

**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)

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# THE UPPER ROOM (ST SAVIOUR'S)

## LEGAL AND ADMINISTRATIVE INFORMATION

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### 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

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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

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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

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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

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### *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

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### *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

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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

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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

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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

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### 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 31<sup>st</sup> 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 31<sup>st</sup> 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

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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

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##### 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

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#### 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

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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 Pilgrem  
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

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#### 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	Sulivan 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**

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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; 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)

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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
<b>Total income</b>		<u>235,049</u>	<u>-</u>	<u>370,465</u>	<u>605,514</u>	<u>533,361</u>
<u>Expenditure on:</u>						
Raising funds	6	<u>54,409</u>	<u>-</u>	<u>-</u>	<u>54,409</u>	<u>45,300</u>
Charitable activities	7	<u>226,659</u>	<u>18,890</u>	<u>364,066</u>	<u>609,615</u>	<u>524,866</u>
<b>Total resources expended</b>		<u>281,068</u>	<u>18,890</u>	<u>364,066</u>	<u>664,024</u>	<u>570,166</u>
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		(46,019)	(18,890)	6,399	(58,510)	(36,805)
Fund balances at 1 April 2023		<u>329,261</u>	<u>18,890</u>	<u>19,672</u>	<u>367,823</u>	<u>404,626</u>
<b>Fund balances at 31 March 2024</b>		<u>283,242</u>	<u>-</u>	<u>26,071</u>	<u>309,313</u>	<u>367,821</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)

### 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
<b>Total income</b>		<b>187,557</b>	<b>345,804</b>	<b>533,361</b>
<u>Expenditure on:</u>				
Raising funds	6	45,300	-	45,300
Charitable activities	7	167,331	357,535	524,866
<b>Total resources expended</b>		<b>212,631</b>	<b>357,535</b>	<b>570,166</b>
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(25,074)</b>	<b>(11,731)</b>	<b>(36,805)</b>
Fund balances at 1 April 2022		354,333	50,293	404,626
<b>Fund balances at 31 March 2023</b>		<b>329,259</b>	<b>38,562</b>	<b>367,821</b>

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

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

# THE UPPER ROOM (ST SAVIOUR'S)

## NOTES TO THE FINANCIAL STATEMENTS

**FOR THE YEAR ENDED 31 MARCH 2024**

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### **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>
<b>Donations and gifts</b>		
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>
<b>Grants recognised in the year</b>		
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>	
<b>For the year ended 31 March 2023</b>		
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
<b>For the year ended 31 March 2023</b>	<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

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#### 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	UR4Counsel ling	Total	UR4Driving	UR4Meals	UR4Jobs	UR4Counsel ling	Total
	2024	2024	2024	2024	2024	2023	2023	2023	2023	2023
	£	£	£	£	£	£	£	£	£	£
<b>Analysis by fund</b>										
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
Other governance	-	-	-	148	148
	<u>128,252</u>	<u>2,520</u>	<u>130,772</u>	<u>129,523</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>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 £
<b>Cost</b>				
At 1 April 2023	<u>442,299</u>	<u>18,324</u>	<u>12,903</u>	<u>473,526</u>
At 31 March 2024	<u>442,299</u>	<u>18,324</u>	<u>12,903</u>	<u>473,526</u>
<b>Depreciation</b>				
At 1 April 2023	<u>442,299</u>	<u>17,027</u>	<u>12,903</u>	<u>472,229</u>
Depreciation charged in the year	<u>-</u>	<u>185</u>	<u>-</u>	<u>185</u>
At 31 March 2024	<u>442,299</u>	<u>17,212</u>	<u>12,903</u>	<u>472,414</u>
<b>Carrying amount</b>				
At 31 March 2024	<u>-</u>	<u>1,112</u>	<u>-</u>	<u>1,112</u>
At 31 March 2023	<u>-</u>	<u>1,297</u>	<u>-</u>	<u>1,297</u>

# THE UPPER ROOM (ST SAVIOUR'S)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 13 Debtors

	2024 £	2023 £
<b>Amounts falling due within one year:</b>		
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).

**FOR THE YEAR ENDED 31 MARCH 2024**

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

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:

- 34 -

# 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 £	Balance at 31 March 2024 £
Fixed assets UR4Driving	1,703	(406)	1,297	(185)	1,112
	81,187	(43,011)	38,176	(38,176)	-
	<u>82,890</u>	<u>(43,417)</u>	<u>39,473</u>	<u>(38,361)</u>	<u>1,112</u>
<b>Unrestricted Fund</b>					
<b>Purpose of Fund</b>					

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	£	2024	£	2023
Fund balances at 31 March 2024 are represented by:							
Tangible assets			1,112		-		1,297
Current assets/(liabilities)	282,131		-		26,071		366,524
	<u>282,131</u>	<u>1,112</u>	<u>1,112</u>	<u>-</u>	<u>26,071</u>	<u>38,562</u>	<u>367,821</u>

## 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
<b>Cash absorbed by operations</b>	<b>(94,824)</b>	<b>(45,645)</b>

#### 24 Analysis of changes in net funds

The charity had no debt during the year.