, signposting or access to other services and a safe space to be.

The people who come through our doors are from all walks of life. They may be experiencing mental health difficulties, in or recovering from addiction, isolated from friends and family, in financial difficulty, sleeping rough, in a hostel, sofa-surfing or have spent time in prison.

Our Ethos

Independent - Cheltenham Open Door is not linked to any church and we welcome people of all faiths and none.

Non-judgemental - regardless of background, ethnicity, gender, or ongoing issues.

Personal anonymity - we do not ask questions of our Guests and they need no booking or referral to visit us.

Free at point of access - all the services we offer are supplied without charge.

No central funding - we rely entirely on donations to run. This enables us to respond to the needs of the individual.

Our Values

Our values drive everything we do. They guide our decisions and help us evolve our services.

Putting our Guests first - we always act in the interests of our Guests.

Always a friendly welcome - we provide a welcoming and safe space.

Showing consideration for others - we treat everyone with respect and kindness.

Acting with compassion - we are fair and non-judgemental.

Seeing the individual - our independence allows us to consider the needs of the individual.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MAY 2023

OBJECTIVES AND ACTIVITIES The activities of the charity

The Guest Hub (Unit 3, St George's Business Park, Alstone Lane)

In response to increased demand, we have opened for four days a week since 20 June 2022, offering as standard:

- companionship and respect in a safe, accepting environment
- buffet breakfast, a two-course cooked lunch, drinks & snacks through the day
- clothes and outdoor kit for those who need it
- shower facilities with toiletries and towels
- laundry facilities
- food parcels
- activities such as art and crafts, bingo, music, mindfulness
- day trips
- help and support if sought with signposting and consultations with outreach workers from expert agencies

The Donations Hub (39 Grosvenor Street - formerly the Guest Hub)

Continues to provide a convenient, town centre location for donors to drop off donations. It is open two days a week, run by the Donations Coordinator and volunteers sorting and storing donations and preparing weekly food parcels.

ACHIEVEMENT AND PERFORMANCE

How our Activities Deliver Public Benefit

The Trustees have due regard to guidance issued by the Charity Commission. All our activities focus on the relief of poverty, hardship and social or emotional distress and are undertaken to further our charitable purposes for the public benefit. We make no charge for any of our services and practise no discrimination, welcoming anyone who seeks our help.

Guest services

- Onsite catering significant increase in meals served from 50 per day when we opened to a peak of 90+ per day.
- Food parcels have increased from 30 to 80 per week with plans now to further increase supply to 100 per week. We also cater for vegan, vegetarian & food allergens and have introduced a more flexible daily food parcel allowance for street homeless.
- New initiatives include regular visits from podiatrist, hairdresser, NHS services inc. GP consultations, liver scans, tests for airborne viruses, CGL (Change, Grow, Live) addiction charity counselling, P3 housing charity referrals, Samaritans etc.

Guest activities, outings & facilities

With significant funding from large companies based in the Cheltenham area we have been able to expand our offering to include:

- Access to lap-tops and iPads,
- Day trips to ten pin bowling, crazy golf, Gloucester Docks, Suede Castle, Drayton Manor Park, Go Karting and meals out.
- New activities include varied arts & crafts, karaoke, singing.

External agencies

As we become more established and widely known at the Guest Hub, here has been a significant increase in liaison with agencies focussed on mental health support, housing solutions, medical advice and treatment,

Guest profile

We have seen a shift in the profile of our established regular guest community with more visits from disenfranchised street homeless, those with significant addiction and mental health issues and recent prison-leavers. Our role as a social club remains an important part of our service but it is encouraging to see growing numbers of even more vulnerable guests seeking us out. These are now better served by our strengthening relationships with external agencies.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MAY 2023

FINANCIAL REVIEW

Financial summary

Income for the year was £214,890, an increase of £74,758, or 53.3% over last year.

Costs, excluding provision for dilapidations, increased by £26,739 from £179,398 last year to £206,137 in 2022/23. The increase is due to higher food, gas and electricity and staff costs.

Net expenditure in the year was £1,247 before release of the provision for dilapidations, compared with net expenditure of £48,016 in the prior year.

In the three previous years, a provision was made for the possible cost of dilapidations at the charity's two properties. After consideration of the appropriateness of carrying such a provision, the current Board decided to reverse the provision fully and consider the need to set aside reserves for dilapidations through its designated funds - see below under Reserves Policy.

Reserves policy

The Trustee's policy is to hold a balance on the General Fund equivalent to at least one year's costs (£216,137) plus an additional contingency of £43,200 acknowledging the ongoing cost of living crisis.

The balance on our General Funds at 31 May 2023 was £382,495.

The balance of our Designated Fund was £90,000. This recognises the need for a provision of a combined Dilapidations Fund of £50,000 for our Alstone Lane and Grovesnor Street sites; £20,000 to support our 3-5 Year Strategic Plan; and £20,000 for infrastructure.

Principal funding sources

We are an independent charity, receive no government funding and are not affiliated with any other organisation. We rely entirely on the generous donations of individuals, businesses, voluntary groups, churches, and schools who support and encourage us in our work.

Any grants sourced are those that operate on a costs-only funding model that places no constraints on our determination to remain independent and flexible to meet the disparate needs of our guests, many of whom seek us out as a last resort.

FUTURE PLANS 2023-24 AND BEYOND

In order to meet a significantly increased demand for our services as a direct result of the cost-of-living crisis and the resulting pressure on local services, we aim to achieve the following:

- Strategic 3-5 Year Plan we are embarking upon an in-depth review of the charity with independent mentoring and facilitation services provided free of charge by The Cranfield Trust. Target completion date is the end of Qtr1 2024/25.
- Review of current Banking Services & potential investment opportunities to maximise income from our General Fund pending the outcome of our strategic review to support any targeted growth in services and/or premises.
- Enhanced Guest Facilities with the provision of a covered outside seating area, landscaping, additional temporary storage, and the facility to offer private consultation space.
- Enhanced Guest Services investigating innovative ways of adding to the medical, mental health & general well-being services and activities currently on offer.
- Development of a Corporate Volunteer Programme to provide meaningful opportunities for local business to use their CSR days for the benefit of guests and participants alike.
- Appointment of a Communications Trustee to oversee a review of our communications strategy to ensure consistency of message and brand to better reflect the ethos of the charity and improve channels of communication.
- Increased and targeted fundraising focus to support the outcomes of the new Strategic Plan.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MAY 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by Guarantee and registered as a charity.

The company was incorporated on 30 May 1997 and is governed by its Articles of Association. The Trustees reviewed and updated the Articles of Association during the year in line with current best practice.

Trustees

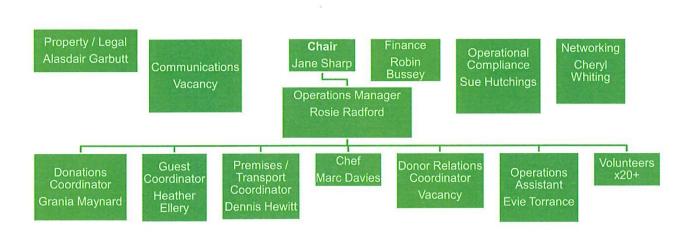
The Directors of the company are also charity Trustees for the purposes of charity law. Details of Trustees are listed on page 1 of this report.

The Articles of Association require one third of the trustees retire by rotation at every annual general meeting. But, if willing to act, a retiring Trustee is deemed to be reappointed if the vacancy has not been filled.

New Trustees are appointed from those showing a keen interest in the charity's objects and who either possess specialist skills necessary for the running of operations or who act as volunteers in our work with service users. Each Trustee generally takes responsibility for monitoring activities in a specific operational area. Trustees are not remunerated for their Trusteeship aside from reimbursement of expenses incurred in carrying out their work.

Organisational structure

See organisation chart below



Staff & Volunteers

The charity is run by the Operations Manager with a staff of 6 part-time employees and upwards of 20+ volunteers across the weekly hours of operation. The recent addition of the Operations Assistant provides vital administrative support to the Operations Manager as the charity caters for an increasing number of guests. The appointment of a Donor Relations Coordinator in November will ensure support for our donors and maximise fundraising opportunities

Risk management

Trustees have considered the major risks to which the charity is exposed and have satisfied themselves that systems and processes are in place to manage those risks and to provide reasonable assurance against fraud and error.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MAY 2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Cheltenham Open Door for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 17 January 2024 and signed on its behalf by:

J A Pattison-Sharp - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CHELTENHAM OPEN DOOR

Independent examiner's report to the trustees of Cheltenham Open Door ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 May 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

- 1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
- 2. the accounts do not accord with those records; or
- 3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Roger Downes FCA

 Andorran Limited
6 Manor Park Business Centre Mackenzie Way
Cheltenham
Gloucestershire
GL51 9TX

30 January 2024

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MAY 2023

	Notes	31.5.23 Unrestricted funds £	31.5.22 Total funds £
INCOME AND ENDOWMENTS FROM Donations and legacies	2	212,318	139,689
Investment income	3	2,572	443
Total		214,890	140,132
EXPENDITURE ON Charitable activities Charitable	4	152,387	188,148
NET INCOME/(EXPENDITURE)		62,503	(48,016)
RECONCILIATION OF FUNDS Total funds brought forward		453,192	501,208
TOTAL FUNDS CARRIED FORWARD		515,695	453,192

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION 31 MAY 2023

	Notes	31.5.23 Total funds £	31.5.22 Total funds £
FIXED ASSETS Tangible assets	9	37,255	51,355
CURRENT ASSETS Debtors Cash at bank	10	10,290 <u>510,398</u>	11,537 _469,548
		520,688	481,085
CREDITORS Amounts falling due within one year	11	(42,248)	(25,498)
NET CURRENT ASSETS		478,440	455,587
TOTAL ASSETS LESS CURRENT LIABILITIES		515,695	506,942
PROVISIONS FOR LIABILITIES	13	-	(53,750)
NET ASSETS		515,695	453,192
FUNDS Unrestricted funds:	14		
General fund Designated Fund Contingency Fund		382,495 90,000 43,200	453,192 -
		515,695	453,192
TOTAL FUNDS		515,695	453,192

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 May 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 May 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

STATEMENT OF FINANCIAL POSITION - continued 31 MAY 2023

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 17 January 2024 and were signed on its behalf by:

J A Pattison-Sharp - Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Leasehold improvements	-	20% on cost
Motor vehicle	-	25% on cost

Taxation

As a recognised charity, the company is exempt from Corporation Tax so far as it relates to its charitable objects. It is not, however, exempt from VAT, and irrecoverable VAT is included in the cost of those items to which it relates.

Fund accounting

All of the charity's funds are unrestricted.

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

2. DONATIONS AND LEGACIES

	31.5.23	31.5.22
Donations and Gift Aid Tax	£ _212,318	£ 139,689

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MAY 2023

3. INVESTMENT INCOME

	31.5.23	31.5.22
	£	£
Interest income	2,572	443

4. CHARITABLE ACTIVITIES COSTS

See details below.

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.5.23	31.5.22
	£	£
Staff costs	85,939	76,738
Rent payable	29,004	23,253
Property running costs	18,679	12,908
Insurance	1,275	1,122
Depreciation of improvements	9,600	7,200
Food and guest expenses	33,992	22,730
Office costs and publicity	7,392	4,133
Repairs and building works	10,353	3,464
Motor expenses	2,895	3,063
Depreciation of vehicles	4,500	4,500
Dilapidations provision	(53,750)	8,750
Property set up costs	-	12,984
Training and compliance	554	5,953
Accountancy	1,954	1,350
	152,387	188,148

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.5.23	31.5.22
	£	£
Depreciation - owned assets	14,100	11,700
Other operating leases	29,004	23,253

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 May 2023 nor for the year ended 31 May 2022.

Trustees' expenses

No expenses were re-imbursed to the trustees in the year (2022: £Nil).

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MAY 2023

8. STAFF COSTS

Wages and salaries	31.5.23 £ <u>85,939</u>	31.5.22 £
	85,939	76,738
The average monthly number of employees during the year was as fo	llows:	
Administration staff	31.5.23 6	31.5.22 4

No employees received emoluments in excess of £60,000.

The figures stated above are inclusive of employer's National Insurance and pension contributions.

9. TANGIBLE FIXED ASSETS

000 T	Leasehold improvements £	Motor vehicle £	Totals £
COST At 1 June 2022 and 31 May 2023	48,055	18,000	66,055
DEPRECIATION At 1 June 2022 Charge for year	7,200 9,600	7,500 4,500	14,700 <u>14,100</u>
At 31 May 2023	_16,800	12,000	28,800
NET BOOK VALUE At 31 May 2023	<u>31,255</u>	6,000	37,255
At 31 May 2022	40,855	10,500	51,355

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.5.23 £	31.5.22 £
Other debtors	131	-
Gift Aid Tax recoverable	6,955	8,367
Prepayments	3,204	_3,170
	10,290	11,537

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MAY 2023

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

1.64	CREDITORS, AMOUNTS FALLING DUE WITHIN ONE TEAR		
		31.5.23 £	31.5.22 £
	Bank loans and overdrafts (see note 12)	11,738	_
	Trade creditors	3,066	4,286
	Social security and other taxes	779	620
	Other creditors	25,395	17,471
	Accrued expenses	1,270	3,121
		42,248	25,498
12.	LOANS		
	An analysis of the maturity of loans is given below:		
		31.5.23	31.5.22
	American falling due within and used of demonstrate	£	£
	Amounts falling due within one year on demand: Bank overdrafts	44 700	
		<u>11,738</u>	
13.	PROVISIONS FOR LIABILITIES		
		31.5.23	31.5.22
		£	£
	Provision for dilapidations		53,750

In the three previous years, a provision was made for the possible cost of dilapidations at the charity's two properties. After consideration of the appropriateness of carrying such a provision, the current Board decided to reverse the provision fully and consider the need to set aside reserves for dilapidations through its designated funds - see note 14.

14. MOVEMENT IN FUNDS

Unrestricted funds General fund	At 1.6.22 £ 453,192	Net movement in funds £ 62,503	Transfers between funds £ (133,200)	At 31.5.23 £ 382,495
Designated Fund Contingency Fund		- 	90,000 	90,000 43,200
	453,192	62,503		515,695
TOTAL FUNDS	453,192	62,503		515,695

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	214,890	(152,387)	62,503
TOTAL FUNDS	214,890	<u>(152,387</u>)	62,503

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MAY 2023

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

		Net	
	At 1.6.21 £	movement in funds £	At 31.5.22 £
Unrestricted funds General fund	501,208	(48,016)	453,192
TOTAL FUNDS	501,208	(48,016)	453,192

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	140,132	(188,148)	(48,016)
TOTAL FUNDS	140,132	<u>(188,148</u>)	(48,016)

Fund Descriptions

Designated Fund - Funds set aside for dilapidations at the charity's two properties (£50,000), to support the charity's 3-5 year strategic plan (£20,000) and infrastructure (£20,000).

Contingency Fund - Additional funds set aside to acknowledge the ongoing cost of living crisis.

Transfers between funds

Transfers are made between funds to move funds to/from General Fund and designated funds.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 May 2023.

16. SHARE CAPITAL

The company is limited by guarantee and has no share capital.

Under the terms of the Memorandum of Association, the liability of each member is limited to a maximum of ± 10 in the event of the winding up of the company.