

THE UPPER ROOM (ST SAVIOUR'S)

England & Wales · Charity number 1004354

Details

Other names	THE UPPER ROOM, UPPER ROOM (ST SAVIOUR'S WITH ST MARY'S), UPPER ROOM
Status	Registered
Legal form	Charitable company
Company number	02567517
Registered	1991-10-02
Register	View on the Charity Commission register

Contact

Address	C/o The Upper Room St Saviour Wendell Park Cobbold Road London W12 9LN
Phone	02087405688
Email	uradmin@theupperroom.org.uk
Website	www.theupperroom.org.uk

Activities

Objects: 1. THE RELIEF OF POVERTY SUFFERING AND DISTRESS AMONGST THE HOMELESS OR PERSONS WHO BY REASON OF THEIR OWN INADEQUACY ARE UNABLE TO TAKE CARE OF THEMSELVES AND THE PROVISION OF INFORMATION ADVICE AND COUNSELLING TO ASSIST SUCH PERSONS TO CARE FOR THEMSELVES AND TO DEVELOP THEIR PHYSICAL MENTAL AND SPIRITUAL CAPACITIES THAT THEY MAY DEVELOP TO FULL MATURITY AS RESPONSIBLE INDIVIDUALS AND MEMBERS OF SOCIETY 2. THE RELIEF OF POVERTY AND THE ADVANCEMENT OF EDUCATION AND OF RELIGION, AND SUCH OTHER PURPOSES FOR THE BENEFIT OF THE COMMUNITY AS SHALL BE EXCLUSIVELY CHARITABLE.

Activities: The Upper Room works with homeless people, economic migrants, ex-offenders and other socially disadvantaged people to improve their lives and conditions. The Upper Room aims to give people a second chance.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** NOT DEFINED, BUT IN PRACTICE WEST LONDON
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£687,813	£723,748	£273,379	15
2024-03-31	£605,514	£664,024	£309,313	14
2023-03-31	£533,361	£570,166	£367,821	12
2022-03-31	£480,463	£644,506	-	-
2021-03-31	£563,511	£569,614	£568,669	11

Trustees

Name	Role	Appointed
SIMON TUKE	Chair	
Avisha Patel		2024-08-12
BRIDGET STEVENSON		
Charlotte Wood		2020-09-28
Da Huong Thao Nguyen		2024-08-12
Gregory Daniel Barton		2025-06-25
Paul Michael Mawdsley		2014-10-09
Phillip Schick		2020-09-28
RICHARD MACDONALD SHAW		2012-07-19

THE UPPER ROOM (ST SAVIOUR'S)

England & Wales - Charity number 1004354

Accounts

Charity Registration No. 1004354

Company Registration No. 02567517 (England and Wales)

**THE UPPER ROOM (ST SAVIOUR'S)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

THE UPPER ROOM (ST SAVIOUR'S)

CONTENTS

	Page
Trustees' report	1 - 17
Independent examiner's report	18
Statement of financial activities	19 - 20
Balance sheet	21
Notes to the accounts	23 - 38

THE UPPER ROOM (ST SAVIOUR'S)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

S Tuke (Chair)
P Mawdsley (Treasurer)
J Hillman
J Marshall
D Nguyen (Appointed 12 August 2024)
A Patel (Appointed 12 August 2024)
P Schick
R Shaw
B Stevenson
C Wood
M Dudek (Resigned 19 March 2025)

Secretary

P Mawdsley

Charity number

1004354

Company number

02567517

Registered office

St Saviour Wendell Park Church
Cobbold Road
London
W12 9LN

Independent examiner

Begbies Chartered Accountants
9 Bonhill Street
London
EC2A 4DJ

Bankers

NatWest PLC
London
W6 0PZ

CCLA
One Angel Lane
London
EC4R 3AB

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their report and accounts for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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).

Our Vision and Mission

At The Upper Room our vision is to support and improve the lives of vulnerable people in our community — helping them build resilience and empowering them to make positive life choices. We work with socially disadvantaged adults and young people, particularly those at risk of crime, those experiencing crisis such as rough sleeping or food poverty, and those facing social exclusion.

Our mission is to:

- alleviate poverty
- provide personalised advice and support
- increase confidence and self-esteem
- enable people to be active members of the community
- improve physical and mental wellbeing
- improve employability
- reduce the risk of re-offending
- reduce the risk of homelessness

In 2024–25 we continued to respond to growing need, especially among young people at risk of crime and individuals in crisis, ensuring our support reaches those who need it most.

Why our work is important

We believe every person has potential — and that their potential should never be held back by poverty, social exclusion, or difficult life circumstances. Our work helps people unlock that potential and move forward with confidence, purpose and greater independence.

Through hot meals, driving lessons, employability and wellbeing support, and access to essentials like clothing and toiletries, we offer people both immediate relief and long-term opportunity.

Our impact extends beyond individuals. Many of those we support go on to inspire others — whether by volunteering, mentoring, or simply showing what's possible — creating powerful ripples of hope and resilience in our community.

Where we work

Our home is in Shepherd's Bush, West London, where our core services operate from our hub at St Saviour's Church.

Our UR4Driving programme has grown significantly, and now includes a partnership with North Paddington Youth Club, delivering outreach sessions to support under-18s in preparing for their theory test — with a pathway into practical driving lessons once they turn 18.

Across all our services, we reach thousands of people each year who are experiencing homelessness, food poverty, or the effects of trauma and isolation.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Structure, Governance and Management

The Upper Room is a registered charity with the Charity Commission and a company limited by guarantee, governed by a Memorandum and Articles of Association dated 11 December 1990.

Our Board of Trustees brings together a range of experience and expertise, with members taking on specific areas of oversight to support the organisation's development. Trustees serve three-year terms and may stand for re-election, up to a maximum of nine years (excluding any service prior to 2018).

We remain committed to robust governance, transparency, and ensuring that our leadership structures help us deliver our mission effectively and sustainably.

CHAIRMAN'S REPORT

Year after year I continue to be amazed by the dedication and commitment shown by everyone involved with The Upper Room. In often challenging circumstances they continually go above and beyond to ensure our clients receive the best possible service.

The word I hear most often around our work is respect. Staff, volunteers, clients and anyone who visits us are struck by the respect with which everyone is treated. This creates a positive and loving atmosphere. It also helps to sustain our ethos of seeing all our clients as individuals, striving to find the best, personalised solution for whatever challenges they are facing.

Of course, we can only provide this service if the charity is stable and well-run. As you will see from the financial section of this report, we are in a healthy position, with solid reserves and a good fundraising pipeline.

One of the factors in this has been the introduction of a Customer Relationship Management (CRM) system. This has greatly improved how we store our fundraising data, and also facilitated tickets for fundraising events.

It was with great regret that we said farewell to our Chief Executive Iain Cooper this year. A combination of factors meant that very reluctantly he felt he couldn't continue in the role. We wish him all the very best for the future.

We were delighted to welcome Peter Charalambides as our new Chief Executive. Peter has already made a very positive impact, combining skills and experience with a most engaging manner.

Our Fundraiser Fiona Cook left us to pursue fresh challenges after many years at The Upper Room. The grants Fiona secured during her time with us can be counted in the millions. In addition, her tireless involvement in local events made her a very well recognised figure in the West London community.

It is great to have Joyce Shaw on board as Fiona's replacement. Joyce has already achieved some notable successes, and we look forward to many more.

Later in the report you can read more about our projects and the many events that have taken place over the course of the year. I would just highlight the 45,000 meals we served, with more than 130 per session on a regular basis.

UR4Driving continued its success, with 37 practical passes during the year. We said goodbye to our Support Worker Roy Gelly, and welcomed Mark Lorenzo, who has already proved a great hit with our students, as a very empathetic listener and encourager.

Avisha Patel and Ellie Nguyen joined us as welcome additions to the board of Trustees, bringing some very valuable new skills to the team.

As always, we are extremely grateful for the support we receive from our landlords at St Saviour's – our home ever since the charity was founded more than 35 years ago.

It goes without saying that everything we do is for the benefit of our clients. Whilst statistics can tell part of the story, nothing can replace the human stories that our clients share with us. I would urge you to read the testimonials in this report, which really bring this to life.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Finally, I would just like to thank all of you who support The Upper Room, in whatever form, and help to make it such a remarkable place.

Simon Tuke

Chair of Trustees

Future Outlook

As we move forward, our focus is on doing more of what works, reaching those who need us most, and building a stronger, more resilient organisation.

We want to expand the UR4Driving programme by opening new hubs in other parts of London, so it's more accessible to those further afield. We will also build on the success of our group-based support work by launching more targeted interventions; particularly around immigration advice, digital inclusion and employability.

We're also looking at how technology can help us work smarter; whether that's through AI, better systems, or using data to improve the way we support people.

On the funding side, we'll keep developing relationships with corporate partners, and look to secure more stable, long-term funding, while continuing to manage our finances carefully.

Partnerships will remain key; we'll keep working closely with other organisations to offer a more joined-up service, especially in areas like housing, legal advice, and mental health.

None of this can happen without a supported team. We'll keep investing in staff and volunteers, making sure they have the training, space and support they need to thrive.

And as ever, we'll stay grounded in the voices of our guests; shaping what we do based on their experiences, and keeping that strong community presence that makes The Upper Room what it is.

Peter Charalambides

CEO (Chief Executive Officer)

OUR PROJECTS

UR4 Driving

Key outputs

Referrals from 46 different agencies

Theory tests taken: 77

Theory passes: 55

Practical tests taken: 77

Driving licences (practical passes): 37

Theory workshops/sessions: 353

Total attendees: 57

Total attendances: 855

Total lesson hours: 2,040

Number of regular driving instructors: 16

Current clients on roll by age:

18-25: 23

26-35: 32

36-45: 15

46-60: 13

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Ethnicity

Asian British/Indian/Bangladeshi/other	9
Black British/African/Caribbean	40
Mixed Ethnicity	15
White British/Irish	13
Other Nationalities	3
Not disclosed	3

Onward pathways

- Soft outcomes – on exit interview, 90% report improved confidence, and that the course had enhanced their lives.
- 80% returned to complete an exit review, and none have re-offended.
- Status of those who have successfully obtained a driving licence: in education at university, attending gas engineering and green energy retrofitter training courses, apprenticeship with HSBC, part-time work at UR4Meals, Amazon driver, painter and decorator, labouring, hairdressing, temporary work. Others are unemployed but volunteering, seeking work, or are medically unfit for work.

Project activities

We closed the Croydon satellite at the end of 2024 and have maintained a fairly regular referral rate across South London; attendance has not been overly affected.

Our project support worker Roy left for a new job role in September and we have now recruited Mark, another past graduate from the UR4 Driving programme, who started in March 2025. He has made a great start supporting and mentoring new students on the programme.

We are continuing a strong relationship with North Paddington Youth Club, a collaboration to prevent young people being drawn into crime. The club won a grant from Westminster City Council to deliver theory tuition and tests to 60 young people from the borough during 2025, and our Training Support Worker Sam Drinkwater has been teaching weekly workshops to facilitate this. We look forward to many more successful collaborations with them and other youth clubs in future.

We are still a service which is oversubscribed, with a regular waiting list of 20-25 and a waiting time of around two months to join. About 50% of our referrals still come from the probation service.

It remains difficult to get access to driving tests, but not impossible, and we are still able to provide a full service to our students.

Testimonial

JK passed his test in May 2024

What was life like for you prior to engaging with UR4Driving?

Prior to this I had recently come out of prison and was attempting to find my feet. I didn't know what line I wanted to take, but I knew that I wanted to get my driving licence.

This is a big achievement!! What difference has having a licence made to you as a person, and your future?

Not only the licence, but the support from Sam, Elaine (Reeve, Project Manager) and Roy has been immense! I considered going down the route of construction and they supported me by contributing a payment to a course where I learnt to operate machinery.

It was great to feel that support, and through street soccer (one of the charities on offer to do volunteering with) I met someone (a colleague) who recommended a Personal Training Course for me, which did me the world of good.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

With the support of UR4Driving I kept pushing, and slowly but surely doors started to open. I am now licensed to drive, qualified and working as a Personal Trainer, I am also qualified to operate a dumper and a roller on a construction site.

What impact has the UR4 Driving programme had on your life?

It's taught me that hard work pays off and that if you push towards a goal, people will see that and assist you in reaching that goal.

I wouldn't say there's anything more that can be improved, maybe just to be more strict with people that are timewasters, because a lot of people are lazy and don't want to take the steps necessary to achieve their goals.

If you were telling someone else about UR4Driving, what would you say to them?

Grab the opportunity with both hands and run with it, put in the voluntary hours and embrace the people you meet. Anyone you meet within voluntary work will certainly have a clean heart and be willing to help with anything you need.

For us, it was great to see JK grow in confidence and motivation during his time on the programme. Through his volunteering as a Street Soccer coach he was also picked to play for England in the Homeless World Cup; the team reached the final in Seoul, Korea and we were so thrilled to have helped him access such an amazing opportunity!

JK very quickly got himself a car and has had regular employment as a personal trainer. We wish him continued success in his new career.

UR4Meals

Leadership and Staff Development

- Ashley Robinson has settled into the role of Project Manager, completing leadership training and encouraging a supportive environment through one-to-one meetings, team meetings, structured Work From Home (WFH) days and good communication across the team.
- Tayo Ohieku has stepped up as Senior Support Worker, effectively leading the project during Ashley's annual leave.

Kitchen Operations

- The chef team operates efficiently, with balanced shifts preventing burnout.
- Three new backup chefs have made themselves available to us, ensuring kitchen continuity.

Security Improvements

- In July Sam Ajasa was hired as an in-house security staff member, replacing the outside contractor. This change has reduced costs and provided better systems at the point of entry to the building.

Partnerships and Donations

- The Latymer Upper School partnership continues to provide valuable student volunteers each week.
- Another donation from Chiswick Cheese Market has bolstered emergency meat purchases amidst supplier shortages.
- Savills helped facilitate food collections from around 46 schools and churches during Harvest season.

Infrastructure and Logistics

- A new cargo bike, acquired in December 2024, supports weekly donations from Chiswick House and other local deliveries.

Data Management

- Our volunteer Emma Bostock continues to provide excellent support with daily data collation, ensuring all meals data sheets are input and organised into a comprehensive spreadsheet.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Media Exposure

- The project was featured on ITV News and the Dynamo (magician) Christmas Special.

Service Expansion

- Our Christmas Party saw record attendance with 120 service users. Nando's provided gifts, cakes and volunteers for the event. Social Bite again provided the food.
- Emergency support we provided this year included funding for more distant travel, and emergency accommodation for vulnerable individuals.

Future Plans

- Implementation of the CRM system to enhance volunteer and partner management.
- Continued recruitment of volunteers to address rising demand, particularly among refugees and asylum seekers.

This year the support from our external partners has been invaluable. There have been weekly drop-ins from Glass Door and monthly drop-ins from Turning Point and the NHS dental team. Citizens Advice attended sessions from April 2024 – January 2025 and restarted their weekly service with us in May 2025. The Rough Sleeping and Mental Health Programme (RAMHP) have made themselves available where needed; we have also had visits from NHS Opticians and National Energy Action.

Key Outputs

- Attendances - 17,461 over 249 sessions
- Meals - 45,005
- Toiletries - 4,486
- Clothing - 4,010
- Sleeping bags - 397
- Travel Support - 607
- TFL Saver Tickets - 2,371
- Sim Cards and Top Ups - 356
- Mobile Phones - 127
- 297 Volunteers who contributed 7,768 hours of their time

Correction to Previous Report (2023-24):

In our 2023–24 Annual Report, we reported 18,459 attendances for the UR4Meals service. The correct figure for that year was 15,220. The original figure included an additional quarter in error. We are committed to accurate reporting and are looking to strengthen our data collation processes.

Glass Door

We are extremely grateful to our advisors from Glass Door who attended two days a week. They supported 343 people, compared with 236 in the previous 12 months. 38% were rough sleeping, 27% were hidden homeless, and 32% not currently homeless. The majority of these were complex cases requiring in-depth support over a number of sessions.

- 19 guests received benefits
- 1 guest secured employment
- 30 guests had financial assistance
- 2 guests received health referrals
- 42 guests were housed
- 10 guests received ID
- 6 guests received E-visa advice
- 16 guests received food support

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Citizens Advice

Between April 2024 and January 2025 Citizens Advice Hammersmith & Fulham supported us with in-person advice sessions, working with 43 individuals on 204 issues. Please note there was a two month gap in provision due to staff changes at CAB, so this data reflects 10 months of activity rather than a full year.

60% of clients were male, 40% female, and 53% disclosed a disability or long-term health condition. Most were aged between 30 and 65.

The most common issues were:

Issue	Cases	Clients
Housing	47	19
Benefits & Tax Credits	65	14
Immigration & Asylum	38	11
Universal Credit	25	9

Case Study

ME, 47, is a mother of three young girls, living in a small two-bedroom home in Shepherd's Bush. Before COVID-19 she had a successful career in the travel industry, fluent in three languages, with Italian as her mother tongue. However, the pandemic cost her her job, and her husband's reduced working hours created severe financial strain. Their struggles worsened when he was diagnosed with liver disease. With little support, ME turned to The Upper Room for help.

Initially, she relied on takeaway meals to feed her family. As restrictions eased, The Upper Room provided more than just food – offering clothes, school items, and ongoing support. With our help, she updated her CV and secured a job at a special educational needs school. However, financial challenges persist, especially during school holidays. The Upper Room continues to assist with hot meals for the whole family, food bank vouchers, supermarket vouchers and holiday provisions.

ME is deeply grateful for the support that has helped her regain stability. She has built a strong connection with the team and says she would continue visiting even if she no longer needed assistance, simply to stay connected to the community that stood by her during difficult times.

UR4 Jobs

UR4Jobs supports individuals facing significant barriers to employment through a holistic programme combining employability support, wellbeing services and language learning. Our service users include ex-offenders (particularly graduates of the UR4Driving programme), individuals with a history of homelessness or addiction, and migrants navigating language and systemic barriers. In 2024–25, the programme delivered three core services: a weekly Jobs Club offering CV support, job search guidance, interview prep and referrals; a peer-led Polish Support Group focused on wellbeing, language, and employability; and weekly ESOL (English for Speakers of Other Languages) classes helping participants build communication skills and confidence. The team also delivered external training to volunteers, and partnered with local organisations on seasonal community projects.

Key Data & Demographics

This year UR4Jobs more than doubled its activity, delivering 503 support sessions to 202 unique beneficiaries. We supported 80 individuals with job search and CV writing, and arranged 12 placements and 22 job interviews, resulting in 10 job offers. Nearly 80% of our service users are men, with a significant proportion being Polish speakers and other foreign nationals (around 70%). Age-wise, a quarter of clients are under 30, while one-third are over 50 – highlighting the diverse needs and life stages we engage with.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Identifying Needs and Measuring Impact

While employment is often the presenting issue, the barriers our guests face are broad and complex. In addition to CV and job search support, around 30% of our sessions address essential life administration: setting up email and bank accounts, accessing healthcare, navigating Universal Credit, and acquiring ID. These seemingly small tasks often reflect deeper issues such as digital exclusion, language barriers, and poor access to services. Through our work we've identified five key enablers for employment: mental and physical wellbeing, stable housing, basic life skills (especially digital and communication), valid documentation, and job readiness. Our services, alongside partner referrals, aim to address these building blocks, though for those with complex needs, long-term multi-agency collaboration remains crucial.

External Partnerships

UR4Jobs collaborates with over a dozen valued partners who offer routes into employment, training, or specialist support. These include Social Bite, Action West London, Connection Crew, OAPA (Only A Pavement Away), Park Royal Open Workshop, Restart Lives, XO Bikes and several local training colleges. We also work closely with legal, housing and wellbeing support services such as Citizens Advice, Glass Door, East European Resource Centre, Lawstop and RISE (Recovery Intervention Services Ealing). These partnerships are fundamental to achieving sustainable outcomes for our clients, and allow us to provide more joined-up and targeted support.

Case Studies

Our casework demonstrates the breadth and depth of support required to move people forward. RM, a young Indian postgraduate, faced homelessness due to visa-related work restrictions. With our help, he secured part-time employment through OAPA, allowing him to remain housed and continue his studies.

MK, a Polish national in his 60s, had experienced long-term homelessness and trauma. Through ongoing support, we helped him recover his documentation, resolve his status, access housing, and eventually re-engage with his community. He now volunteers regularly, offering others the support he once received.

Harvest Appeal

For our 2024 Harvest Appeal we constructed a far more resilient and weatherproof processing area, and this came into its own as our Harvest workers, Stephen and Mietek, spent countless hours sorting out the huge number of donations, filling crate after crate with essentials such as canned goods, pasta and rice.

To help kickstart our appeal, we visit several schools and churches to talk about our work, and we are always encouraged and impressed by the level of interest in homelessness. In total, around 46 schools and churches collected on our behalf, many of them accumulating so many donations that it required two or even three trips to collect them all. A huge thank you to the team from Savills estate agents in Turnham Green for helping out with many of these collections.

Loading up with donations is hard work, involving carrying dozens of heavy plastic bags out to our vehicles, but this task is made far more pleasurable when schools enlist the services of their very excited and enthusiastic students to bring them out for us!

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Harvest Donations

Churches

All Hallows Church, Greenford
All Saints Church, Fulham
Ravenscourt Baptist Church, Hammersmith
St Barnabas Church, Kensington
St Columba's Church of Scotland, Knightsbridge
St Dunstan's Church, East Acton
St Dunstan's Church, Feltham TW13
St Etheldreda's Church, Fulham
St George's, Campden Hill
St James's Church, Hampton Hill
St John's Church, Fulham/Walham Green
St John's Wood Church
St Mary Abbots Church, Kensington
St Michael and All Angels, Bedford Park
St Peter's Church, Hammersmith
St Philip's Church, Kensington
St Saviour Wendell Park
St Stephen's Church, Westbourne Park
The Church of the Holy Innocents, Hammersmith

Schools

All Saints C of E Primary School, Fulham
Belmont Primary School, Chiswick
Brackenbury Primary School
Cavendish Primary School
Ealing Fields High School
Grove Park Primary School, Chiswick
Heathfield Nursery and Infant School
Hill House International Junior School, Kensington
John Betts Primary School
Kensington Wade School
Kew Green Prep School
Latymer Prep School
Orchard House School, Chiswick
St John XXIII Catholic Primary School
St Mary Abbots C of E Primary School, Kensington
St Mary's Catholic Primary School, Brook Green
St Mary's Catholic Primary School, Isleworth
St Nicholas Primary School, Shepperton
Strand on the Green Infant and Nursery School
Wendell Park Primary School
Willcocks Nursery School
William Hogarth School W4

Corporate

12 Hammersmith Grove/Cushman and Wakefield

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Keen to Be Green

At The Upper Room we remain firmly committed to reducing our environmental impact, and promoting sustainable practices across everything we do. Guided by our updated Environmental Policy (March 2025), we have strengthened our work around the 3Rs – Reduce, Reuse, Recycle – and continue to adopt practical, responsible approaches in line with UK environmental standards.

This year, our green efforts have focused on:

- **Digital-first communication:** We prioritise electronic documents, and have further reduced unnecessary printing across the organisation.
- **Energy use and efficiency:** We've taken steps to reduce heating, lighting and equipment energy use within our premises.
- **Sustainable transport:** We now make use of a newly acquired electric cargo bike, which has significantly reduced our reliance on vans for local deliveries and collections. Staff and volunteers are also encouraged to walk, cycle or use public transport where possible.
- **Reducing waste:** Surplus food from local supermarkets is regularly used in our kitchen, helping to prevent food waste.
- **Staff engagement:** Environmental awareness is embedded in our team training, encouraging everyone to take responsibility and contribute to our sustainability goals.

We continue to review and improve our practices, with the aim of being as green as possible – not just in intention, but in everyday action.

Volunteers

This year, we were supported by a remarkable 312 volunteers who generously gave their time across our services, fundraising activities and behind-the-scenes operations. Together, they contributed a total of 8,407 hours — the equivalent of more than four full-time staff — demonstrating the vital role volunteers continue to play at the heart of The Upper Room.

Corporate Development

This year The Upper Room continued to build on the strong foundations laid by our previous CEO, Iain Cooper, deepening relationships with existing partners and welcoming new businesses into our growing community of corporate supporters.

We're proud to have retained excellent partnerships with a number of organisations who have supported us through a mix of funding, volunteering and event sponsorship. In total corporate partners contributed over £76,000 in revenue this year.

Our corporate cook-in challenge days remain the most popular and impactful route for businesses to connect with our work. These immersive sessions bring teams into our kitchen to prepare, cook and serve over 150 meals alongside our chefs — offering both a practical volunteering opportunity and a deeper understanding of the challenges our guests face.

We were also fortunate to welcome several high-profile visitors during the year, helping to raise awareness of our work and the issues we tackle.

Looking ahead, we aim to expand our corporate network by continuing to build on the good name and strong reputation of The Upper Room, both locally and beyond. Mike Halson, who has recently taken on the role of Communications Manager (having spent the last 6 years as our Administrator and IT expert) will now take the lead on managing these relationships, working closely with the CEO to grow our reach and impact. We are excited about the opportunities to deepen our existing partnerships and create new ones in the year ahead.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Cancer Screening

In 2024-25 The Upper Room launched its Cancer Screening Pilot Service to address inequalities in screening uptake among people facing homelessness and social exclusion. Delivered through our W12 hub and partner sites across West London, the project supported individuals to access bowel, breast, cervical and prostate screenings. Over nine months, we engaged 100 clients, with 41 identified as eligible and 24 successfully booked into screening services. Key enablers included GP registration support, transport and food vouchers, and short-term accommodation.

Despite challenges — such as trust in healthcare systems and screening eligibility gaps — we demonstrated that personalised, flexible support can make preventative healthcare accessible to even the most marginalised. The service not only empowered individuals, but also fostered trust and engagement with wider health services. This pilot lays the foundation for expanding targeted, community-based health interventions in the future.

Fundraising Events Roundup

April saw the second and third Winter Lectures in the 2024 series, following on from the very popular evening with Simon Reeve in January. Renowned producer Robert Fox entertained us with stories from his decades of working on numerous award-winning plays and films alongside leading stars from both sides of the Atlantic. The final lecture saw the incredibly talented Jan Ravens showcasing her astonishing repertoire of comic impressions, updated to include an uncannily accurate parody of Liz Truss.

We greatly appreciate the support we have received from St Michael and All Angels Church for many years. June saw one of the highlights, when we once again attended the annual Bedford Park Green Days festival. We had an extremely busy two days, running a very successful stall with a tombola and raffle, ably assisted as ever by supporters and Friends of The Upper Room, as well as volunteers from Nando's.

In September, we were delighted to be involved in the inaugural Askew Road Arts Festival. Local artists were invited to submit A3-sized entries on the theme of 'A Postcard from Askew Road', and these were all then auctioned off at the end of the festival in Arthur's Coffee House. All the proceeds were generously donated to The Upper Room.

October saw around 20 sponsored runners – including teams from Hearst and from Octopus – taking part in the Royal Parks Half Marathon in aid of The Upper Room. That month also saw the return of Jan Ravens to an Upper Room event, this time interviewing her fellow star from Radio Four's *Dead Ringers*, Jon Culshaw. The entire 90-minute conversation was a comic tour de force.

In November, Hartswood Tennis Club hosted our annual Book Swap, organised by our Trustee Bridget Stevenson. As ever this was a very relaxed and sociable event, with a steady stream of visitors enjoying coffee and cakes while perusing a wide selection of books and the beautiful jewellery created by Sarah Houston.

For two weeks in November our friends at Artists at Home ran an online Christmas auction featuring dozens of locally produced paintings, photographs and ceramics. Thanks to the incredible generosity of the participating artists, the bulk of the proceeds were donated to The Upper Room.

In December, we once again took part in the Big Give Christmas Match-funding Challenge to raise funds for our UR4Driving project. We set ourselves the challenging target of £60,000, and were delighted to reach it with a few hours to spare. We are exceptionally grateful to the three match-funding donors – two of our long-time supporters, plus the anonymous Big Give 'Champion', who was told of our work by an employee and decided to make a very large donation. A massive thank-you too to everyone who supported the campaign, including numerous individual donors and organisations, most notably Artists at Home, The Olive Tree Trust, Octopus Electric Vehicles and Hearst Networks EMEA.

December also saw our annual Carol Concert at St Saviour's Church. We welcomed friends to an evening of traditional carols, with the added bonus of several numbers beautifully performed by the Addison Singers' Chamber Choir with conductor Matthew Hough and organist Jonathan Turton. As ever, this was a wonderful curtain-raiser for the festive season.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Our 2025 events calendar commenced in March, with our tireless trustee Bridget Stevenson hosting her annual Bridge Event at Hartswood Tennis Club. The competition was fierce but fun and thoroughly enjoyed by all who attended.

The following day, we put on our biggest ever audience event: 'An Evening with David Tennant'. Demand for tickets was so great that we had to move to a bigger venue – St Peter's Acton Green Church. The audience of over 700 included not only David Tennant fans and Doctor Who fans from around the UK, but a number who flew in especially from Europe and, in one case, the USA! Despite the additional costs incurred due to the scale of the event, the evening was a huge success. At the end of the evening, David revealed six signed items that he was donating for a special online auction, which subsequently attracted enormous interest and generosity. A huge thank you to everyone at St Peter's for all their assistance at this event.

RISK MANAGEMENT

The Trustees have recognised that there are risks to which the charity, the staff and the volunteers are exposed. We have established a Risk and Audit Committee, and a risk register is in place which is regularly reviewed.

This Committee assesses all risks, and ensures the risks are managed as set out in the risk plan and regularly monitored. Good governance is in place, and Policies are reviewed annually by the Board. These include Financial Controls, HR, Safeguarding, GDPR and a Volunteer Policy. Disclosure and Barring Service (DBS) checks are routinely applied for from the Board level on down, to ensure our organisation observes the necessary safeguards for users of our services. The Charity uses Peninsula, a third-party provider of HR and Health and Safety services, to ensure effective management of Health and Safety, recruitment and equal opportunities.

We also have a health and safety policy and food hygiene policy, and risk assessments carried out on a regular basis. We have a zero-tolerance policy against abuse, for the security and wellbeing of our staff and volunteers.

FINANCE REPORT

The Upper Room recorded a deficit of £35,935 for the financial year ending 31st March 2025, a smaller loss than had been anticipated in the budget set at the start of the year.

At the start of the 2024/2025 financial year, the Trustees set an income and expenditure budget that anticipated the use of some of the charity's general unrestricted funds to meet a portion of the planned expenditure. The aim of this approach was to reduce the level of unrestricted reserves to around £250,000 at the end of the financial year, from a figure of £282,130 at the start of the financial year. Our year-end unrestricted reserves are £269,707, so above the target level set at the start of the year, reflecting a strong fundraising effort and good control of costs during the year.

Total income rose from £605,514 in 2023-2024 to £687,813 in 2024-2025. The largest driver again this year was a substantial increase in donations and gifts, growing from £174,972 in 2023-2024 to £221,563 in 2024-2025, an increase of 27%, coming after a significant increase in the prior year. Grant income also increased year-on-year from £333,376 to £346,059. The value attributed to donated food increased to £45,802 from £34,241, reflecting a record number of meals served during the year. Fundraising event income rose slightly from £42,900 to £45,145.

As interest rates remained high for the year, we earned £11,647 in interest from our cash reserves, which are mostly held in a short-dated money market fund managed by CCLA (Churches, Charities and Local Authorities Investment Management).

Expenditure increased from £664,024 in 2023-2024 to £723,748 in 2024-2025. Expenditure was very close to the budgeted level for the year. The increase was driven by a few key factors: an increase in staffing costs due to pay levels rising in line with inflation; an increase in client training reflecting a greater level of activity in the UR4Driving project; and an increase in fundraising costs. Fundraising costs rose from £54,409 to £80,100.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

This increase had two main drivers: firstly higher event costs, mainly due to the highly successful Evening with David Tennant event which required the hiring of a large venue, and provision of security to ensure the safety of the 700 attendees; and secondly an increase in staff costs following a restructure of the fundraising team after the departure of our previous fundraising manager during the year. We expect these costs to reduce next year.

Our year-end balance sheet shows a healthy current net asset position of £273,379. Of this figure, unrestricted cash reserves make up £269,707. We again plan to reduce this figure slightly in the year ahead, as detailed in the Reserves Policy section below.

As ever, I must thank all the staff at The Upper Room for their dedication, professionalism and close adherence to the agreed budget. I am particularly indebted to our Finance Officer Veronica Tuke, who provides me with invaluable support in my role, and to the fundraising team which has included Joyce Shaw, Chris Francis, Fiona Cook and Temi Adigun at various points over the year.

RESERVES POLICY

The reserves policy of The Upper Room is to maintain a cash reserve which is at least equal to the calculated cost of an orderly wind-down of the organisation over a three-month period should it ever become unviable. We include in this figure three months of staff costs, plus statutory redundancy payments, as well as other contractual commitments that would fall due. We also aim to limit our reserves to approximately six months of our budgeted expenses. On this basis, our minimum reserve level at 31st March 2025 is £158,852, and our targeted maximum is £343,640. Our general, unrestricted reserve funds, i.e. those which have not been designated for a special purpose, stand at £269,707 as at 31st March 2025, so within this target range.

As our unrestricted reserves are towards the upper end of the policy limits, the board has agreed to target a small reduction in reserves to a level of £250,000 – which is almost exactly the mid-point of our reserve target range – at the end of the next financial year. The board has approved expense and income budgets for the 2025-2026 financial year accordingly.

DONORS

Our grateful thanks go to all those individuals, schools, community events, church and faith groups, organisations and grant-giving trusts who contribute to our work. We are continually humbled by the support of local people who volunteer at The Upper Room, giving their time and energy to the project. This extends to the generous giving at Harvest of non-perishable food that supplements our food stores hugely.

PUBLIC BENEFIT

The Trustees consider that the charitable company has complied with the duty to have due regard to public benefit as detailed in guidance published by the Charity Commission. All services are provided to our beneficiaries free of any charge.

GRANTS AND DONATIONS FROM GRANT-GIVING TRUSTS, CHARITABLE FOUNDATIONS AND OTHER INSTITUTIONS

CHURCH DONATIONS

St Etheldreda with St Clement, Fulham
St George's, Campden Hill
St James's Church, Hampton Hill
St John's Church, Notting Hill
St Michael and All Angels, Bedford Park
St Peter's Church, Hammersmith
St Peter's Church, Southfield Road
The Church of the Holy Innocents, Hammersmith

SCHOOL DONATIONS

The Hall School
Kensington Wade School
Orchard House School
St Mary's Brook Green School

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

GRANTS

Anonymous – in memory of Andy Stallman
BME Health Forum
Caritas Westminster
City & Metropolitan Welfare Charity
Co-op Local Community Fund
Hammersmith & Fulham Food For All Partnership (UK Harvest)
Hammersmith & Fulham Giving
Hammersmith United Charities
Hollick Family Foundation
Inner London Magistrates' Court's Poor Box Charity & Feeder Charity
King Charles III Charitable Fund
London Borough of Ealing
London Borough of Hammersmith and Fulham
London Catalyst
Montier Charitable Trust
North Paddington Youth Centre
Polish Relief Society
Roehampton University
The 29th May 1961 Charitable Trust
The Batchworth Trust
The Big Give Christmas Challenge 2024
The Big Give Trust Champion Funding (anonymous)
The Christopher Rowbotham Charitable Trust
The City Bridge Foundation/UR4Jobs
The City Bridge Foundation/UR4Meals
The Daisy Trust
The Drapers' Company
The French Huguenot Church of London Charitable Trust
The Girdlers' Company Charitable Trust
The J E Posnansky Charitable Trust
The Jongen Charitable Trust
The Leigh Trust
The London Community Foundation
The Mercers' Charitable Foundation
The Noel Buxton Trust
The Olive Tree Trust
The Souter Charitable Trust
The Speedomick Foundation
The Swire Charitable Trust
The Wogen Anniversary Trust
Wates Foundation

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

OTHER DONORS

39 Steps Entertainment Ltd
Apple
Artists at Home
Askew Road Arts Festival
Athora UK Services Ltd
Bain & Company/Bain Cares SCF
Braze
British Telecom
Chiswick Cheese Market
Expectation TV
Finlay Brewer
Foodinate
Hearst Networks UK EMEA (formerly AETN UK)
Horton and Garton
Marmalade Jewellery
Mleczko Delikatessen Ltd
Nando's
Oaktree Capital Management LP
Octopus Electric Vehicles
Paypal Giving Fund UK
Psychological Services UK Ltd
Savills (UK) Limited
Sky UK Ltd
Zelle International

IN-KIND DONORS

12 Hammersmith Grove
A&E Television Networks UK/Hearst
Addison Singers' Chamber Choir
All Saints Church Fulham
Andy Slaughter MP
Anna Schick
Barons Court Project
Beauty Banks
Bridget Stevenson
Butler and Lawlor
Café Connection
Chiswick Cheese Market
Chiswick House
Citizen's Advice (Hammersmith & Fulham)
City Harvest
COOK Shop
Crown and Sceptre carol singers
Cushman & Wakefield
David Lloyd, Acton Park
David Tennant
Deborah Frances-White
Deirdre Shaw
Dorsett Hotel
Dr Robinson
Eileen McGregor
Emma Bostock
Felix Project
Fiona Cook
Flame & Fire Bar and Grill, W6

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Gail's Bakery, Askew Road
Glass Door
Gosia Jaguś
Hartswood Road Tennis Club
Hillsong Church
Hogarth Health Club
Hyde Park Stables
Jamie Coia
Jan Ravens
John Culshaw
Jonathan Maitland
Luiza Gorzalczyńska
Marmalade Jewellery
Mega Events
Michael Pownall
Mike Halson
Mleczko Delikatessen Ltd
Nando's
Neptune Sustainability
Net-a-Porter
Octopus Electric Vehicles
Only A Pavement Away (OAPA)
Peter Wolton
Phil Schick
Polish School Ravenscourt Park
Recovery Intervention Services Ealing
Robert Fox
Royal Parks Half Marathon: Octopus Electric Vehicles runners
Royal Parks Half Marathon: Sarah Bennett
Royal Parks Half Marathon: Sarah Moore
Royal Parks Half Marathon: A&E/Hearst runners
Royal Parks Half Marathon: Ben Gale
Sarah Houston
Savills, Chiswick
Shoots and Leaves, W6
Simon Tuke
Sipsmith
Sobia Khan
Social Bite
St Michael & All Angels Church
St Peter's Church, Southfield Road
St Saviour Wendell Park Church
The Chiswick Calendar
The Oak, W12
The Queen Mother's Clothing Guild
The River Café
Tim Parlett
Torin Douglas
Troy Fores Masculet
Turning Point
Val Jozefiak
Wheelers of Turnham Green
Wrap Up London
and all our wonderful volunteers

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Statement of trustees' responsibilities

The trustees, who are also the directors of The Upper Room (St Saviour's) for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

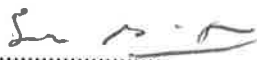
Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The trustees' report was approved by the Board of Trustees.



.....
S Tuke (Chair)

Trustee

Dated: 25 JUNE 2025

THE UPPER ROOM (ST SAVIOUR'S)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE UPPER ROOM (ST SAVIOUR'S)

I report to the trustees on my examination of the financial statements of The Upper Room (St Saviour's) (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
- 4 the financial statements 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 financial statements 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 financial statements to be reached.



Katherine Dee (FCA)

Begbies Chartered Accountants

9 Bonhill Street
London
EC2A 4DJ

Dated: ...25/3/25...

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Current financial year

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
<u>Income and endowments from:</u>					
Donations and legacies	2	261,429	351,995	613,424	543,589
Charitable activities	3	1,000	11,002	12,002	3,309
Fundraising activities	4	45,145	-	45,145	42,900
Investments - bank interest		11,647	-	11,647	9,666
Other income	5	5,000	595	5,595	6,050
Total income		324,221	363,592	687,813	605,514
<u>Expenditure on:</u>					
Raising funds	6	80,100	-	80,100	54,409
Charitable activities	7	256,430	387,218	643,648	609,615
Total resources expended		336,530	387,218	723,748	664,024
Net expenditure for the year/ Net movement in funds		(12,309)	(23,626)	(35,935)	(58,510)
Fund balances at 1 April 2024		283,243	26,071	309,314	367,823
Fund balances at 31 March 2025		270,934	2,445	273,379	309,313

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior year: 2023-2024		Unrestricted funds	Restricted funds discontinued charitable activity - counselling	Restricted funds general	Total
	Notes	2024 £	2024 £	2024 £	2024 £
<u>Income and endowments from:</u>					
Donations and legacies	2	175,183	-	368,406	543,589
Charitable activities	3	2,000	-	1,309	3,309
Fundraising activities	4	42,150	-	750	42,900
Investments - bank interest		9,666	-	-	9,666
Other income	5	6,050	-	-	6,050
Total income		<u>235,049</u>	<u>-</u>	<u>370,465</u>	<u>605,514</u>
<u>Expenditure on:</u>					
Raising funds	6	<u>54,409</u>	<u>-</u>	<u>-</u>	<u>54,409</u>
Charitable activities	7	<u>226,659</u>	<u>18,890</u>	<u>364,066</u>	<u>609,615</u>
Total resources expended		<u>281,068</u>	<u>18,890</u>	<u>364,066</u>	<u>664,024</u>
Net expenditure for the year/ Net movement in funds		<u>(46,019)</u>	<u>(18,890)</u>	<u>6,399</u>	<u>(58,510)</u>
Fund balances at 1 April 2023		<u>329,261</u>	<u>18,890</u>	<u>19,672</u>	<u>367,823</u>
Fund balances at 31 March 2024		<u><u>283,242</u></u>	<u><u>-</u></u>	<u><u>26,071</u></u>	<u><u>309,313</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	13		1,227		1,112
Current assets					
Debtors	14	36,955		15,295	
Cash at bank and in hand		285,872		355,553	
		<u>322,827</u>		<u>370,848</u>	
Creditors: amounts falling due within one year	15	<u>(50,675)</u>		<u>(62,647)</u>	
Net current assets			272,152		308,201
Total assets less current liabilities			<u>273,379</u>		<u>309,313</u>
Income funds					
Restricted funds - general	18		2,445		26,071
<u>Unrestricted funds</u>					
Designated funds	19	1,227		1,112	
General unrestricted funds		269,707		282,130	
		<u>270,934</u>		<u>283,242</u>	
			<u>273,379</u>		<u>309,313</u>


The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 25 JUNE 2025



S Tuke (Chair)
Trustee

Company Registration No. 02567517

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash absorbed by operations	25		(80,727)		(94,824)
Investing activities					
Purchase of tangible fixed assets		(600)		-	
Interest received		11,647		9,666	
Net cash generated from investing activities			11,047		9,666
Net decrease in cash and cash equivalents			(69,680)		(85,158)
Cash and cash equivalents at beginning of year			355,553		440,711
Cash and cash equivalents at end of year			285,873		355,553

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

The Upper Room (St Saviour's) is a private company limited by guarantee incorporated in England and Wales. The registered office is St Saviour Wendell Park Church, Cobbold Road, London, W12 9LN.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known with reasonable certainty, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

The charity receives donated food. In accordance with the SORP these are recognised at fair value to the donor. Fair value is the price at which the food could be sold. Where the food would be unsaleable by the donor no value is recognised. Where food that would still be saleable is received an estimate is made of the value. It is estimated that 29% (2024: 28%) of the food received has sale value. Any stock of food held at the balance sheet date is of minimal value and accordingly not included in the accounts.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Grants are recognised when receivable. Where grants are for a specific future time period the funds are deferred. Multi-year grants which have implicit time apportionment are deferred to the extent that they are for future time periods.

Grants received by the charity that are donations towards general costs are shown as unrestricted income. Where the donor specifies that the funds may only be spent on specific items or projects the grants are shown as restricted income.

All grants received by the charity are voluntary income toward the costs of the charity and are not generated as a direct result of achieving specific levels, of output or charitable services, under contract. In accordance with the SORP these grants are shown as voluntary income rather than income from charitable activities.

1.5 Resources expended

Liabilities arise from legal or constructive obligations that commit the charity to expenditure. Where the commitment has arisen before the balance sheet date the expenditure is recognised in the accounts.

Costs of generating funds are those costs incurred in obtaining funds through events, grants, donations and other income streams.

Costs of participating in or running fundraising event are recognised in the period in which the fundraising event takes place. General costs of raising funds are recognised as the cost is incurred.

Costs relating to charitable activities are those costs incurred in undertaking charitable activities. These costs are either direct costs or an allocation of support and governance costs.

Governance costs are purely those necessary for the charity to meet the administrative requirements of the Charity Commission. Governance costs are apportioned over each charitable area in the same ratio as support costs.

Support Costs are allocated in proportion to charitable activities in the ratio of 46:41:13 Driving: Meals: Jobs (2024: 46:42:9:3 Driving: Meals: Jobs: Counselling). No material support costs have been estimated to arise in the current year or previous year in respect of fundraising.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	Once completed, over the term of the lease
Kitchen equipment	10 years
Computers	3 years
Electric bicycle	2 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Leasehold improvements comprise the costs of the construction of a mezzanine floor. In accordance with the accounting policy, the asset is depreciated over the term of the lease. The lease expired in March 2022 at which time the net book value was nil.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Trade creditors and accruals are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to personal pension schemes are charged as an expense as they fall due as shown in note 10.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Donations and legacies

	2025	2024
	£	£
Donations and gifts	221,563	174,972
Legacies receivable	-	1,000
Grants receivable	346,059	333,376
Donated food, materials and professional services	45,802	34,241
	<u>613,424</u>	<u>543,589</u>
Donations and gifts		
Gift aid	21,707	21,313
Donations from businesses, schools, churches and individuals	199,856	153,659
	<u>221,563</u>	<u>174,972</u>
Grants recognised in the year		
Anonymous, in memory of Andy Stallman	37,240	
City Bridge Foundation	49,877	
City & Metropolitan Welfare Charity	50,000	
Hammersmith United Charities	45,000	
HM Prison & Probation Service		10,000
Monday Charitable Trust		12,500
Porticus UK		33,750
The Batchworth Trust	12,500	
The Drapers' Company	7,500	15,000
The Girdlers' Company Charitable Trust	10,000	10,000
The Hollick Foundation	10,000	10,000
The Jongen Charitable Trust	15,000	
The London Community Foundation	6,250	10,000
The Mercers' Charitable Foundation	10,000	17,500
The National Lottery Community Fund Community Organisations Cost of Living Fund		65,702
The Olive Tree Trust	9,000	21,000
The Swire Charitable Trust	10,000	10,000
Other under £10,000 and anonymous	73,692	117,924
	<u>346,059</u>	<u>333,376</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Charitable activities

	2025 £	2024 £
Performance related grant - Roehampton University	2,002	3,309
Performance related grant - BME Health Forum	10,000	-
	<u>12,002</u>	<u>3,309</u>
Analysis by fund		
Unrestricted funds	1,000	
Restricted funds - general	11,002	
	<u>12,002</u>	
For the year ended 31 March 2024		
Unrestricted funds		2,000
Restricted funds - general		1,309
		<u>3,309</u>

4 Fundraising activities

	Unrestricted funds £	Restricted funds general £	Total 2025 £	Total 2024 £
Fundraising events	45,145	-	45,145	42,900
	<u>45,145</u>	<u>-</u>	<u>45,145</u>	<u>42,900</u>
For the year ended 31 March 2024	<u>42,150</u>	<u>750</u>		<u>42,900</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Other income

	Unrestricted funds	Restricted funds general	Total 2025	Total 2024
	£	£	£	£
NI Employer's incentive	5,000	-	5,000	5,000
Miscellaneous income	-	595	595	1,050
	<u>5,000</u>	<u>595</u>	<u>5,595</u>	<u>6,050</u>
For the year ended 31 March 2024	<u><u>6,050</u></u>	<u><u>-</u></u>		<u><u>6,050</u></u>

6 Raising funds

	2025	2024
	£	£
<u>Fundraising and publicity</u>		
Staging fundraising events and other costs	26,353	10,620
Fundraising agents and grant monitoring	21,300	43,789
Staff costs	32,447	-
	<u>80,100</u>	<u>54,409</u>
Fundraising and publicity	<u><u>80,100</u></u>	<u><u>54,409</u></u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Charitable activities

	UR4Driving	UR4Meals	UR4Jobs	Total	UR4Driving	UR4Meals	UR4Jobs	UR4Counseling	Total
	2025	2025	2025	2025	2024	2024	2024	2024	2024
	£	£	£	£	£	£	£	£	£
Staff costs	83,222	136,499	43,403	263,124	94,235	117,427	28,504	8,154	248,320
Client training-lessons and test fees	106,321	-	542	106,863	93,707	-	873	-	94,580
Kitchen (food, health and safety)	23	8,077	629	8,729	169	6,324	-	-	6,493
Beneficiary awards	-	5,876	5,684	11,560	-	4,105	1,579	-	5,684
Volunteer expenses	4,672	5,646	33	10,351	7,341	4,213	70	48	11,672
Office costs	3,172	6,259	576	10,007	2,060	7,609	888	351	10,908
Motor expenses	-	215	-	215	-	-	-	-	-
Professional fees, security and consultancy	8,296	20,160	7,352	35,808	7,809	33,026	2,812	4,670	48,317
Staff training costs	400	1,044	30	1,474	119	1,331	58	240	1,748
Rent, rates and refuse	2,400	-	84	2,484	9,704	288	-	-	9,992
Sundry expense	-	-	-	-	-	2,864	3,044	980	6,888
Donated food and client assistance	-	45,802	-	45,802	-	34,241	-	-	34,241
	<u>208,506</u>	<u>229,578</u>	<u>58,333</u>	<u>496,417</u>	<u>215,144</u>	<u>211,428</u>	<u>37,828</u>	<u>14,443</u>	<u>478,843</u>
Share of support costs (see note 8)	66,922	58,983	18,722	144,627	59,124	53,353	11,414	4,361	128,252
Share of governance costs (see note 8)	1,205	1,062	337	2,604	1,162	1,048	224	86	2,520
	<u>276,633</u>	<u>289,623</u>	<u>77,392</u>	<u>643,648</u>	<u>275,430</u>	<u>265,829</u>	<u>49,466</u>	<u>18,890</u>	<u>609,615</u>

THE UPPER ROOM (ST SAVIOUR'S)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

7 Charitable activities	(Continued)																	
	UR4Driving		UR4Meals		UR4Jobs		Total 2025		UR4Driving		UR4Meals		UR4Jobs		UR4Counseling		Total 2024	
	2025	£	2025	£	2025	£	£	£	2024	£	2024	£	2024	£	2024	£	2024	£
Analysis by fund																		
Unrestricted funds	68,911		145,390		42,129		256,430		98,951		109,231		18,477		-		226,659	
Restricted funds - discontinued charitable activity - counselling	207,722		144,233		35,263		387,218		176,479		156,598		30,989		18,890		18,890	
Restricted funds - general	276,633		289,623		77,392		643,648		275,430		265,829		49,466		18,890		609,615	

Support costs are allocated in proportion to charitable activities in the ratio of 46:41:13 Driving: Meals: Jobs (2024: 46:42:9:3 Driving: Meals: Jobs: Counselling).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Support costs

	Support costs	Governance costs	2025 Support costs		Governance costs	2024
	£	£	£	£	£	£
Staff costs	92,968	-	92,968	78,921	-	78,921
Depreciation	485	-	485	185	-	185
Computer	1,980	-	1,980	2,065	-	2,065
Miscellaneous expense	9,402	-	9,402	10,614	-	10,614
Office administration	973	-	973	1,490	-	1,490
Advertising, including staff	1,103	-	1,103	131	-	131
Professional fees	3,030	-	3,030	1,894	-	1,894
Rent & utilities	33,779	-	33,779	32,173	-	32,173
Staff training	907	-	907	779	-	779
Independent examination fees	-	2,520	2,520	-	2,520	2,520
Other governance	-	84	84	-	-	-
	<u>144,627</u>	<u>2,604</u>	<u>147,231</u>	<u>128,252</u>	<u>2,520</u>	<u>130,772</u>
Analysed between						
Charitable activities	<u>144,627</u>	<u>2,604</u>	<u>147,231</u>	<u>128,252</u>	<u>2,520</u>	<u>130,772</u>

Governance costs includes payments to the Independent Examiners of £2,520 inclusive of VAT (2024: £2,520).

9 Net movement in funds

The net movement in funds is stated after charging/(crediting):

	2025	2024
	£	£
Fees payable for the independent examination of the charity's financial statements	2,520	2,520
Depreciation of owned tangible fixed assets	485	185
	<u>2,520</u>	<u>2,520</u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year except as disclosed in note 21. Reimbursed travel expenses totalled £nil (2024: £nil). The general insurance policy includes cover for the trustees.

11 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
	15	14
	<u>15</u>	<u>14</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

11 Employees

(Continued)

Employment costs	2025 £	2024 £
Wages and salaries	345,102	291,570
Social security costs	28,109	21,942
Other pension costs	15,328	13,729
	<u>388,539</u>	<u>327,241</u>

During the year no employee earned over £60,000 per annum.

Remuneration of key management personnel

The remuneration of key management personnel, including pension contributions, employer national insurance and prior to all deductions is as follows.

	2025 £	2024 £
Aggregate compensation	<u>59,000</u>	<u>58,446</u>

12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Tangible fixed assets

	Leasehold Improvements £	Kitchen equipment £	Computers £	Electric bicycle £	Total £
Cost					
At 1 April 2024	442,299	18,324	12,903	-	473,526
Additions	-	-	-	600	600
	<u>442,299</u>	<u>18,324</u>	<u>12,903</u>	<u>600</u>	<u>474,126</u>
At 31 March 2025	442,299	18,324	12,903	600	474,126
Depreciation					
At 1 April 2024	442,299	17,212	12,903	-	472,414
Depreciation charged in the year	-	185	-	300	485
	<u>442,299</u>	<u>17,397</u>	<u>12,903</u>	<u>300</u>	<u>472,899</u>
At 31 March 2025	442,299	17,397	12,903	300	472,899
Carrying amount					
At 31 March 2025	-	927	-	300	1,227
	<u>-</u>	<u>927</u>	<u>-</u>	<u>300</u>	<u>1,227</u>
At 31 March 2024	-	1,112	-	-	1,112
	<u>-</u>	<u>1,112</u>	<u>-</u>	<u>-</u>	<u>1,112</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Other debtors	15,000	1,160
Prepayments and accrued income	6,955	14,135
	<u>21,955</u>	<u>15,295</u>
Amounts falling due after more than one year:	2025 £	2024 £
Other debtors	15,000	-
	<u>15,000</u>	<u>-</u>
Total debtors	36,955	15,295
	<u>36,955</u>	<u>15,295</u>

Other debtors includes £30,000 of a multi-year unrestricted grant of which £15,000 is payable within one year and £15,000 within two years of the balance sheet date.

15 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Deferred income - grants received for future time periods	16	39,540	52,031
Trade creditors		3,806	1,817
Accruals		7,329	8,799
		<u>50,675</u>	<u>62,647</u>
		<u>50,675</u>	<u>62,647</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Deferred income

	2025 £	2024 £
Arising from performance related grants	6,417	17,416
Arising from grants for future time periods	33,123	34,615
	<u>39,540</u>	<u>52,031</u>

	2025 £	2024 £
Deferred income brought forward	(52,031)	(68,917)
Recognised in the year	45,614	68,917
Provided in the year	45,957	52,031
	<u>39,540</u>	<u>52,031</u>

17 Statutory funding

The charity recognised £12,180 of income from government sources of funding during the year (2024: £84,781 of income from government sources of funding during the year including £65,702 from The National Lottery Community Fund).

THE UPPER ROOM (ST SAVIOUR'S)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds		Movement in funds		Movement in funds	
	Incoming resources	Resources expended	Incoming resources	Resources expended	Incoming resources	Resources expended
	£	£	£	£	£	£
UR4Driving	19,673	(176,479)	201,463	(207,722)		
UR4Meals	-	(90,897)	92,817	(96,448)		
UR4Jobs	-	(30,989)	16,860	(32,190)		
UR4Counselling	18,889	(18,889)	-	-		
The National Lottery Community Fund	-	-	-	-		
Living Fund	-	(65,702)	-	-		
Core funding	-	-	2,575	(2,575)		
City Bridge Foundation UR4Meals	-	-	45,210	(45,210)		
City Bridge Foundation Wellbeing/Jobs	-	-	4,667	(3,073)		
	<u>38,562</u>	<u>(382,956)</u>	<u>363,592</u>	<u>(387,218)</u>		
					<u>2,445</u>	
						<u>1,594</u>
						<u>2,445</u>

THE UPPER ROOM (ST SAVIOUR'S)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

(Continued)

The restricted funds represent income funds expendable at the discretion of the trustees in furtherance of the charity's object in accordance with the conditions imposed by the donor. The purpose of each fund is set out below:

Name of Restricted fund	Purpose of Fund
UR4Driving	Grants to fund the UR4Driving project
UR4Meals	Grants to fund the UR4Meals project
UR4Jobs	Grants to fund the UR4Jobs project
UR4Counselling	Grants to fund the UR4Counselling project
The National Lottery Community Fund	
Community Organisations Cost of Living Fund	
Core funding	Grants to fund the UR4Meals project
City Bridge Foundation UR4Meals (1035628)	Grants for fixed assets, admin and other core costs
City Bridge Foundation Wellbeing (1035628)	City Bridge Foundation is the funding arm of The City of London Corporation's charity, Bridge House Estates
	City Bridge Foundation is the funding arm of The City of London Corporation's charity, Bridge House Estates

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

21 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	18,000	-
Between two and five years	82,268	-
In over five years	91,852	-
	<u>192,120</u>	<u>-</u>

A new lease was signed on the 7th May 2024, for a period of 12 years from 31st March 2022. The rent increases throughout the term, and the above rent is the total agreed to be paid without discounting or averaging.

The satellite location for the UR4Driving project ceased during the year with no further lease costs.

22 Related party transactions

Mrs V Tuke, the wife of chair of trustees, Mr Simon Tuke, received £23,921 (2024: £17,172) for bookkeeping services.

During the year, the charity received £1,469 (2024: £1,785) in donations from trustees and related parties.

23 Limited by Guarantee

The charitable company is limited by guarantee. The guarantee is limited to £1 for each member.

24 Analysis of changes in net funds

The charity had no material debt during the year.

25 Cash generated from operations

	2025 £	2024 £
Deficit for the year	(35,935)	(58,510)
Adjustments for:		
Investment income recognised in statement of financial activities	(11,647)	(9,666)
Depreciation of tangible fixed assets	485	185
Movements in working capital:		
(Increase) in debtors	(21,658)	(8,421)
Increase/(decrease) in creditors	519	(1,526)
(Decrease) in deferred income	(12,491)	(16,886)
Cash absorbed by operations	<u>(80,727)</u>	<u>(94,824)</u>

THE UPPER ROOM (ST SAVIOUR'S)

England & Wales - Charity number 1004354

Accounts

Charity Registration No. 1004354

Company Registration No. 02567517 (England and Wales)

**THE UPPER ROOM (ST SAVIOUR'S)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

THE UPPER ROOM (ST SAVIOUR'S)

CONTENTS

	Page
Trustees' report	1 - 17
Independent examiner's report	18
Statement of financial activities	19 - 20
Balance sheet	21
Notes to the accounts	23 - 36

THE UPPER ROOM (ST SAVIOUR'S)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

S Tuke (Chair)
P Mawdsley (Treasurer)
M Dudek
J Hillman
J Marshall (Appointed 21 June 2023)
P Schick
R Shaw
B Stevenson
C Wood
K Barbour (resigned 21 June 2023)
M Morgan (resigned 9 June 2023)

Secretary

P Mawdsley

Charity number

1004354

Company number

02567517

Registered office

St Saviour Wendell Park Church
Cobbold Road
London
W12 9LN

Independent examiner

Begbies Chartered Accountants
9 Bonhill Street
London
EC2A 4DJ

Bankers

NatWest PLC
London
W12 7GE

CCLA
One Angel Lane
London
EC4R 3AB

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their report and accounts for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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).

Our Vision and Mission

The Upper Room's vision is to support and improve the lives of vulnerable people in our community to make them more resilient, and to help them make positive life choices. Our mission is to work with socially disadvantaged (or vulnerable) adults to:

- alleviate poverty
- provide personalised advice and support
- increase confidence and self-esteem
- enable people to be active members of the community
- improve physical and mental wellbeing
- improve employability
- reduce (the risk of) re-offending
- reduce the risk of homelessness

Why our work is important

We believe in the fundamental proposition that every human being has potential which, if held captive by social exclusion, can be unlocked by our support and work. Our work has a positive, life-enhancing impact on our beneficiaries. It benefits people by improving their self-esteem and health, and enabling them to become economically independent.

Additionally, we are proud that our beneficiaries often help provide inspiration and hope for others.

Where we work

Our main hub is in West London, but we now have a satellite office in Croydon, and more broadly are a London-wide organisation. Our work touches the lives of thousands of people every year.

Structure, Governance and Management

The Upper Room is a registered charity with the Charity Commission, and a company limited by guarantee, governed by a Memorandum and Articles of Association dated 11 December 1990.

Trustees are selected from a broad range of backgrounds, with consideration given to specific areas of responsibility they can take on within the charity. Trustees are elected for three-year terms. Trustees retire in rotation at the end of their term, and can stand for re-election by the Members at the AGM, subject to a maximum term of office of nine years (time served as a Trustee prior to 2018, when the nine-year maximum was introduced, is disregarded when calculating length of service).

CHAIRMAN'S REPORT

The underlying theme of this year has been all about maximising the benefits we provide from our resources, in the face of rising demand for our services driven by the continuing economic challenges facing just about everyone in society. You will find detailed reports on all the projects later in this report, but I would highlight a number of areas where the increased outcomes have significantly outstripped any increase in investment.

We have continued to serve unprecedented numbers of meals throughout the year, whilst keeping a tight rein on the cost of delivering them. 33,511 meals is a remarkable number. Ash has stepped up to the role of Project Manager exceptionally well, combining a deep empathy and compassion for our guests with smooth organisation of the large number of volunteers on whom we depend so heavily.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

UR4Driving also had a record year, achieving a magnificent 45 practical passes. Getting a driving licence really is a life-changing achievement for our students, as you can read in the testimonials later in the report. Test slots are still in short supply, and the team are regularly on the Driver and Vehicle Standards Agency website at the crack of dawn to secure bookings as soon as they become available.

We welcomed Nisia as our new UR4Jobs Project Manager, who has reinvigorated the service as well as revealing impressive skills at raising funds.

It was with considerable regret that we took the decision to close our UR4Counselling project. This was due to the challenges of funding, together with the increasing complexity and severity of those presenting for the service. I would like to give a warm thank you to Alina, who has led the project with great energy, dedication and professionalism.

We were delighted to welcome the Rt Revd Dr Emma Ineson, the recently appointed Bishop of Kensington, on a visit to The Upper Room, and are honoured that Bishop Emma has agreed to become a Patron.

Our new lease has finally been signed off by all parties. It will run for a further ten years, giving us stability regarding our occupation of our premises, and clarity on what we will be paying for the term of the lease.

We continue to receive fantastic support from a wide range of individuals and organisations. Whilst we are always looking to expand the breadth and depth of the services that we offer, we remain rooted in West London.

The number of volunteers who give their time to The Upper Room is well into three figures. I say it every year, but it bears repeating: we really couldn't function without them.

Our trustees provide strong leadership for the charity. I would like to thank Ken Barbour and Matthew Morgan, who stepped down this year, for their exceptional contribution over many years. We welcomed Julian Marshall as a new trustee this year.

Finally, and most importantly, our amazing staff provide unfailing support to our clients, always looking for the best in people and for the best possible outcome, however challenging the circumstances may be.

Simon Tuke
Chair of Trustees

OUR PROJECTS

UR4Meals

Following the departure of the UR4Meals manager Cecilia Seres after 14 years of dedicated service, Ashley Robinson, our senior support worker, stepped into the role on a trial basis. After a successful trial period he has since been appointed Project Manager.

During his transition two new appointments were made to fill the senior support worker vacancy on a job-share basis. Following a three-month probation period, it became clear that Tayo, who has worked up from being a guest, to volunteer, to paid member of staff, was a great fit, with the right attributes for the position.

In the kitchen the combination of three chefs continues to work exceptionally well, providing constant cover and a variety of cuisine, all while avoiding work overload for any one individual.

An important project this year was the creation of a volunteer portal. Thanks to the hard work of Mike Halson on the technical side, we were able to launch the portal in January, thus making the rota available to all volunteers. By accessing it through the TUR website, volunteers can check for available shifts, and can ask to be added to the rota through the messaging feature.

The introduction of both corporate 'Cook-in' days and regular weekly-allocated corporate shifts has proved a great success. The volunteers are capable, eager and fit into our system fantastically well. Our chefs have embraced the opportunity to work with new people, getting them involved and leaving them feeling highly satisfied by the experience. The feedback has been very positive: the diversity it brings to the Charity is great for morale and guest satisfaction. From a resource planning perspective, the consistent pattern of having corporate volunteers each week, at set times, helps a lot.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

We have been privileged to work with a number of external partners this year, including weekly drop-ins from Glassdoor, Citizens Advice, Turning Point and the Rough Sleeping and Mental Health Programme (RAMHP). We have also had less frequent but regular visits from NHS dental, Hep C Van, My Practice My Health, NHS Vaccinations and the NHS Podiatrist.

Key outputs:

- 18,459 attendances over 242 sessions
- 33,511 meals, takeaways and food parcels
- 1,991 toiletries distributed
- 2,448 items of clothing distributed
- 308 sleeping bags given to rough sleepers
- 446 individual travel support (Oyster cards and top-ups)
- 1,250 TFL Saver tickets
- 219 SIM cards and phone top-ups
- 86 mobile phones given
- 120 volunteers, who contributed 7,560 hours of their time

Glass Door

We are extremely grateful to our advisors from Glass Door (Andrew, Boguslaw and Neil) who attended two days a week. They supported 236 people, compared with 157 in the previous 12 months. 48% were rough sleeping, 22% were hidden homeless, and 27% not currently homeless. The majority of these were complex cases requiring in-depth support over a number of sessions.

- 10 guests received benefits
- 3 guests secured employment
- 20 guests had financial assistance
- 3 guests received health referrals
- 29 guests were housed
- 8 guests received ID
- 3 guests received an immigration referral
- 5 guests received food support
- 1 guest received material support for moving into housing (white goods, etc)

Citizens Advice

CAB H&F provided us with three advisors (Bess, Magdalen and Nick) over the 12-month period. They supported 67 individuals with detailed casework. 58% of clients had a disability or long-term health condition; 72% were male and 28% female. These were the most prevalent issues:

	<u>Frequency</u>	<u>No of Clients</u>
Housing	202	40
Benefits and Tax Credits	80	17
Universal Credit	58	16
Immigration and Asylum	52	25
Charitable support/Foodbank	11	7
Health and Community care	24	6
Travel and Transport	14	6
Debt advice	7	4
Employment	8	3

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Case Study – Mohammed

Mohammed was sleeping rough when he arrived at The Upper Room. A refugee from Sudan, he had made his way to London after he was unable to get the support he needed in Portsmouth. Sleeping in a doorway of Pizza Hut with no means of keeping warm, he found his way to us. We welcomed him warmly and gave him his first hot meal in weeks, as well as some clean clothes, a super-strength sleeping bag and a tent. He was also given much-needed toiletries, and a towel so he could shower.

As the weeks went by he continued to visit us daily; he saw the good we were doing and was adamant he wanted to volunteer with us. We signposted him to Citizens Advice and Glass Door, who both supported him in finding accommodation. We topped up his phone, paid for his transport to various appointments, and continued to sustain him with daily nutritious meals.

Finally, after a long winter, sticking close to The Upper Room and volunteering nearly every day, he was accepted by Birch Tree housing project. He now has a room right in the heart of London. He continues to volunteer with us while looking for paid work. We still help him to get to appointments and top up his phone, and he is doing much better. In his words:

"I feel grateful for The Upper Room and all the people who helped me. The Manager, the employees, the chefs, and the volunteers, I love them."

Ashley Robinson
UR4Meals Project Manager

UR4Driving

Key Outputs:

• Referrals from 40 different agencies	
• Theory tests taken	79
• Theory passes	55
• Practical tests taken	79
• Driving licences	45
• Theory workshops/sessions	470
• Total attendees	162
• Total attendances	1,113
• Total lesson hours	2,146
• Number of regular driving Instructors	8 (10 ad hoc)

Age of current clients on roll:

18-25	24
26-35	28
36-45	19
46-60	9

Ethnicity:

Asian British/Indian/Bangladeshi/other	8
Black British/African/Caribbean	49
Mixed ethnicity	9
White British/Irish	8
Other nationalities	3
Not disclosed	3

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Onward pathways

All of our clients are offered support from our UR4 Jobs service – this typically includes CV updating; job searching; interview techniques; applications and training referrals. 17 of our successful clients used this service.

- 10 are still in addiction recovery (unfit to work)
- 4 are due to start training or apprenticeship
- 6 are at college or university
- 16 have some part- or full-time employment
- Follow-up calls with this cohort have revealed that none have been arrested or are involved in criminal activity

Project activity

Expanding our reach across different areas of London has been a real benefit, not only to our results, but also in maintaining client engagement on the project.

We have some good instructors working with us, who understand the ethos of the charity and are also empathetic with our client group.

We continued to operate in Croydon one day per week, based at the Carer's Centre until the end of February, after which we returned to the Croydon Voluntary Action Centre at West Croydon. We have one member of staff on-site, supported by a volunteer from the project, which has become a good working model.

We have continued to build good relationships with Probation, Catch22, North Paddington Youth Club and Switchback, to name a few, and have been supported with training and network meetings run by Clinks and Young Hammersmith & Fulham Foundation.

Driving test booking is still a slow process – some six months' wait from the date of booking to the date of the test, and we are ensuring our clients are aware of the situation from the outset.

Testimonial (Usman: passed his test May 2023)

I had just been released from prison after receiving an 8-year sentence. I stayed pro-active upon release and completed further vocational courses and gained employment, however suffered a serious injury which took me nearly a year to get back on my feet from. It was at this moment that I stayed strong and positive and continued to pursue a brighter future. Not only was I facing a barrier in terms of my criminal conviction, but now due to my physical health I was presented with another barrier. Therefore, mentally and physically I was not in the best place and things were looking bleak, however I was determined not to give up.

What difference has a licence made to you as a person, and your future?

It was a massive relief and weight off my shoulders. I struggled a lot to get to this moment and my persistence and hard work has paid off. I have a decent CV, however I feel my time in prison has been a barrier to employment, but now I hope a licence will broaden my horizons and present new opportunities that I otherwise would not have had. So, all in all the future, God-willing, will be brighter.

How has having the opportunity of being part of UR4Driving impacted your life?

I have thoroughly enjoyed being a part of this amazing organisation. The staff are very supportive and go above and beyond to help their participants. I have worked with various ex-offender charities/organisations since my release, but I can honestly say that The Upper Room delivers the most. My personal experiences with Elaine, Sam and Roy have been extremely positive and they are all an asset to this company. Charlie (Instructor) was also very knowledgeable. In terms of what I have learnt about myself, I always knew I was strong enough to get through adversity and overcome hurdles, my recent past has emphasised that to me and given me the confidence to remain hopeful in life.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Update January 2024

Usman secured employment with Thames Water (via our UR4Jobs project) following his practical test pass. He was required to drive a large transit van and become a call-out technician. By the end of the year he had completed his six-month probationary period and was very happy in his role. He had also recently got married and spoke eloquently about the life changes he had achieved at an Upper Room event.

Elaine Reeve
UR4Driving Project Manager

UR4Jobs

I started my role as an Employment Advisor on 23 June 2023, running a weekly Jobs Club and providing one-to-one advice sessions supporting people facing multiple barriers to employment; as well as setting up referral partnerships with external organisations.

Over the past 12 months we have achieved the following:

- delivered 258 one-to-one employment support sessions
- supported 93 unique beneficiaries
- compiled 55 CVs
- referred clients on to 6 training programmes
- arranged 15 job interviews
- organised 5 work trials/experience placements
- leading to 9 job offers.

I'd like to thank Mike Halson, Tim Parlett, Philip Woolfe, Zania Dhannie and Farzana Jesmin for their support in delivering these sessions.

Demographics

78.6% of beneficiaries were male and 21.4% female. 30% were British and 70% were foreign nationals (Polish 33.7%, Romanian 7.1%, Moroccan 5.1% and 3.1% Indian).

External partners

We have an ongoing relationship with the following partners, who accept our candidates for their employment and training programmes:

- OAPA – a charity offering career opportunities within the hospitality industry for people facing homelessness.
- Social Bite – a social enterprise providing supported employment to those who have experienced homelessness.
- Connection Crew – a social enterprise running a very successful Academy Programme supporting those who want to work in the events industry, but face additional barriers to employment.
- XO Bikes – a social enterprise training young people in bike repair.
- Restart Lives – a charity 'enabling people to take steps towards supporting themselves' by running courses and support programmes.
- POW – a social enterprise training people in woodworking skills.
- Action West London – a charity providing adult courses such as Construction Skills Certification Scheme (CSCS) training.
- Portland – a training organisation providing Security and CSCS training.
- Mleczko Deli – a local employer, running a chain of Polish shops.

Developments

In January 2024, in response to growing demand, I have taken on additional responsibilities setting up a Polish support group funded by the Rethink Suicide Prevention Fund. We have conducted eight workshops, which have been attended by 29 people.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

The group support sessions focus on mental health and practical help for individuals facing challenges accessing mainstream services due to the language barrier.

In addition, 12 of the participants benefitted from nine sessions with our external partners: POW workshop, Kew Gardens, Hammersmith Garden Association, Only a Pavement Away, Harrow, Richmond and Uxbridge Colleges and West London College.

100% of group participants gave us very positive feedback, describing the group as a vital lifesaving service beneficial for their mental health, and more than 50% have already reported some improvement in one or more areas that we provide practical assistance on (accessing healthcare, homelessness prevention, essential life skills, administrative support and employment advice).

In March 2024 we also ran a pilot ESOL course, with four students attending our Essential Communication classes. We also sponsored one candidate on an ESOL course run by West London College. As the pilot has met with an enthusiastic response from the users we plan to start delivering this valuable service on a regular basis.

Case Study

DC, a Romanian national, came to us asking for help with looking for a job, but as he did not have any form of valid ID we had to start by restoring his driving licence, and referring him to Glass Door for assistance with applying for a new passport. In the meantime it also turned out that DC is effectively homeless, and needs to use our address for correspondence. As a Romanian national with pre-settled status he was not eligible for any social assistance.

While his documents were being processed we put together his CV, and started looking at employment and training options. We referred DC to Action West London to renew his Construction Skills Certification Scheme, and once his documents were ready we helped him apply for a number of warehouse vacancies, and practised his interview skills. We then lost sight of him as he stopped visiting us regularly, but he came back a couple of months later to say that he is now working full-time and is back in accommodation.

Case Study

MN, a Polish national, is an example of someone facing multiple interconnected barriers – mental health, homelessness, lack of communication and social skills, social isolation and long gaps in employment history. His past experience, complex mental health needs and circumstances also place him in the high risk of suicide category. Having undergone some treatment in the past year, he now believes he is ready to start working again, but he still needs a lot of emotional and practical support.

MN joined our Polish support group, and benefits from the social interaction it provides. We also organised some peer support for him, and worked with him on developing his confidence, communication skills and stress management strategies. We placed him in short-term accommodation while he attended our ESOL classes and work-related training, prior to an assessment day with Connection Crew.

MN has been making some good progress, which led to him being accepted onto their competitive Academy Programme recently, and will hopefully lead to paid employment in the near future.

Nisia Jedrychowska

Employability and Wellbeing Programme Lead

UR4Counselling

Despite the charity's teams having made substantial progress in terms of capacity and capability it was with great sadness we had to take the decision to close this excellent service for financial reasons. The service itself had broadened its capacity, and was able to take on clients with more complex and severe mental health issues. We could support clients in languages such as Spanish, Urdu and Gujarati, as well as our traditional Polish offering. We also secured the services of an internationally well regarded practitioner and authority on clinical supervision. So all was looking good, but despite our best endeavours we were unable to secure the funding required to keep the service going. Alina Babik-Richens, our permanently employed counsellor, colleague and friend of many years had done an outstanding job with both English and Polish-speaking clients; she was also always a great support to her colleagues, who do a difficult job in challenging circumstances. Equally, her newly joined colleagues, who all brought different specialisms to the table, enabled us to significantly reduce our need to signpost clients in distress elsewhere, and keep them within The Upper Room family.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

We are still able to offer Mental Health-related support through our partners such as Turning Point, ReThink and MINT. Additionally, our new Polish support group overseen by Nisia Jedrychowska has been able to offer counsellor lead and peer support group sessions for its attendees. We would like to thank Schutz Engel for their support over the years, and for enabling many people suffering from poor mental health to take steps towards improved self-esteem and self-worth. Additionally, I would like to thank our outstanding volunteers Paul and Deirdre.

Between April and our closure in September 2024 the team managed to undertake the following sessions:

New referrals	Current clients	Booked sessions	No-shows	Sessions undertaken
12	20	92	31	62

Iain Cooper
CEO

Corporate Development

The decision to dedicate time and resources to scaling up our work creating and developing local business relationships has proven to be highly beneficial in many ways. The over-arching strategy contained three corporate target groups, so that three different and sustainable income types could be secured.

Firstly, our targeting of high value 'Social Value' Partners saw our first deal signed in August 2023, yielding a five-year, six-figure grant for our driving project. Since signing that deal, we have created a database of target businesses who sell services to the Public and Government Agency sector, and will be embarking on a large-scale marketing campaign in Q1 and Q2 of the coming reporting period.

Secondly, our targeting of medium-size businesses (100-250 headcount) with 'Charity of the Year' type engagement has so far created three high value partnerships focused on kitchen volunteering, with a combined forecast value of c£30k/£40k for the coming year. A particular and highly popular feature of the corporate proposition is our 'Corporate Cook-In Challenge' days where teams of 6-8 corporate partner employees undertake for themselves the challenge we face every day of creating 150+, 2-3 course nutritious meals under the supervision of our chefs. The teams have to evaluate their ingredients, plan their menus, cook, serve, and clean up – all under a ticking clock to add to the challenges of the day. The feedback we are receiving from participants is both humbling, heart-warming and has a significant added bonus from the participating HR Directors we speak to of having a hugely positive impact on team morale and bonding within different employee groups.

One corporate participant (Ellie) commented:

"So I attended one of my company's volunteering days at The Upper Room and it was such a heartwarming experience; being there for half a day I witnessed what type of community The Upper Room had built. You can see from the staff and other volunteers in the Charity how passionate and caring they are by making sure that they are including and encouraging everyone as we worked on preparing more than 175 meals that day. It just showed to me how big their hearts are and I also witnessed the gratitude and thanks from the people who patiently queued, sat and then ate the food we prepared. Overall, I saw a community that is wholesome and optimistic, and I'm really proud that I am working in a company that is supporting The Upper Room."

Our third target group is the 45,000+ SMEs that are based within just a few miles of us. As a result of proactively networking our way into many board-level conversations with community-based businesses via the excellent West London Chamber of Commerce organisation, attending different events and diverting some of our facilities-based spend with fellow chamber members, we were presented with the 2023 'Winner' award in the Charity/Not-for-profit category at their annual awards ceremony in November 2023. This has already proved to be a great door-opener for us and an excellent platform from which to market our corporate partner proposition to create many more business partnerships.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Furthermore, a significant enabler to our corporate success so far has been the contributions of four incredibly talented and committed volunteers making up our Business Development Group (BDG): Philip Woolfe, Mike Biddle, Emma Bostock and Stuart Quickenden. Their ideas, energy and work behind the scenes have been the difference between success and failure for us, and we can't thank them enough.

So I am delighted and proud to report on our progress in this area, but have to stress that in order to keep up with the ever-increasing demand for ourselves, our BDG – along with our other fundraising activities – need, yet again, to raise our game, just to cope with what we have, let alone keep up with rapidly increasing demand.

New 'Value-Add' Services

Somehow, while The Upper Room teams have been keeping our charity functioning – in very challenging circumstances – we have also found different ways to add value to our guest services. In March 2024 we secured an agreement with Royal Marsden Partners Cancer Alliance to start to address locally the significant, national problem of Health Inequalities, and in April 2024 are commencing a pilot programme of supporting homeless people into and through cancer screening, by providing key-worker support, translation services, temporary accommodation and transport.

We have also partnered with Roehampton University in surveying and understanding more about the links between human trafficking, homelessness and modern slavery, and have used some of the funding made available for that work to get modern slavery victims away from rogue or abusive employers and into temporary accommodation, while we attempt to secure them alternative employment via our UR4Jobs project. This work with Roehampton has quite literally changed lives for the better.

There is mention of our new Polish support group in the UR4Jobs section of this report, and I feel moved to add to the comments about how effective this has been for our more vulnerable, 'high-risk' Polish-speaking guests. Their feedback from this, once again, has been humbling, highly rewarding and energising for our teams. So much so that we are now looking both at ways to further develop this support and also to target other commonly vulnerable community groups. Our primary learning from this is that communal support, talking therapies and activities (mainly dexterity-based but also including singing traditional Polish folk songs together) break down the barriers of communication and those between low self-esteem and improved wellbeing, enabling each participant to lift themselves out of their problems for a short while and – with support – start to take their first small steps into helping themselves improve their own circumstances.

Future Outlook

As we look back at how we have developed and grown our capabilities in the last year we have a lot to be proud of, but although there may be a change of government in the coming year, issues around homelessness and prison populations will not be disappearing overnight. So The Upper Room is preparing itself to go up yet another gear – again. Focusing on future resilience, developing existing skills and bringing new ones into the team, looking for new partnerships and collaborations with which we can keep growing to meet a demand that sadly maintains its relentless momentum. Our team, of course, is incredible, whether they are paid staff or volunteering their time; we would be unable to do what we do without them, so I would like to thank them all so very much; whatever 'extra miles' they have in the tank, they always seem to, somehow, reserve them for us.

Iain Cooper CEO

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

HARVEST APPEAL

Despite the increasing squeeze on disposable incomes, Harvest donations were higher than 2023, and all our storage spaces were once again packed with canned food, pasta, rice, biscuits, coffee and tea, cooking oils and more. Around 46 schools and churches collected on our behalf – not just from our local area, but as far afield as Twickenham and Shepperton. We visited 19 schools and churches to talk about our work and help children gain a better understanding of homelessness, and the way their generous donations directly benefit those in need. We are always enormously impressed by the maturity and compassion even quite young children demonstrate when discussing this challenging subject. A huge thank you to the team from Savills in Turnham Green for doing many of the collections on our behalf.

KEEN TO BE GREEN

The Upper Room continues to strive in its efforts to maintain strong principles and values related to environmental sustainability, and our aim is to become as green as we can possibly be. We have been putting the 3R principles – Reduce, Re-use, Recycle – into practice. We are also looking at:

- Raising awareness: running sustainability workshops, providing online guidance, resources and examples of sustainability in practice (through our website, Facebook page etc)
- Continuing to source renewable supplies of electricity
- Installing bicycle infrastructure and encouraging local staff and volunteers to cycle or walk; finding refurbished bicycles to be donated to our guests
- Using a commercial-size compost bin in our kitchen

EVENTS AND FUNDRAISING

The Friends Sub-Committee's purpose is to increase support locally, and to raise money. The number of regular donors has greatly increased; we now have 118 signed-up Friends, who provide a regular income of £30,236 per annum. I am pleased to report that our Friends have maintained their financial support, and we increased the membership by another 10 during the year.

Coronation street parties: over the bank holiday weekend there were parties in Cobbold Road, Greenside Road, Becklow Road and Hartswood Road. People worked incredibly hard running Tombolas, Raffles, making tacos and selling Upper Room raffle tickets. Together they raised over £2,500, which is fantastic. A huge thanks to everyone involved.

We are incredibly grateful to St Michael & All Angels for continuing to support us both financially and in-kind as one of their chosen charities. As part of this we have a stall at Green Days, which is a highlight of the Bedford Park Festival. Fortunately it was another largely sunny weekend. We were pleased to raise £6,645. Many thanks to Bridget Stevenson for once again creating a splendid tombola.

We greatly appreciate Chiswick Cheese Market's support of our work. Not only did they donate £5,523 to the Big Give Christmas Challenge, but they also gave £2,000 to Macken's so that we could order meat, at cost price, to meet any shortfall in food donations.

We were delighted to be part of the Big Give Christmas Challenge 2023. With the support of some of our existing donors, and some new supporters, we exceeded our £50,000 target and raised a total of £53,909, which included match-funding from the Monday Charitable Trust of £12,500.

In December the Addison Singers' Chamber Choir led a magical Carol Concert in St Saviour Wendell Park, which raised just under £1,000.

Marmalade Jewellery in Turnham Green Terrace completed their 6 million-step challenge and walked 4,901km in 92 days. This is equivalent to walking 3,000 miles, from Marmalade's premises in Chiswick to Seville (the home of marmalade!) in Southern Spain and back again. We are incredibly grateful, and in awe, of their achievement and the £12,330 they raised. Congratulations to Simon, Lucy, Nadine, Janina, Sharon and Ben.

We held our second Quiz Night at Latymer Upper School in March, which was attended by over 120 people and raised over £5,000. Thank you to our Quiz Master, Jamie Coia, our sponsors Horton & Garton, and to Latymer Foundation for hosting it. The Chiswick Cheese Market and The French Comté generously provided all the fine cheeses and paté for free, and Lea & Sandeman kindly provided the wine at cost price, as well as a magnificent Methuselah of rosé for our Raffle.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Simon Reeve treated us to a thoroughly entertaining evening at St Michael & All Angels Church in January for our first Winter Lecture of the year. We are extremely grateful to Simon for giving up his time from his busy schedule, and to Julian Marshall for interviewing him. It is no surprise that all our tickets were sold.

If you could facilitate a fundraising event, however modest, as part of your support for The Upper Room, please do get in touch.

Fiona Cook
Fundraising Manager

VOLUNTEERS

We now have a regular committed group of volunteers supporting the delivery of our services, as well as those helping with administrative and fundraising and events activities. We recorded a total of 168 volunteers, who contributed a total of 8,342 hours, which is the equivalent of four full-time staff.

RISK MANAGEMENT

The Trustees have recognised that there are risks to which the charity, the staff and the volunteers are exposed. A Risk and Audit Committee meets quarterly, and a risk register is in place which is regularly reviewed. This Committee assesses all risks and ensures compliance. Good governance is in place, and Policies are reviewed annually by the Board. These include Financial Controls, HR, Safeguarding, GDPR and a Volunteer Policy. Disclosure and Barring Service (DBS) checks are routinely applied for from the Board level on down, to ensure our organisation observes the necessary safeguards for users of our services. The Charity uses Peninsula to ensure effective management of recruitment and equal opportunities. We also have a health and safety policy, food hygiene policy, and risk assessments carried out on a regular basis. We have a zero-tolerance policy against abuse, for the security and wellbeing of our staff and volunteers.

FINANCE REPORT

The Upper Room recorded a deficit of £58,510 for the financial year ending 31st March 2024, a smaller loss than had been anticipated in the budget set at the start of the year.

At the start of the 2023/2024 financial year, the Trustees set an income and expenditure budget that anticipated both use of designated unrestricted funds set aside for funding the establishment of the UR4Driving project at a second location, and the use of some of the charity's general unrestricted fund. The Trustees targeted a year-end general unrestricted fund balance of £250,000 at 31st March 2024, as highlighted in last year's report, a total reduction across designated and general unrestricted reserves of £79,259. On this basis, the deficit for the year is £20,749 less than the intended figure, and as a result our year-end reserves are ahead of the target level, being £283,242.

Total income rose from £533,361 in 2022-2023 to £605,514 in 2023-2024, in a challenging funding environment. The largest driver of this rise was a substantial increase in donations and gifts, growing from £101,058 in 2022-2023 to £174,972 in 2023-2024. We have successfully diversified our funding sources during the year, with the donations income including £45,200 of corporate donations – an increase of £39,500 over the prior year from this source of income. Grant income increased slightly year-on-year from £318,466 to £333,466. The value attributed to donated food was broadly unchanged, and fundraising event income fell from £63,620 to £42,900.

As interest rates remained high for the year, we earned £9,666 in interest from our cash reserves, which are mostly held in a short-dated money market fund managed by CCLA (Churches, Charities and Local Authorities Investment Management).

Expenditure increased from £570,166 in 2022-2023 to £664,024 in 2023-2024. The rise was driven primarily by an increased spend on client training, in particular driving lessons in the UR4Driving project, where we increased significantly the activity of that project. We also saw an increase in security costs, as the growth in the number of clients of the UR4Meals project created a need to deploy a security guard to ensure the safety of our staff, volunteers and clients.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Our year-end balance sheet shows a healthy current net asset position of £309,313. Of this figure, unrestricted cash reserves make up £282,130. We again plan to reduce this figure slightly in the year ahead as detailed in the Reserves Policy section below.

As ever, I must thank all the staff at The Upper Room for their dedication and professionalism, but in particular our Finance Officer Veronica Tuke and Fundraising Manager Fiona Cook, who both provide me with invaluable support in my role.

Paul Mawdsley
Treasurer

RESERVES POLICY

The reserves policy of The Upper Room is to maintain a cash reserve which is at least equal to the calculated cost of an orderly wind-down of the organisation over a three-month period should it ever become unviable. We include in this cost three months of staff costs, plus statutory redundancy payments, as well as other contractual commitments that would fall due. We also aim to limit our reserves to approximately six months of our budgeted expenses. On this basis, our minimum reserve level at 31st March 2024 is £123,014, and our targeted maximum is £338,628. Our general, unrestricted reserve funds, i.e. those which have not been designated for a special purpose, stand at £282,130 as at 31st March 2024, so within this target range.

As our unrestricted reserves are towards the upper end of the policy limits, the Board has agreed to target a small reduction in reserves to a level of £250,000 at the end of the next financial year. The Board has approved expense and income budgets for the 2024-2025 financial year accordingly.

DONORS

Our grateful thanks go to all those individuals, schools, community events, church and faith groups, organisations and grant-giving trusts who contribute to our work. We are continually humbled by the support of local people who volunteer at The Upper Room, giving their time and energy to the project. This extends to the generous giving at Harvest of non-perishable food that supplements our food stores hugely.

PUBLIC BENEFIT

The Trustees consider that the charitable company has complied with the duty to have due regard to public benefit as detailed in guidance published by the Charity Commission. All services are provided to our beneficiaries free of any charge.

GRANTS AND DONATIONS FROM GRANT-GIVING TRUSTS, CHARITABLE FOUNDATIONS AND OTHER INSTITUTIONS

CHURCH DONATIONS	St Andrew Bobola Polish Church, Hammersmith
	St Columba's Church of Scotland, Knightsbridge
	St George's, Campden Hill
	St James Church, Hampton Hill
	St John's Church, Notting Hill
	St Michael and All Angels, Bedford Park
	St Peter's Church, Hammersmith
	St Peter's Church, Southfield Road
	The Church of the Holy Innocents, Hammersmith
	The Comboni Missionary Sisters

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

GRANTS

Anonymous
BME Health Forum
Caritas Westminster
Co-op Local Community Fund
Groundwork UK
Hammersmith United Charities
HM Prison & Probation Service
Inner London Magistrates' Court's Poor Box Charity & Feeder Charity
King Charles III Charitable Fund
London Borough of Hammersmith & Fulham
London Catalyst
Marsh Charitable Trust
Monday Charitable Trust
Montier Charitable Trust
Mrs Smith & Mount Trust
NHS North West London Integrated Care Board
Polish Relief Society
Porticus UK
Rathbone Investment Management
Rethink Mental Illness
Roehampton University
Schutz Engel
The 29th May 1961 Charitable Trust
The Albert Hunt Trust
The ASDA Foundation
The Batchworth Trust
The Big Give Christmas Challenge 2023
The City Bridge Foundation
The Daisy Trust
The Drapers' Company
The Dyers' Company Charitable Trust
The February Foundation
The Fitton Trust
The Girdlers' Company Charitable Trust
The Hollick Foundation
The JE Posnansky Charitable Trust
The Leigh Trust
The London Community Foundation
The Mercers' Charitable Foundation
The Noel Buxton Trust
The National Lottery Community Fund: Community Organisations Cost of Living Fund
The Olive Tree Trust
The Schroder Charity Trust
The Souter Charitable Trust
The Speedomick Foundation
The Swire Charitable Trust
The Wogen Anniversary Trust
The Woodroffe Benton Foundation
The Worshipful Company of Grocers
The Worshipful Company of Innholders
Walter Lees Foundation

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

OTHER DONORS

A&E Television Networks UK
39 Steps Entertainment Ltd
Amazon Smile
Athora UK Services Ltd
Becklow Road, Cobbold Road, Hartswood Road and Cathnor Road Coronation parties
Candex Solutions Ltd
Chiswick Cheese Market
Citibank Ireland Financial Services
Easyfundraising.org.uk
FGS Global UK
Finlay Brewer
Foodinate
Gerald McGregor's significant birthday
Hammersmith Community Gardens Association
Horton & Garton
La Scarpetta Supper Club
Marmalade Jewellery
Mieczko Delikatessen Ltd
Nando's
Numis Securities Ltd
Quilter Cheviot
Rathbone Investment Management
Roehampton University
Savills (UK) Limited
Spookaroo
St Vincent's Care Home (Care UK)
Titan's golf group
Victoria Daskal Wine

IN-KIND DONORS

A&E Television Networks UK
Andy Slaughter, MP
Anna Schick
Antonia Young
Barons Court Project
Big Give Christmas Challenge 2023
Boden
Brake's
Bridget Stevenson
Bush Hall
Café Connection
Caroline Macmillan
Caroline Needham
Chiswick Cheese Market
Chiswick House
Citizen's Advice (Hammersmith & Fulham)
City Harvest
CommsCo
Connection Crew
COOK Shop
David Lloyd, Acton Park
Deirdre Shaw
Dorsett Hotel
Emma Bostock
Felix Project
Flame & Fire Restaurant

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Gail's Bakery, Askew Road
Glass Door
Greige Lifestyle Boutique
Growing Understandings
Hartswood Tennis Club Ltd
Headliners Comedy Club
Honest Burgers
Hyde Park Stables
Island Green Power
Jamie Coia
Jamie Reid
Kujawiak
Latymer Foundation
Laura Gompertz
Lucy Cufflin
Marmalade Jewellery
Michael Pownall
Mieczko Deli
Mountain Warehouse
Nando's
Octopus Electric Vehicles
Only A Pavement Away
Park Royal Open Workshop
Paul Taylor
Recovery Intervention Service, Ealing
Rennie Pilgrim
Sarah Houston
Savills, Chiswick
Sheltersuit
Shoots and Leaves, W6
Simon Reeve
Social Bite
St Saviour Wendell Park Church
Starbucks
The Addison Singers' Chamber Choir
The Chiswick Calendar
The Eagle, W12
The French Comté
The Hogarth Health Club
The Queen Mother's Clothing Guild
The River Café
The Swan
Torin Douglas
Trigger Point Film Studios
Venture Photography
Victoria Wakeman, Butler and Lawlor
Vodafone
W6 Garden Centre
Wheelers of Turnham Green
Wrap Up London
Zoe Jones

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

HARVEST DONATIONS

Church	All Saints Church, Fulham
Church	Ravenscourt Baptist Church, Hammersmith
Church	St Barnabas Church, Kensington
Church	St Columba's Church of Scotland, Knightsbridge
Church	St Dunstan's Church, East Acton
Church	St Dunstan's Church, Feltham TW13
Church	St Etheldreda's Church, Fulham
Church	St George's, Campden Hill
Church	St James, Hampton Hill
Church	St John's Church, Fulham/Walham Green
Church	St John's Church, Notting Hill
Church	St John's Wood Church
Church	St Michael & St George Church, White City
Church	St Michael and All Angels, Bedford Park
Church	St Peter's Church, Hammersmith
Church	St Philip's Church, Kensington
Church	St Saviour Wendell Park
Church	St Stephen's Church, Westbourne Park
Church	The Church of the Holy Innocents, Hammersmith
Commercial	Horton and Garton
Commercial	Sam's Larder Chiswick
Commercial	Sam's Larder Hammersmith
School	All Saints C of E Primary School, Fulham
School	Belmont Primary School Chiswick
School	Brackenbury Primary School
School	Cavendish Primary School
School	Chiswick & Bedford Park Prep School
School	Ealing Fields High School
School	Grove Park Primary School, Chiswick
School	Heathfield Nursery & Infant School
School	Hill House International Junior School, Kensington
School	John Betts Primary School
School	Kew Green Prep School
School	Latymer Prep School
School	Orchard House School, Chiswick
School	St John's Walham Green CE Primary School
School	St Mary Abbots C of E Primary School, Kensington
School	St Mary's Catholic Primary School, Isleworth
School	St Nicholas Primary School, Shepperton
School	St Stephen's CE Primary School
School	Strand-on-the-Green Infant & Nursery School
School	Sullivan Primary School SW6
School	Tara House Montessori School, Hammersmith
School	The Hall Junior School
School	Willcocks Nursery School
School	William Hogarth School W4

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Statement of trustees' responsibilities

The trustees, who are also the directors of The Upper Room (St Saviour's) for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

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

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

The trustees' report was approved by the Board of Trustees.



S Tuke (Chair)

Trustee

Dated: 26 June 2024

THE UPPER ROOM (ST SAVIOUR'S)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE UPPER ROOM (ST SAVIOUR'S)

I report to the trustees on my examination of the financial statements of The Upper Room (St Saviour's) (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.



Katherine Dee (FCA)
Begbies Chartered Accountants

9 Bonhill Street
London
EC2A 4DJ

Dated: 26 June 2024

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year

		Unrestricted funds	Restricted funds discontinued charitable activity - counselling	Restricted funds general	Total	Total
	Notes	2024 £	2024 £	2024 £	2024 £	2023 £
<u>Income and endowments from:</u>						
Donations and legacies	2	175,183	-	368,406	543,589	453,728
Charitable activities	3	2,000	-	1,309	3,309	3,158
Fundraising activities	4	42,150	-	750	42,900	63,620
Investments - bank interest		9,666	-	-	9,666	7,855
Other income	5	6,050	-	-	6,050	5,000
Total income		235,049	-	370,465	605,514	533,361
<u>Expenditure on:</u>						
Raising funds	6	54,409	-	-	54,409	45,300
Charitable activities	7	226,659	18,890	364,066	609,615	524,866
Total resources expended		281,068	18,890	364,066	664,024	570,166
Net (expenditure)/income for the year/ Net movement in funds		(46,019)	(18,890)	6,399	(58,510)	(36,805)
Fund balances at 1 April 2023		329,261	18,890	19,672	367,823	404,626
Fund balances at 31 March 2024		283,242	-	26,071	309,313	367,821

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Prior year: 2022-2023		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	138,681	315,047	453,728
Charitable activities	3	-	3,158	3,158
Fundraising activities	4	36,021	27,599	63,620
Investments - bank interest		7,855	-	7,855
Other income	5	5,000	-	5,000
Total income		<u>187,557</u>	<u>345,804</u>	<u>533,361</u>
<u>Expenditure on:</u>				
Raising funds	6	45,300	-	45,300
Charitable activities	7	167,331	357,535	524,866
Total resources expended		<u>212,631</u>	<u>357,535</u>	<u>570,166</u>
Net (expenditure)/income for the year/ Net movement in funds		<u>(25,074)</u>	<u>(11,731)</u>	<u>(36,805)</u>
Fund balances at 1 April 2022		<u>354,333</u>	<u>50,293</u>	<u>404,626</u>
Fund balances at 31 March 2023		<u><u>329,259</u></u>	<u><u>38,562</u></u>	<u><u>367,821</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	12		1,112		1,297
Current assets					
Debtors	13	15,295		6,872	
Cash at bank and in hand		355,553		440,711	
		<u>370,848</u>		<u>447,583</u>	
Creditors: amounts falling due within one year	14	<u>(62,647)</u>		<u>(81,059)</u>	
Net current assets			308,201		366,524
Total assets less current liabilities			<u>309,313</u>		<u>367,821</u>
Income funds					
Restricted funds - general	17		26,071		38,562
<u>Unrestricted funds</u>					
Designated funds	18	1,112		39,473	
General unrestricted funds		<u>282,130</u>		<u>289,786</u>	
			<u>283,242</u>		<u>329,259</u>
			<u>309,313</u>		<u>367,821</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 26 June 2024



S Tuke (Chair)
Trustee

Company Registration No. 02567517

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash absorbed by operations	23		(94,824)		(45,645)
Investing activities					
Interest received		9,666		7,855	
Net cash generated from investing activities			9,666		7,855
Net decrease in cash and cash equivalents			(85,158)		(37,790)
Cash and cash equivalents at beginning of year			440,711		478,500
Cash and cash equivalents at end of year			355,553		440,711

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

The Upper Room (St Saviour's) is a private company limited by guarantee incorporated in England and Wales. The registered office is St Saviour Wendell Park Church, Cobbold Road, London, W12 9LN.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known with reasonable certainty, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

The charity receives donated food. In accordance with the SORP these are recognised at fair value to the donor. Fair value is the price at which the food could be sold. Where the food would be unsaleable by the donor no value is recognised. Where food that would still be saleable is received an estimate is made of the value. It is estimated that 28% (2023: 33%) of the food received has sale value. Any stock of food held at the balance sheet date is of minimal value and accordingly not included in the accounts.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Grants are recognised when receivable. Where grants are for a specific future time period the funds are deferred. Multi-year grants which have implicit time apportionment are deferred to the extent that they are for future time periods.

Grants received by the charity that are donations towards general costs are shown as unrestricted income. Where the donor specifies that the funds may only be spent on specific items or projects the grants are shown as restricted income.

All grants received by the charity are voluntary income toward the costs of the charity and are not generated as a direct result of achieving specific levels, of output or charitable services, under contract. In accordance with the SORP these grants are shown as voluntary income rather than income from charitable activities.

1.5 Resources expended

Liabilities arise from legal or constructive obligations that commit the charity to expenditure. Where the commitment has arisen before the balance sheet date the expenditure is recognised in the accounts.

Costs of generating funds are those costs incurred in obtaining funds through events, grants, donations and other income streams.

Costs of participating in or running fundraising event are recognised in the period in which the fundraising event takes place. General costs of raising funds are recognised as the cost is incurred.

Costs relating to charitable activities are those costs incurred in undertaking charitable activities. These costs are either direct costs or an allocation of support and governance costs.

Governance costs are purely those necessary for the charity to meet the administrative requirements of the Charity Commission. Governance costs are apportioned over each charitable area in the same ratio as support costs.

Support Costs are allocated in proportion to charitable activities in the ratio of 46:42:9:3 Driving: Meals: Jobs: Counselling (2023: 42:40:12:6). No support costs have been estimated to arise in the current year or previous year in respect of fundraising.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	Once completed, over the term of the lease
Kitchen equipment	10 years
Computers	3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Leasehold improvements comprise the costs of the construction of a mezzanine floor. In accordance with the accounting policy, the asset is depreciated over the term of the lease. The lease expired in March 2022 at which time the net book value was nil.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Trade creditors and accruals are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to personal pension schemes are charged as an expense as they fall due as shown in note 10.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Donations and legacies

	2024	2023
	£	£
Donations and gifts	174,972	101,058
Legacies receivable	1,000	-
Grants receivable	333,376	318,466
Donated food, materials and professional services	34,241	34,204
	<u>543,589</u>	<u>453,728</u>
Donations and gifts		
Gift aid	21,313	15,216
Donations from businesses, schools, churches and individuals	153,659	85,842
	<u>174,972</u>	<u>101,058</u>
Grants recognised in the year		
Anton Jurgens Charitable Trust		10,000
City Bridge Trust		9,475
Garfield Weston Foundation		25,000
Hammersmith United Charities		10,000
HM Prison & Probation Service	10,000	-
Monday Charitable Trust	12,500	-
Porticus UK	33,750	45,000
Pret Foundation Trust		10,143
Schutz Engel		31,723
The Drapers' Company	15,000	-
The Girdlers' Company Charitable Trust	10,000	-
The Hollick Foundation	10,000	10,000
The London Community Foundation	10,000	-
The Mercers' Charitable Foundation	17,500	30,000
The National Lottery Community Fund Community Organisations Cost of Living Fund	65,702	-
The Olive Tree Trust	21,000	15,000
The Swire Charitable Trust	10,000	-
Other under £10,000 and anonymous	117,924	122,125
	<u>333,376</u>	<u>318,466</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

3 Charitable activities

	2024 £	2023 £
Performance related grant - Roehampton University	3,309	-
Performance related grant - City Bridge Trust	-	3,158
	<u>3,309</u>	<u>3,158</u>
Analysis by fund		
Unrestricted funds	2,000	
Restricted funds - general	1,309	
	<u>3,309</u>	
For the year ended 31 March 2023		
Restricted funds - general		<u>3,158</u>

4 Fundraising activities

	Unrestricted funds £	Restricted funds general £	Total 2024 £	Total 2023 £
Fundraising events	42,150	750	42,900	63,620
	<u>42,150</u>	<u>750</u>	<u>42,900</u>	<u>63,620</u>
For the year ended 31 March 2023	<u>36,021</u>	<u>27,599</u>		<u>63,620</u>

5 Other income

	2024 £	2023 £
NI Employer's incentive	5,000	5,000
Miscellaneous income	1,050	-
	<u>6,050</u>	<u>5,000</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

6 Raising funds

	2024	2023
	£	£
<u>Fundraising and publicity</u>		
Staging fundraising events and other costs	10,620	4,493
Fundraising agents and grant monitoring	43,789	40,807
	<u>54,409</u>	<u>45,300</u>
Fundraising and publicity	<u>54,409</u>	<u>45,300</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Charitable activities

	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total
	2024	2024	2024	2024	2024	2023	2023	2023	2023	2023
	£	£	£	£	£	£	£	£	£	£
Staff costs	94,235	117,427	28,504	8,154	248,320	89,680	109,409	34,128	15,266	248,483
Client training-lessons and test fees	93,707	-	873	-	94,580	51,904	-	3,338	-	55,242
Kitchen (food, health and safety)	169	6,324	-	-	6,493	806	5,750	-	-	6,556
Beneficiary awards	-	4,105	1,579	-	5,684	-	3,096	2,762	-	5,858
Volunteer expenses	7,341	4,213	70	48	11,672	6,080	2,674	28	-	8,782
Office costs	2,060	7,609	888	351	10,908	1,480	2,598	322	1,911	6,311
Motor expenses	-	-	-	-	-	-	2,062	-	-	2,062
Professional fees, security and consultancy	7,809	33,026	2,812	4,670	48,317	1,608	11,836	3,062	1,217	17,723
Staff training costs	119	1,331	58	240	1,748	73	500	-	986	1,559
Rent, rates and refuse	9,704	288	-	-	9,992	5,895	-	-	-	5,895
Sundry expense	-	2,864	3,044	980	6,888	-	-	-	-	-
Donated food and client assistance	-	34,241	-	-	34,241	-	34,204	-	-	34,204
	<u>215,144</u>	<u>211,428</u>	<u>37,828</u>	<u>14,443</u>	<u>478,843</u>	<u>157,526</u>	<u>172,129</u>	<u>43,640</u>	<u>19,380</u>	<u>392,675</u>
Share of support costs (see note 8)	59,124	53,353	11,414	4,361	128,252	54,400	51,809	15,543	7,771	129,523
Share of governance costs (see note 8)	1,162	1,048	224	86	2,520	1,121	1,067	320	160	2,668
	<u>275,430</u>	<u>265,829</u>	<u>49,466</u>	<u>18,890</u>	<u>609,615</u>	<u>213,047</u>	<u>225,005</u>	<u>59,503</u>	<u>27,311</u>	<u>524,866</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Charitable activities

(Continued)

	UR4Driving	UR4Meals	UR4Jobs	UR4Counseling	Total	UR4Driving	UR4Meals	UR4Jobs	UR4Counseling	Total
	2024	2024	2024	2024	2024	2023	2023	2023	2023	2023
	£	£	£	£	£	£	£	£	£	£
Analysis by fund										
Unrestricted funds	98,951	109,231	18,477	-	226,659	42,558	97,765	17,823	9,185	167,331
Restricted funds - discontinued charitable activity - counselling	-	-	-	18,890	18,890	-	-	-	-	-
Restricted funds - general	176,479	156,598	30,989	-	364,066	170,489	127,240	41,680	18,126	357,535
	<u>275,430</u>	<u>265,829</u>	<u>49,466</u>	<u>18,890</u>	<u>609,615</u>	<u>213,047</u>	<u>225,005</u>	<u>59,503</u>	<u>27,311</u>	<u>524,866</u>

Support costs are allocated in proportion to charitable activities in the ratio of 2024: 46:42:9:3 across Driving, Meals, Jobs and Counselling (2023: 42:40:12:6 across Driving, Meals, Jobs and Counselling).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs

	Support costs	Governance costs	2024 Support costs		Governance costs	2023
	£	£	£	£	£	£
Staff costs	78,921	-	78,921	75,976	-	75,976
Depreciation	185	-	185	405	-	405
Computer	2,065	-	2,065	2,231	-	2,231
Miscellaneous expense	10,614	-	10,614	9,379	-	9,379
Office administration	1,490	-	1,490	1,438	-	1,438
Advertising, including staff	131	-	131	1,043	-	1,043
Professional fees	1,894	-	1,894	8,048	-	8,048
Rent & utilities	32,173	-	32,173	29,790	-	29,790
Staff training	779	-	779	1,213	-	1,213
Independent examination fees	-	2,520	2,520	-	2,520	2,520
Other governance	-	-	-	-	148	148
	<u>128,252</u>	<u>2,520</u>	<u>130,772</u>	<u>129,523</u>	<u>2,668</u>	<u>132,191</u>
Analysed between						
Charitable activities	<u>128,252</u>	<u>2,520</u>	<u>130,772</u>	<u>129,523</u>	<u>2,668</u>	<u>132,191</u>

Governance costs includes payments to the Independent Examiners of £2,520 inclusive of VAT (2023: £2,520).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year except as disclosed in note 21. Reimbursed travel expenses totalled £nil (2023: £nil). The general insurance policy includes cover for the trustees.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

10 Employees

Number of employees

The average monthly number of employees during the year was:

2024 Number	2023 Number
14	12

Employment costs

	2024 £	2023 £
Wages and salaries	291,570	286,287
Social security costs	21,942	23,658
Employer pension costs	13,729	14,514
	<u>327,241</u>	<u>324,459</u>

During the year no employee earned over £60,000 per annum.

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Tangible fixed assets

	Leasehold improvements £	Kitchen equipment £	Computers £	Total £
Cost				
At 1 April 2023	442,299	18,324	12,903	473,526
At 31 March 2024	442,299	18,324	12,903	473,526
Depreciation				
At 1 April 2023	442,299	17,027	12,903	472,229
Depreciation charged in the year	-	185	-	185
At 31 March 2024	442,299	17,212	12,903	472,414
Carrying amount				
At 31 March 2024	-	1,112	-	1,112
At 31 March 2023	-	1,297	-	1,297

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

13 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Staff loan	1,160	-
Prepayments and accrued income	14,135	6,872
	<u>15,295</u>	<u>6,872</u>

14 Creditors: amounts falling due within one year

	Notes	2024	2023
		£	£
Deferred income - grants received for future time periods	15	52,031	68,917
Trade creditors		1,817	237
Accruals		8,799	11,905
		<u>62,647</u>	<u>81,059</u>

15 Deferred income

	2024	2023
	£	£
Arising from performance related grants	17,416	-
Arising from grants for future time periods	34,615	68,917
	<u>52,031</u>	<u>68,917</u>

	2024	2023
	£	£
Deferred income brought forward	(68,917)	(63,008)
Recognised in the year	68,917	63,008
Provided in the year	34,615	68,917
	<u>34,615</u>	<u>68,917</u>

16 Statutory funding

The charity recognised £84,781 of income from government sources of funding during the year including £65,702 from The National Lottery Community Fund (2023: £0).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2022		Movement in funds		Balance at 1 April 2023		Movement in funds		Balance at 31 March 2024	
	£	£	Incoming resources	Resources expended	£	£	Incoming resources	Resources expended	£	£
UR4Driving	32,225		145,304	(157,856)	19,673		163,065	(176,479)	6,259	
UR4Meals	16,200		111,040	(127,240)	-		95,379	(90,897)	4,482	
City Bridge Trust UR4Driving	-		12,633	(12,633)	-		-	-	-	
UR4Jobs	-		41,680	(41,680)	-		46,319	(30,989)	15,330	
UR4 Counselling	1,868		35,147	(18,126)	18,889		-	(18,889)	-	
The National Lottery Community Fund Community Organisations Cost of Living Fund	-		-	-	-		65,702	(65,702)	-	
	<u>50,293</u>		<u>345,804</u>	<u>(357,535)</u>	<u>38,562</u>		<u>370,465</u>	<u>(382,956)</u>	<u>26,071</u>	

The restricted funds represent income funds expendable at the discretion of the trustees in furtherance of the charity's object in accordance with the conditions imposed by the donor. The purpose of each fund is set out below:

Name of Restricted fund	Purpose of Fund
UR4Driving	Grants to fund the UR4Driving project
UR4Meals	Grants to fund the UR4Meals project
City Bridge Trust UR4Driving	City Bridge Trust grant to fund the UR4Driving project
UR4Jobs	Grants to fund the UR4Jobs project
UR4 Counselling	Grants to fund the UR4Counselling project
The National Lottery Community Fund Community Organisations Cost of Living Fund	Grants to fund the UR4Meals project

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2022 £	Resources expended £	Balance at 1 April 2023 £	Resources expended 31 March 2024 £	Balance at 31 March 2024 £
Fixed assets UR4Driving	1,703	(406)	1,297	(185)	1,112
	81,187	(43,011)	38,176	(38,176)	-
	82,890	(43,417)	39,473	(38,361)	1,112

Unrestricted Fund Purpose of Fund

Fixed asset fund
UR4Driving Income invested in the charity's fixed assets based on the net book value
Legacy funds designated for the specific purpose of establishing a satellite UR4Driving project at a second location and furthering the
project of franchising UR4Driving

19 Analysis of net assets between funds

	Unrestricted		Designated funds		Restricted		Total
	2024	£	2024	£	2023	£	
Fund balances at 31 March 2024 are represented by:							
Tangible assets		1,112			1,297	-	1,297
Current assets/(liabilities)	282,131	-	26,071		38,176	38,562	366,524
	282,131	1,112	26,071		39,473	38,562	367,821

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

20 Operating lease commitments

The charity occupied the St Saviour's site under a 7-year lease. The lease expired on 31st March 2022, and at the balance sheet date the new lease had yet to be agreed.

A new lease was signed on the 7th May 2024, for a period of 12 years from the date of expiry of the previous lease.

The satellite location for the UR4Driving project is occupied under a rolling contract with no long-term commitment.

21 Related party transactions

Mrs V Tuke, the wife of chair of trustees, Mr Simon Tuke, received £17,172 (2023: £14,727) for bookkeeping services.

During the year, the charity received £1,785 (2023: £5,802) in donations from trustees and related parties.

Remuneration of key management personnel

The remuneration of key management personnel, including pension contributions, employer national insurance and prior to all deductions is as follows.

	2024 £	2023 £
Aggregate compensation	58,446	59,065

22 Limited by Guarantee

The charitable company is limited by guarantee. The guarantee is limited to £1 for each member.

23 Cash generated from operations

	2024 £	2023 £
Deficit for the year	(58,510)	(36,805)
Adjustments for:		
Investment income recognised in statement of financial activities	(9,666)	(7,855)
Depreciation of tangible fixed assets	185	405
Movements in working capital:		
(Increase) in debtors	(8,421)	(3,555)
(Decrease) in creditors	(1,526)	(3,744)
(Decrease)/increase in deferred income	(16,886)	5,909
Cash absorbed by operations	(94,824)	(45,645)

24 Analysis of changes in net funds

The charity had no debt during the year.

THE UPPER ROOM (ST SAVIOUR'S)

England & Wales - Charity number 1004354

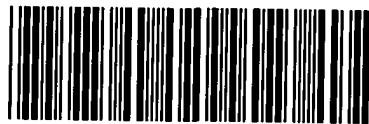
Accounts

Charity Registration No. 1004354

Company Registration No. 02567517 (England and Wales)

**THE UPPER ROOM (ST SAVIOUR'S)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

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THE UPPER ROOM (ST SAVIOUR'S)

CONTENTS

	Page
Trustees' report	1 - 16
Independent examiner's report	17
Statement of financial activities	18 - 19
Balance sheet	20
Notes to the accounts	22 - 34

THE UPPER ROOM (ST SAVIOUR'S)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	S Tuke (Chair) P Mawdsley (Treasurer) K Barbour M Dudek J Hillman M Morgan (Vice-Chair) P Schick R Shaw B Stevenson C Wood
Secretary	P Mawdsley
Charity number	1004354
Company number	02567517
Registered office	St Saviour Wendell Park Church Cobbold Road London W12 9LN
Independent examiner	Begbies Chartered Accountants 9 Bonhill Street London EC2A 4DJ
Bankers	NatWest PLC London W12 7GE CCLA One Angel Lane London EC4R 3AB

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and accounts for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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).

Our Vision and Mission

The Upper Room's vision is to support and improve the lives of vulnerable people in our community to make them more resilient, and to help them make positive life choices. Our mission is to work with socially disadvantaged (or vulnerable) adults to:

- alleviate poverty
- provide personalised advice & support
- increase confidence & self-esteem
- enable people to be active members of the community
- improve physical & mental wellbeing
- improve employability
- reduce (the risk of) re-offending
- reduce the risk of homelessness

Why our work is important

We believe in the fundamental proposition that every human being has potential which, if held captive by social exclusion, can be unlocked by our support and work. Our work has a positive, life-enhancing impact on our beneficiaries. It benefits people by improving their self-esteem and health, and enabling them to become economically independent.

Additionally, we are proud that our beneficiaries often help provide inspiration and hope for others.

Where we work

Our main hub is in West London, but we now have a satellite office in Croydon, and more broadly are a London-wide organisation. Our work touches the lives of thousands of people every year.

Structure, Governance and Management

The Upper Room is a registered charity with the Charity Commission, and a company limited by guarantee, governed by a Memorandum and Articles of Association dated 11 December 1990.

Trustees are selected from a broad range of backgrounds, with consideration given to specific areas of responsibility they can take on within the charity. Trustees are elected for three-year terms. Trustees retire in rotation at the end of their term, and can stand for re-election by the Members at the AGM, subject to a maximum term of office of nine years. A full induction training pack is provided to all trustees. All trustees undergo annual safeguarding training.

The Chief Executive is empowered to make operational decisions, with the chairman of trustees and the CEO meeting at least monthly. The charity's financial controls policy defines the level of authorisation required for expenditure with approvals, ranging from Chief Executive to full board approval. Strategic decisions are made at board level. Specific board sub-committees provide oversight of particular areas of focus, such as Finance, Risk and Audit.

The charity has no subsidiaries and does not currently operate any joint ventures with other charities or organisations. Our UR4Meals project does host services provided by other charities and organisations, including Glass Door, Citizens Advice and the NHS, allowing clients of the meals service to access these services under one roof when they visit The Upper Room.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Pay for all employees, including key management personnel, is reviewed annually and decided at board level. The trustee responsible for HR conducts a benchmarking exercise for more senior positions by referencing pay surveys and pay levels in similar charitable organisations, and this is a key input to the board level salary review. We are a London Living Wage employer, and pay the London Living Wage as defined by the Living Wage Foundation, to our more junior staff members.

CHAIRMAN'S REPORT

As the pandemic receded, it was a great relief to find life returning to something approaching normality.

With the economic challenges facing society, however, our ability once more to offer our full range of services was timely indeed. The struggles that people – especially the most vulnerable – are experiencing have been well documented, and at The Upper Room we are in the forefront of providing much needed support.

To give just one example, in early 2023 we have regularly found ourselves serving more than 150 meals a day, which is an unprecedented number.

As always, you will find detailed reports on our various projects later in this document.

The year brought the very sad news that Father John Wheeler had passed away. John and his wife Brenda were the key players in founding The Upper Room more than 30 years ago, when he was Vicar of St Saviour's. From small beginnings handing out sandwiches in their kitchen, via installing a trestle table in their garage, the charity has grown to the significant operation it is today.

It was very good to see so many old friends from The Upper Room and St Saviour's gathering at John's funeral to show their enormous respect and affection for a remarkable man.

Our discussions with St Saviour's and the Diocese about a new long-term lease continue. We hope to have this agreed soon.

During the year the Revd Dr Graham Tomlin retired as Bishop of Kensington, and therefore stepped down as a Patron of The Upper Room. We are extremely grateful to Bishop Graham for his support during his term of office, and wish him all the best for the future.

This year we said farewell to our Chief Executive Chris Francis. Chris stepped up to the role of Chief Executive with great aplomb, and was both liked and respected by staff, volunteers, trustees and the wider community.

He and his wife Claire and baby daughter Pearl are making a new life for themselves on an idyllic island off the west coast of Ireland. Much though we'd have loved to persuade him to stay, it's hard to compete with the Atlantic beaches.

Iain Cooper stepped in initially as Interim Chief Executive, but his energy and enthusiasm so impressed both the staff and trustees that we offered him the job on a permanent basis, and were delighted that he accepted.

We are always heartened and encouraged by the wonderful support we receive from such a diverse range of individuals and organisations. It has been great to be able to hold more fundraising events now that Covid restrictions have eased.

Our volunteers are of course crucial to the service we provide. A significant number of them have been supporting us for many years, and we really couldn't function without them.

Our trustees continue to provide wise and robust leadership for the charity, ensuring that we take the right decisions in often taxing circumstances.

Finally, I would like to pay tribute to our wonderful staff. They are in the front line day in, day out, providing care, support and tough love to clients who can be challenging and vulnerable. I never cease to be bowled over by their unwavering dedication and commitment.

Simon Tuke
Chair of Trustees

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

OUR PROJECTS

UR4Meals

Our chef Jana left in April and was replaced by Jude Thompson. Nourish Hub have provided us with three chefs: Fadwa, Sophie and Christina – who have been outstanding whilst covering during Jude's recovery from a broken leg sustained in a cycling accident.

The number of daily guests increased progressively, with a peak in December 2022 when the average was 92 per day.

As always, our dining guests present to us with a wide variety of issues, and I can proudly say that, with the help of all our case/support workers (Glass Door, Citizens Advice, Turning Point, West London Equality Centre, Ealing Law Centre and others), we have supported and helped identify an equally wide variety of solutions.

Working in collaboration with a number of NHS services we have offered our guests flu and Covid vaccinations, TB and hepatitis checks, Podiatry, Oral Health awareness/checks, Dental referrals, as well as addiction and mental health support plans.

Our Christmas dinner was a very special event for our guests, with amazing presents donated by Nando's (once again) and Social Bite, supported by our volunteers. Pupils from Godolphin & Latymer also provided stunning handmade Christmas cards for each guest.

Key Outputs:

- 244 sessions
- 16,159 attendances over 244 sessions
- 32,550 meals, takeaways and food parcels
- 3,114 toiletries distributed
- 4,206 items of clothing distributed
- 146 sleeping bags given to rough sleepers
- 366 individual travel support (Oyster cards and top-ups)
- 545 TFL Saver tickets
- 92 sim cards & phone top-ups
- 31 mobile phones given
- 189 health-related actions
- 79 unique volunteers who contributed 2,928 hours of their time

Glass Door

We are extremely grateful to our Glass Door advisor, Andrew, who attended one day a week. We referred 157 guests to him, compared with 75 in the previous 12 months. The majority of these were complex cases requiring in-depth support over a number of sessions.

- 10 guests received benefits
- 4 guests secured employment
- 17 guests had financial assistance
- 2 guests opened bank accounts
- 5 guests received health referrals
- 23 guests were housed
- 8 guests received ID
- 2 guests received an immigration referral
- 2 guests received food support
- 1 guest received material support for moving into housing (white goods, etc)

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Citizens Advice

We secured additional funding for a CAB advisor to attend one day a week, and during this time Alison and Nick provided invaluable support to our guests. They helped 50 individuals with detailed casework, and a further 74 with simple queries. These were the prevalent issues:

	Frequency	No of Clients
Housing	96	26
Benefits & Tax Credits	58	19
Universal Credit	57	15
Immigration & Asylum	23	10
Debt advice	29	5
Health & Community care	7	6
Legal advice	6	5
Employment	6	3

Research

23 third-year Sociology and Criminology students from Roehampton University carried out research during UR4Meals sessions between October and December 2022. In a survey of 77 guests:

- 56% were British
- 35% were Polish
- 49% had a local connection with Hammersmith & Fulham
- 22% had a local connection with Ealing
- 84% were male
- 16% were female

Most respondents (90%) had heard about The Upper Room through word of mouth and informal networks – the best testimony to the Charity's importance to people in West London experiencing housing exclusion and poverty. It is also very clear that informal referral is what attracts The Upper Room's numerous migrants from Eastern and Central Europe.

Housing status: Of the 12 women, five were in shelter/emergency accommodation, three were in council temporary accommodation, two in social housing, one sofa-surfing and one in private rented accommodation. Of the 65 men, 23 were sleeping rough, 12 were in council/temporary accommodation, eight sofa-surfing, eight in private rented, seven in social housing and six in shelter/emergency accommodation.

Respondents indicated that the 'most-valued' services (after food, clothing and toiletries) were:

- 24% employment support
- 24% health and wellbeing
- 17% housing and accommodation
- 13% mental health and coping mechanisms

Testimonials and Case Stories

John – Guest, Case study

John found out about us from other people in a local hostel – The Danny Hotel. He was drinking daily and had been street homeless. Being in temporary accommodation, and with no money for food, he came to The Upper Room. After eating his first home-cooked meal in months, he was given much-needed toiletries and clothing. As the weeks went on, he continued to visit us daily, and he slowly started opening up about his situation/problems.

It was clear he had to do something about his drinking, and he was signposted to Alcoholics Anonymous services; soon he was regularly attending meetings. With continued support from us, he has been able to stay clean, and he is now starting to rebuild his life.

During this time John has also found employment and has moved into his own flat. We are very proud of him, and we continue to see him when he is not working, as he pops in to update us on his progress.

Tayo – Volunteer, Testimonial

"The guests are very appreciative of the service we provide, which is very satisfying and encourages me to keep coming back. The Upper Room has a wonderful atmosphere and is often more akin to a very friendly social club than a soup kitchen. I have met people with such varied and interesting backgrounds, and feel that the whole experience has indeed been very enriching for me."

Cecilia Seres
UR4Meals Project Manager

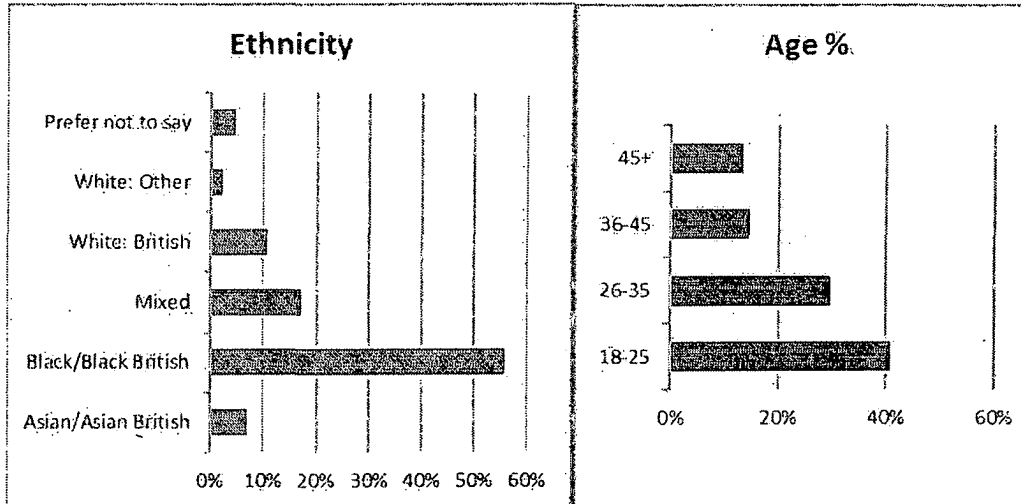
THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

UR4Driving

We have received referrals from 36 different agencies. Three of our students were referred to UR4Jobs for further training and employment, all of whom received training, and two of whom secured employment. Eight of our students volunteered with The Upper Room – three with UR4Driving and five with UR4Meals.



Key Outputs:

- Theory tests taken – 72
- Theory passes – 46
- Practical tests taken – 41
- Driving Licences – 20
- Theory workshops – 457
- Total attendees – 147
- Lesson hours – 1,298
- Number of driving Instructors – 14

Driving tests and instructors: There is no doubt that this continues to be a very challenging situation for the Driver and Vehicle Standards Agency (DVSA) – their prediction that 'everything should be back to normal by April' is far from being fulfilled, and recent reports in the press estimate the backlog of tests to have created a year's delay.

We can only book a practical test when a person passes their theory – we are booking tests now for test dates in October. We have altered the demand on the client in order to fill the time effectively – so Stage 1 is aimed at focussing all effort on the theory test, and getting this passed as soon as possible so we can book the practical; we then have a date to work to. Stage 2 is completing volunteering and seeking job and training interventions, whilst starting the lessons to coincide with the final practical test date.

The problem of delays has also been compounded by one of the consequences of Covid, which is people leaving their roles as examiners to retire early. This is equally true of instructors, and there has been a massive recruitment drive to test centres. Our instructors feed back to us that the new examiners have a much higher tendency to fail a student on seemingly small faults, resulting in lower pass-rates. And with fails and retests being up to five months apart, the problem is exacerbated. There is a scramble for tests as new dates are released at 6am every Monday, and the website frequently crashes, but we are securing some tests, and are able to prioritise those who are more likely to pass, as our students progress at differing rates. Some changes to the booking and cancellation process are due to be rolled out in summer 2023, which should make it easier to book cancellations.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Croydon: We have now had our first full year at Croydon, and following the lease-end at our first site (Croydon Voluntary Action) we opened one day per week at a new site (Carer Support Centre) in George Street. This is still a central location and we have use of clean and modern facilities. Our work in Croydon has so far produced 15 theory and four practical passes.

Since the end of this financial year we had 12 practical tests booked for April/May 2023 and we have already had eight passes, with another three to go! Of the 25 people who have completed the programme, not one has re-offended (as far as we know). This is their current status:

- just completed Construction Skills Certification Scheme, looking for work
- railway worker
- plumber's apprentice
- counsellor (student & working)
- disabled (continued to volunteer with Felix)
- disabled & actor (continued to volunteer with Alcoholics Anonymous/recovery charities)
- student (fashion branding)
- cleaner (part-time)
- receptionist in a private clinic
- youth worker
- currently exempt/in recovery
- student (Islamic studies – wants to be a prison Imam)
- construction worker
- currently looking for work, has childcare responsibilities
- some ad hoc construction agency work, ready to work
- working part-time at QPR (admin staff)
- construction & about to start apprenticeship
- is job searching, has a road construction job lined up for the summer
- electrical engineering course
- at Brunel University & part-time food delivery (cycle)
- part-time coffee shop (aiming for estate agent once taken test)
- currently exempt/in recovery – plans for construction/plumbing
- agency construction work
- home support worker
- building maintenance/casual labour

Client testimonial – Sonia, obtained her licence in October 2022

"I was deported from the US after serving 12 years in prison there. I felt I had lost everything that was important to me – family, friends and life in general. I was here in London in the middle of Covid, literally leaving one cell and entering another. I was feeling low, lonely and all I kept thinking about was that I just wish I could get my driving licence and get a job. My support worker finally came to me with the information about UR4Driving after me nagging her all the time about my needing to drive. When I tell you that was one of the best days of my life when I received that information, I can't even explain. I feel like I have a piece of my self-esteem back that I had lost so long ago. I feel my family looks at me as a winner and I no longer feel like a loser. The difference achieving my licence has made to me is that I already feel more confident and independent. I can apply for better positions, and I can be an active provider in my family instead of having to be a burden. It just feels so different to have the freedom to drive.

I liked the way I was encouraged by everyone at The Upper Room to be the best that I can be. The ladies here have the best spirits and I've never come across a charity where so much support is shown at all times to everyone. I had the most wonderful experience here and they still support me. Everything is as it should be and just what I needed to accomplish my goals."

Since joining the programme Sonia has gained part-time employment and is now a receptionist for a health clinic and in permanent accommodation.

Elaine Reeve
UR4Driving Project Manager

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

UR4Jobs

We have just completed the first year of our three-year partnership with Caritas to train their volunteers and employees to best assist their guests who walk through their doors. Six remote employment support training sessions were delivered in total, plus two peer support sessions. Three guest speakers were invited to promote and speak about their services (Only a Pavement Away, Beam and Social Bite). These sessions were open to the whole Caritas network.

People have been trained and guided on how to support guests, including an assessment of their primary needs. Employment information was delivered including CV preparation, interview skills, cover letter and disclosure letter.

Our partnerships with The Dorsett Hotel in Shepherd's Bush and Thames Water have strengthened. They have been welcoming, non-judgemental and hugely constructive in their work with us, not just in their support of some of our community's most vulnerable people, but going all the way through to employing our clients – one of whom has been promoted by The Dorsett and was shortlisted for an 'Employee of the Quarter' award.

Key Outputs:

- 47 unique beneficiaries
- 209 one-to-one employment support sessions delivered
- 49 job searches carried out
- 31 job applications completed
- 40 job referrals/placements
- 17 CVs compiled or updated
- 13 attended Construction Skills Certification Scheme training
- 2 college referrals

Case Study

M (56) had spent several years in prison. He joined UR4Driving hoping to get his full UK driving licence. During his training he enquired about employment support. He was referred to Glass Door and Citizens Advice for housing advice. We amended his CV and cover letter and applied for several jobs as a warehouse forklift driver (he already had that qualification). He managed to secure four interviews, plus on-site training. In the meantime, we referred him to The London Construction Academy for the complimentary ten-day course where he was able to obtain his Construction Skills Certification Scheme Green Card, Health and Safety Training, Site Access Traffic Marshal Training, Fire Marshall Training and First Aid.

He carried out voluntary work at St Barnabas Church in Kensington, and is still doing so as he enjoys giving something back to the community.

He is now fully employed, but is still attending driving lessons through UR4Driving. He is a perfect example of someone who has used all The Upper Room services. His rehabilitation into the community has been smooth and linear.

Iain Cooper
Chief Executive Officer

UR4Counselling

In the last year we have remodelled the UR4Counselling offering with the creation of a Clinical Manager role both to take on the clients with more serious issues and to provide clinical supervision for the counselling team. Frustratingly, we had a false start with the new Clinical Manager withdrawing from the role immediately after starting.

A team of local, freelance counselling providers was recruited to undertake the clinical requirements (more serious cases) and clinical supervision for the team. This enhanced the service on offer to our clients, and we finished the year with a team of one employed, three freelance and three volunteer counsellors.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The service continues to be bi-lingual, offering counselling in both English and Polish delivered through a blend of remote and face-to-face sessions.

There were 38 beneficiaries, 12 of whom were homeless. 206 sessions were booked of which 162 were attended. These were the most prevalent issues:

- Low mood – 71%
- General anxiety – 50%
- Lack of coping strategies – 36%
- Disability – 25%
- Low self-esteem/Isolation – 18%
- Financial difficulties & Poverty – 14%
- Domestic Violence – 9%
- Addiction/Sexual Abuse/Post Traumatic Stress Disorder – 4%

We are most grateful to our three volunteers: Deirdre, Emma and Paul.

Iain Cooper
Chief Executive Officer

HARVEST APPEAL

Despite the increasing squeeze on disposable incomes, Harvest donations were as high as ever in 2022, and all our storage spaces were once again packed with canned food, pasta, rice, biscuits, coffee and tea, cooking oils and more. Around 35 schools and churches collected on our behalf – not just from our local area, but as far afield as Belsize Park, Twickenham and Swiss Cottage. We visited 16 schools and churches to talk about our work and help children gain a better understanding of homelessness and the way their generous donations directly benefit those in need. We are always enormously impressed by the maturity and compassion even quite young children demonstrate when discussing this challenging subject.

KEEN TO BE GREEN

The Upper Room continues to strive in its efforts to maintain strong principles and values related to environmental sustainability, and our aim is to become as green as we can possibly be. We have been putting the 3R principles – Reduce, Re-use, Recycle – into practice. We are also looking at:

- Raising awareness: run sustainability workshops, provide online guidance, resources and examples of sustainability in practice (through our website, Facebook page etc)
- Continue to source renewable supplies of electricity
- Installing bicycle infrastructure and encouraging local staff and volunteers to cycle or walk; finding refurbished bicycles to be donated to our guests
- Using a commercial-size compost bin in our kitchen

EVENTS AND FUNDRAISING

The Friends Sub-Committee's purpose is to increase support locally, and to raise money. The number of regular donors has greatly increased; we now have 114 signed-up Friends, which provides a regular income of £26,002 per annum. I am pleased to report that our Friends have maintained their financial support, and we increased the membership by another fifteen during the year.

The highlight of the year was our 30th Anniversary party at Girdlers' Hall, which was generously hosted by The Girdlers' Company. Guests were treated to tours of the beautiful building, drinks and canapes were available throughout the evening, and there was even a magician to keep folk entertained before the main event – the live auction. Adrian Biddell did a sterling job in loosening wallets on our behalf. Our Chef, Jude Thompson, gave a moving speech on the night about his own back story and the value of the Meals service to our guests. We raised a lot more than we had dared to hope for, with the total reaching over £24,000 – a genuinely brilliant result.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Thank you to all the runners who trained and took part in the Ealing Eagles 10k run in August and the Richmond RunFest in September. Together they raised £4,385, which is fantastic.

The Artists at Home Christmas charity auction was another great success, raising £3,216. With sincere thanks to all the participating artists, and a special mention to Hamish Pringle, Kathryn Davey and Steph Curtis-Raleigh.

We were delighted to be part of the Big Give Christmas Challenge 2022. With the support of some of our existing donors, and some new supporters, we exceeded our £45,000 target, which triggered match-funding from the Reed Foundation of £7,500.

Thank you to Vojin Soskic from the Hogarth Health Club for organising a Santa Fun Run which raised £1,352.

In December the Addison Singers led a magical Carol Concert in St Saviour's, which raised £1,120.

Marmalade Jewellery in Turnham Green Terrace ran a Twelve Days of Christmas online auction and donated 25% of the net proceeds, which was £2,110.

Congratulations to a team of students from Year 10 at Sacred Heart High School in Hammersmith, who recently won a competition to gain a First Give award of £1,000 for their chosen local charity – The Upper Room.

We held our second Quiz Night at Latymer Upper School in March, which was attended by over 150 people and raised nearly £6,000. Thank you to our Quiz Master, Jamie Coia, our sponsors Horton & Garton, and to Latymer Foundation for hosting it. The Chiswick Cheese Market generously provided all the fine cheeses and pâté for free, and Simon Kimble provided all the wine.

Roehampton University ran a Homeless Awareness Week in March, which included various events, culminating in a sleep-out at Whitelands College which raised £704.

We also managed to squeeze in a Bridge Afternoon and two Tennis Tournaments. Many thanks to Hartswood Tennis Club and Christian Gallan of LOVETennis.

Our 2023 Winter Lecture Series were a great success, with enormous thanks to Dame Sheila Hancock, Jeremy Vine, Torin Douglas and Mallory Horrill – Curator of the William Morris Society.

Our current Friends Sub-Committee comprises three Trustees – Bridget Stevenson, Phil Schick and Julian Hillman – as well as our Chief Executive Iain Cooper, Caroline Needham (volunteer) and Fiona Cook our Fundraiser. I would particularly like to thank Bridget for her tremendous energy and the hours of work she puts in.

If you could facilitate a fundraising event, however modest, as part of your support for The Upper Room, please do get in touch.

Fiona Cook
Fundraising Manager

VOLUNTEERS

We now have a regular committed group of volunteers supporting the delivery of our services, as well as those helping with administrative and fundraising and events activities.

We recorded a total of 117 volunteers who contributed a total of 3,521 hours, which is the equivalent of two full-time staff.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

RISK MANAGEMENT

The Trustees have recognised that there are risks to which the charity, the staff and the volunteers are exposed. A Risk and Audit Committee meets quarterly, and a risk register is in place which is regularly reviewed. This Committee assesses all risks and ensures compliance. Good governance is in place, and Policies are reviewed annually by the Board. These include Financial Controls, HR, Safeguarding, GDPR and a Volunteer Policy. Disclosure and Barring Service (DBS) checks are routinely applied for from the Board level on down, to ensure our organisation observes the necessary safeguards for users of our services. The Charity uses Peninsula to ensure effective management of recruitment and equal opportunities. We also have a health and safety policy, food hygiene policy, and risk assessments carried out on a regular basis. We have a zero-tolerance policy against abuse, for the security and wellbeing of our staff and volunteers.

FINANCE REPORT

The Upper Room recorded a deficit of £36,805 for the financial year ending 31st March 2023, a smaller loss than had been anticipated in the budget set at the start of the year. Income increased compared to the prior year, and the charity ended the year with a healthy cash reserve, providing some protection for an uncertain funding landscape in the year ahead.

The reported deficit seen this financial year is substantially the result of the funding arrangements for the satellite UR4Driving project launched in South East London at the start of 2022. As in the prior financial year, funding for this project was provided from a designated reserve which was established when the charity received a substantial legacy in the 2020-2021 financial year. A total of £43,011 was spent on the satellite project in the 2022-2023 financial year, for which the corresponding income was recorded in the 2020-2021 financial year. Without this expenditure funded from reserves, the charity would have seen a small surplus of £6,206 for the year.

Income rose to £533,361 in 2022-2023 from £480,464 in the previous year, an increase of 11%. However, a significant part of this increase was due to a larger value attributed to the donated food the charity received, which is included in our statutory accounts. This value increased by £28,167 to a value of £34,204. Donation income fell slightly to £101,058 from £107,571 in the previous year, but grant income increased to £318,466 from £295,659. With COVID-related restrictions lifted during the full year, fundraising event activity was able to return to pre-pandemic levels, with event income growing to £63,620 in 2022-2023 from £22,402 in 2021-2022.

As interest rates rose during the year from the historically low levels seen over the last decade, we saw for the first time in many years a significant return (£7,885) on our cash reserves, which are mostly held in a short-dated money market fund managed by CCLA (Churches, Charities and Local Authorities Investment Management). The fund saw no losses related to recent bank defaults in the United States.

Expenditure dropped from £644,506 in 2021-2022 to £570,166 in 2022-2023. However, the 2021-2022 figure included a depreciation charge of £176,155 resulting from the substantial building project completed in 2019. Removing this extraordinary item, regular expenses for the year increased by £101,815 compared to the previous year. This increase was driven mainly by higher staff costs, higher spending on driving lessons in the UR4Driving project as activity returned to pre-pandemic levels, and the corresponding notional expenditure attributed to the value of donated food.

Our year-end balance sheet shows a healthy current asset position of £367,821. Of this figure, unrestricted cash reserves make up £289,786. We plan to reduce this figure slightly in the year ahead as detailed in the Reserves Policy section below.

My job as Treasurer is made immeasurably easier by the dedication and professionalism of all the staff at The Upper Room, but in particular our Finance Officer Veronica Tuke and Fundraising Manager Fiona Cook, who I thank for all the help they have given me during the year.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

RESERVES POLICY

The reserves policy of The Upper Room is to maintain a cash reserve which is at least equal to the calculated cost of an orderly wind-down of the organisation over a three-month period should it ever become unviable. We include in this cost three months of staff costs, plus statutory redundancy payments, as well as other contractual commitments that would fall due. We also aim to limit our reserves to approximately six months of our budgeted expenses. On this basis, our minimum reserve level at 31st March 2023 is £86,274, and our targeted maximum is £330,911. Our general, unrestricted reserve funds, i.e. those which have not been designated for a special purpose, stand at £289,776 as at 31st March 2022, so within this target range.

As our unrestricted reserves are towards the upper end of the policy limits, the board has agreed to target a small reduction in reserves to a level of £250,000 at the end of the next financial year. The board has approved expense and income budgets for the 2023-2024 financial year accordingly.

PLANS FOR THE FUTURE

The charity does not intend to make any significant changes to the services it offers to beneficiaries during the year ahead, continuing to operate its four existing services of UR4Meals, UR4Driving, UR4Jobs and UR4Counselling. However, with an expected growth in the prisoner population, homeless numbers, and the high inflationary environment causing an increase in the cost of living, we expect the demand on our services to increase. We have identified where excess capacity exists within the organisation, allowing us to help more clients without increasing fixed costs, through upskilling and reorganisation.

We are also working to develop additional funding streams that can supplement the income we receive from our traditional sources of personal donations, fundraising events and grants from charitable bodies. Our initial focus is to grow the number of corporate donors supporting the charity.

DONORS

Our grateful thanks go to all those individuals, schools, community events, church and faith groups, organisations and grant-giving trusts who contribute to our work. We are continually humbled by the support of local people who volunteer at The Upper Room, giving their time and energy to the project. This extends to the generous giving at Harvest of non-perishable food that supplements our food stores hugely.

PUBLIC BENEFIT

The Trustees consider that the charitable company has complied with the duty to have due regard to public benefit as detailed in guidance published by the Charity Commission. All services are provided to our beneficiaries free of any charge.

GRANTS AND DONATIONS FROM GRANT-GIVING TRUSTS, CHARITABLE FOUNDATIONS AND OTHER INSTITUTIONS

Church Donations

The Church of the Holy Innocents, Hammersmith
St Columba, Knightsbridge
St James Hampton Hill
St John's Notting Hill
St Peter's Church, Hammersmith
St Saviour Wendell Park
St Michael and All Angels, Bedford Park

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Grants

Alma Jean Henry Charitable Trust
Anonymous
Anton Jurgens Charitable Trust
Arnold Clark Community Fund
Caritas Westminster
CHK Foundation
Co-op Local Community Fund
Garfield Weston Foundation
Hammersmith United Charities
London Catalyst
Mercers' Charitable Foundation
Peter Cruddas Foundation
Polish Relief Society
Porticus UK
Pret Foundation Trust
Rathbone Investment Management
Reed Foundation
Savills
Schutz Engel
Small Tap Big Change
Streets of London
The 29th May 1961 Charitable Trust
The Albert Hunt Trust
The ASDA Foundation
The Big Give Christmas Challenge 2022
The Buzzacott Stuart Defries Memorial Fund
The Charles Hayward Foundation
The City and Metropolitan Welfare Charity
The City Bridge Trust
The Daisy Trust
The Drapers' Company
The Dyers' Company Charitable Trust
The February Foundation
The French Huguenot Church of London Charitable Trust
The Girdlers' Company Charitable Trust
The Hedley Foundation
The Hollick Foundation
The J E Posnansky Charitable Trust
The Leigh Trust
The Noel Buxton Trust
The Olive Tree Trust
The Speedomick Foundation
The Swire Charitable Trust
The Wogen Anniversary Trust
The Worshipful Company of Insurers
The Worshipful Company of Weavers

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Harvest Donors

All Saints C.E. Primary	Fulham	School
All Saints' Church, Putney	Putney	Church
Belmont Primary	Chiswick	School
Brackenhurst Primary	Hammersmith	School
Cavendish Primary	Chiswick	School
Chiswick & Bedford Park Prep	Chiswick	School
Ealing Fields High School	Ealing	School
Grove Park Primary	Chiswick	School
Heathfield Junior School	Chiswick	School
Hill House School	Knightsbridge	School
John Betts Primary	Hammersmith	School
Kew Green Church	Kew Green	Church
Kew Green Prep	Kew Green	School
Latymer Prep	Hammersmith	School
Orchard House (Parents' Association)	Chiswick	School
St Columba's Pont Street	Knightsbridge	Church
St Dunstan's East Acton	Acton	Church
St Eth's Fulham	Fulham	Church
St George's Campden Hill	Notting Hill	Church
St James Hampton Hill	Hampton Hill	Church
St John's North End Road	Fulham	Church
St John's Notting Hill	Notting Hill	Church
St John's Wood Church	St Johns Wood	Church
St Mary Abbots	Kensington	Church
St Mary's Primary	Isleworth	Church
St Michael and All Angels	Chiswick	Church
St Nicholas Primary	Shepperton	School
St Peter's Church	Hammersmith	Church
St Philips and St Barnabas School	Earl's Court	School
St Philip's W8	Earl's Court	Church
Strand on the Green Infant & Nursery	Kew	School
Tara House Nursery	Hammersmith	School
The Church of The Holy Innocents	Hammersmith	Church
The Hall School	Belsize Park	School
The William Hogarth School	Chiswick	School
Wendell Park Primary	Shepherd's Bush	School

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

In-kind Donors

Andrew Calvocoressi
Anna Schick
Antonia Young
ASDA Park Royal
Artists at Home
Base Face Pizza
Big Give Christmas Challenge 2022
BBC Studios
Boden
Bridget Stevenson
Bush Hall
Bush Theatre
Café Connection
Caroline Macmillan
Caroline Needham
Chiswick Cheese Market
Chiswick Cinema
Chiswick Flower Market
Chiswick House & Kitchen Garden
Christian Gallan's LOVEtennis
City Harvest
Cllr Rowan Ree
Dame Sheila Hancock
David Lloyd, Acton Park
Deirdre Shaw
Emma Blidjenstein
Emma Bostock
Felix Project
Flame & Fire Restaurant
Fuller's Brewery
Gail's Bakery
Gavin Graham
Giulia's Restaurant, W12
Glass Door
Greenshoot
Hamish Pringle
Hartwood Tennis Club Ltd
Headliners Comedy Club
Honest Burgers
Horton and Garton
Jamie Coia
Jan Hillman
Jenny and Peter Smart
Jeremy Vine
Kathryn Davey
Latymer Foundation
Lyric Hammersmith
Mallory Horrill
Marmalade Jewellery
Michael Pownall
Micheal Haran
Milly Forrest
More Munchies
Nando's
Paul Taylor
Philip Michael Martin, artist
Prop Up Project
Queens Park Rangers FC
Rennie Pilgrem

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Roehampton University
Salome Gallan
Sarah Holloway
Sarah Houston
Savills, Chiswick
Savills West London
Shoots and Leaves, W6
Simon Community
Simon Kimble
Sipsmith Distillery
Social Bite
Steph Curtis-Raleigh
St Saviour Wendell Park
The Addison Singers' Chamber Choir
The Eagle, W12
The Girdlers' Company
The Hogarth Club
The Queen Mother's Clothing Guild
The River Cafe
Torin Douglas
Victoria Daskal Wine
Venture Photography
Victoria Wakeman, Butler and Lawlor
Zoe Young

Other Donors

39 Steps Entertainment Ltd
Amazon Smile
Benevity
Chiswick Baroque
Chiswick Cheese Market
Cook Charitable Trust
Cow & Co
Easyfundraising.org.uk
Finlay Brewer
Hamilton Hodell Ltd
Horton and Garton
Metro Bank
PayPal Giving Fund
RVJ Cadbury CT
The Wolton Charitable Trust
Titan's golf group
UK Online Giving

School Donations

Hill House School
The Hall School Charitable
Trust
Kew on the Green School

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Statement of trustees' responsibilities

The trustees, who are also the directors of The Upper Room (St Saviour's) for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The trustees' report was approved by the Board of Trustees.



S Tuke (Chair)

Trustee

Dated: 21 June 2023

THE UPPER ROOM (ST SAVIOUR'S)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE UPPER ROOM (ST SAVIOUR'S)

I report to the trustees on my examination of the financial statements of The Upper Room (St Saviour's) (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

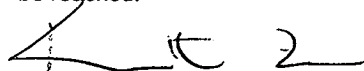
Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.



Katherine Dee (FCA)

Begbies Chartered Accountants

9 Bonhill Street
London
EC2A 4DJ

Dated: 21/6/23

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year					
	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
<u>Income and endowments from:</u>					
Donations and legacies	2	138,681	315,047	453,728	416,201
Charitable activities	3	-	3,158	3,158	37,533
Fundraising activities	4	36,021	27,599	63,620	22,402
Investments - bank interest		7,855	-	7,855	327
Other income	5	5,000	-	5,000	4,000
Total income		<u>187,557</u>	<u>345,804</u>	<u>533,361</u>	<u>480,463</u>
<u>Expenditure on:</u>					
Raising funds	6	45,300	-	45,300	44,179
Charitable activities	7	167,331	357,535	524,866	600,327
Total resources expended		<u>212,631</u>	<u>357,535</u>	<u>570,166</u>	<u>644,506</u>
Net expenditure for the year/ Net movement in funds		(25,074)	(11,731)	(36,805)	(164,043)
Fund balances at 1 April 2022		<u>354,333</u>	<u>50,293</u>	<u>404,626</u>	<u>568,669</u>
Fund balances at 31 March 2023		<u><u>329,259</u></u>	<u><u>38,562</u></u>	<u><u>367,821</u></u>	<u><u>404,626</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior year: 2021-2022		Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	157,816	258,385	416,201
Charitable activities	3	-	37,533	37,533
Fundraising activities	4	22,402	-	22,402
Investments - bank interest		327	-	327
Other income	5	4,000	-	4,000
Total income		<u>184,545</u>	<u>295,918</u>	<u>480,463</u>
<u>Expenditure on:</u>				
Raising funds	6	44,179	-	44,179
Charitable activities	7	300,695	299,632	600,327
Total resources expended		<u>344,874</u>	<u>299,632</u>	<u>644,506</u>
Net expenditure for the year/ Net movement in funds		(160,329)	(3,714)	(164,043)
Fund balances at 1 April 2021		514,662	54,007	568,669
Fund balances at 31 March 2022		<u><u>354,333</u></u>	<u><u>50,293</u></u>	<u><u>404,626</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	12		1,297		1,703
Current assets					
Debtors	13	6,872		3,317	
Cash at bank and in hand		440,711		478,500	
		<u>447,583</u>		<u>481,817</u>	
Creditors: amounts falling due within one year	14	<u>(81,059)</u>		<u>(78,894)</u>	
Net current assets			366,524		402,923
Total assets less current liabilities			<u>367,821</u>		<u>404,626</u>
Income funds					
Restricted funds	17		38,562		50,293
<u>Unrestricted funds</u>					
Designated funds	18	39,473		82,890	
General unrestricted funds		<u>289,786</u>		<u>271,443</u>	
			329,259		354,333
			<u>367,821</u>		<u>404,626</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 21 June 2023



S Tuke (Chair)
Trustee

Company Registration No. 02567517

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	23		(45,645)		159,740
Investing activities					
Interest received		7,855		327	
Net cash generated from investing activities			7,855		327
Net (decrease)/increase in cash and cash equivalents			(37,790)		160,067
Cash and cash equivalents at beginning of year			478,500		318,433
Cash and cash equivalents at end of year			<u>440,711</u>		<u>478,500</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

The Upper Room (St Saviour's) is a private company limited by guarantee incorporated in England and Wales. The registered office is St Saviour Wendell Park Church, Cobbold Road, London, W12 9LN.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known with reasonable certainty, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

The charity receives donated food. In accordance with the SORP these are recognised at fair value to the donor. Fair value is the price at which the food could be sold. Where the food would be unsaleable by the donor no value is recognised. Where food that would still be saleable is received an estimate is made of the value. It is estimated that 33% (2022: 15%) of the food received has sale value. Any stock of food held at the balance sheet date is of minimal value and accordingly not included in the accounts.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Grants are recognised when receivable. Where grants are for a specific future time period the funds are deferred. Multi-year grants which have implicit time apportionment are deferred to the extent that they are for future time periods.

Grants received by the charity that are donations towards general costs are shown as unrestricted income. Where the donor specifies that the funds may only be spent on specific items or projects the grants are shown as restricted income.

All grants received by the charity are voluntary income toward the costs of the charity and are not generated as a direct result of achieving specific levels, of output or charitable services, under contract. In accordance with the SORP these grants are shown as voluntary income rather than income from charitable activities.

1.5 Resources expended

Liabilities arise from legal or constructive obligations that commit the charity to expenditure. Where the commitment has arisen before the balance sheet date the expenditure is recognised in the accounts.

Costs of generating funds are those costs incurred in obtaining funds through events, grants, donations and other income streams.

Costs of participating in or running fundraising events are recognised in the period in which the fundraising event takes place. General costs of raising funds are recognised as the cost is incurred.

Costs relating to charitable activities are those costs incurred in undertaking charitable activities. These costs are either direct costs or an allocation of support and governance costs.

Governance costs are purely those necessary for the charity to meet the administrative requirements of the Charity Commission. Governance costs are apportioned over each charitable area in the same ratio as support costs.

Support Costs are allocated in proportion to charitable activities in the ratio of 42:40:12:6 Driving: Meals: Jobs: Counselling (2022: 40:40:11:9). No support costs have been estimated to arise in the current year or previous year in respect of fundraising.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	Once completed, over the term of the lease
Kitchen equipment	10 years
Computers	3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Leasehold improvements comprise the costs of the construction of a mezzanine floor. In accordance with the accounting policy, the asset is depreciated over the term of the lease. The lease expired in March 2022 and accordingly the asset was being depreciated over a short period of time creating a significant annual charge. The depreciation charge was not replicated in the current year accounts as the net book value is now nil.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies **(Continued)**

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Trade creditors and accruals are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to personal pension schemes are charged as an expense as they fall due as shown in note 10.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Donations and legacies

	2023	2022
	£	£
Donations and gifts	101,058	107,571
Legacies receivable	-	6,458
Grants receivable	318,466	295,659
Statutory funding including CJRS (furlough)	-	476
Donated food, materials and professional services	34,204	6,037
	<u>453,728</u>	<u>416,201</u>
Donations and gifts		
Gift aid	15,216	14,868
Donations from schools, churches and individuals	85,842	92,703
	<u>101,058</u>	<u>107,571</u>
Grants recognised in the year		
Anton Jurgens Charitable Trust	10,000	-
City Bridge Trust	9,475	7,872
CHK Foundation	-	10,000
Charles Hayward Foundation	-	10,000
Emmaus Medway	-	20,000
Garfield Weston Foundation	25,000	25,000
Hammersmith United Charities	10,000	15,250
Mahoro Charitable Trust	-	10,000
Porticus UK	45,000	11,250
Pret Foundation Trust	10,143	10,000
Schutz Engel	31,723	-
Streets of London	-	15,000
The Drapers' Company	-	15,000
The Hollick Foundation	10,000	10,000
The Linbury Trust	-	10,000
The Mercers' Charitable Foundation	30,000	30,000
The Olive Tree Trust	15,000	15,000
The Worshipful Company of Weavers	-	15,000
Other under £10,000 and anonymous	122,125	66,287
	<u>318,466</u>	<u>295,659</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

3 Charitable activities		2023	2022		
		£	£		
	Performance-related grant - City Bridge Trust	<u>3,158</u>	<u>37,533</u>		
4 Fundraising activities					
	Unrestricted funds	Restricted funds	Total 2023	Total 2022	
	£	£	£	£	
	Fundraising events	<u>36,021</u>	<u>27,599</u>	<u>63,620</u>	<u>22,402</u>
	For the year ended 31 March 2022	<u>22,402</u>	<u>-</u>	<u>22,402</u>	<u>22,402</u>
5 Other income		2023	2022		
		£	£		
	NI Employer's incentive	<u>5,000</u>	<u>4,000</u>		
6 Raising funds		2023	2022		
		£	£		
	<u>Fundraising and publicity</u>				
	Staging fundraising events and other costs	4,493	6,439		
	Fundraising agents and grant monitoring	<u>40,807</u>	<u>37,740</u>		
	Fundraising and publicity	<u>45,300</u>	<u>44,179</u>		

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

7 Charitable activities

	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total
	2023	2023	2023	2023	2023	2022	2022	2022	2022	2022
	£	£	£	£	£	£	£	£	£	£
Staff costs	89,680	109,409	34,128	15,266	248,483	67,657	97,389	22,019	21,327	208,392
Client training - lessons and test fees	51,904	-	3,338	-	55,242	34,425	-	2,202	-	36,627
Kitchen (food, health and safety)	806	5,750	-	-	6,556	147	2,847	44	-	3,038
Beneficiary awards	-	3,096	2,762	-	5,858	-	1,200	1,851	1,129	4,180
Volunteer expenses	6,080	2,674	28	-	8,782	3,091	1,115	33	3	4,242
Office costs	1,480	2,598	322	1,911	6,311	2,364	2,772	359	393	5,888
Motor expenses	-	2,062	-	-	2,062	-	2,331	-	-	2,331
Professional fees and consultancy	1,608	11,836	3,062	1,217	17,723	8,092	3,345	3,847	-	15,284
Staff training costs	73	500	-	986	1,559	287	931	175	999	2,392
Rent, rates and refuse	5,895	-	-	-	5,895	-	-	-	-	-
Sundry expense	-	-	-	-	-	69	-	-	-	69
Donated food estimate	-	34,204	-	-	34,204	-	6,037	-	-	6,037
	<u>157,526</u>	<u>172,129</u>	<u>43,640</u>	<u>19,380</u>	<u>392,675</u>	<u>116,132</u>	<u>117,967</u>	<u>30,530</u>	<u>23,851</u>	<u>288,480</u>
Share of support costs (see note 8)	54,400	51,809	15,543	7,771	129,523	123,832	123,832	34,053	27,862	309,579
Share of governance costs (see note 8)	1,121	1,067	320	160	2,668	907	907	250	204	2,268
	<u>213,047</u>	<u>225,005</u>	<u>59,503</u>	<u>27,311</u>	<u>524,866</u>	<u>240,871</u>	<u>242,706</u>	<u>64,833</u>	<u>51,917</u>	<u>600,327</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Charitable activities

(Continued)

	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total
	2023	2023	2023	2023	2023	2022	2022	2022	2022	2022
	£	£	£	£	£	£	£	£	£	£
Analysis by fund										
Unrestricted funds	42,558	97,765	17,823	9,185	167,331	93,095	137,261	19,937	50,402	300,695
Restricted funds	170,489	127,240	41,680	18,126	357,535	147,776	105,445	44,896	1,515	299,632
	<u>213,047</u>	<u>225,005</u>	<u>59,503</u>	<u>27,311</u>	<u>524,866</u>	<u>240,871</u>	<u>242,706</u>	<u>64,833</u>	<u>51,917</u>	<u>600,327</u>

Support costs are allocated in proportion to charitable activities in the ratio of 2023: 42:40:12:6 across Driving, Meals, Jobs and Counselling (2022: 40:40:11:9 across Driving, Meals, Jobs and Counselling).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Support costs	Support costs	Governance costs	2023 Support costs		Governance costs	2022
	£	£	£	£	£	£
Staff costs	75,976	-	75,976	79,601	-	79,601
Depreciation	405	-	405	179,060	-	179,060
Computer	2,231	-	2,231	8,000	-	8,000
Miscellaneous expense	9,379	-	9,379	8,455	-	8,455
Office administration	1,438	-	1,438	2,820	-	2,820
Advertising, including staff	1,043	-	1,043	182	-	182
Professional fees	8,048	-	8,048	6,354	-	6,354
Rent & utilities	29,790	-	29,790	23,676	-	23,676
Staff training	1,213	-	1,213	1,431	-	1,431
Independent examination fees	-	2,520	2,520	-	2,268	2,268
Travel	-	148	148	-	-	-
	<u>129,523</u>	<u>2,668</u>	<u>132,191</u>	<u>309,579</u>	<u>2,268</u>	<u>311,847</u>
Analysed between Charitable activities	<u>129,523</u>	<u>2,668</u>	<u>132,191</u>	<u>309,579</u>	<u>2,268</u>	<u>311,847</u>

Governance costs includes payments to the Independent Examiners of £2,520 inclusive of VAT (2022-£2,268).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year except as disclosed in note 20. Reimbursed travel expenses totalled £nil (2022: £nil). The general insurance policy includes cover for the trustees.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	12	11
	<u>12</u>	<u>11</u>

Employment costs

	2023 £	2022 £
Wages and salaries	286,287	256,047
Social security costs	23,658	20,082
Employer pension costs	14,514	11,864
	<u>324,459</u>	<u>287,993</u>

During the year no employee earned over £60,000 per annum.

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Tangible fixed assets

	Leasehold improvements £	Kitchen equipment £	Computers £	Total £
Cost				
At 1 April 2022	442,299	18,324	12,903	473,526
At 31 March 2023	<u>442,299</u>	<u>18,324</u>	<u>12,903</u>	<u>473,526</u>
Depreciation				
At 1 April 2022	442,299	16,842	12,683	471,824
Depreciation charged in the year	-	185	220	405
At 31 March 2023	<u>442,299</u>	<u>17,027</u>	<u>12,903</u>	<u>472,229</u>
Carrying amount				
At 31 March 2023	<u>-</u>	<u>1,297</u>	<u>-</u>	<u>1,297</u>
At 31 March 2022	<u>-</u>	<u>1,483</u>	<u>220</u>	<u>1,703</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

13 Debtors		2023	2022
		£	£
Amounts falling due within one year:			
Prepayments and accrued income		6,872	3,317
		<u> </u>	<u> </u>
14 Creditors: amounts falling due within one year		2023	2022
	Notes	£	£
Deferred income - grants received for future time periods	15	68,917	63,008
Trade creditors		237	-
Accruals		11,905	15,886
		<u> </u>	<u> </u>
		81,059	78,894
		<u> </u>	<u> </u>
15 Deferred income		2023	2022
		£	£
Arising from grants for future time periods		68,917	63,008
		<u> </u>	<u> </u>
		2023	2022
		£	£
Deferred income brought forward		(63,008)	(36,514)
Recognised in the year		63,008	36,514
Provided in the year		68,917	63,008
		<u> </u>	<u> </u>
		68,917	63,008
		<u> </u>	<u> </u>
16 Statutory funding			
The charity recognised no statutory funding during the year (2022: £476 of Coronavirus Job Retention Scheme).			

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 31 March 2023
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 1 April 2022	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
UR4Driving	21,670	119,098	(108,543)	32,225	145,304	(157,856)	19,673
UR4Meals	11,855	108,091	(103,746)	16,200	111,040	(127,240)	-
City Bridge Trust							
UR4Driving	-	37,533	(37,533)	-	12,633	(12,633)	-
UR4Jobs	20,482	23,946	(44,428)	-	41,680	(41,680)	-
UR4							
Counselling	-	3,000	(1,132)	1,868	35,147	(18,126)	18,889
Core funding	-	4,250	(4,250)	-	-	-	-
	<u>54,007</u>	<u>295,918</u>	<u>(299,632)</u>	<u>50,293</u>	<u>345,804</u>	<u>(357,535)</u>	<u>38,562</u>

The restricted funds represent income funds expendable at the discretion of the trustees in furtherance of the charity's object in accordance with the conditions imposed by the donor. The purpose of each fund is set out below:

Name of Restricted fund	Purpose of Fund
UR4Driving	Grants to fund the UR4Driving project
UR4Meals	Grants to fund the UR4Meals project
City Bridge Trust UR4Driving	City Bridge Trust grant to fund the UR4Driving project
UR4Jobs	Grants to fund the UR4Jobs project
UR4 Counselling	Grants to fund the UR4Counselling project
Core funding	Grants to fund rent and management

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2021 £	Resources expended £	Balance at 1 April 2022 £	Resources expended 31 March 2023 £	Balance at 31 March 2023 £
Fixed assets	180,762	(179,059)	1,703	(406)	1,297
UR4Driving	100,000	(18,813)	81,187	(43,011)	38,176
	<u>280,762</u>	<u>(197,872)</u>	<u>82,890</u>	<u>(43,417)</u>	<u>39,473</u>

Unrestricted Fund Purpose of Fund

Fixed asset fund	Income invested in the charity's fixed assets based on the net book value
UR4Driving	Legacy funds designated for the specific purpose of establishing a satellite UR4Driving project at a second location and furthering the project of franchising UR4Driving

19 Analysis of net assets between funds

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Unrestricted 2022 £	Restricted 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:						
Tangible assets	1,297	-	1,297	1,703	-	1,703
Current assets/(liabilities)	327,962	38,562	366,524	352,630	50,293	402,923
	<u>329,259</u>	<u>38,562</u>	<u>367,821</u>	<u>354,333</u>	<u>50,293</u>	<u>404,626</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20 Operating lease commitments

The charity occupied the St Saviour's site under a 7-year lease. The lease expired on 31st March 2022, and at the balance sheet date the new lease had yet to be agreed although discussions are ongoing.

The satellite location for the UR4Driving project is occupied under a rolling contract with no long-term commitment.

21 Related party transactions

Mrs V Tuke, the wife of chair of trustees, Mr Simon Tuke, received £14,727 (2022: £12,035) for bookkeeping services.

During the year, the charity received £5,802 (2022: £1,181) in donations from trustees and related parties.

Remuneration of key management personnel

The remuneration of key management personnel, including pension contributions, employer national insurance and prior to all deductions is as follows.

	2023 £	2022 £
Aggregate compensation	59,065	63,958

22 Limited by Guarantee

The charitable company is limited by guarantee. The guarantee is limited to £1 for each member.

23 Cash generated from operations

	2023 £	2022 £
Deficit for the year	(36,805)	(164,043)
Adjustments for:		
Investment income recognised in statement of financial activities	(7,855)	(327)
Depreciation of tangible fixed assets	405	179,060
Movements in working capital:		
(Increase)/decrease in debtors	(3,555)	105,195
(Decrease)/increase in creditors	(3,744)	13,361
Increase in deferred income	5,909	26,494
Cash (absorbed by)/generated from operations	(45,645)	159,740

24 Analysis of changes in net funds

The charity had no debt during the year.

THE UPPER ROOM (ST SAVIOUR'S)

England & Wales - Charity number 1004354

Accounts

Charity Registration No. 1004354

Company Registration No. 02567517 (England and Wales)

**THE UPPER ROOM (ST SAVIOUR'S)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

THURSDAY



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COMPANIES HOUSE

THE UPPER ROOM (ST SAVIOUR'S)

CONTENTS

	Page
Trustees' report	1 - 14
Independent examiner's report	15
Statement of financial activities	16 - 17
Balance sheet	18
Notes to the accounts	20 - 33

THE UPPER ROOM (ST SAVIOUR'S)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	S Tuke (Chair) P Mawdsley (Treasurer) K Barbour M Dudek J Hillman M Morgan (Vice-Chair) R Shaw P Schick B Stevenson C Wood P Mullings	Resigned 30/06/21
Secretary	P Mawdsley	
Charity number	1004354	
Company number	02567517	
Registered office	St Saviour Wendell Park Church Cobbold Road London W12 9LN	
Independent examiner	Katherine Dee FCA Begbies Chartered Accountants 9 Bonhill Street London EC2A 4DJ	

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and accounts for the year ended 31 March 2022.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and Accounting and the Charities Statement of Recommended Practice (second edition) and Financial Reporting Standard FRS 102.

Our Vision and Mission

The Upper Room's vision is to support and improve the lives of vulnerable people in our community to make them more resilient, and to help them make positive life choices. Our mission is to work with socially disadvantaged (or vulnerable) adults to:

- alleviate poverty
- provide personalised advice & support
- increase confidence & self-esteem
- enable people to be active members of the community
- improve physical & mental wellbeing
- improve employability
- reduce (the risk of) re-offending
- reduce the risk of homelessness

Why our work is important

We believe in the fundamental proposition that every human being has potential which, if held captive by social exclusion, can be unlocked by our support and work. Our work has a positive, life-enhancing impact on our beneficiaries. It benefits people by improving their self-esteem and health, and enabling them to become economically independent.

Additionally, we are proud that our beneficiaries often help provide inspiration and hope for others.

Where we work

Our main hub is in West London, but we now have a satellite office in Croydon, and more broadly are a London-wide organisation. Our work touches the lives of thousands of people every year.

Structure, Governance and Management

The Upper Room is a registered charity with the Charity Commission, and a company limited by guarantee, governed by a Memorandum and Articles of Association dated 11 December 1990.

Trustees are selected from a broad range of backgrounds, with consideration given to specific areas of responsibility they can take on within the charity. Trustees are elected for three-year terms. Trustees retire in rotation at the end of their term, and can stand for re-election by the Members at the AGM, subject to a maximum term of office of nine years.

CHAIRMAN'S REPORT

With the pandemic continuing, it was another challenging year for The Upper Room, but one that we weathered remarkably well, thanks to the hard work of our staff and volunteers, and the support of funders and the local community.

Fluctuating regulations around lockdowns kept us on our toes, continually reviewing and adapting our modus operandi. UR4Meals operated a takeaway-only service for a time, and has now moved to a mix of serving meals inside the building and takeaways, with meal service times extended through the afternoon. Whilst this creates more work for our staff, and in particular the chef, it does have the benefit of allowing us more one-to-one time with individual guests.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

UR4Driving operated purely online for a while, then moved to a mix of online and in person. The exciting development at the start of 2022 was the launch of our satellite UR4Driving project in Croydon, which represents the first step in our ambition to make the programme more widely available. Early indications are that the Croydon operation is going well.

UR4Jobs continues to be highly regarded and very popular, offering a range of bespoke services to our clients.

Finally, UR4Counselling remains in high demand, with a noticeable increase in the seriousness of the challenges people are facing in their lives, due mostly to the pandemic.

You can read more about the work of our various projects later in the Annual Report.

At this stage we have not been directly impacted by the war in Ukraine, but we are standing by for knock-on effects that this may bring.

We said farewell to our Chief Executive Nicky Flynn, who has moved to the West Country with her husband Jeremy. We are enormously grateful for the tremendous job that Nicky did for The Upper Room during her time with us.

Chris Francis has stepped up to the role of Chief Executive with great aplomb, taking to it as to the manor born.

We are delighted that a new, long-term lease has been agreed by St Saviour's and The Upper Room, cementing the long-standing links between the two organisations. I am extremely grateful to the vicar Chris Lee, the Churchwardens and the PCC for all their work in making this happen.

We have been heartened by the way in which our funding has held up during the pandemic. Doubtless the after-effects, and the current challenging economic times, will bring bumps in the road further on, but financially we are in robust health, as you can read in the Finance Report.

With the pandemic apparently finally starting to recede, there is more scope for volunteers to assist us with our work. Volunteers have always been vital to the work of The Upper Room, and it's a uniquely rewarding thing to do. So if you are interested, please do get in touch via our website.

Finally, I would just like to express my sincere thanks to everyone who contributes to making The Upper Room the success that it is. We are extraordinarily fortunate to have such an extensive and diverse group of people working for us and supporting us, all united in the common purpose of improving lives.

Simon Tuke
Chair of Trustees

OUR PROJECTS

UR4Meals

This has been a year with a lot of change, and increasing need for the services we provide.

We saw the departure of Lavinia Dobre as chef, a well-liked member of the team who had been a part of The Upper Room for several years. Jana Unciuc stepped into the role having previously been the Senior Support Worker, and we welcomed Ashley Robinson to backfill this vacant role. The team works hard and continues to provide an excellent welcoming environment for our guests.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Due to COVID, we had been forced to shut down our operations for a period of six weeks towards the end of the previous financial year. This meant that we were initially quite quiet in UR4Meals in April, but as the year progressed we became increasingly busy, regularly providing 50-60 hot meals each day. For large parts of the year we were only serving takeaways as a result of restrictions brought in because of the pandemic, but we have successfully moved to providing takeaways and offering dining in, as well as distributing dry goods through food parcels routinely when we have spare food.

Since August, we have seen between 150 and 180 different men and women each month, and across the full reporting period we have supported 528 unique individuals.

Key outputs:

Takeaway meals	7,656
Dining in	2,156
Food parcels	5,020
Toiletries	1,169
Clothing/Bedding	1,084
Travel Assistance	132
Sleeping Bags	106
Advice Sessions	105
Collecting letters	47
Mobile phone top-ups	36
Housing referral	32
Setting up email address	24
Oyster Cards	23
Application forms	22
Legal assistance referral	14
Gift Cards to buy food	14
Translating documents	9
Passport/ID Reference	7
Mobile Phones	7
Reconnection	5
Refurbished Laptops	4

Following another brief closure in January as we grappled with the effects of the Omicron COVID variant, we have gone back to being as busy as at any point throughout the autumn of 2021. As we head into the next financial year with increased energy costs and wider increases in the cost of living, we brace ourselves to get even busier.

There have been many successes at a human level, despite the large numbers of people needing our crisis support. The case study of George is just one example:

George is a Romanian national who had been in the UK for several years, and became homeless in December 2021.

'It was the day when my life as I knew it disappeared and all my beliefs smashed to the ground. I didn't know what to do, I was so scared.'

He found some free WiFi and looked up day centres locally to him. Having unsuccessfully visited another service, he came to The Upper Room with no real expectation of what he would get from us. He was 'a bit overwhelmed because it looked too good to be true' and was made to 'feel at home' immediately, and 'even now, after three months, they are still giving me strong support'.

By the middle of February he had found a place to live, he has a job, and 'most importantly, I found myself and my self-esteem again'.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

George has already signed up to volunteer for our Meals project to help others in the way he was helped, welcoming and supporting people and using his language skills.

Cecilia Seres
UR4Meals Project Manager

UR4Driving

Once again the UR4Driving project has had many challenges to meet in the past year, with huge backlogs in practical tests, caused by the closure of test centres, a reduced number of driving instructors operating, and a widespread administrative delay at DVLA.

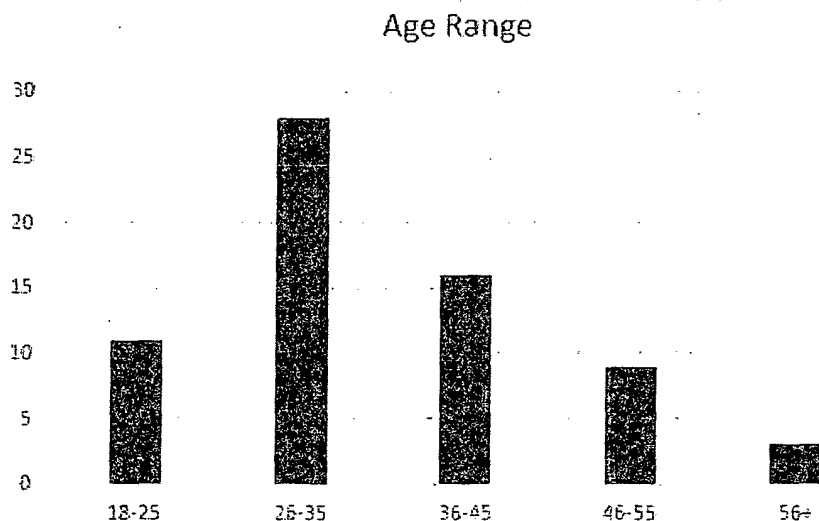
Despite this the team have achieved a great deal. Of the 61 theory tests taken, 32 were passes, with 23 at the first attempt. At the end of the period we have 42 people currently attending theory sessions. We have delivered 940 workshop sessions for 98 participants – the establishment of online workshops has continued to be a big success in maintaining attendance, and offers more options to clients. Sam has also started female-only workshops.

37 practical tests were taken, with 16 passes, eight of which were first-time passes. As we write this report we are having to book practical tests as far ahead as six months in advance, in order to secure places.

While our site in W12 continues to be busy, we have also now successfully launched our work from a second site in Croydon, in partnership with Catch 22. This has been a big development for us, and enables us to reach more people, more easily. We are only two months into this arrangement and have seen good attendance, and succeeded in achieving two theory passes so far. As part of this expansion we have brought in a new member of staff, Roy Gelly, to work directly with beneficiaries.

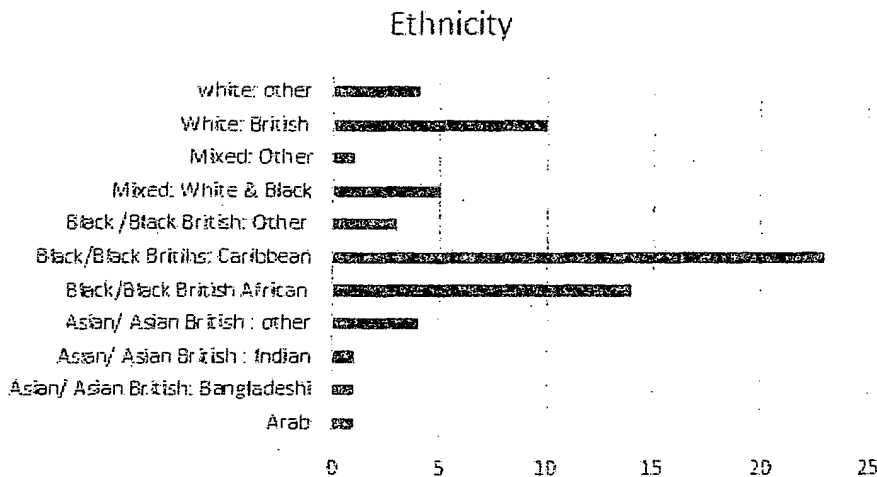
Probation continues to be the most frequent referral agency, and we have now started to establish good links with big organisations in South London (e.g. Catch 22, Reed) because of our presence in Croydon.

Internal referrals have been furthered, with the majority of beneficiaries accessing food from UR4Meals, and good referral pathways existing with UR4Jobs.



THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022



Elaine Reeve
UR4Driving Project Manager

UR4Jobs

Overall, the project has grown significantly since June 2021 when I started in this role. I have supported 85 beneficiaries, 25 of whom are still regularly attending.

The UR4Jobs focus has now shifted, and I work less with “emergency cases” and more with people who are almost ready to get into work. The aim is to offer long-term employment support, through personalised action plans that include short-term goals (part-time temporary jobs and education/training) and long-term goals (dream career/education). I have found that this method helps the guests put their current situation into perspective, and it gives them the motivation to move forward with the hope for a better future.

We have been able to create new pathways towards employment with new companies, agencies and organisations. We now partner with Social Bite, Restart, Caritas, the Pret Foundation, Radical Recruits, Only a Pavement Away and BBJVS/HS2, Tossed, et al.

I have also recently re-established CSCS training; however, there will be a limited availability of this service due to the lack of extensive funding. This additional service will make the project more valuable, as the interest for this kind of qualification is very high. It helps people get into entry-level jobs in construction, railways and other fields.

Further, UR4Jobs has been collaborating with Restart Lives to deliver an employment support group here at TUR: *Ready, Steady, Work!* Attendance has been great, and we have received positive feedback from participants.

On the Health and Wellbeing project, we collaborated with the H&F homeless outreach team and nurses to deliver the first TUR Wellbeing Day, where we offered covid and flu jabs for our guests. We are also collaborating with the H&F Oral Health Awareness advisor, who comes once a month to discuss local dental services with the guests.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Key Outputs:

Advice Sessions	100
Job search sessions	54
CSCS training/practice	40
Job Referral/Placement	36
Application Forms	30
Updating CV	26
Legal assistance referral	22
CSCS card enquiry/renewal/lost	13
Setting up email account	9
Collecting letters/documents	9
Housing referrals	8
Benefits/referral info	7
Passport/ID reference	5

I will be leading the Stepping Stones project that aims to train volunteers from our partner Caritas to deal with emergency cases and situations. It will comprise of an eight-session course that will run over the year. Each session will address a different topic: how to assess a new guest, benefits, CV preparation, DWP, etc.

Camilla Cerrone
Employability, Health and Wellbeing Support Worker

Partnerships

Glass Door Homeless Charity – we have benefitted from having a specialist housing advisor with us on Monday each week since June 2021, and an additional housing advisor each Friday since January this year. In this time the partnership has helped 85 people with a range of issues. 11 people were housed, 11 received/are due to receive benefits, 12 had positive financial outcomes (received grants, freedom passes obtained, wages recovered) and two found employment.

Citizens Advice, Hammersmith & Fulham have been present onsite for one afternoon a week since August 2021. The advisor has supported 50 clients with a range of issues, but primarily benefits, immigration and housing.

Case study

The client was referred to the project because he was vulnerable, street homeless and had no source of income beyond charitable help. He sought help through The Upper Room after being physically attacked one night when sleeping rough, being left traumatised and with injuries that required hospital treatment. The Upper Room advisor assisted the client to claim Pension Credit, and made a referral to the local authority for homelessness assistance, getting the client a safe place to sleep that night, and help to secure longer-term housing. The client now has a bank account, a benefit in payment and assistance to find secure accommodation.

The West London Equality Centre has been running a series of drop-in sessions to assist guests with EU Settled Status applications and education. Over the course of eight sessions since the autumn of 2021 the team have been able to support 23 clients, including 18 successful applications, with the remaining five still ongoing. The team has also helped three guests by attending appointments at embassies to support passport applications, and found emergency accommodation for four other guests.

Restart Lives have recently been using our space to deliver their group sessions to support up to eight jobseekers who have experienced homelessness, with all guests being individuals who have been part of the UR4Jobs project. This is the first time we have collaborated with Restart, and we are mid-way through the six-session run.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

UR4Counselling

We continue to offer six to 12 counselling sessions for each client, and I was working remotely – over the phone mainly – and had some online clients too. Clients have moderate mental health issues such as: general anxiety and health anxiety, low mood and depression symptoms, lack of coping strategies, how to deal with stress, loss and bereavement, job loss, parenting and relationship difficulties. We have supported several victims of domestic violence, modern slavery and hate crime.

66 people received emotional support over 413 sessions; 320 were delivered by me and 93 by the Volunteers.

We have expanded our team this year with the addition of two trainee therapists (Emma and Paul) to widen our ability to help different clients. Their areas of specialism are complementary to what is already on offer – integrative arts psychotherapy and person-centred therapy.

Our volunteer psychodynamic psychotherapist, Deirdre, continues to deliver two hours per week as well. Her work is consistently good and highly valued, and she also provides peer supervision to me.

I have also started advertising a coaching and mentoring service, especially for the UR4Driving participants. I can offer up to four life coaching sessions to improve goal-setting, time management, motivation and for the clients to learn and use various coaching techniques.

Clients who present with severe issues such as suicidal ideations, PTSD and severe alcohol addiction are signposted to appropriate services. If these issues emerge during sessions with our staff then we have established a fund to enable us to refer on to more specialist services, so that clients are not abandoned.

We hope to secure funding to enable us to employ a clinical supervisor to oversee referrals and overall counselling provision, and to enable further growth. Until then we have decided not to accept referrals with severe and complex needs, and we have had to reject a few referrals.

Generally there is an increase of referrals with complex needs and severe mental health difficulties, therefore a clinical/counselling manager will be essential to manage the counselling service and support trainees.

We have also significantly improved our ability to monitor our work, with the creation of a purpose-built, anonymised system for tracking activity, and establishment of better feedback mechanisms and monitoring tools for clinical success. It is very pleasing to report that we have seen near 100% client satisfaction, and over 60% improvements in scores relating to depression and anxiety.

Alina Babik-Richens
Counsellor

HARVEST APPEAL

Once again the generosity and enthusiasm of the many schools and churches who collected food for us at Harvest time was humbling. We had more than 40 donor institutions, who have ensured that our cupboards have been well stocked throughout the winter months.

It was also a real treat to be able to get back out to a number of schools to deliver talks on The Upper Room, and enable the children to learn about what their hard work went towards. In total we visited 11 schools to give talks and assemblies.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

KEEN TO BE GREEN

The Upper Room continues to strive in its efforts to maintain strong principles and values related to environmental sustainability, and our aim is to become as green as we can possibly be. We have been putting the 3R principles – Reduce, Re-use, Recycle – into practice. We are also looking at:

- Raising awareness: run sustainability workshops, provide online guidance, resources and examples of sustainability in practice (through our website, FB page etc)
- Switching to a renewable/green energy supplier
- Installing bicycle infrastructure and encouraging local staff and volunteers to cycle or walk; finding refurbished bicycles to be donated to our guests
- Using a commercial-size compost bin in our kitchen

EVENTS AND FUNDRAISING

The Friends Sub-Committee's purpose is to increase support locally, and to raise money. The number of regular donors has greatly increased; we now have 99 signed-up Friends, which provides a regular income of over £20,000 per annum. The pandemic put a stop to many of our planned fundraising events in 2021/22, but I am pleased to report that our Friends maintained their financial support, and we increased the membership by another nine during the year.

In April and May 2021 we held our final two online lectures, with author Michael Frayn and broadcaster Jeremy Paxman in conversation with Torin Douglas. In January 2022 we made the difficult decision to cancel our planned 2022 Winter Lecture series, in the hope that we will be able to resume them in person in 2023.

In June, just as we emerged from lockdown, we held a Plant Sale in Hartswood Road. It was a huge success, and people were so pleased to be able to see their friends and neighbours once again, and enjoy a cup of tea together in the sunshine – it was an amazing atmosphere. A huge thank you to everyone who grew plants from seed and nurtured them into adulthood, and to everyone else who helped man the various tables, or baked cakes, and to Bridget for putting it all together!

In the run-up to Christmas, Hamish Pringle of Artists at Home once again organised an online art auction, with the artists generously donating 50-100% of their profits to The Upper Room. It raised a magnificent £5,415. With sincere thanks to all the participating artists, and a special mention to Hamish, Kathryn Davey and Steph Curtis-Raleigh.

In November we were delighted to be part of the Big Give Christmas Challenge, which enabled us to match-fund donations. I am delighted to report that with the support of some of our existing donors, and many new supporters, we were able to raise over £13,175 towards our UR4Driving Project.

In December the Addison Singers led a magical Carol Concert in St Saviour's, which raised £1,653.

Horton and Garton kindly designed and produced a Christmas Card for us. Our thanks to Caroline Needham who worked tirelessly selling them outside, in all weathers, and £1,431 was raised in total.

We held our inaugural Quiz Night at Latymer Upper School in March, which was attended by over 100 people and raised £5,390. Thank you to our Quiz Master, Jamie Coia, and to Latymer for allowing us to use their facilities. The Chiswick Cheese Market have kindly nominated us as their chosen charity this year. They provided all the fine cheeses, paté, bread and relishes for the Quiz, which were much enjoyed by everyone.

We also managed to squeeze in a Bridge Afternoon and Tennis Tournament. Many thanks to Hartswood LTC and Christian Gallan of Love-Tennis.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Our current Friends Sub-Committee comprises six Trustees – Bridget Stevenson, Phil Schick, Matthew Dudek, Kenneth Barbour, Matthew Morgan and Julian Hillman – as well as our Chief Executive Chris Francis, and Fiona Cook our Fundraiser. I would particularly like to thank Bridget for her tremendous energy and the hours of work she puts in.

If you could facilitate a fundraising event, however modest, as part of your support for The Upper Room, please do get in touch.

Chris Francis
Chair, Events and Fundraising Committee

VOLUNTEERS

Once again we have been more limited in allowing volunteers on-site than we would have liked, although there has been progress since the last report. We now have a regular committed group of volunteers supporting the delivery of our services, as well as those helping with administrative and fundraising and events activities.

We recorded a total of 2,221 volunteer hours.

RISK MANAGEMENT

The Trustees have recognised that there are risks to which the charity, the staff and the volunteers are exposed. A Risk and Audit Committee meets quarterly, and a risk register is in place which is regularly reviewed. This Committee assesses all risks and ensures compliance. Good governance is in place, and Policies are reviewed annually by the Board. These include Financial Controls, HR, Safeguarding, GDPR and a Volunteer Policy. Disclosure and Barring Service (DBS) checks are routinely applied for from the Board level on down, to ensure our organisation observes the necessary safeguards for users of our services. The Charity uses Peninsula to ensure effective management of recruitment and equal opportunities. We also have a health and safety policy, food hygiene policy, and risk assessments carried out on a regular basis. We have a zero-tolerance policy against abuse, for the security and wellbeing of our staff and volunteers.

FINANCE REPORT

The Upper Room has recorded a deficit of £164,043 for the financial year 2021-2022, but this headline figure masks a relatively strong financial performance, with an increase in grant funding and donations resulting in an increase in current assets over the course of the year.

Our reported deficit of £164,043 contains a final depreciation charge of £176,155 on the fixed asset value relating to the substantial building project undertaken by the charity in 2019. The majority of the cost of this building project was capitalised as a Leaseholder Improvement on the Charity's balance sheet at the time of completion. As the Charity had a short lease running until March 2022, this Leaseholder Improvement asset value was depreciated over the remaining life of the lease. In this financial year, the final depreciation charge reduced the value of the Leaseholder Improvements to zero. The terms of a new 12-year lease on the same property have been substantially agreed with our landlord, and so the charity will continue to benefit from the improvement made, but with no further depreciation charge in coming years. In the absence of this depreciation charge, the charity would have recorded a small surplus of £12,112.

The charity's income for the year was £480,463, a drop from £563,551 in the prior year. Two significant non-recurring items were included in the charity's reported income in 2020-2021 financial year; namely a £100,000 legacy and £39,766 of funding from the Government's Coronavirus Job Retention Scheme (furlough). These were not repeated in the current financial year. However, their absence was partially offset by an increase in both donations (£107,57 in 2021-2022 versus £89,945 in 2020-2021) and in grants receivable (£295,659 in 2021-2022 versus £289,199 in 2020-2021). Despite the easing of pandemic related restrictions over the past year, our ability to run or participate in significant fund-raising events was still curtailed, so it is very satisfying to see our donation income rebound so vigorously, return to a figure only slightly below that seen in the financial year before the pandemic hit.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Expenses increased in 2021-2022 to £600,327 from £530,505. This was largely due to increase in staff costs and also a rebound in spending on beneficiary training as the UR4Driving project was able to restart driving lessons in earnest during the year.

The charity decided in the previous financial year to designate the £100,000 legacy received in 2020-2021 to fund the establishment of a satellite UR4Driving project, and also to further the project of franchising the UR4Driving project so that it can be used by other charities. Work on both these projects started during the year, but the substantial portion of the designated funds remained available at the end of the financial year to continue funding both projects, with sufficient balance available to fully fund their budgeted expense for the next financial year. No change in this designation is currently anticipated.

I am, as ever, very appreciative of the work of all the staff of The Upper Room, and in particular the efforts of our Finance Officer, Veronica Tuke and our Fundraising Manager Fiona Cook. Both play a crucial role in the success of The Upper Room, and in supporting my role as Treasurer.

Paul Mawdsley
Treasurer

RESERVES POLICY

The reserves policy of The Upper Room is to maintain a cash reserve which is at least equal to the calculated cost of an orderly wind-down of the organisation over a three-month period should it ever become unviable. We include in this cost 3 months of staff costs, plus the statutory redundancy payments, as well as other contractual commitments that would fall due. We also aim to limit our reserves to approximately 6 months of our budgeted expenses. On this basis, our minimum reserve level at 31st March 2022 is £89,589, and our targeted maximum is £281,000. Our general, unrestricted reserve funds, i.e. those which have not been designated for a special purpose, stand at £271,443 as at 31st March 2022, so within this target range.

DONORS

Our grateful thanks go to all those individuals, schools, community events, church and faith groups, organisations and grant-giving trusts who contribute to our work. We are continually humbled by the support of local people who volunteer at The Upper Room, giving their time and energy to the project. This extends to the generous giving at Harvest of non-perishable food that supplements our food stores hugely.

PUBLIC BENEFIT

The Trustees consider that the charitable company has complied with the duty to have due regard to public benefit as detailed in guidance published by the Charity Commission. All services are provided to our beneficiaries free of any charge.

GRANTS AND DONATIONS FROM GRANT-GIVING TRUSTS, CHARITABLE FOUNDATIONS AND OTHER INSTITUTIONS

School Donations	Belmont Primary School Hill House School St John's School, Leatherhead St Paul's School The Hall School Charity Trust
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THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Church Donations

St James Hampton Hill
St Michael & St George, White City
St Michael and All Angels, Bedford Park
St Peter's Church, Hammersmith
The Church of the Holy Innocents, Hammersmith

Grants

Anonymous
Bite Size Pieces
CHK Foundation
Garfield Weston Foundation
Groundwork UK – Tesco bags of help
Hammersmith United Charities
HMRC
Institute for Public Relations
John Lyon's Charity
London Catalyst
Mahoro Charitable Trust
Mercers' Charitable Foundation
MTC Limited
MVM Charitable Trust
Polish Relief Society
Porticus UK
Pret Foundation Trust
Streets of London
The 29th May 1961 Charitable Trust
The Albert Hunt Trust
The Charles Hayward Foundation
The City Bridge Trust
The Cook Charitable Trust
The Daisy Trust
The Drapers' Company
The Dyers' Company Charitable Trust
The February Foundation
The French Huguenot Church of London Charitable Trust
The Girdlers' Company Charitable Trust
The Hollick Foundation
The J E Posnansky Charitable Trust
The Leigh Trust
The Linbury Trust
The Noel Buxton Trust
The Olive Tree Trust
The Peter Cruddas Foundation
The Phoenix Foundation
The Speedomick Foundation
The Vintners' Company
The Wogen Anniversary Trust
The Worshipful Company of Basketmakers
The Worshipful Company of Weavers

Harvest Donors

All Saints Church Fulham
All Saints Primary School Fulham
Belmont Primary School Chiswick
Brackenbury Primary School
Cavendish Primary School

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Grove Park Primary School Chiswick
Hampton Hill Junior School
Hawkesdown House School
Heathfield Junior School
Heathfield Nursery & Infant School
Hill House International Junior School Kensington
Holy Innocents Church
John Betts Primary School
Latymer Prep School
Ravenscourt Baptist Church Hammersmith
Southfield Primary School
St Columba's Church of Scotland Knightsbridge
St Dunstan's Church Feltham
St James Hampton Hill
St John XXIII Catholic Primary School
St John's Church Fulham/Walham Green
St John's Church Notting Hill
St John's Wood Church
St Mary Abbots Church, Kensington
St Mary's Primary School Isleworth
St Michael & St George Church White City
St Nicholas Primary School Shepperton
St Paul's Church Grove Park
St Peter's Church Acton Green
St Stephen's Church Westbourne Park

Other Donors

39 Steps Entertainment Ltd
Alcoholics Anonymous
Amazon Smile
Artists at Home auction
Ashley Jane Hurst
Barons Court Project
Blackbird Digital Royalties
Chiswick Baroque
Cow & Co
Easyfundraising.org.uk
Emmaus Medway
Finlay Brewer
Foodinate
Horton and Garton
In memory of G E T Holloway
In memory of Lady Hawkins
John Lewis Partnership (Westfield)
John Pryor Charitable Trust
Lodge Brothers
London Borough of Hammersmith and Fulham
PayPal Giving Fund
Petros Singers
Rathbone Investment Management on behalf of Keene Family Trust
Small Tap Big Change – United in Hammersmith
The Big Give
Titan's golf

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

In-kind Donors

Anna Schick
Artists at Home
Base Face Pizza
Benedict Gannon
Café Connections
Caroline Needham
Chiswick Cheese Market
Christian Gallan's LOVEtennis
City Harvest
Deirdre Shaw
Emma Blijdenstein
Felix Project
Fuller's
Hartwood LTC
Hartwood Road Plant Sale
Honest Burgers
Horton and Garton
Jamie Coia
Jeremy Paxman
Latymer Upper School
Michael Frayn
Milly Forrest
Nando's
Paul Taylor
Philip Michael Martin
Prop Up Project
Queens Park Rangers FC
Simon Kimble
Sipsmith Distillery
St Saviour Wendell Park
The Good Wine Shop
The Hogarth Club
The Kids Network
The Queen Mother's Clothing Guild
Torin Douglas
Venture Photography

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Statement of trustees' responsibilities

The trustees, who are also the directors of The Upper Room (St Saviour's) for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

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

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

The trustees' report was approved by the Board of Trustees.



S Tuke (Chair)

Trustee

Dated: 28 June 2022

THE UPPER ROOM (ST SAVIOUR'S)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE UPPER ROOM (ST SAVIOUR'S)

I report to the trustees on my examination of the financial statements of The Upper Room (St Saviour's) (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.



Katherine Dee (FCA)
Begbies Chartered Accountants

9 Bonhill Street
London
EC2A 4DJ

Dated: 28 June 2022

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Current financial year

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
<u>Income and endowments from:</u>					
Donations and legacies	2	157,816	258,385	416,201	523,758
Charitable activities	3	-	37,533	37,533	16,661
Fundraising activities	4	22,402	-	22,402	18,230
Investments- bank interest		327	-	327	689
Other income	5	4,000	-	4,000	4,173
Total income		184,545	295,918	480,463	563,511
<u>Expenditure on:</u>					
Raising funds	6	44,179	-	44,179	39,109
Charitable activities	7	300,695	299,632	600,327	530,505
Total resources expended		344,874	299,632	644,506	569,614
Net expenditure for the year/ Net movement in funds		(160,329)	(3,714)	(164,043)	(6,103)
Fund balances at 1 April 2021		514,662	54,007	568,669	574,772
Fund balances at 31 March 2022		354,333	50,293	404,626	568,669

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Prior year: 2020-2021		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	300,559	223,199	523,758
Charitable activities	3	-	16,661	16,661
Fundraising activities	4	18,230	-	18,230
Investments- bank interest		689	-	689
Other income	5	4,000	173	4,173
Total income		323,478	240,033	563,511
<u>Expenditure on:</u>				
Raising funds	6	39,109	-	39,109
Charitable activities	7	279,912	250,593	530,505
Total resources expended		319,021	250,593	569,614
Net expenditure for the year/ Net movement in funds		4,457	(10,560)	(6,103)
Fund balances at 1 April 2020		510,205	64,567	574,772
Fund balances at 31 March 2021		514,662	54,007	568,669

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	11		1,703		180,762
Current assets					
Debtors	12	3,317		108,512	
Cash at bank and in hand		478,500		318,434	
		<u>481,817</u>		<u>426,946</u>	
Creditors: amounts falling due within one year	13	<u>(78,894)</u>		<u>(39,039)</u>	
Net current assets			402,923		387,907
Total assets less current liabilities			<u>404,626</u>		<u>568,669</u>
Income funds					
Restricted funds	16		50,293		54,007
<u>Unrestricted funds</u>					
Designated funds	17	82,890		280,762	
General unrestricted funds		<u>271,443</u>		<u>233,900</u>	
			354,333		514,662
			<u>404,626</u>		<u>568,669</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 28 June 2022



S Tuke (Chair)
Trustee

Company Registration No. 02567517

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash generated from operations	22		159,740		45,600
Investing activities					
Purchase of tangible fixed assets		-		(4,203)	
Interest received		327		689	
Net cash generated from/(used in) investing activities			327		(3,514)
Net increase in cash and cash equivalents			160,067		42,086
Cash and cash equivalents at beginning of year			318,434		276,347
Cash and cash equivalents at end of year			478,500		318,434

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

The Upper Room (St Saviour's) is a private company limited by guarantee incorporated in England and Wales. The registered office is St Saviour Wendell Park Church, Cobbold Road, London, W12 9LN.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known with reasonable certainty, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

The charity receives donated food. In accordance with the SORP these are recognised at fair value to the donor. Fair value is the price at which the food could be sold. Where the food would be unsaleable by the donor no value is recognised. Where food that would still be saleable is received an estimate is made of the value. It is estimated that 15% (2021: 30%) of the food received has sale value. Any stock of food held at the balance sheet date is of minimal value and accordingly not included in the accounts.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Grants are recognised when receivable. Where grants are for a specific future time period the funds are deferred. Multi-year grants which have implicit time apportionment are deferred to the extent that they are for future time periods.

Grants received by the charity that are donations towards general costs are shown as unrestricted income. Where the donor specifies that the funds may only be spent on specific items or projects the grants are shown as restricted income.

All grants received by the charity are voluntary income toward the costs of the charity and are not generated as a direct result of achieving specific levels, of output or charitable services, under contract. In accordance with the SORP these grants are shown as voluntary income rather than income from charitable activities.

1.5 Resources expended

Liabilities arise from legal or constructive obligations that commit the charity to expenditure. Where the commitment has arisen before the balance sheet date the expenditure is recognised in the accounts.

Costs of generating funds are those costs incurred in obtaining funds through events, grants, donations and other income streams.

Costs of participating in or running fundraising event are recognised in the period in which the fundraising event takes place. General costs of raising funds are recognised as the cost is incurred.

Costs relating to charitable activities are those costs incurred in undertaking charitable activities. These costs are either direct costs or an allocation of support and governance costs.

Governance costs are purely those necessary for the charity to meet the administrative requirements of the Charity Commission. Governance costs are apportioned over each charitable area in the same ratio as support costs.

Support Costs are allocated in proportion to charitable activities in the ratio of 40:40:11:9 (2021: 34:47:19). No support costs have been estimated to arise in the current year or previous year in respect of fundraising.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	Once completed, over the term of the lease
Kitchen equipment	10 years
Computers	3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Leasehold improvements comprise the costs of the construction of a mezzanine floor. In accordance with the accounting policy, the asset is depreciated over the term of the lease. The lease expires in March 2022 and accordingly the asset is being depreciated over a short period of time creating a significant annual charge.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Trade creditors and accruals are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to personal pension schemes are charged as an expense as they fall due as shown in note 9.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Donations and legacies

	2022	2021
	£	£
Donations and gifts	107,571	89,945
Legacies receivable	6,458	100,900
Grants receivable	295,659	289,199
Statutory funding including CJRS (furlough)	476	39,766
Donated food, materials and professional services	6,037	3,948
	<u>416,201</u>	<u>523,758</u>
Donations and gifts		
Gift aid	14,868	11,450
Donations from schools, churches and individuals	92,703	76,495
Other	-	2,000
	<u>107,571</u>	<u>89,945</u>
Grants recognised in the year		
City Bridge Trust	7,872	9,103
CHK Foundation	10,000	-
Charles Hayward Foundation	10,000	-
Emmaus Medway	20,000	-
Garfield Weston Foundation	25,000	-
Hammersmith United Charities	15,250	7,500
Homeless Link	-	45,000
John Lyon's Charity	-	25,000
Mahoro Charitable Trust	10,000	10,000
Porticus UK	11,250	30,000
Pret Foundation Trust	10,000	10,000
Schutz Engel	-	30,000
Streets of London	15,000	13,000
The Drapers' Company	15,000	-
The Goldsmiths' Company Charitable Trust	-	1,667
The Hollick Foundation	10,000	-
The Leslie Aldridge Trust	-	20,000
The Linbury Trust	10,000	-
The Mercers' Charitable Foundation	30,000	12,500
The Olive Tree Trust	15,000	16,354
The Worshipful Company of Weavers	15,000	-
Other under £10,000	66,287	59,075
	<u>295,659</u>	<u>289,199</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

3 Charitable activities

	2022 £	2021 £
Performance related grant - City Bridge Trust	37,533	16,661

4 Fundraising activities

	2022 £	2021 £
Fundraising events	22,402	18,230

5 Other income

	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
NI Employer's incentive	4,000	-	4,000	4,000
Other income	-	-	-	173
	<u>4,000</u>	<u>-</u>	<u>4,000</u>	<u>4,173</u>
For the year ended 31 March 2021	<u>4,000</u>	<u>173</u>		<u>4,173</u>

6 Raising funds

	2022 £	2021 £
<u>Fundraising and publicity</u>		
Staging fundraising events and other costs	6,439	2,712
Fundraising agents and grant monitoring	37,740	36,397
	<u>44,179</u>	<u>39,109</u>

THE UPPER ROOM (ST SAVIOUR'S)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

7 Charitable activities

	UR4Driving	UR4Meals	UR4Jobs	UR4Counselling	Total 2022	UR4Driving	UR4Meals	UR4Jobs	Total 2021
	2022	2022	2022	2022	2022	2021	2021	2021	2021
	£	£	£	£	£	£	£	£	£
Staff costs	67,657	97,389	22,019	21,327	208,392	51,263	91,099	33,005	175,367
Depreciation	-	-	-	-	-	-	293	-	293
Client training-lessons and test fees	34,425	-	2,202	-	36,627	13,587	-	-	13,587
Kitchen (food, health and safety)	147	2,847	44	-	3,038	-	3,224	-	3,224
Beneficiary awards	-	1,200	1,851	1,129	4,180	-	-	1,500	1,500
Volunteer expenses	3,091	1,115	33	3	4,242	635	451	-	1,086
Office costs	2,364	2,772	359	393	5,888	696	898	788	2,382
Motor expenses	-	2,331	-	-	2,331	-	2,048	-	2,048
Professional fees and consultancy	8,092	3,345	3,847	-	15,284	9,386	2,839	3,715	15,940
Staff training costs	287	931	175	999	2,392	139	1,041	1,225	2,405
Rent, rates and refuse	-	-	-	-	-	-	855	-	855
Sundry expense	69	-	-	-	69	155	1,022	558	1,735
Donated food estimate	-	6,037	-	-	6,037	-	3,948	-	3,948
	<u>116,132</u>	<u>117,967</u>	<u>30,530</u>	<u>23,851</u>	<u>288,480</u>	<u>75,861</u>	<u>107,718</u>	<u>40,791</u>	<u>224,370</u>
Share of support costs (see note 8)	123,832	123,832	34,053	27,862	309,579	103,315	142,817	57,735	303,867
Share of governance costs (see note 8)	907	907	250	204	2,268	771	1,066	431	2,268
	<u>240,871</u>	<u>242,706</u>	<u>64,833</u>	<u>51,917</u>	<u>600,327</u>	<u>179,947</u>	<u>251,601</u>	<u>98,957</u>	<u>530,505</u>

THE UPPER ROOM (ST SAVIOUR'S)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

7 Charitable activities

(Continued)

	UR4Driving 2022 £	UR4Meals 2022 £	UR4Jobs 2022 £	UR4Counselling 2022 £	Total 2022 £	UR4Driving 2021 £	UR4Meals 2021 £	UR4Jobs 2021 £	Total 2021 £
Analysis by fund									
Unrestricted funds	93,095	137,261	19,937	50,402	300,695	67,278	160,136	52,498	279,912
Restricted funds	147,776	105,445	44,896	1,515	299,632	112,669	91,465	46,459	250,593
	<u>240,871</u>	<u>242,706</u>	<u>64,833</u>	<u>51,917</u>	<u>600,327</u>	<u>179,947</u>	<u>251,601</u>	<u>98,957</u>	<u>530,505</u>

Support costs are allocated in proportion to charitable activities in the ratio of 2022: 40:40:11:9 across Driving, Meals, Jobs and Counselling (2021: 34:47:19 across Driving, Meals and Jobs).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Staff costs	79,601	-	79,601	89,805	-	89,805
Depreciation	179,060	-	179,060	177,146	-	177,146
Computer	8,000	-	8,000	3,954	-	3,954
Miscellaneous expense	8,455	-	8,455	8,197	-	8,197
Office administration	2,820	-	2,820	599	-	599
Advertising, including staff	182	-	182	426	-	426
Professional fees	6,354	-	6,354	2,125	-	2,125
Rent & utilities	23,676	-	23,676	20,299	-	20,299
Staff training	1,431	-	1,431	1,316	-	1,316
Independent examination fees	-	2,268	2,268	-	2,268	2,268
	<u>309,579</u>	<u>2,268</u>	<u>311,847</u>	<u>303,867</u>	<u>2,268</u>	<u>306,135</u>
Analysed between Charitable activities	<u>309,579</u>	<u>2,268</u>	<u>311,847</u>	<u>303,867</u>	<u>2,268</u>	<u>306,135</u>

Governance costs includes payments to the Independent Examiners of £2,268 inclusive of VAT (2021-£2,268).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year except as disclosed in note 20. Reimbursed travel expenses totalled £nil (2021: £nil).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

10 Employees

Number of employees

The average monthly number of employees during the year was:

2022 Number	2021 Number
11	11
<u>11</u>	<u>11</u>

Employment costs

	2022 £	2021 £
Wages and salaries	256,047	236,255
Social security costs	20,082	18,304
Employer pension costs	11,864	10,613
	<u>287,993</u>	<u>265,172</u>

During the year no employee earned over £60,000 per annum.

11 Tangible fixed assets

	Leasehold improvements £	Kitchen equipment £	Computers £	Total £
Cost				
At 1 April 2021	442,299	18,324	12,903	473,526
At 31 March 2022	<u>442,299</u>	<u>18,324</u>	<u>12,903</u>	<u>473,526</u>
Depreciation				
At 1 April 2021	263,644	16,656	12,463	292,763
Depreciation charged in the year:	178,655	185	220	179,060
At 31 March 2022	<u>442,299</u>	<u>16,841</u>	<u>12,683</u>	<u>471,823</u>
Carrying amount				
At 31 March 2022	-	1,483	220	1,703
At 31 March 2021	<u>178,654</u>	<u>1,668</u>	<u>440</u>	<u>180,762</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

12 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Legacy due	-	100,000
Prepayments and accrued income	3,317	8,512
	<u>3,317</u>	<u>108,512</u>

13 Creditors: amounts falling due within one year

	Notes	2022	2021
		£	£
Deferred income - grants received for future time periods	14	63,008	36,514
Accruals		15,886	2,525
		<u>78,894</u>	<u>39,039</u>

14 Deferred income

	2022	2021
	£	£
Arising from grants for future time periods	<u>63,008</u>	<u>36,514</u>

	2022	2021
	£	£
Deferred income brought forward	(36,514)	(46,096)
Recognised in the year	36,514	46,096
Provided in the year	63,008	36,514
	<u>63,008</u>	<u>36,514</u>

15 Statutory funding

The charity recognised £476 of statutory funding during the year, entirely for Coronavirus Job Retention Scheme grants. (All statutory funding 2021: £39,766, of which £29,766 was CRJS). There were no unfulfilled conditions attaching to the grants at the year end.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
UR4Driving	36,868	78,310	(93,508)	21,670	119,098	(108,543)	32,225
UR4Meals	23,183	77,637	(88,965)	11,855	108,091	(103,746)	16,200
City Bridge Trust							
UR4Driving	-	16,661	(16,661)	-	37,533	(37,533)	-
UR4Jobs	4,516	59,925	(43,959)	20,482	23,946	(44,428)	-
UR4 Counselling	-	-	-	-	3,000	(1,132)	1,868
Core funding	-	7,500	(7,500)	-	4,250	(4,250)	-
	<u>64,567</u>	<u>240,033</u>	<u>(250,593)</u>	<u>54,007</u>	<u>295,918</u>	<u>(299,632)</u>	<u>50,293</u>

The restricted funds represent income funds expendable at the discretion of the trustees in furtherance of the charity's object in accordance with the conditions imposed by the donor. The purpose of each fund is set out below:

Name of Restricted fund	Purpose of Fund
UR4Driving	Grants to fund the UR4Driving project
UR4Meals	Grants to fund the UR4Meals project
City Bridge Trust UR4Driving	City Bridge Trust grant to fund the UR4Driving project
UR4Jobs	Grants to fund the UR4Jobs project
UR4 Counselling	Grants to fund the UR4Counselling project
Core funding	Grants to fund rent and management

THE UPPER ROOM (ST SAVIOUR'S)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds					
		Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 1 April 2021	Resources expended	Balance at 31 March 2022
		£	£	£	£	£	£
Fixed assets		353,998	4,203	(177,439)	180,762	(179,059)	1,703
UR4Driving		-	100,000	-	100,000	(18,813)	81,187
		<u>353,998</u>	<u>104,203</u>	<u>(177,439)</u>	<u>280,762</u>	<u>(197,872)</u>	<u>82,890</u>
Unrestricted Fund	Purpose of Fund						
Fixed asset fund	Income invested in the charity's fixed assets based on the net book value						
UR4Driving	Legacy funds designated for the specific purpose of establishing a satellite UR4Driving project at a second location and furthering the project of franchising UR4Driving						

18 Analysis of net assets between funds

	Unrestricted 2022	Restricted 2022	Total 2022	Unrestricted 2021	Restricted 2021	Total 2021
	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:						
Tangible assets	1,703	-	1,703	180,762	-	180,762
Current assets/(liabilities)	352,630	50,293	402,923	333,900	54,007	387,907
	<u>354,333</u>	<u>50,293</u>	<u>404,626</u>	<u>514,662</u>	<u>54,007</u>	<u>568,669</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

19 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	-	13,080
	<u>-</u>	<u>13,080</u>

The charity was party to a 7 year lease commencing on the 1st April 2015. The lease had a prevailing rent of £29,000 per annum, however subject to an agreement commencing on 1st April 2013 the charity paid a discounted rent of £13,080 per annum. The above comparative disclosure of lease commitments represents the discounted rate payable over the remaining year.

The lease expired on 31st March 2022, and at the balance sheet date the new lease had yet to be agreed.

20 Related party transactions

Mrs V Tuke, the wife of chair of trustees, Mr Simon Tuke, received £12,035 (2021: £11,590) for bookkeeping services.

During the year, the charity received £1,181 (2021: £1,062) in donations from trustees.

Remuneration of key management personnel

The remuneration of key management personnel, including pension contributions, employer national insurance and prior to all deductions is as follows.

	2022 £	2021 £
Aggregate compensation	63,958	66,510
	<u>63,958</u>	<u>66,510</u>

21 Limited by Guarantee

The charitable company is limited by guarantee. The guarantee is limited to £1 for each member.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

22 Cash generated from operations	2022	2021
	£	£
Deficit for the year	(164,043)	(6,103)
Adjustments for:		
Investment income recognised in statement of financial activities	(327)	(689)
Depreciation of tangible fixed assets	179,060	177,439
Movements in working capital:		
Decrease/(increase) in debtors	105,195	(104,345)
Increase/(decrease) in creditors	13,361	(11,120)
Increase/(decrease) in deferred income	26,494	(9,582)
Cash generated from operations	159,740	45,600

23 Analysis of changes in net funds		
The charity had no debt during the year.		

THE UPPER ROOM (ST SAVIOUR'S)

England & Wales - Charity number 1004354

Accounts

Charity Registration No. 1004354

Company Registration No. 02567517 (England and Wales)

**THE UPPER ROOM (ST SAVIOUR'S)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

THE UPPER ROOM (ST SAVIOUR'S)

CONTENTS

	Page
Trustees' report	1 - 14
Independent examiner's report	15
Statement of financial activities	16 - 17
Balance sheet	18
Notes to the accounts	20 - 33

THE UPPER ROOM (ST SAVIOUR'S)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	S Tuke (Chair) P Mawdsley (Treasurer) K Barbour J Hillman M Morgan (Vice-Chair) P Mullings R Shaw B Stevenson C Wood P Schick M Dudek	(Appointed 28 September 2020) (Appointed 28 September 2020) (Appointed 28 September 2020)
Secretary	P Mawdsley	
Charity number	1004354	
Company number	02567517	
Registered office	St Saviour Wendell Park Church Cobbold Road London W12 9LN	
Independent examiner	Katherine Dee FCA Begbies Chartered Accountants 9 Bonhill Street London EC2A 4DJ	

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and accounts for the year ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016).

Our Vision and Mission

The Upper Room's vision is to support and improve the lives of vulnerable people in our community to make them more resilient and to help them make positive life choices. Our mission is to work with socially disadvantaged (or vulnerable) adults to:

- alleviate poverty
- provide personalised advice & support
- increase confidence & self-esteem
- enable people to be active members of the community
- improve physical & mental wellbeing
- improve employability
- reduce (the risk of) re-offending
- reduce the risk of homelessness

Why our work is important

We believe in the fundamental proposition that every human being has potential which, if held captive by social exclusion, can be unlocked by our support and work. Our work has a positive, life-enhancing impact on our beneficiaries. It benefits people by improving their self-esteem and health, and enabling them to become economically independent.

Additionally, we are proud that our beneficiaries often help provide inspiration and hope for others.

How we work

We provide an environment for clients which is self-respecting and safe. Our services are personalised, and we pride ourselves on our innovative solutions to meet the needs of our clients. As an organisation, we do not shy away from tough situations and new opportunities to enhance our effectiveness, and to achieve successful outcomes for our clients.

Where we work

Our main hub is in West London, but we are a London-wide organisation. Our work touches the lives of thousands of people every year.

Structure, Governance and Management

The Upper Room is a registered charity with the Charity Commission, and a company limited by guarantee, governed by a Memorandum and Articles of Association dated 11 December 1990.

Trustees are selected from a broad range of backgrounds, with consideration given to specific areas of responsibility they can take on within the charity. Trustees are elected for three-year terms. Trustees retire in rotation at the end of their term, and can stand for re-election by the Members at the AGM, subject to a maximum term of office of nine years. A full induction training pack is provided for all trustees. All trustees undergo annual safeguarding training.

The Chief Executive is empowered to make operational decisions, with the chairman of trustees and the CEO meeting at least monthly. The charity's financial controls policy defines the level of authorisation required for expenditure with approvals, ranging from Chief Executive to full board approval. Strategic decisions are made at Board level. Specific board sub-committees provide oversight of particular areas of focus, such as Finance, Risk and Audit.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Pay for all employees, including key management personnel is review annually and decided at board level. The trustee responsible for HR conducts a benchmarking exercise for more senior positions by referencing pay surveys and pay levels in similar charitable organisations, and this is a key input to the board level salary review. We are a London Living wage employer, and pay the London Living Wage as defined by the Living Wage Foundation, to our more junior staff members.

CHAIRMAN'S REPORT

When I wrote last year's report, we had already entered the first lockdown. I am sure we are all heartily fed up with reading the phrase "a year like no other", but it's hard to think of a more apt description.

The past 12 months have indeed been an exceptionally challenging one for The Upper Room – as they have for everyone.

Within six months of the excitement of the opening of the new mezzanine floor, we found ourselves in the world of lockdowns. During the Spring of 2020 we kept open for as long as we possibly could, serving takeaway meals outside to protect our staff, volunteers and clients.

The mild weather helped us in this regard, but eventually we were instructed in no uncertain terms by the authorities that we had to close. This we did with a heavy heart.

As the year progressed and restrictions eased, we were able to resume serving meals, again with takeaways only, using pre-booked slots. The third lockdown then prevented us from reopening in January. At the time of writing we have reopened the site on a very restricted basis, with some UR4Driving clients able to attend in person, and meals continuing to be served on a takeaway basis.

Our other projects have been able to operate to a greater or lesser extent during the year. UR4Driving has continued with theory test training and has been extremely inventive in providing online workshops; however, the cancellation of practical tests has caused a significant backlog.

UR4Jobs was also able to operate a remote service, supplemented by the recruitment of our new case worker.

Probably our busiest offering has been UR4Counselling, which we have expanded in response to a significant increase in demand. This is not surprising given the mental health pressures that the pandemic has caused.

It has been a delicate balancing act between the strong desire felt by everyone to keep offering our services, and the imperative to protect all those connected with The Upper Room. We have a Risk & Audit Committee that draws on the specific skills and experience of individuals, meeting regularly to consider the issues involved, and to ensure that we are acting safely and responsibly.

We are as always extremely grateful to our landlords at St Saviour's for their support, and for the generous discounted rent that they charge us.

Throughout this experience our staff have been superb, adapting to ever-changing circumstances, and finding new ways of working. I know how frustrating it has been for them when they have been unable to provide the services for our clients to which they are so committed.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Likewise, our volunteers and Patrons have been very restricted in how much they were able to be involved this year, depriving us of their services, and depriving them of the opportunity to make a difference that they find so rewarding.

Finally, I would like to acknowledge our splendid Trustees, who have stepped up to support the staff, provide wise counsel, and ensure that whenever we take a decision, we have the good governance of the charity – and the best interests of everyone involved – in mind.

It seems inevitable that, whilst the immediate impact of the pandemic will hopefully ease over the coming year, the longer-term consequences are likely to be devastating for large swathes of society, and our services are going to be more crucial than ever.

Simon Tuke
Chair of Trustees

OUR PROJECTS

UR4Meals

Outputs

- Number of beneficiaries – 172 (89% male, 11% female)
- Number of sessions (takeaway only) – 128
- Number of takeaways – 2,006

Types of support provided during lockdown:

- Emotional support
- Interpreting/Translations over the phone with GPs, Councils, Find and Treat etc
- TfL lost property
- Universal Credit applications
- CSCS
- Job search
- Hospital appointments
- Consulate appointments
- Mobile top-ups
- Oyster card top-ups

Referrals

- StreetLink – 48
- PILC, WLEC EUSS Scheme etc for Settled Status applications
- Foodbank – 77
- Counselling
- UCLH NHS Foundation Trust
- Citizens Advice Bureau

It has been challenging to completely change the way we procure, cook and store food for takeaways to ensure we provide hot meals while respecting food safety (SFBB) rules (the right kind of food that can be reheated and stored in takeaway boxes, the right quantities etc). Making sure there is enough food, even for new guests who come without having previously booked, whilst avoiding wastage as much as possible, has been a challenge.

We have contacted all the organisations we know (day centres, night shelters, foodbanks, churches, some local sheltered housing groups for elderly etc) and we are still trying to find new ways to promote our Meals project, and make sure we reach as many people who need our services as possible.

We communicate as efficiently as possible with City Harvest about food deliveries, and we use ready meals when possible. There are always extra portions for unexpected guests, and food that can be reheated the

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

next day if needed. Food is being prepared in advance, cooled and reheated individually in takeaway boxes. We use compostable food containers and cutlery.

Volunteer Testimonial

"After three years' volunteering at The Upper Room, I have to say it was one of the best decisions I've made, as I've gained so much by helping people with different needs; it transformed my life, because it's not just about serving food, it's about understanding each person as a different individual, with different attention needs. It also had an enormous impact on my social development, confidence, capacity to exercise my empathy and apply it more efficiently to my skills as a psychotherapy student today."

Case study

When Peter found out his wife had cancer he did everything in his power to try and save her, but she died leaving him not only broken-hearted but also completely broke. He sold their house to pay for extra care and treatment, and was left with nothing but debts, depression and lots of health issues.

He thought coming to London might be a new beginning. When Peter found TUR he was really struggling, but determined to move on. He received advice, and help with a National Insurance number, CSCS, finding a job and daily food. He obtained a job and was doing well.

"No-one ever helped me or did anything for me for free, so I couldn't believe there were places like The Upper Room and people like you!"

Unfortunately, when Covid-19 started, he lost his job and he found himself homeless again. Someone he knew let him sleep in a car for a while. But at his age, with multiple health issues (he was waiting for a letter from the hospital to be scheduled for a stomach operation sometimes in April) and no money, he was an easy target for the cruel virus.

With the help of StreetLink we managed to get him into accommodation. We also referred him for FoodBank deliveries, and bought him some basic cooking stuff (pot, frying pan, ladle etc).

In August he underwent urgent heart surgery, for which he was in hospital for over three weeks. In the meantime, StreetLink found new accommodation for him in Hayes.

Despite numerous challenges along the way, Peter is very grateful for all the support he's received from all the agencies involved. He is also happy to be somewhere safe now and is hoping life will get back to normal soon. He is hoping he might be able to see his two sons again one day. He doesn't want them to know their father 'got so low'.

Cecilia Seres
UR4Meals Project Manager

UR4Driving

Challenges

The pandemic has unsurprisingly caused serious disruption to the project, with the closure of test centres and driving lessons suspended.

We immediately adapted our services to support our beneficiaries remotely. At the beginning of the first lockdown we contacted all of our active clients (90) offering signposting to local support services, as well as our in-house counselling and job support services. Overall, we had individual contact with at least 180 clients in the period March to July, and sent regular mass texts to the active group offering support. We started delivering online theory workshops in July, which have proved very successful, and we have received very positive feedback. Beneficiaries appreciated the group camaraderie. We recorded attendances of 63 in July, and 86 in August. September saw a partial reopening and, as our training space was reduced to just three attendees, we continued to offer online workshops/support. The recorded attendances for in-house and online were 77 in September, 82 in October and 33 in November (all online).

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

We have also offered to send theory books directly to clients (3), offered to buy a phone app (4) and purchased Highway Code and traffic signs books (20 of each purchased). This was a huge challenge for some, as they didn't have enough mobile data, or access to a quiet space to study.

Our waiting list has grown. To progress these applications, if they appear to pass all the clearance checks, we suggest they find and complete their volunteering in the meantime whilst they wait for a start date.

Participants have experienced additional stress and anxiety due to Covid procedures at the test centres, with masks, no access to waiting room or toilets etc. This is compounded by the fact that they know they will have to wait another 4-5 months before they can get a new test booked. We are therefore increasing the number of lessons they receive in the run-up to their test, to increase their levels of confidence.

Outputs (test centres were only open five months of the year)

- 663 theory test workshops (online and in-house), attended by 68 beneficiaries
- Theory tests taken: 24, with 12 passes (7 were first time)
- Driving Lessons: 420 hours
- Practical tests taken: 11, with 2 passes
- Number in theory (as of 31st March 2021) is 32
- Number in practical lessons (as of 31st March 2021) is 24

We have referred four people internally to UR4Jobs, nine people to UR4Counselling, and most of our visitors also receive food. We referred a client for a free CSCS course, courtesy of LBHF WorkZone, in March.

Feedback

"I am so happy!...programme has increased my job prospects. My company is based in Hertfordshire and I will be able to work anywhere...I will have so many more opportunities."

He has gained respect and strengthened relationships with his family. He will be able to support his mum, who has become increasingly unstable, and is due to have operations. (PB passed his practical test in December 2020.)

"[It's made] a massive difference, a milestone reached. I have driven before and failed the test, doing this now is a breakthrough, I am halfway there! I am more confident and ready for it now, a lot of things [from theory] have really stuck in my head. The programme has made a very positive impact – it's the only achievement I have since coming out and in spite of covid, I have achieved something this year." (CK passed his theory test in June 2020)

Referrals

We finalised a Memorandum of Understanding with London CRC – part of the Probation service (NPS). This is not a financial agreement but confirms a working arrangement with them. There is a major restructure of the NPS happening in June, which brings CRC back under their management. The MOU confirms that we have a referral and reporting structure in place.

Following our successful tie-in with North Paddington Youth Club, supporting young people at risk, we have looked for other connections, and have had a very promising meeting with LBHF Gangs unit. There is a suggestion that there could be individual funds available.

Looking ahead

There is a huge backlog of tests, both for theory and practical, causing many reschedules and delays. We have 18 people with rescheduled theory tests, and 17 with practical tests over the summer months. Hopefully, as lockdown eases the test centres will be able to add additional appointments, and we can bring forward some of these dates.

Following the franchise work started in 2019, last summer we received our report from Roehampton students suggesting our offer was strong. We have followed this with some further work around the Theory of Change, sequencing our clients' journey and focussing on the points where people tend to drop out. Our client group is vulnerable for all sorts of different reasons, and it will be difficult to pin people down to a single reason why they may not engage, however we have identified that there needs to be better filtering at application to ensure clients are ready to engage. We have redesigned the application and risk assessment forms to collect

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

more thorough information. We also identified that the induction process needed more structure, allowing clients to reflect on what may need to change, and how this could happen. There will be supported time to find volunteering from the outset, to enable better engagement and commitment. We have noted that there is more commitment and success from clients who have support (the Youth group have a strong team leader who follows up) and those living in supported substance rehab houses (eg: Kairos) where there is also a house manager/keyworker system in place. We are looking again at introducing mentoring in the coming year, and will manage in the meantime with regular one-to-ones, to maintain accountability.

We are looking to create a franchising toolkit that we can sell to other organisations to maximise the benefit of UR4Driving nationally.

Testimonial

"When I joined UR4Driving I had a criminal history and a drug history and spent time in custody. There was a lack of stability in my life, and I found it difficult to commit to anything. I always felt I had potential, but those offending barriers were stacked against me, and my family were not very supportive. I was pregnant and going to probation when I saw the advert for UR4Driving. I was referred to join, but we decided I should have my baby first, so it was about a year before I was able to start. By this time I was determined to make some better life choices, and was working with some helpful and supportive people, but I had a new baby and still had court cases and it was very difficult. Driving to me was a big deal, I knew I could drive. I first started learning about 20 years ago, and it was a really significant thing that I wanted to achieve. Going through the programme at that time gave me hope and kept me sane, I knew it would have a positive outcome. It was a social and friendly environment, and my self-esteem and confidence were growing.

"I passed my Test in January 2020, unfortunately I have not yet been able to drive since. I started saving for a car, but then Coronavirus meant that work since has been unstable. I was doing some temping work before, but this has since stopped, and I have just had a few small cleaning jobs, and am looking to establish something more.

"I will soon have had my licence for a year, which means driving jobs may be available. I feel hopeful for the future – I have aspirations and don't feel as affected by my history. Family relationships have improved as well.

"UR4Driving is such a positive programme, such a massive achievement for me, and I wouldn't have been able to have done any of it without UR4Driving. It has helped change me as a person and given me so much more confidence. It is so much more than just a driving licence."

Elaine Reeve
UR4Driving Project Manager

UR4Jobs

The aim of UR4Jobs is primarily to support its beneficiaries in finding or getting back into employment. Most of our beneficiaries are still from Eastern Europe, with 71% men and 29% women.

Outputs

- 62 unique individuals received support
- 41 general advice sessions
- 10 benefits support sessions
- 23 CV updates
- 46 job searches
- 9 applied for online jobs
- 8 were placed into work
- 9 sessions for CSCS or training
- 6 sessions to support renewal of CSCS cards

Referrals are received primarily from The Passage Day Centre, Barons Court Project, LBH&F, Glass Door, St Mungo's and St Martin in the Fields.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Traditionally the clients referred to us are looking for work, and need help with getting a National Insurance Number, CV, job search, CSCS practice and general advice about living and working in the UK. They are also referred because they may need help with filling in various forms on account of their poor English, as well as arranging interviews for applying for settled status and obtaining a National Insurance number. The Upper Room is able to act as a postal address to receive important documentation from HMRC etc for those who are either homeless or in temporary accommodation.

The pandemic has closed down many of the industries that we traditionally signpost people to. It also closed The Upper Room down for several months. We were supporting people via the telephone or on Zoom. Consequently, the numbers supported are considerably lower than in previous years, but we have done everything possible to ensure that anyone who needed support from UR4Jobs was assisted. Currently we are working closely with the Local Authority's economy department to ensure that we are aware of new businesses available to which we can signpost people.

When we were able to open, we assisted one beneficiary to get his CSCS construction training certificate, meaning he was able to access work in construction. He spent in excess of 40 hours at The Upper Room doing his online training, and receiving support from TUR staff.

We had to stop our ESOL classes, and are hoping to resume them when we are able to open the building fully.

We have given out clothes to people who needed them for work. We have also provided some people with Oyster Cards or mobile top-ups to enable them to attend job interviews or during their first week of work before their first pay cheque, with thanks to London Catalyst Samaritan Fund.

Testimonial

"I have been in contact with The Upper Room for about ten years since someone gave me a flyer about them. Before lockdown, I was working but not in a permanent job. After lockdown, my agency said they no longer had any work for me.

"I had no money to pay for food or my room. Thanks to The Upper Room, I now have food. They also helped me to get Universal Credit, which is important for me to keep my room and not become homeless.

"Universal Credit sent me to the Job Centre, and they sent me on a course to help me get a new job. This is a like a chain of good fortune. After the course, I will have a full-time job working as a maintenance area worker. Thanks to The Upper Room, I am starting a new chapter in my life."

UR4Counselling

The total number of clients supported was 66, across 395 sessions. This includes 99 volunteer hours from our Volunteer Psychotherapist. Men 44%, Women 56%. Age groups: 18-30 (5%), 30-55 (75%), 55+ (20%).

The most prevalent problems people were affected by during the pandemic were as follows:

- Low mood and depression – 85%
- Anxiety or panic attacks – 75%
- Anger management – 50%
- Feeling lonely and isolated – 40%
- Bereavement – 40%
- Lack of positive coping strategies, how to deal with stress – 40%
- Victims of domestic violence – 40%
- Financial difficulties – 40%
- Parenting difficulties – 40%
- Worried about losing home due to financial insecurity – 30%
- Alcohol addiction issues – 30%
- Currently homeless – 25%
- Difficulties finding job – 20%

100% of clients were affected by more than one of the conditions above.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Referrals

- One person to UR4Jobs, two people to CAB service.
- A number to the mental health community team and NHS complex support (crisis team).
- There were a few safeguarding issues, and the clients were referred to the adult social care services at their local Council.

We received referrals from: personal recommendations, GP Surgeries, Glass Door, East European Resource Centre, Barons Court Project, St Mungo's, as well as our UR4Driving project.

We received a higher number of referrals than before from agencies supporting clients who were homeless or vulnerably housed, as well as modern slavery victims, during the first lockdown.

There were challenges for Polish-speaking clients who do not speak English in trying to engage with NHS support. Consultations were over the phone, and there was an interpreter on another line. Clients found this difficult, and sometimes disengaged and decided to wait for the services to reopen.

Testimonials

"The therapy led by Ms. Alina helped me understand some of the behaviours and syndromes of people whose family was dysfunctional.

"Ms. Alina has always served good suggestions and gave tips on how to deal with, for example, being nervous or releasing a problem. Therapy gave me the opportunity to throw out what hurt me the most and talk about how I could deal with it.

"Therapy influenced the fact that I calmed down internally and began to control more of my negative behaviour, e.g. screaming.

"During therapy, I managed to get a job and recently received the news that they offer me a permanent contract. I think that such therapy is very necessary because family and friends are not always ready to listen to our problems and sometimes not objective. Ms. Alina is a recommendable person, always ready to help, professional, concrete, you can freely talk to her about any topic."

Opportunities for growth and development

TUR will continue to offer mild to moderate support. Future counselling services for The Upper Room need to consider the complexities of cases following the pandemic.

The Upper Room could consider employing another experienced counsellor who specialises in domestic violence issues, self-harm and suicidal thoughts, to support clients with more severe need, or we will need to reject some of the referrals. It's important to note that a lot of primary mental health services (such as IAPT) do not accept clients with self-harming activities or suicidal thoughts, therefore the NHS is currently overwhelmed by these issues.

Another idea is to run a couple of support groups – for example for domestic violence victims, and a suicide prevention group specifically for men.

In the Autumn the counsellor is starting a two-year course, accredited by NCS National Counselling Society, to improve her counselling skills and learn different modalities (humanistic and psycho-dynamic). During the year she completed seven CPD counselling courses/workshops.

We are very grateful to our volunteer psychodynamic psychotherapist who provides up to two hours' counselling per week. She has been volunteering for The Upper Room for almost two years. She is also peer supervisor to the Counsellor, providing one hour of supervision every two months.

Alina Babik-Richens
Counsellor

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

HARVEST APPEAL

With all the difficulties we faced in 2020, we had no idea what kind of response there would be to our annual Harvest appeal. For obvious reasons, primary schools and churches were not operating in the usual way, and we suspected that it might prove impossible for many of them to collect and organise food donations on any scale. In the end, we need not have worried: while the number of donor institutions was down to 34 (14 churches and 20 schools) from 46 in 2019, many of the donations were even bigger than previously. People had also adapted to the new requirements, and there were many useful gifts of hand sanitiser, wipes and face masks, along with the usual range of foods and cleaning materials.

KEEN TO BE GREEN

The world's attention has never been so focussed on taking responsibility for the environment as in recent years. Every part of society, whether government, business, charities or individuals, should be encouraged to think about environmental sustainability, to operate in more environmentally friendly ways, to help sustain the quality of life we expect not only today, but for generations to come.

The Upper Room has strong principles and values related to environmental sustainability, and our aim is to become as green as we can possibly be. We have been putting the 3R principles – Reduce, Re-use, Recycle – into practice. We are also looking at:

- Raising awareness: run sustainability workshops, provide online guidance, resources and examples of sustainability in practice (through our website, FB page etc)
- Switching to a renewable/green energy supplier
- Installing bicycle infrastructure and encouraging local staff and volunteers to cycle or walk; finding refurbished bicycles to be donated to our guests
- Using a commercial-size compost bin in our kitchen

EVENTS AND FUNDRAISING

The Friends Sub-Committee's purpose is to increase support locally, and to raise money. The number of regular donors has greatly increased; we now have 134 signed-up Friends, which provides a regular income of around £12,000 per annum. The pandemic put a stop to all fundraising events in 2020, but I am pleased to report that our Friends maintained their financial support, and we increased the membership by another 24 in that year.

We also re-vamped the Committee, and it is now named the Events and Fundraising Committee. The aim is to widen the remit to take overall responsibility for our fundraising and communication strategies. Julian Hillman stepped down as Chair to spend time focusing on his wide interests and, I am pleased to say, is still an active member of the Committee. My heartfelt thanks go to him for chairing it for so many years.

Whilst we were unable to host any face-to-face fundraising events, many people found imaginative ways to help raise vital funds for us. The 8th Lambeth Scout Group completed a 26.2 mile Virtual "Scouting" London Marathon in October and raised an amazing £2,129. We also held a Walk A Mile challenge, organised by a local volunteer, which raised £465.

We had to postpone our very popular Open Gardens, but Emma Benton collected photos from all those who would have participated to create a fabulous calendar. Autumn Carpenter of Horton & Garton kindly did the final design and, with sponsorship from Horton & Garton, we were able to make a profit of £4,182. Thank you, Emma and Bridget, and to everyone else who was involved.

Hamish Pringle of Artists at Home was the inspiration behind their first Christmas online art auction, with the artists generously donating 20-100% of their profits to The Upper Room. It raised a magnificent £6,870. With sincere thanks to all the participating artists, and a special mention to Hamish, Kathryn Davey and Steph Curtis-Raleigh.

The pool of goodwill in the neighbourhood is significant. Many events have been stopped, but we are managing to run our lecture series online. We opened with Clare Balding, and are looking forward to an

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

exciting line-up. We invited one of the Friends to do a piece to camera at the first lecture, telling people why she was a Friend and asking people to join. There is a sense of pride reported in supporting a respected local charity like ours – we enjoy a high profile in our local community. We owe special thanks to Torin Douglas, who is hosting all the lectures this year. His professionalism and dedication to The Upper Room is invaluable.

Our current Friends Sub-Committee members are four Trustees – Bridget Stevenson, Kenneth Barbour, Matthew Morgan and Julian Hillman – as well as our Chief Executive Nicky Flynn, who is now Chair, and Fiona Cook our Fundraiser. We were also pleased to welcome two more of our Trustees, Matthew Dudek and Phil Schick, onto the committee. They bring business and marketing expertise. I would particularly like to thank Bridget for her tremendous energy and the hours of work she puts in, and the ever-present Fiona, making sure the nuts and bolts of our activities and events are safely in place.

If you could facilitate a fundraising event, however modest, as part of your support for The Upper Room, please do get in touch.

Nicky Flynn
Chair, Events and Fundraising Committee

VOLUNTEERS

Due to Covid-19 we have only been able to benefit from 17 volunteers' time and efforts during the year; of these just two have been able to be at Cobbold Road, not just to comply with the government regulations, but also to keep everyone as safe as possible. Nevertheless, this has resulted in an estimated 720 hours of donated time (compared with last year's 5,000 hours), for which we are all so, so grateful. A new strategy has been put in place so that, as it becomes easier to bring volunteers back into the day-to-day life of the charity, both the volunteers and The Upper Room get as much out of the experience and time given as possible.

RISK MANAGEMENT

The Trustees have recognised that there are risks to which the charity, the staff, and the volunteers are exposed. A Risk and Audit Committee meets quarterly, and a risk register is in place which is regularly reviewed. This Committee assesses all risks and ensures compliance. Good governance is in place, and Policies are reviewed annually by the Board. These include Financial Controls, HR, Safeguarding, GDPR and a Volunteer Policy. Disclosure and Barring Service (DBS) checks are routinely applied for from the Board level on down, to ensure our organisation observes the necessary safeguards for users of our services. The Charity uses Peninsula to ensure effective management of recruitment and equal opportunities. We also have a health and safety policy, food hygiene policy, and risk assessments carried out on a regular basis. We have a zero-tolerance policy against abuse, for the security and well-being of our staff and volunteers.

FINANCE REPORT

The Upper Room has weathered the storm of the Coronavirus pandemic well during the 2020/2021 financial year, recording a small deficit for the year, whilst increasing its unrestricted funds and current assets.

The headline deficit of £6,103 for the year masks a number of offsetting exceptional items. Following the completion of a significant building project in October 2019, the charity's fixed asset value increased, as most of the costs of the building project were capitalised as a Leaseholder Improvement. As the charity has a short lease running until March 2022, this Leaseholder Improvement asset value is being depreciated over the remaining life of the lease. In this financial year, this results in a depreciation charge of £176,155. It should be noted that whilst our lease is due to expire in March 2022, it is the expectation of the charity that this will be renewed, and that we will continue to benefit from the improvements made to the property.

The Charity was very fortunate to receive a legacy of £100,000 from a local benefactor. Whilst this extremely generous legacy has not yet been received, it has been recognised as income in this financial year given the expectation of payment in the near future. The Trustees have decided to designate the legacy for the purpose of supporting plans to start an additional UR4Driving project in a separate London location.

If the exceptional items of the depreciation and the legacy were excluded from the income and expenditure, the charity would have recorded a net surplus of income over expenditure of £70,052 for the year. This surplus results from two main causes: the support available to the charity via the Government's Covid Job Retention

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Scheme (furlough), and a reduction in expenditure in some areas due to the restrictions on charitable activity resulting from the pandemic.

The charity's income from grants fell from £453,153 in 2019/20 to £289,199 in 2020/21. However, a significant amount of the grant income recorded in 2019/20 was specifically provided to fund the building project, which is now complete. The non-building project-related grant income in 2019/20 was £314,202, and so whilst this year's grant income is lower, the drop is not as significant as the headline figures in the account suggests.

Income from donations reduced from £118,600 in 2019/20 to £89,945 in 2020/21. Whilst this reduction is disappointing, it should be noted that this year's figure is still considerably higher than the figure for 2018/19 of £71,684. A number of events where the charity would normally expect to receive significant donations, such as Green Days, part of the Bedford Park Festival, did not take place in 2020/21 due to pandemic restrictions.

Restrictions on the charity's activity during the year had a material impact on expenses in some areas, in particular the cost of driving lessons for the UR4Driving project, which reduced from £51,211 in 2019/20 to £13,587 in 2020/21. A number of staff were furloughed for part of the year under the Coronavirus Job Retention Scheme. The charity received a total of £29,766 in payments under the scheme.

I continue to be ever grateful for the work performed both by Veronica Tuke in managing the day-to-day finances of the charity, and by Fiona Cook in securing the funding we need to operate. Both play a crucial role in the success of The Upper Room, and supporting my role as Treasurer.

Paul Mawdsley
Treasurer

RESERVES POLICY

The total funds held by the charity at the year end stood at £568,669. Of this total, £180,762 is invested in the charity's fixed assets, including the new mezzanine floor, and £100,000 has been designated for the expansion of the UR4Driving project. A further £54,007 was held at the year end in the charity's restricted funds, having been donated for a specific purpose.

The reserves policy of The Upper Room is to maintain a cash reserve equal to the calculated cost of an orderly wind-down of the organisation over a three-month period should it ever become unviable. We include in this figure three months of staff costs, plus the statutory redundancy payments, as well as other contractual commitments that would fall due. On this basis, our target reserve level as at 31st March 2021 is £99,210. Our general, unrestricted reserve funds, i.e. those which have not been designated for a special purpose, stand at £233,900 as at 31st March 2021, so in excess of our target reserve level.

DONORS

Our grateful thanks go to all those individuals, schools, community events, church and faith groups, organisations and grant-giving trusts who contribute to our work. We are continually humbled by the support of local people who volunteer at The Upper Room, giving their time and energy to the project. This extends to the generous giving at Harvest of non-perishable food that supplements our food stores hugely.

PUBLIC BENEFIT

The Trustees consider that the charitable company has complied with the duty to have due regard to public benefit as detailed in guidance published by the Charity Commission. All services are provided to our beneficiaries free of any charge.

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

GRANTS AND DONATIONS FROM GRANT-GIVING TRUSTS, CHARITABLE FOUNDATIONS AND OTHER INSTITUTIONS

Church Donations	St Michael and All Angels, Bedford Park St Peter's Church, Hammersmith St Columba's Church, Pont Street All Hallows, North Greenford St James Hampton Hill St Hilda's, Ashford, Middlesex The Church of The Holy Innocents, Hammersmith
Grants	Alma Jean Henry Charitable Trust Anonymous Bite Size Pieces Charities Aid Foundation City Bridge Trust DCMS Desmond Harris Charitable Trust Groundwork UK Hammersmith United Charities HMRC Homeless Link London Institute for Public Relations John Lyon's Charity Localgiving Foundation London Borough of Hammersmith and Fulham London Catalyst Mercers' Charitable Foundation National Lottery Community Fund Polish Relief Society Porticus UK Pret Foundation Trust RES Group Schulz Erigel Streets of London The Albert Hunt Trust The Daisy Trust The Dyers' Company Charitable Trust The February Foundation The Girdlers' Company Charitable Trust The Golden Bottle Trust The Goldsmiths' Company The Leslie Aldridge Trust The London Community Foundation The Noel Buxton Trust The Olive Tree Trust The Woodroffe Benton Foundation United in Hammersmith & Fulham
School Donations	St Paul's School, Hammersmith St John's School, Leatherhead, Surrey Latymer Prep, Hammersmith

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

In-kind Donors

All Hallows Church, North Greenford
All Saints Fulham
Andrew Barton
Belmont Primary School
Emma Benton
Brackenbury Primary School
Carlisle Infant School
Chiswick & Bedford Park School
City Harvest
City, University of London
Cranfield Trust
Torin Douglas
Ealing Fields High School
Eastside Primetimers
Felix Project
Monika Gorska
Christine Gregory
Hall Junior School
H&F Foodbank
Hampton Hill Junior School
Hawkesdown House School
Hill House School + St Columba's Church
John Betts Primary School
Latymer Prep
Parsons Green Prep
Permira
Ravenscourt Baptist Church
Deirdre Shaw
St Augustine of Canterbury, Whitton
St Barnabas & St Philip's CE Primary School
St Catherine's School
St Dunstan's Church, East Acton
St George's Campden Hill
St James Hampton Hill
St John XXIII Catholic Primary School
St John's Walham Green CE Primary School
St John's Wood Church
St Mary Abbot's CE Primary School
St Michael & All Angels Church, Bedford Park
St Michael and St George, White City
St Nicholas CE Primary School
St Paul's Church, Grove Park
St Peter's Church, Hammersmith
St Saviour Wendell Park Church
St Stephen's Westbourne Park
Strand-on-the-Green Infant & Nursery School
The Collective
The Foreign and Commonwealth Office
The Queen Mother's Clothing Guild
Twyford Church of England High School
University of Roehampton
Wendell Park Primary
William Hogarth School

THE UPPER ROOM (ST SAVIOUR'S)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Other Donors	Amazon Smile Artists at Home online auction Cow & Co Creative Writing Workshops London Easyfundraising.org.uk Finlay Brewer Foodinate Hartwood Lawn Tennis Club Horton & Garton In memory of Shirley McLaughlin Lodge of Reunion and Fellowship Nando's Paypal Giving Fund Petros Singers RVJ Cadbury Charitable Trust 8th Lambeth Scout Group Small Tap Big Change Titan's golf Waitrose Weavers' Company Benevolent Fund Why I'm Dope Ltd
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Statement of trustees' responsibilities

The trustees, who are also the directors of The Upper Room (St Saviour's) for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The trustees' report was approved by the Board of Trustees.



S Tuke (Chair)

Trustee

Dated: 30 June 2021

THE UPPER ROOM (ST SAVIOUR'S)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE UPPER ROOM (ST SAVIOUR'S)

I report to the trustees on my examination of the financial statements of The Upper Room (St Saviour's) (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.



Katherine Dee FCA

Dated: 25/4/21

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
<u>Income and endowments from:</u>					
Donations and legacies	2	300,559	223,199	523,758	581,933
Charitable activities	3	-	16,661	16,661	-
Fundraising activities	4	18,230	-	18,230	19,055
Investments- bank interest		689	-	689	2,046
Other income	5	4,000	173	4,173	3,000
Total income		<u>323,478</u>	<u>240,033</u>	<u>563,511</u>	<u>606,034</u>
<u>Expenditure on:</u>					
Raising funds	6	39,109	-	39,109	42,233
Charitable activities	7	279,912	250,593	530,505	495,622
Total resources expended		<u>319,021</u>	<u>250,593</u>	<u>569,614</u>	<u>537,855</u>
Net income/(expenditure) for the year/ Net movement in funds		4,457	(10,560)	(6,103)	68,179
Fund balances at 1 April 2020		510,205	64,567	574,772	506,593
Fund balances at 31 March 2021		<u>514,662</u>	<u>54,007</u>	<u>568,669</u>	<u>574,772</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Prior year: 2019-2020		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	103,705	478,228	581,933
Fundraising activities	4	18,831	224	19,055
Investments- bank interest		2,046	-	2,046
Other income	5	3,000	-	3,000
Total income		<u>127,582</u>	<u>478,452</u>	<u>606,034</u>
<u>Expenditure on:</u>				
Raising funds	6	<u>42,233</u>	<u>-</u>	<u>42,233</u>
Charitable activities	7	<u>204,093</u>	<u>291,529</u>	<u>495,622</u>
Total resources expended		<u>246,326</u>	<u>291,529</u>	<u>537,855</u>
Net incoming/(outgoing) resources before transfers		(118,744)	186,923	68,179
Gross transfers between funds		216,205	(216,205)	-
Net income/(expenditure) for the year/ Net movement in funds		<u>97,461</u>	<u>(29,282)</u>	<u>68,179</u>
Fund balances at 1 April 2019		<u>412,744</u>	<u>93,849</u>	<u>506,593</u>
Fund balances at 31 March 2020		<u><u>510,205</u></u>	<u><u>64,567</u></u>	<u><u>574,772</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE UPPER ROOM (ST SAVIOUR'S)

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	11		180,762		353,998
Current assets					
Debtors	12	108,512		4,167	
Cash at bank and in hand		318,434		276,348	
		<u>426,946</u>		<u>280,515</u>	
Creditors: amounts falling due within one year	13	(39,039)		(59,741)	
Net current assets			387,907		220,774
Total assets less current liabilities			<u>568,669</u>		<u>574,772</u>
Income funds					
Restricted funds	16		54,007		64,567
<u>Unrestricted funds</u>					
Designated funds	17	280,762		353,998	
General unrestricted funds		233,900		156,207	
			<u>514,662</u>		<u>510,205</u>
			<u>568,669</u>		<u>574,772</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 30 June 2021



S Tuke (Chair)
Trustee

Company Registration No. 02567517

THE UPPER ROOM (ST SAVIOUR'S)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	22		45,600		178,172
Investing activities					
Purchase of tangible fixed assets		(4,203)		(378,562)	
Interest received		689		2,046	
Net cash used in investing activities			(3,514)		(376,516)
Net increase/(decrease) in cash and cash equivalents			42,086		(198,344)
Cash and cash equivalents at beginning of year			276,348		474,692
Cash and cash equivalents at end of year			<u>318,434</u>		<u>276,348</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

The Upper Room (St Saviour's) is a private company limited by guarantee incorporated in England and Wales. The registered office is St Saviour Wendell Park Church, Cobbold Road, London, W12 9LN.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known with reasonable certainty, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

The charity receives donated food. In accordance with the SORP these are recognised at fair value to the donor. Fair value is the price at which the food could be sold. Where the food would be unsaleable by the donor no value is recognised. Where food that would still be saleable is received an estimate is made of the value. It is estimated that 30% of the food received has sale value. Any stock of food held at the balance sheet date is of minimal value and accordingly not included in the accounts.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Grants are recognised when receivable. Where grants are for a specific future time period the funds are deferred. Multi-year grants which have implicit time apportionment are deferred to the extent that they are for future time periods.

Grants received by the charity that are donations towards general costs are shown as unrestricted income. Where the donor specifies that the funds may only be spent on specific items or projects the grants are shown as restricted income.

All grants received by the charity are voluntary income toward the costs of the charity and are not generated as a direct result of achieving specific levels, of output or charitable services, under contract. In accordance with the SORP these grants are shown as voluntary income rather than income from charitable activities.

1.5 Resources expended

Liabilities arise from legal or constructive obligations that commit the charity to expenditure. Where the commitment has arisen before the balance sheet date the expenditure is recognised in the accounts.

Costs of generating funds are those costs incurred in obtaining funds through events, grants, donations and other income streams.

Costs of participating in or running fundraising event are recognised in the period in which the fundraising event takes place. General costs of raising funds are recognised as the cost is incurred.

Costs relating to charitable activities are those costs incurred in undertaking charitable activities. These costs are either direct costs or an allocation of support and governance costs.

Governance costs are purely those necessary for the charity to meet the administrative requirements of the Charity Commission. Governance costs are apportioned over each charitable area in the same ratio as support costs.

Support Costs are allocated in proportion to charitable activities and the new mezzanine floor in the ratio of 34:47:19 (2020: 42:39:19). No support costs have been estimated to arise in the current year or previous year in respect of fundraising.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	Once completed, over the term of the lease
Kitchen equipment	10 years
Computers	3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Leasehold improvements comprise the costs of the construction of a mezzanine floor. In accordance with the accounting policy, the asset is depreciated over the term of the lease. The lease expires in March 2022 and accordingly the asset is being depreciated over a short period of time creating a significant annual charge.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Trade creditors and accruals are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to personal pension schemes are charged as an expense as they fall due as shown in note 9.

1.11 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2 Donations and legacies

	2021	2020
	£	£
Donations and gifts	89,945	118,600
Legacies receivable	100,900	-
Grants receivable	289,199	453,153
Statutory funding including CJRS (furlough)	39,766	5,000
Donated food, materials and professional services	3,948	5,180
	<u>523,758</u>	<u>581,933</u>
Donations and gifts		
Gift aid	11,450	14,039
Donations from schools, churches and individuals	76,495	96,371
Other	2,000	8,190
	<u>89,945</u>	<u>118,600</u>
Grants recognised in the year		
City Bridge Trust	9,103	36,414
The Story of Christmas	-	30,000
CRASH	-	65,000
Hammersmith United Charities	7,500	15,000
Homeless Link	45,000	25,000
Porticus UK	30,000	30,000
Schutz Engel	30,000	29,676
John Lyon's Charity	25,000	25,000
Streets of London	13,000	-
The Leslie Aldridge Trust	20,000	20,000
The Mercers' Charitable Foundation	12,500	-
The Olive Tree Trust	16,354	7,196
Pret Foundation Trust	10,000	17,394
The Goldsmiths' Company Charitable Trust	1,667	20,000
Garfield Weston Foundation	-	20,000
Other under £12,000	69,075	112,473
	<u>289,199</u>	<u>453,153</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

3 Charitable activities

	2021 £	2020 £
Performance related grant - City Bridge Trust	16,661	-

4 Fundraising activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Fundraising events	18,230	-	18,230	19,055
For the year ended 31 March 2020	18,831	224		19,055

5 Other income

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
NI Employer's incentive	4,000	-	4,000	3,000
Other income	-	173	173	-
	4,000	173	4,173	3,000
For the year ended 31 March 2020	3,000	-		3,000

6 Raising funds

	2021 £	2020 £
<u>Fundraising and publicity</u>		
Staging fundraising events and other costs	2,712	4,594
Fundraising agents and grant monitoring	36,397	37,639
Fundraising and publicity	39,109	42,233

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Charitable activities	UR4Driving		UR4Meals		UR4Jobs		Total UR4Driving		UR4Meals		UR4Jobs		Total 2020	
	2021	£	2021	£	2021	£	2020	£	2020	£	2020	£	2020	£
Staff costs	51,263		91,099		33,005		47,872		81,827		31,558		161,257	
Depreciation	-		293		-		-		4,686		-		4,686	
Client training-lessons and test fees	13,587		-		-		51,211		-		2,078		53,289	
Kitchen (food, health and safety)	-		3,224		-		-		2,119		-		2,119	
Beneficiary awards	-		-		1,500		200		1,200		1,446		2,846	
Volunteer expenses	635		451		-		2,913		1,476		97		4,486	
Office costs	696		898		788		2,327		375		1,465		4,167	
Motor expenses	-		2,048		-		-		1,900		-		1,900	
Professional fees and consultancy	9,386		2,839		3,715		2,880		4,791		10,255		17,926	
Staff training costs	139		1,041		1,225		244		880		1,327		2,451	
Travel expenses	-		-		-		17		146		-		163	
Rent, rates and refuse	-		855		-		-		36		800		836	
Sundry expense	155		1,022		558		309		1,700		15		2,024	
Donated food estimate	-		3,948		-		-		2,680		-		2,680	
Loss on disposal of tangible assets	-		-		-		-		4,686		-		4,686	
	<u>75,861</u>		<u>107,718</u>		<u>40,791</u>		<u>107,973</u>		<u>108,502</u>		<u>49,041</u>		<u>265,516</u>	
Share of support costs (see note 8)	103,315		142,817		57,735		95,692		88,857		43,289		227,838	
Share of governance costs (see note 8)	771		1,066		431		953		885		430		2,268	
	<u>179,947</u>		<u>251,601</u>		<u>98,957</u>		<u>204,618</u>		<u>198,244</u>		<u>92,760</u>		<u>495,622</u>	

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Charitable activities	(Continued)													
	UR4Driving		UR4Meals		UR4Jobs		Total UR4Driving		UR4Meals		UR4Jobs		Total 2020	
	2021	£	2021	£	2021	£	2020	£	2020	£	2020	£	2020	£
Analysis by fund														
Unrestricted funds	67,278		160,136		52,498		32,810		130,511		40,772		204,093	
Restricted funds	112,669		91,465		46,459		171,808		67,733		51,988		291,529	
	<u>179,947</u>		<u>251,601</u>		<u>98,957</u>		<u>204,618</u>		<u>198,244</u>		<u>92,760</u>		<u>495,622</u>	

Support costs are allocated in proportion to charitable activities in the ratio of 34:47:19 across Driving, Meals and Jobs.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Support costs	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £
Staff costs	89,805	-	89,805	71,937	-	71,937
Depreciation	177,146	-	177,146	89,149	-	89,149
Computer	3,954	-	3,954	3,177	-	3,177
New floor expenses	-	-	-	26,819	-	26,819
Miscellaneous expense	8,197	-	8,197	6,142	-	6,142
Office administration	599	-	599	5,300	-	5,300
Advertising, including staff	426	-	426	283	-	283
Professional fees- HR	2,125	-	2,125	3,317	-	3,317
Rent & utilities	20,299	-	20,299	21,127	-	21,127
Staff training	1,316	-	1,316	587	-	587
Independent examination fees	-	2,268	2,268	-	2,268	2,268
	<u>303,867</u>	<u>2,268</u>	<u>306,135</u>	<u>227,838</u>	<u>2,268</u>	<u>230,106</u>
Analysed between Charitable activities	<u>303,867</u>	<u>2,268</u>	<u>306,135</u>	<u>227,838</u>	<u>2,268</u>	<u>230,106</u>

Governance costs includes payments to the Independent Examiners of £2,268 inclusive of VAT (2020-£2,268).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year except as disclosed in note 20. Reimbursed travel expenses totalled £nil (2020: £nil).

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	11	10

Employment costs

	2021 £	2020 £
Wages and salaries	236,255	209,301
Social security costs	18,304	15,870
Other pension costs	10,613	8,023
	<u>265,172</u>	<u>233,194</u>

During the year no employee earned over £60,000 per annum.

11 Tangible fixed assets

	Leasehold improvements £	Kitchen equipment £	Computers £	Total £
Cost				
At 1 April 2020	439,949	16,471	12,903	469,323
Additions	2,350	1,853	-	4,203
At 31 March 2021	<u>442,299</u>	<u>18,324</u>	<u>12,903</u>	<u>473,526</u>
Depreciation				
At 1 April 2020	87,490	16,363	11,472	115,325
Depreciation charged in the year	176,155	293	991	177,439
At 31 March 2021	<u>263,645</u>	<u>16,656</u>	<u>12,463</u>	<u>292,764</u>
Carrying amount				
At 31 March 2021	<u>178,654</u>	<u>1,668</u>	<u>440</u>	<u>180,762</u>
At 31 March 2020	<u>352,459</u>	<u>108</u>	<u>1,431</u>	<u>353,998</u>

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

12 Debtors		2021	2020
		£	£
Amounts falling due within one year:			
Legacy due		100,000	-
Prepayments and accrued income		8,512	4,167
		<u>108,512</u>	<u>4,167</u>
		<u><u>108,512</u></u>	<u><u>4,167</u></u>
13 Creditors: amounts falling due within one year		2021	2020
	Notes	£	£
Deferred income - grants received for future time periods	14	36,514	46,096
Accruals		2,525	13,645
		<u>39,039</u>	<u>59,741</u>
		<u><u>39,039</u></u>	<u><u>59,741</u></u>
14 Deferred income		2021	2020
		£	£
Arising from grants for future time periods		<u>36,514</u>	<u>46,096</u>
		<u><u>36,514</u></u>	<u><u>46,096</u></u>
		2021	2020
		£	£
Deferred income brought forward		(46,096)	(18,800)
Recognised in the year		46,096	18,800
Provided in the year		36,514	46,096
		<u>36,514</u>	<u>46,096</u>
		<u><u>36,514</u></u>	<u><u>46,096</u></u>

15 Statutory funding

The charity recognised £39,766 of statutory funding during the year (2020: £5,000). £10,000 was received from the London Borough of Hammersmith and Fulham for general unrestricted purposes. £29,766 was also received in Coronavirus Job Retention Scheme grants. There were no unfulfilled conditions attaching to the grants at the year end.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds		Movement in funds		Movement in funds		Movement in funds	
	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2020 £	Incoming resources £	Resources expended 31 March 2021 £	Balance at 31 March 2021 £
UR4Driving	-	155,925	(119,057)	-	36,868	78,310	(93,508)	21,670
UR4Meals	7,395	72,243	(56,455)	-	23,183	77,637	(88,965)	11,855
City Bridge Trust UR4Driving	-	36,414	(36,414)	-	-	16,661	(16,661)	-
UR4Jobs	9,200	43,745	(48,429)	-	4,516	59,925	(43,959)	20,482
Asset grants and new floor project	77,254	138,951	-	(216,205)	-	-	-	-
Core funding	-	31,186	(31,186)	-	-	7,500	(7,500)	-
	<u>93,849</u>	<u>478,464</u>	<u>(291,541)</u>	<u>(216,205)</u>	<u>64,567</u>	<u>240,033</u>	<u>(250,593)</u>	<u>54,007</u>

The restricted funds represent income funds expendable at the discretion of the trustees in furtherance of the charity's object in accordance with the conditions imposed by the donor. The purpose of each fund is set out below:

Name of Restricted fund	Purpose of Fund
UR4Driving	Grants to fund the UR4Driving project
UR4Meals	Grants to fund the UR4Meals project
City Bridge Trust UR4Driving	City Bridge Trust grant to fund the UR4Driving project
UR4Jobs	Grants to fund the UR4Jobs project
Asset grants	Grants to fund fixed asset purchase
Core funding	Grants to fund rent and management

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds						
	Balance at 1 April 2019 £	Resources expended £	Transfers £	Balance at 1 April 2020 £	Incoming resources £	Resources expended 31 March 2021 £	Balance at 31 March 2021 £
Fixed assets	73,956	(122,343)	402,385	353,998	4,203	(177,439)	180,762
Capital improvements	186,180	-	(186,180)	-	-	-	-
UR4Driving	-	-	-	-	100,000	-	100,000
Unrestricted Fund	260,136	(122,343)	216,205	353,998	104,203	(177,439)	280,762

Unrestricted Fund Purpose of Fund

Fixed asset fund Income invested in the charity's fixed assets based on the net book value
 Capital improvements Funds designated for the purpose of improvements to the leasehold premises
 UR4Driving Legacy funds designated for the specific purpose of establishing a satellite UR4Driving project at a second location and furthering the project of franchising UR4Driving

18 Analysis of net assets between funds

Fund balances at 31 March 2021 are represented by:

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £
Tangible assets	180,762	-	180,762	353,998	-	353,998
Current assets/(liabilities)	333,900	54,007	387,907	156,207	64,567	220,774
	514,662	54,007	568,669	510,205	64,567	574,772

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

19 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	13,080	12,748
Between two and five years	-	12,748
	<u>13,080</u>	<u>25,496</u>

The charity is party to a 7 year lease commencing on the 1st April 2015. The lease has a prevailing rent of £29,000 per annum, however subject to an agreement commencing on 1st April 2013 the charity currently pays a discounted rent of £13,080 per annum. The above disclosure of lease commitments represents the discounted rate payable over the remaining year.

20 Related party transactions

Mrs V Tuke, the wife of chair of trustees, Mr Simon Tuke, received £11,590 (2020: £10,551) for bookkeeping services.

During the year, the charity received £1,062 in donations from trustees.

Remuneration of key management personnel

The remuneration of key management personnel, including pension contributions, employer national insurance and prior to all deductions is as follows.

	2021 £	2020 £
Aggregate compensation	<u>66,510</u>	<u>53,822</u>

21 Limited by Guarantee

The charitable company is limited by guarantee. The guarantee is limited to £1 for each member.

THE UPPER ROOM (ST SAVIOUR'S)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

22 Cash generated from operations	2021	2020
	£	£
(Deficit)/surplus for the year	(6,103)	68,179
Adjustments for:		
Investment income recognised in statement of financial activities	(689)	(2,046)
(Gain)/loss on disposal of tangible fixed assets	-	4,686
Depreciation of tangible fixed assets	177,439	93,835
Movements in working capital:		
(Increase)/decrease in debtors	(104,345)	31,463
(Decrease) in creditors	(11,120)	(45,241)
(Decrease)/increase in deferred income	(9,582)	27,296
Cash generated from operations	<u>45,600</u>	<u>178,172</u>
23 Analysis of changes in net funds		
The charity had no debt during the year,		