CHELTENHAM OPEN DOOR

England & Wales · Charity number 1063434

Details

Status	Registered
Legal form	Charitable company
Company number	03379241
Registered	1997-07-14
Register	View on the Charity Commission register

Contact

Address	39 Grosvenor Street Cheltenham GL52 2SQ
Phone	01242 577418
Email	treasurer@cheltenhamopendoor.org.uk
Website	www.cheltenhamopendoor.org.uk

Activities

Objects: 3.1 The Charity's objects (“the Objects”) are in Cheltenham, Gloucestershire, England (“the Area of Benefit”) the relief of poverty, hardship and social or emotional distress among persons who are vulnerable, disadvantaged and / or lonely. 3.2 For the purpose of this clause, “vulnerable”, “disadvantaged” and “lonely” might be as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards; crime (either as a victim of crime or as an offender rehabilitating into society).

Activities: Cheltenham Open Door supports vulnerable, disadvantaged and isolated people. We offer a welcoming, non-judgmental space where our guests can relax and enjoy food, friendship, advice and support. Meals, laundry, shower and wardrobe facilities are all free at the point of access. We open 5 days a week (including Sundays) and the 3 days of Christmas. No referral or booking required.No questions asked

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** CHELTENHAM
- Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-05-31	£238,419	£340,372	-	-
2024-05-31	£212,846	£296,218	-	-
2023-05-31	£214,890	£206,137	-	-
2022-05-31	£140,132	£188,148	-	-
2021-05-31	£396,982	£119,123	-	-

Trustees

Name	Role	Appointed
Andrew Kenneth Goddard		2025-12-19
Dr Cheryl Elizabeth Whiting		2021-12-01
Matthew Williams		2025-09-19
Robin Simon Lee Bussey		2023-05-01
philip norman rawlins		2026-05-28

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CHELTENHAM OPEN DOOR

England & Wales - Charity number 1063434

Accounts

Charity registration number 1063434 (England and Wales)

Company registration number 03379241

CHELTENHAM OPEN DOOR

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MAY 2025

CHELTENHAM OPEN DOOR

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R S L Bussey Mrs S M Hutchings Mrs J A Pattison-Sharp Dr C E Whiting Mrs E A O'Kane E A Mr M Williams	 (Appointed 19 September 2025)
Charity number (England and Wales)	1063434	
Company number	03379241	
Registered office	39 Grosvenor Street Cheltenham Gloucestershire England GL52 2SQ	
Independent examiner	BK Plus Limited 6 Manor Park Business Centre Mackenzie Way Cheltenham Gloucestershire England GL51 9TX	

CHELTENHAM OPEN DOOR

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CHELTENHAM OPEN DOOR

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MAY 2025

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WHAT OUR VOLUNTEERS SAY ABOUT CHELTENHAM OPEN DOOR 20
WHAT OUR DONORS SAY ABOUT CHELTENHAM OPEN DOOR 20-21

The trustees present their annual report and financial statements for the year ended 31 May 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 governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)".

Objectives and activities
Purpose of the charity
Our Mission:

- Cheltenham Open Door supports vulnerable, disadvantaged, and lonely people. We aim to ease the detrimental impact of poverty, hardship and social or emotional distress in practical ways. No referrals, slips or explanations required.
- Our Guests are people who have been deprived of the comforts and security most of us take for granted. We offer them hospitality, warmth, food, signposting or access to other services and a safe space to be.
- The people who come through our doors are from all walks of life. They may be experiencing mental health difficulties, in or recovering from addiction, isolated from friends and family, in financial difficulty, sleeping rough, in a hostel, sofa-surfing or have spent time in prison.

Our Ethos:

- Independent - Cheltenham Open Door is not linked to any church and we welcome people of all faiths and none.
- Non-judgemental - Regardless of background, ethnicity, gender, or ongoing issues
- Personal anonymity - We do not ask questions of our Guests and they need no booking or referral to visit us.
- Free at point of access - All the services we offer are supplied without charge.
- No central funding - We rely entirely on donations to operate. This enables us to respond to the needs of the individual.

Our Values

- Our values drive everything we do. They guide our decisions and help us evolve our services.
- Putting our Guests first - We always act in the interests of our Guests.
- Always a friendly welcome - We provide a welcoming and safe space.
- Showing consideration for others - We treat everyone with respect and kindness.
- Acting with compassion - We are fair and non-judgemental.
- Seeing the individual - Our independence allows us to consider the needs of the individual.

The activities of the Charity
The Premises (Unit 3, St George's Business Park, Alstone Lane)

In response to increased demand, we have opened for four days a week since 20 June 2022, offering as standard and free at the point of delivery:

- companionship and respect in a safe, accepting environment
- buffet breakfast, a two-course cooked lunch, drinks & snacks through the day
- clothes and outdoor kit for those who need it
- shower facilities with toiletries and towels
- laundry facilities
- food parcels
- recreational activities including on-site pool table
- day trips
- help and support if sought with signposting and consultations with outreach workers from expert agencies

The Donations Hub (39 Grosvenor Street - formerly the Guest Hub)
Continues to be operated as a premises to sort and store donations, prepare food parcels and signpost users to the Guest Hub.

Achievements and performance

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

Delivering critical services for our users

Understanding our guests' needs
In March 2025 we started collecting anonymised data on the profile of our guests, including basic demographic information, as well as insights into the challenges our guests face.

We use this data to evolve our services in order to respond to our guests' needs; we also use this information to focus our fundraising activity with donation and grant opportunities.

We categorise our guests' challenges into two groups: High and Low Priority Issues.

Guest needs

High Priority Issues include:
- Long-term or intermittent drug and alcohol abuse
- NEET status (Not in Education, Employment, or Training) with incipient issues
- Previous drug and alcohol abuse
- Serious mental health or behavioural issues
- Criminal history
- Severe housing issues
- Nationality, identification, or immigration-related challenges
- Individuals fleeing violence

Low Priority Issues include:
- Mild to moderate mental health or behavioural challenges
- Additional learning needs
- Physical illness or injury
- Poverty and financial hardship
- Social isolation
- Attendance for social reasons (e.g. seeking activities, food, or company without significant underlying hardship)

This evaluation helps us identify underserved groups and explore ways to improve our services and accessibility for those we may not yet be reaching effectively. We have also used the data to assess the success and impact of our Sunday service, which we introduced in April 2025.

A quote from one of our Volunteers
"It's challenging and hard work and every shift is different but I can't imagine now not being there. My colleagues are amazing people. The guests all have their own unique personalities and needs, and I can see that what we do makes a difference."
To read more testimonials and guest stories, turn to the Annexe.

Evolving our guest services
In July 2024, a strategic review of our services and future direction was conducted by the Trustees in consultation with staff, volunteers and guests. Our aim was to strengthen our impact and become more effective. The exercise was facilitated as part of The Cranfield Trust's pro bono charity support. It was initiated by a strategic consultant who has since joined Open Door's Board of Trustees.

The resulting survey was completed by a large proportion of our regular guests along with staff and volunteers. The results have driven real change: we have introduced Sunday openings and evolved our food parcels provision directly in response to the consultation.

The survey highlighted areas where we could improve our offer and showed several aspects where we perform especially strongly,

Charity strengths highlighted by the survey

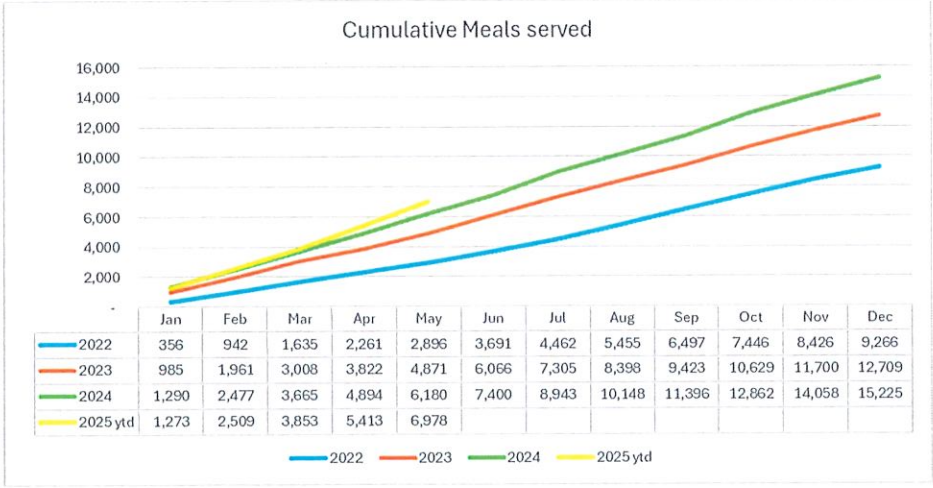
- **Staff and volunteers** were described as "excellent," "amazing," "lifesavers" – nearly all guests gave top marks for staff and volunteer support.
- **On-site guest services**: 78% of guests gave the highest rating for services
- **Guest activities** are well received – 90% of guests said they were happy or very happy with the range of activities.
- **Guest food** is rated exceptionally high: 80% of respondents rated meals as tasty and high quality and guests called us "the best restaurant in Cheltenham" and "bloody amazing".

The feedback underpinned the decision to extend our service to include Sunday opening, a day when no other service is available in Cheltenham.

- Sunday was identified as the most important additional day, often described as "Suicide Sunday".
- 31% of those who expressed a desire for Cheltenham Open Door to open on more days identified Sunday as the best day.

A six-month Sunday opening trial started in April 2025. The service has proved to meet a critical need, with more than 70 people regularly coming on this day. Sundays are now part of Cheltenham Open Door's regular service offering.

A growing meal service
In the calendar year 2024, there was an increase of more than 60% in the number of meals ser served compared to 2022 levels. With the extension to our opening days, in the five months to the end of May 2025, we are already witnessing a 13% year on year increase in meals served.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	356	942	1,635	2,261	2,896	3,691	4,462	5,455	6,497	7,446	8,426	9,266
2023	985	1,961	3,008	3,822	4,871	6,066	7,305	8,398	9,423	10,629	11,700	12,709
2024	1,290	2,477	3,665	4,894	6,180	7,400	8,943	10,148	11,396	12,862	14,058	15,225
2025 ytd	1,273	2,509	3,853	5,413	6,978							

The number of meals we serve has always been a close reflection of attendance as virtually all guests who attend Open Door have a meal. The graph above reflects the uplift in use of our services since the start of Sunday opening.

A quote from one of our Guests

"I'm so glad I put away my fears and pride to come along to Open Door and to accept the volunteers' and staff help. The people I meet here are amazing."

To read more testimonials and guest stories, turn to the Annexe.

Profile of Donors and Donations

We rely entirely on donations to operate. Of the 316 donations in the year to 31 May 2025:

- Individual donors represent our largest group of supporters (31%) and the smallest average size donation (£348).
- Trusts and Foundations represent a third of all donations in the year, although only 3% of donors.
- 84% of donors make donations of less than £500.
- Donations of more than £1,000 make up 80% of our income and represent around ~10% of donors.

All donations by size

Number of donors % of donors % of total income

	Number of donors	**% of donors**	**% of total income**
Donors Over £1,000	33	10.4%	79.8%
Donors Between £500 and £1,000	16	5.1%	6.1%
Donors Over £500	49	15.5%	85.9%
Donors Between £100 and £500	119	37.7%	11.7%
Donors Less Than £100	148	46.8%	2.4%
Total	**316**	**100.0%**	**100.0%**

Table 1: Size of donations during the year to 31 May 2025

All donations by category

Category	**% of total income**	**% of donors**
Corporates & Local Businesses	7%	5.1%
Trusts, Foundations, Charitable organisations	31%	3.2%
Groups, Schools, Societies, Faith Groups	21%	9.5%
Individuals	39%	82.0%
Legacies	1%	0.3%
Total	**100%**	**100.0%**

Table 2: Donor category breakdown – all donations during the year to 31 May

Donors of more than £1000 by category

Corporates & Local Businesses
Spirax Sarco Engineering
Graham Manufacturing (now: GML Global Trading Ltd)
SLG Brands
John Lewis
Trusts, Foundations, Charitable organisations
Zurich Community Trust
Mayors Charity, Cheltenham
The Midcounties Cooperative
The Albert Hunt Trust
Highfields Trust CIO
Charles Hayward Foundation
Mrs F B Laurence Charitable Trust
Nancy Kenyon Charitable Trust
Groups, Schools, Societies, Faith Groups
Everyman Theatre
Lilleybrook Golf Club
Streetsmart
Cheltenham Round Table
Winchcombe Rotary Club
St Paul's Masonic Lodge
GCHQ Retired Associate Members
Suffolk Traders
Winchcombe Cycling
Individuals
15 Individuals
JustGiving donations
Anonymous donations
Legacies
One Legacy via Midwinter Solicitors

Table 3: Donations in excess of £1000 during the year to 31 May by category

A quote from one of our donors

"As a local business, it is our privilege to offer our support to Cheltenham Open Door whose vital work helps local people in need. …
So far, amongst other things, Open Door has given us the opportunity to allow our staff to go its guest hub and volunteer in the kitchen…"
To see the full quote and more testimonials, turn to the Annexe

Working with external agencies

We continue to expand our relationships with external agencies to offer a range of in-house services alongside our partner agencies. Guest can see a psychotherapist, volunteer doctor or podiatrist. We also advocate for our guests in medical settings and towards housing solutions and signpost to services in areas such as mental health care and addiction. The expansion of our services in this area helps us to better serve some of the most vulnerable people in our community.

Financial review
Financial summary

Income for the year was £238,419, an increase of +£25,573 or +12% over the previous year. A healthy growth in a difficult market driven by renewed focus on securing grants. Costs increased by £44,154 from £296,218 last year to £340,372 in 2024/25. The increase was driven the inevitable cost-of-living increases; but also, by a conscious decision to address inadequate staffing levels supported by an ongoing commitment to the charitable Real Living Wage.

Net expenditure in the year was (£101,953) compared to (83,372) in the prior year. This shortfall was driven by planned expenditure to improve the resilience of the charity prior to further expansion.

Reserves policy

The Trustees' policy is to hold a balance on the General Fund equivalent to at least one year's costs (£340,372) plus an additional contingency of £43,200 acknowledging the ongoing cost of living crisis unchanged from last year.

The balance on our General Fund on 31 May 2025 was £177,170, which equates to approximately 6 months of costs against the 12-month target. This level is deemed acceptable to the Trustees in terms of being sufficient to support ongoing operations but highlights a need for us to increase income in the coming year to support the current operation and our future plans.

The balance of our Designated Fund was £110,000. This recognises the need for a provision of a combined Dilapidations Fund of £60,000 for our Alstone Lane and Grosvenor Street sites; £30,000 to support the implementation of Phase 2 of our 3-5 Year Strategic Plan in Qtr3 2025/6; and £20,000 for Infrastructure.

Principal Funding Sources

We are an independent charity, receive no guaranteed government funding and are not affiliated with any other organisation.

We rely on the generous donations of individuals, businesses, voluntary groups, churches, and schools who support and encourage us in our work.

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

FUTURE PLANS 2025/26

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

- Operational pivot – while we will always aim to provide a safe space for everyone in need in the community, we are determined to increase our advocacy for the specific, individual demands of the most vulnerable guests; those for whom we represent their last chance. Those fleeing modern slavery, facing mental health & addiction crises, inadequate or non-existent housing and health inequality as identified in the NHS 10-year plan. This will drive future provision.
- New staff appointment and structure: For Qtr. 3 2025/6 we will operate under a new staff structure, including the appointment of a Business Director, reporting to the Board of Trustees whose initial task will be to conduct a forensic examination of the existing operation to identify the prerequisites to build resilience and sustainability for the charity. It will also release the current Operations Manager to focus exclusively on guest services, advocacy and to create and deliver a significantly strengthened volunteer programme.
- Enhanced Board of Trustees: Late in Qtr. 2 2025/6 we recruited a new Trustee, whose area of expertise will be governance. We also aim to enhance the Board with the addition of both a Grants focused trustee and one who concentrates on business-engagement in the wider community.
- Volunteer programme relaunch – we are a volunteer-dependent organisation and recognise the valuable contribution of a skilled, trained workforce to underpin the work of our staff to best support our guests. We seek to relaunch a process that will attract and retain volunteers committed to working in our Guest Hub, Donations Hub and at fundraising events.
- Increased focus on grants from Trusts and Foundations. We have had increased success and will continue to concentrate on this area for 2025/6 under the direction of our Donor Relations Co-Ordinator
- Further research – We will undertake further research with staff, volunteers, guests, but also now extend this to organisations in the community to ensure our services remain relevant and reflect the changing needs of our guests.

Structure, governance and management
Governing document

The organisation is a charitable company limited by Guarantee and registered as a charity.
The company was incorporated on 30 May 1997 and is governed by its Articles of Association. The Trustees reviewed and updated the Articles of Association during the year in line with current best practice.

Trustees (shown on page 1 of this report)

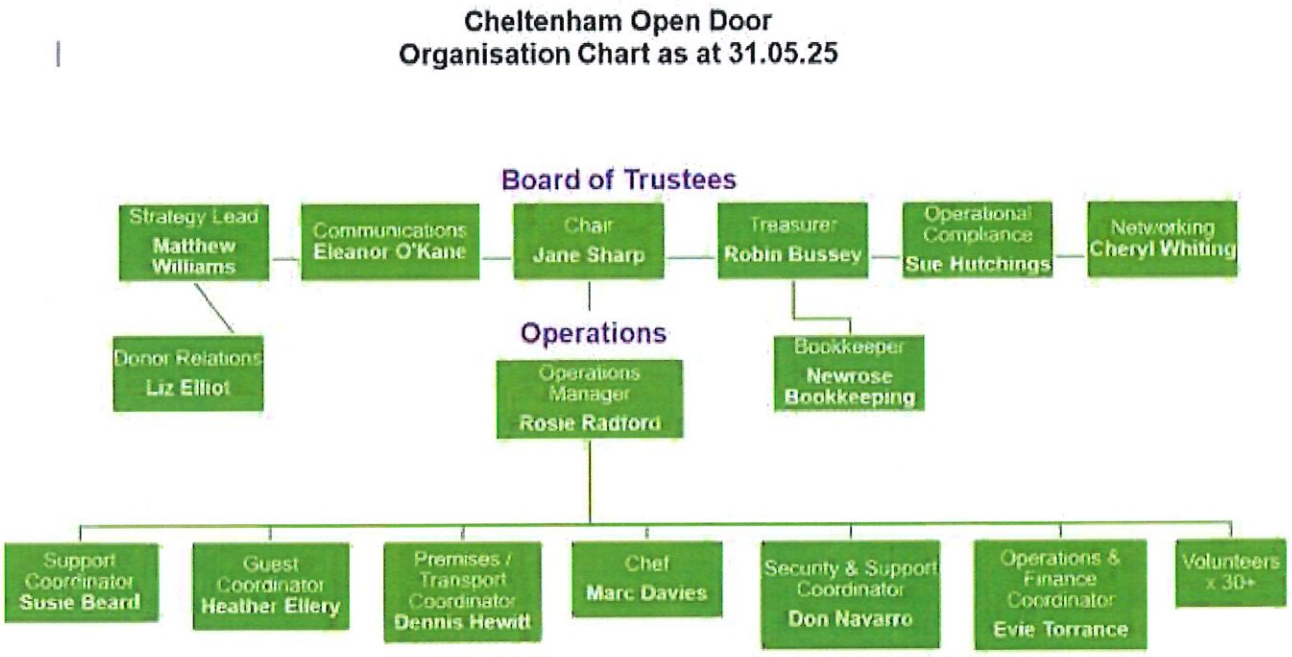
The Directors of the company are also charity Trustees for the purposes of charity law.

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

New Trustees are appointed from those showing a keen interest in the charity's objects and who either possess specialist skills necessary for the running of operations or who act as volunteers in our work with service users.

Each Trustee generally takes responsibility for monitoring activities in a specific operational area. Trustees are not remunerated for their Trusteeship aside from reimbursement of expenses incurred in conducting their work.

Organisational structure



Staff & Volunteers

The charity is run by the Operations Manager with a staff of 8 part-time employees and upwards of 30+ volunteers across the weekly hours of operation. The appointment of a Security and Support Officer in November 2024 has helped us to increase our safeguarding of all persons on site at the Guest Hub and the recruitment of an additional Support Co-ordinator has provided enhanced support for our guests.

Risk management

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

Statement of trustees' responsibilities

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and UK Generally Accepted Accounting Practice.

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

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the Charity statement of recommended practice
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

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

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

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

.....

Mr M Williams

Trustee

Date: 3/11/26

CHELTENHAM OPEN DOOR

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CHELTENHAM OPEN DOOR

I report to the trustees on my examination of the financial statements of Cheltenham Open Door (the charity) for the year ended 31 May 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 Companies Act 2006 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. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

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

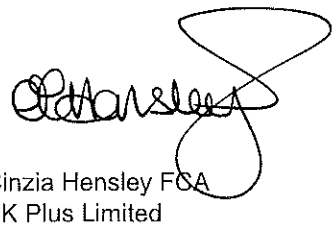
1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.

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.



Cinzia Hensley FCA
BK Plus Limited
6 Manor Park Business Centre
Mackenzie Way
Cheltenham
Gloucestershire
GL51 9TX
England
Date: 30 January 2026

CHELTENHAM OPEN DOOR

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MAY 2025

	Notes	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Income from:			
Donations and legacies	**2**	236,692	209,665
Investments	**3**	1,727	3,181
Total income		238,419	212,846
Expenditure on:			
Charitable activities	**4**	340,372	296,218
Total expenditure		340,372	296,218
Net expenditure and movement in funds		(101,953)	(83,372)
Reconciliation of funds:			
Fund balances at 1 June 2024		432,323	515,695
Fund balances at 31 May 2025		330,370	432,323

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 14 to 21 form part of these financial statements.

CHELTENHAM OPEN DOOR

STATEMENT OF FINANCIAL POSITION

AS AT 31 MAY 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	**9**		18,546		30,816
Current assets					
Debtors	**10**	11,919		10,728	
Cash at bank and in hand		328,165		420,619	
		340,084		431,347	
Creditors: amounts falling due within one year	**11**	(28,260)		(29,840)	
Net current assets			311,824		401,507
Total assets less current liabilities			330,370		432,323
The funds of the charity					
Unrestricted funds	**12**		330,370		432,323
			330,370		432,323

The notes on pages 14 to 21 form part of these financial statements.

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 May 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 30/1/26

.....

Mr M Williams
Trustee

Company registration number 03379241 (England and Wales)

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a statement of cash flows.

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 £.

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.

1.4 Income

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

1.5 Expenditure

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

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	20%
Plant and equipment	33%
Motor vehicles	25%

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.

2 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and Gift Aid Tax	236,692	209,665

3 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	1,727	3,181

4 Expenditure on charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Direct costs		
Staff costs	138,462	112,177
Depreciation and impairment	14,617	16,387
Rent payable	36,070	29,214
Property running costs	16,380	21,274
Food and guest expenses	83,966	79,325
Office costs and publicity	14,791	9,973
Repairs and building works	14,393	6,974
Motor expenses	3,156	3,433
Training and compliance	4,985	735
Insurance	1,427	1,309
	328,247	280,801
Share of support and governance costs (see note 5)		
Governance	12,125	15,417
	340,372	296,218
Analysis by fund		
Unrestricted funds	340,372	296,218

5 Support costs allocated to activities

	2025 £	2024 £
Governance costs	12,125	15,417
Analysed between:		
Accountancy	9,965	8,198
Legal costs	2,160	7,219
	12,125	15,417

6 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

7 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	7	8

Employment costs	2025 £	2024 £
Wages and salaries	138,462	112,177

There were no employees whose annual remuneration was more than £60,000.

8 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

9 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 June 2024	48,055	9,948	18,000	76,003
Additions	-	4,523	-	4,523
Disposals	-	(4,899)	-	(4,899)
At 31 May 2025	48,055	9,572	18,000	75,627
Depreciation and impairment				
At 1 June 2024	25,896	2,490	18,000	46,386
Depreciation charged in the year	9,095	4,321	-	13,416
Eliminated in respect of disposals	-	(2,721)	-	(2,721)
At 31 May 2025	34,991	4,090	18,000	57,081
Carrying amount				
At 31 May 2025	13,064	5,482	-	18,546
At 31 May 2024	22,159	7,457	1,200	30,816

10 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Other debtors	9,000	6,451
Prepayments and accrued income	2,919	4,277
	11,919	10,728

11 Creditors: amounts falling due within one year

	2025	2024
	£	£
Other taxation and social security	1,904	951
Trade creditors	6,765	2,825
Other creditors	18,021	22,074
Accruals and deferred income	1,570	3,990
	28,260	29,840

12 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 June 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 May 2025 £
Designated fund	110,000	-	-	-	110,000
Contingency fund	43,200	-	-	-	43,200
General funds	279,123	238,419	(340,372)	-	177,170
	432,323	238,419	(340,372)	-	330,370

Previous year:	At 1 June 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 May 2024 £
General fund	382,495	212,846	(296,218)	(20,000)	279,123
Designated fund	90,000	-	-	20,000	110,000
Contingency fund	43,200	-	-	-	43,200
	515,695	212,846	(296,218)	-	432,323

Designated Fund - Funds set aside for dilapidations at the charity's two properties (£60,000), to support the charity's 3-5 year strategic plan (£30,000) and infrastructure (£20,000).

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

13 Share capital

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

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

14 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

15 Report Annexe

Annexe A - Guest Stories

Guest stories
The guest stories shared here are based on real experiences, with details combined from multiple individuals to preserve anonymity. All names are fictional, but the spirit of each story is very real.

We recognise the power of real-life stories in helping others understand the daily challenges our guests face, and the meaningful impact our support can have. These stories highlight the reality of their hardship and the important role Open Door plays in offering compassionate, practical help. While it's important to share experiences, it's equally important to do so in a way that honours our guests' anonymity and maintains their trust, because we are always mindful of protecting the privacy of those who come to us.

What may seem like a small step to others, such as attending an art session or speaking with someone about your past, can be a significant achievement for many of Open Door's guests.

Liam's story
Liam had a rough childhood and got involved with drugs early on. After being caught dealing, he spent a few years in prison. When he got back to Cheltenham, Liam was still struggling with addiction and chaos. A friend suggested he come to Open Door for a meal, and that's where things started to change.

Liam soon realised other guests had been through similar struggles, so he didn't have to worry about being judged. He started feeling more comfortable and made some friends. Usually, Liam found it hard to trust people in authority, but he saw that the staff were kind and had experience with prison, supported housing, and even homelessness themselves.

At one point, Liam was homeless and sleeping on different friends' floors. He worried about looking after his dog, Digit. The staff and volunteers stepped in, giving Digit overnight stays when it was cold, and worked with a local shelter to board Digit for a weekend while Liam was in hospital after an asthma attack.

When Liam started coughing again, he was encouraged to see Open Door's GP. The GP gave him antibiotics for a chest infection and inhalers that finally helped Liam to get his asthma under control. The staff gave Liam a phone and registered him with a permanent doctor. Open Door's GP wrote to the surgery explaining Liam's difficult life and health needs, and now Liam gets reminders for repeat prescriptions right on his phone. Since then, he's managed his health and hasn't needed to return to hospital.

Therapy was totally new and intimidating for Liam, but seeing Open Door's psychotherapist chatting casually with other guests made Liam comfortable enough to start talking. He now meets with the psychotherapist weekly to work through his past.

Katinka's story
Katinka was living with a man who often beat her and kept money from her. One day, she finally felt safe enough to leave. While searching online for a safe daytime space, she found Open Door. At Open Door, Katinka was linked up with two domestic violence charities who helped her find a permanent housing solution. Meanwhile, she was given a temporary place to stay, and a volunteer went shopping for special foods to help Katinka feel safe and comfortable.

In art and craft sessions with the charity ArtLift, Open Door guests work together and engage in activities that help people open up without the pressure of direct face-to-face conversations. During one session, Katinka shared stories about her life before the abuse – she'd run a successful cake business and showed photos of her creations. The following week, a cake decorating activity was organised to give Katinka a chance to share her skills and boost her confidence.

Katinka's experience with violence has left physical and emotional scars. She's been seeing Open Door's GP and has started on medication. She's also trying a new diet to help with a skin condition, and the chef prepares meals that fit her needs. Katinka's already seeing a difference.

When Katinka is having a tough day, our office puppy, Waffle, seems to know that Katinka needs comfort and curls up in her lap. Our staff stay nearby, quiet and ready to help. Often, after a "dog hug," Katinka will ask for a human one too.

After a court case, Katinka got her dog Rock back. Rock had an eye condition, so the Open Door team took him to the local shelter's vet. They were super helpful and helped find affordable medicine. Now, Open Door always keeps Rock's eye gel in stock for whenever he's with Katinka.

Annexe B – Guest, volunteer and donor testimonials

What our guests say about Cheltenham Open Door

- *"I'm so glad I put away my fears and pride to come along to Open Door and to accept the volunteers' and staff help. The people I meet here are amazing."*
- *"It is open to everyone, no matter what your background is."*
- *"Open Door is like a family to me. I trust people and I need to come to Open Door. I have never felt so much love. They offer everything here and I can be me here."*
- *"Genuine help without judgement."*
- *"The food is very lovely; it is a of a standard you cannot get anywhere else. We have different volunteers every day and they are marvellous. They spend time with you and listen."*

What our volunteers say about Cheltenham Open Door

- *"I used to give regular donations and then volunteering seemed like the right thing to become involved in. My time with Cheltenham Open Door is immensely rewarding and has given me a completely new and better informed perspective on our society.*

It's challenging and hard work and every shift is different but I can't imagine now not being there. My colleagues are amazing people. The guests all have their own unique personalities and needs, and I can see that what we do makes a difference."

- *"Volunteering at Cheltenham Open Door is awesome! Being able to help those on the front line of need is both humbling and immensely rewarding. The community at Open Door (staff, volunteers and guests) is like an extended family - welcoming, generous, supportive, encouraging and just plain friendly. Open Door is a truly inspirational organisation, operated and attended by truly remarkable people."*

What our donors say about Cheltenham Open Door

- *"As a local business, it's our privilege to offer our support to Cheltenham Open Door whose vital work helps local people in need. The charity is a lifeline for those going through difficult times, and this partnership has shown us that there is much we can do to support them, be it through fundraising; volunteering our time or donating items when required.*

So far, amongst other things, Open Door has given us the opportunity to allow our staff to go its guest hub and volunteer in the kitchen for the week, preparing lunch for their guests. Witnessing the charity in action is a very humbling experience and it is important to us to offer practical support alongside the other important services they arrange for guests. It is inspiring to see the difference that our collective efforts can make, and it strengthens our commitment to continue supporting such a valuable cause.

The partnership with Open Door has been extremely rewarding for our team, and we are proud to contribute to the wellbeing of our community. By supporting the charity, we are not only helping those in need but also fostering a sense of unity and purpose within our business. It is a testament to the positive impact that can be achieved when businesses and charities work together."

- *"It has been my pleasure to work with the Cheltenham Open Door team over the past year. The work you all do to improve the life of your guests is amazing. From the essentials like a good hot meal to providing recreational activities and everything in between you really do cover all bases.*

It was always my wish to support a local charity and it is important and reassuring as a donor to see where both our financial and practical donations are used. In Cheltenham Open Door's case it is clear that the emphasis is very much on using every donation to improve the lives of others."

CHELTENHAM OPEN DOOR

England & Wales - Charity number 1063434

Accounts

Charity registration number 1063434 (England and Wales)

Company registration number 03379241

CHELTENHAM OPEN DOOR

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MAY 2024

CHELTENHAM OPEN DOOR

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R S L Bussey	(Appointed 15 June 2023)
	Mrs S M Hutchings	
	Mrs J A Pattison-Sharp	(Appointed 15 June 2023)
	Dr C E Whiting	
	Mrs Eleanor O'Kane E A	(Appointed 1 December 2023)
Charity number (England and Wales)	1063434	
Company number	03379241	
Registered office	39 Grosvenor Street Cheltenham Gloucestershire England GL52 2SQ	
Independent examiner	BK Plus Limited 6 Manor Park Business Centre Mackenzie Way Cheltenham Gloucestershire England GL51 9TX	

CHELTENHAM OPEN DOOR

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CHELTENHAM OPEN DOOR

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MAY 2024

The trustees present their annual report and financial statements for the year ended 31 May 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 governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)".

Objectives and activities

Purpose of the charity

Our Mission:

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

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

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

Our Ethos:

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

Non-judgemental - Regardless of background, ethnicity, gender, or ongoing issues

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

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

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

Our Values

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

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

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

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

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

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

The activities of the Charity
The Guest Hub (Unit 3, St George's Business Park, Alstone Lane)
In response to increased demand, we have opened for four days a week since 20 June 2022, offering as standard and free at the point of delivery:

- companionship and respect in a safe, accepting environment
- Buffet breakfast, a two-course cooked lunch, drinks & snacks through the day
- clothes and outdoor kit for those who need it
- shower facilities with toiletries and towels
- laundry facilities
- food parcels
- recreational activities including on-site pool table
- day trips
- help and support if sought with signposting and consultations with outreach workers from expert agencies

The Donations Hub (39 Grosvenor Street - formerly the Guest Hub)
Continues to provide a convenient, town centre location for donors to drop off donations. It is open two days a week, run by the Donations Coordinator and volunteers sorting and storing donations and preparing food parcels.

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

Guest services

- Onsite catering – significant increase in meals served from an average of 50 per day when we opened to a peak of 90+ per day. We cater for vegan, vegetarian & food allergens
- Standard food parcels have increased from an initial 30 per week in 2021 to 100 per week in 2024. We continue to develop a more flexible food parcel allowance for street homeless and sofa-surfers, available daily
- Pet food parcels are now available weekly for our guests with dogs & cats. Current uptake is between 20 and 30 parcels a week.
- Expanded initiatives include regular visits from podiatrist, hairdresser, NHS services inc. GP consultations, liver scans, tests for airborne viruses, v-i-a addiction charity counselling, P3 housing charity referrals, Samaritans and more recently Alcoholics Anonymous.
- On-site counselling by a trained psychotherapist is now a weekly fixture
- Enhanced Street-homeless provisions – tents, sleeping bags, rucksacks, tarpaulins, thermal wear, cold-weather clothing, head-torches etc now all available on demand.

Guest facilities

- New dual-purpose Portakabin – provides storage for 'street kit' and a separate office for confidential agency meetings, counselling sessions and medical consultations

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

- Access to IT support – lap-tops, iPads, and more recently emergency provision of mobile phones, power-packs & chargers.
- Day trips in addition to ten pin bowling, crazy golf, go-karting have been expanded to include cinema, theatre, paintball, and a three-course Christmas meal at a Cheltenham restaurant
- New on-site activities include gardening, ceramics painting and chess

External agencies
As we become more established and widely known at the Guest Hub, there continues to be a significant increase in liaison with agencies focussed on mental health support, housing solutions, medical advice & treatment

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

Financial summary
Financial review
Income for the year was £212,846, a slight decrease of (£2,044) or -1.0% over last year.

Costs increased by £80,081 from £216,137 last year to £296,218 in 2023/24. The increase is due to higher food, gas and electricity and staff costs.

Net expenditure in the year was (£83,372) compared with net income of £62,503 in the prior year. This shortfall was driven by a static year on year income stream and planned expenditure to improve the resilience of the charity prior to expansion.

Reserves policy
The Trustees' policy is to hold a balance on the General Fund equivalent to at least one year's costs (£296,218) plus an additional contingency of £43,200 acknowledging the ongoing cost of living crisis.

The balance on our General Fund on 31 May 2024 was £289,123.

The balance of our Designated Fund was £110,000. This recognises the need for a provision of a combined Dilapidations Fund of £60,000 for our Alstone Lane and Grosvenor Street sites; £30,000 to support the implementation of Phase 1 of our 3-5 Year Strategic Plan in Qtr3 2025/6; and £20,000 for Infrastructure.

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

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

FUTURE PLANS 2024/5 AND BEYOND

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

- **Strategic 3-5 Year Plan** – *UPDATE*: the in-depth review of the charity (with independent mentoring and facilitation services provided free of charge by The Cranfield Trust), will complete ahead of target. Communication of findings and implementation of Phase 1 due by Qtr. 2 2024/5
- **Review of current Banking Services & potential investment opportunities** – to maximise income from our General Fund. *UPDATE:* three new saving accounts identified and transfer of monies to complete by Qtr. 4 2024/5
- **Enhanced Guest Facilities** – *UPDATE:* storage/private consultation space now in situ. Provision of a refurbished outside seating area, landscaping, and planters in progress Completion target Qtr. 3 2024/5
- **Enhanced Innovative Guest Services** – *UPDATE* visiting psychotherapist now funded to hold a weekly full-day surgery. AA volunteer outreach counsellors now visit fortnightly
- **Development of a Corporate Volunteer Programme** – to provide meaningful opportunities for local business to use their CSR days for the benefit of guests and participants alike. *UPDATE:* ongoing to ensure this complements implementation of the strategic plan
- **Appointment of a Communications Trustee to oversee a review of our communications strategy** – *UPDATE* Trustee appointed 01.12.23
- **Increased and targeted fundraising focus** - to support the outcomes of the new Strategic Plan
- **Staff Recruitment** – the trustees have identified the need for a Security & Support Officer to protect the well-being of all on site at the Guest Hub. Target date: Qtr. 2 2024/5
- **Appointment of a Strategic Lead Trustee to oversee both its review and implementation** Target date: Qtr2 2024/5

Structure, governance and management

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

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

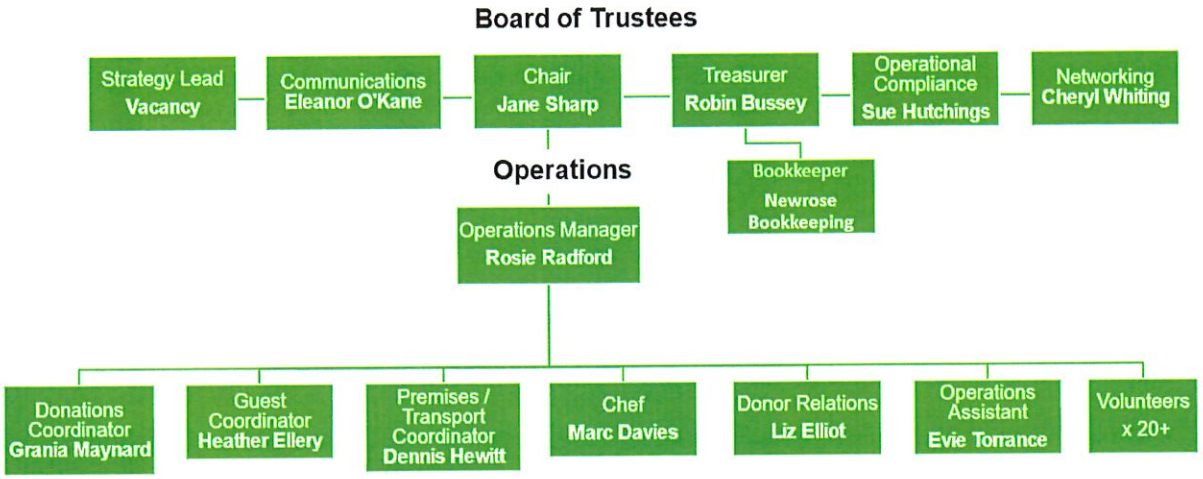
Trustees (shown on page 1 of this report)

The Directors of the company are also charity Trustees for the purposes of charity law.

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

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

Organisational structure
See organisation chart below



Staff & Volunteers
The charity is run by the Operations Manager with a staff of 6 part-time employees and upwards of 20+ volunteers across the weekly hours of operation. The appointment of a Donor Relations Coordinator in November has increased invaluable support for our donors and is seeking to maximise fundraising opportunities in an extremely challenging charity sector.

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

Statement of trustees' responsibilities

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and UK Generally Accepted Accounting Practice.

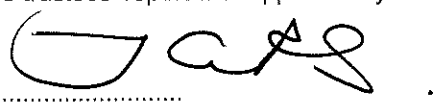
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that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

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the Charity statement of recommended practice
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

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

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

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



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Mrs J A Pattison-Sharp
Trustee

Date: 24 February 2025

CHELTENHAM OPEN DOOR

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CHELTENHAM OPEN DOOR

I report to the trustees on my examination of the financial statements of Cheltenham Open Door (the charity) for the year ended 31 May 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.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the Companies Act 2006 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. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

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

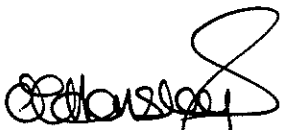
1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.

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.



Cinzia Hensley FCA
BK Plus Limited
6 Manor Park Business Centre
Mackenzie Way
Cheltenham
Gloucestershire
GL51 9TX
England
Date: 24 February 2025

CHELTENHAM OPEN DOOR

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MAY 2024

	Notes	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Income from:			
Donations and legacies	2	209,665	212,318
Investments	3	3,181	2,572
Total income		212,846	214,890
Expenditure on:			
Charitable activities	4	296,218	152,387
Total expenditure		296,218	152,387
Net income/(expenditure) and movement in funds		(83,372)	62,503
Reconciliation of funds:			
Fund balances at 1 June 2023		515,695	453,192
Fund balances at 31 May 2024		432,323	515,695

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 10 to 14 form part of these financial statements.

CHELTENHAM OPEN DOOR

STATEMENT OF FINANCIAL POSITION

AS AT 31 MAY 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	9		30,816		37,255
Current assets					
Debtors	10	10,728		10,290	
Cash at bank and in hand		420,619		498,660	
		431,347		508,950	
Creditors: amounts falling due within one year	11	(29,840)		(30,510)	
Net current assets			401,507		478,440
Total assets less current liabilities			432,323		515,695
The funds of the charity					
Unrestricted funds	12		432,323		515,695
			432,323		515,695

The notes on pages 10 to 14 form part of these financial statements.

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 May 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 24 February 2025

.....

Mrs J A Pattison-Sharp
Trustee

Company registration number 03379241 (England and Wales)

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a statement of cash flows.

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 £.

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.

1.4 Income

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

1.5 Expenditure

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

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	20%
Plant and equipment	33%
Motor vehicles	25%

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.

2 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and Gift Aid Tax	209,665	212,318

3 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	3,181	2,572

4 Expenditure on charitable activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Direct costs		
Staff costs	112,177	85,939
Depreciation and impairment	16,387	14,100
Rent payable	29,214	29,004
Property running costs	21,274	18,679
Food and guest expenses	79,325	33,992
Office costs and publicity	9,973	7,392
Repairs and building works	6,974	10,353
Motor expenses	3,433	2,895
Dilapidations provision	-	(53,750)
Training and compliance	735	554
Insurance	1,309	1,275
	280,801	150,433
Share of support and governance costs (see note 5)		
Governance	15,417	1,954
	296,218	152,387
Analysis by fund		
Unrestricted funds	296,218	152,387

5 Support costs allocated to activities

	2024	2023
	£	£
Governance costs	15,417	1,954
Analysed between:		
Accountancy	8,198	1,954
Legal costs	7,219	-
	15,417	1,954

6 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

7 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
	8	6

Employment costs	2024	2023
	£	£
Wages and salaries	112,177	85,939

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel
The remuneration of key management personnel was as follows:

8 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

9 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 June 2023	48,055	-	18,000	66,055
Additions	-	9,948	-	9,948
At 31 May 2024	48,055	9,948	18,000	76,003
Depreciation and impairment				
At 1 June 2023	16,800	-	12,000	28,800
Depreciation charged in the year	9,096	2,491	4,800	16,387
At 31 May 2024	25,896	2,491	16,800	45,187
Carrying amount				
At 31 May 2024	22,159	7,457	1,200	30,816
At 31 May 2023	31,255	-	6,000	37,255

10 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Other debtors	6,451	7,086
Prepayments and accrued income	4,277	3,204
	10,728	10,290

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other taxation and social security	951	779
Trade creditors	2,825	3,066
Other creditors	22,074	25,395
Accruals and deferred income	3,990	1,270
	29,840	30,510

12 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 June 2023	Incoming resources	Resources expended	Transfers	At 31 May 2024
	£	£	£	£	£
General fund	382,495	212,846	(296,218)	(20,000)	279,123
Designated fund	90,000	-	-	20,000	110,000
Contingency fund	43,200	-	-	-	43,200
	515,695	212,846	(296,218)	-	432,323

Previous year:	At 1 June 2022	Incoming resources	Resources expended	Transfers	At 31 May 2023
	£	£	£	£	£
General fund	453,192	214,890	(152,387)	(133,200)	382,495
Designated fund	-	-	-	90,000	90,000
Contingency fund	-	-	-	43,200	43,200
	453,192	214,890	(152,387)	-	515,695

Designated Fund - Funds set aside for dilapidations at the charity's two properties (£60,000), to support the charity's 3-5 year strategic plan (£30,000) and infrastructure (£20,000).

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

13 Share capital

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

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

14 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

CHELTENHAM OPEN DOOR

England & Wales - Charity number 1063434

Accounts

REGISTERED COMPANY NUMBER: 03379241 (England and Wales)
REGISTERED CHARITY NUMBER: 1063434

REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2023

FOR

CHELTENHAM OPEN DOOR

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2023

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CHELTENHAM OPEN DOOR

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MAY 2023

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

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2023

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

OBJECTIVES AND ACTIVITIES

The activities of the charity

The Guest Hub (Unit 3, St George's Business Park, Alstone Lane)
In response to increased demand, we have opened for four days a week since 20 June 2022, offering as standard:

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

The Donations Hub (39 Grosvenor Street - formerly the Guest Hub)
Continues to provide a convenient, town centre location for donors to drop off donations. It is open two days a week, run by the Donations Coordinator and volunteers sorting and storing donations and preparing weekly food parcels.

ACHIEVEMENT AND PERFORMANCE

How our Activities Deliver Public Benefit

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

Guest services

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

Guest activities, outings & facilities

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

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

External agencies

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

Guest profile

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

FINANCIAL REVIEW

Financial summary

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

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

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

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

Reserves policy

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

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

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

Principal funding sources

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

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

FUTURE PLANS 2023-24 AND BEYOND

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

Trustees

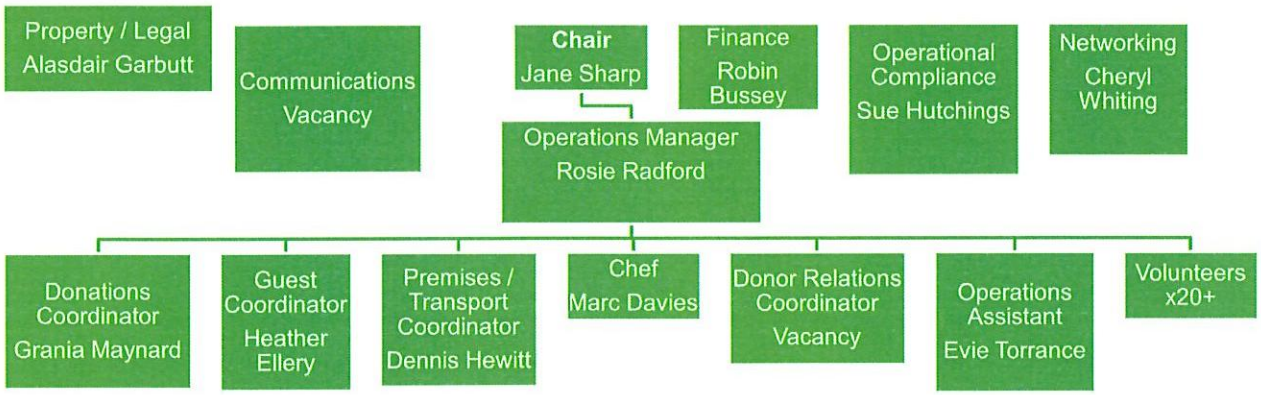
The Directors of the company are also charity Trustees for the purposes of charity law. Details of Trustees are listed on page 1 of this report.

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

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

Organisational structure

See organisation chart below



Staff & Volunteers

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

Risk management

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

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

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

J A Pattison-Sharp - Trustee

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

Independent examiner's report to the trustees of Cheltenham Open Door ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 May 2023.

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

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

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

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

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

Roger Downes FCA

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

30 January 2024

CHELTENHAM OPEN DOOR

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

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

CONTINUING OPERATIONS
All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

CHELTENHAM OPEN DOOR

STATEMENT OF FINANCIAL POSITION
31 MAY 2023

	Notes	31.5.23 Total funds £	31.5.22 Total funds £
FIXED ASSETS			
Tangible assets	9	37,255	51,355
CURRENT ASSETS			
Debtors	10	10,290	11,537
Cash at bank		510,398	469,548
		520,688	481,085
CREDITORS			
Amounts falling due within one year	11	(42,248)	(25,498)
NET CURRENT ASSETS		478,440	455,587
TOTAL ASSETS LESS CURRENT LIABILITIES		515,695	506,942
PROVISIONS FOR LIABILITIES	13	-	(53,750)
NET ASSETS		515,695	453,192
FUNDS	14		
Unrestricted funds:			
General fund		382,495	453,192
Designated Fund		90,000	-
Contingency Fund		43,200	-
		515,695	453,192
TOTAL FUNDS		515,695	453,192

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

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

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

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

The notes form part of these financial statements

continued...

STATEMENT OF FINANCIAL POSITION - continued
31 MAY 2023

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

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

J A Pattison-Sharp - Trustee

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

1. ACCOUNTING POLICIES

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

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

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

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

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

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

Fund accounting
All of the charity's funds are unrestricted.

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

2. DONATIONS AND LEGACIES

	31.5.23	31.5.22
	£	£
Donations and Gift Aid Tax	212,318	139,689

continued...

3. INVESTMENT INCOME

	31.5.23	31.5.22
	£	£
Interest income	2,572	443

4. CHARITABLE ACTIVITIES COSTS

See details below.

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

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

6. NET INCOME/(EXPENDITURE)

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

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

7. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

continued...

8. STAFF COSTS

	31.5.23	31.5.22
	£	£
Wages and salaries	85,939	76,738
	85,939	76,738

The average monthly number of employees during the year was as follows:

	31.5.23	31.5.22
Administration staff	6	4

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

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

9. TANGIBLE FIXED ASSETS

	Leasehold improvements	Motor vehicle	Totals
	£	£	£
COST			
At 1 June 2022 and 31 May 2023	48,055	18,000	66,055
DEPRECIATION			
At 1 June 2022	7,200	7,500	14,700
Charge for year	9,600	4,500	14,100
At 31 May 2023	16,800	12,000	28,800
NET BOOK VALUE			
At 31 May 2023	31,255	6,000	37,255
At 31 May 2022	40,855	10,500	51,355

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

continued...

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.5.23	31.5.22
	£	£
Bank loans and overdrafts (see note 12)	11,738	-
Trade creditors	3,066	4,286
Social security and other taxes	779	620
Other creditors	25,395	17,471
Accrued expenses	1,270	3,121
	42,248	25,498

12. LOANS

An analysis of the maturity of loans is given below:

	31.5.23	31.5.22
	£	£
Amounts falling due within one year on demand:		
Bank overdrafts	11,738	-

13. PROVISIONS FOR LIABILITIES

	31.5.23	31.5.22
	£	£
Provision for dilapidations	-	53,750

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

14. MOVEMENT IN FUNDS

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

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

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

continued...

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

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

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

Fund Descriptions

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

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

Transfers between funds

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

15. RELATED PARTY DISCLOSURES

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

16. SHARE CAPITAL

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

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

CHELTENHAM OPEN DOOR

England & Wales - Charity number 1063434

Accounts

REGISTERED COMPANY NUMBER: 03379241 (England and Wales)
REGISTERED CHARITY NUMBER: 1063434

REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2022

FOR

CHELTENHAM OPEN DOOR

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MAY 2022

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REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MAY 2022

TRUSTEES	Julie Kent Kevin Allen (resigned 5.11.21) Nigel Church Alasdair Garbutt Eleanor O'Kane David Wallace (resigned 8.7.21) Cheryl Whiting (appointed 1.12.21)
REGISTERED OFFICE	39 Grosvenor Street Cheltenham Gloucestershire GL52 2SQ
REGISTERED COMPANY NUMBER	03379241 (England and Wales)
REGISTERED CHARITY NUMBER	1063434
INDEPENDENT EXAMINER	Andorran Limited 6 Manor Park Business Centre Mackenzie Way Cheltenham Gloucestershire GL51 9TX

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 May 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The formal charitable objectives are to work in Cheltenham for the relief of poverty, hardship and distress among persons, married or unmarried, and not living in a family, being persons of a rootless way of life who are suffering social or emotional distress.

The aims of the Charity are to support vulnerable, disadvantaged, and lonely people who may be in poverty, hardship or distress. We do this by providing a friendly drop-in centre where we offer hospitality, warmth, food and support. Guests can discuss personal matters with experienced Staff. We can also refer them to specialist agencies with whom we work closely. We endeavour to create a positive environment where everyone is respected and receives all the support they may need.

How our Activities Deliver Public Benefit

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

Our service at Unit 3, St George's Business Park, Alstone Lane

We opened our new Guest Centre in Alstone Lane on 24 December 2021 to launch our Christmas shelter from 24-26 December 2021. We then reopened on 11 January 2022 for service on Tuesdays, Wednesdays and Thursdays. From 20 June 2022 we opened on Mondays in order to provide four days a week of service.

The provision of food is an important feature: some may initially visit us for food, then discover there are other types of support on offer.

Additionally, we provide:

- clothes and outdoor kit for those who need it;
- shower facilities with toiletries and towels;
- laundry facilities;
- food parcels;
- companionship and respect;
- activities such as art and crafts, qigong and circus skills;
- help and support if sought and consultations with outreach workers from expert agencies.

Moving to a larger Guest Centre in 2020/2021 and offering more services

Until December 2021, Open Door adapted to the ongoing situation with Coronavirus. According to the tier in place at any one time, Staff delivered food parcels to new and regular Guests or provided a hot food takeaway from the door of our former premises at 39 Grosvenor Street.

For the takeaway service at Grosvenor Street, Guests collected a hot meal, pudding, drink and food parcel on Tuesdays, Wednesdays and Thursdays. Staff made time to talk to each guest: for some Guests, the friendly face and check-in was and is the most important part of their day. This also gave Staff the chance to check whether Guests needed referrals to other support, or required extra items such as toiletries, clothing or outdoor kit.

The limiting size of Open Door's building at 39 Grosvenor Street, coupled with increased demand for services, led the Trustees to look for new premises. A suitable venue at Unit 3, St George's Business Park, Alstone Lane was found, and a Change of Use request was approved by the Council. Following a period of refurbishment, the premises opened for our Christmas Shelter before opening in January 2022 for a three-day per week face-to-face service. From 20 June 2022, the Guest Centre opened four days a week - Mondays to Thursdays.

OBJECTIVES AND ACTIVITIES

Moving to a larger Guest Centre in 2020/2021 and offering more services - continued

The new premises provides room for additional services and activities. The extra space and additional Staff and Volunteers have allowed us to add activities, for example bingo, art and qigong, and Staff continue to develop the programme of offerings. The new premises also has a pool table, which has been a great source of fun for Guests, as well as outdoor space, which we intend to develop in the coming years. At the moment, Guests can relax at tables or on beanbags outside and enjoy basketball and table tennis.

Staff and Volunteers have noticed that the increased space has had an impact on the interaction between Guests and Staff/Volunteers. Guests appear to be sharing more about their lives and asking for more - and different - help. We have also seen an increase in female Guests, perhaps because our new premises is less crowded and more accessible, which makes it easier to engage with Staff and Volunteers.

Our new location has attracted new Guests from local supported accommodation and from areas previously a considerable trek from Grosvenor Street, including from Arle, St Mark's, and Hester's Way. We hope to publicise our services more widely in these areas to ensure we are able to help as many people as possible, especially with the significant cost of living increase negatively impacting on people's lives and wellbeing.

Open Door is now located right by P3, a community-based charity supporting people who are homeless or at risk of social exclusion. This has allowed the Open Door team to work even more closely with P3, responding quickly to P3's service users' needs and referring Guests to P3 when needed.

Those who benefit from our services

Guests include those who:

- have lost their jobs and cannot work or are unable to find work;
- have mental health issues;
- are in addiction or in programmes to get off alcohol or drugs;
- are homeless, including those in temporary hostels or sleeping on friends' floors;
- have recently been released from prison and need help to re-enter the community;
- are isolated, lonely, or far from their families or roots;
- have struggled financially as a result of the pandemic or who have had difficulty sourcing food.

Our new Donations Hub

We have kept our old premises at 39 Grosvenor Street as a Donations Hub. Its town centre location provides a convenient place for donors to drop off donations. The Donations Hub is open twice a week and manned by a Donations Co-ordinator and a team of Volunteers. At the Hub, food and other donated items are sorted and stored, and food parcels are prepared.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our Guests

Our mix of Guests includes newcomers who have heard about our service from other users or outside agencies. They are often in crisis or going through a particularly unstable period in their lives.

There are those who have begun to move on, and who have found it possible to confide in others and reach out for support. Our Staff can provide a listening ear, encouragement and practical assistance with form filling, referral to appropriate agencies and on occasions going to an appointment with a Guest. These Guests may want help with making positive steps forward.

As their confidence rises, many want to 'give back' and offer their help as volunteers. This process gives them a sense of purpose and self-worth and recognition of their achievements.

There are also those with mental health difficulties, those in difficult financial circumstances and those who are lonely or isolated. Many of our Guests attend on a regular basis, sometimes for many years. Our centre provides companionship and a warm friendly environment. Our approach is entirely non-judgemental; we encourage Guests to build trust and share their difficulties.

ACHIEVEMENTS AND PERFORMANCE

Charitable activities - continued

Our Guests - continued

Our Staff liaise with specialist agencies to assist Guests to move on and our centre offers a safe environment for early contact. We work closely with P3, a community-based charity supporting people who are homeless or at risk of social exclusion, to access suitable accommodation, the YMCA, where many of our Guests are housed, and CGL who help those who seek assistance with drug and alcohol addiction.

Provision of Meals

Our chef offers a help-yourself breakfast of cereals, toast and spreads, supplemented with items donated that week: fruit, yoghurts, pastries and sometimes bacon or sausage sandwiches. He provides a hot, two-course lunch at 12pm each day. The relationships he has built up with restaurants and businesses mean he is often able to offer extra food for Guests to eat in the evenings, or a 'treat' to enjoy during the day. He is assisted by regular Volunteers who help prep, cook, serve and clean down.

We continue to provide all our services free of charge. Demand prior to Coronavirus averaged 50 meals per day. Within a month of the takeaway service starting in June 2020, numbers had risen to an average of 80+ per day. In our new premises, numbers started at around 50 per day; at time of publication they have peaked at 70 per day. Some newer Guests who joined us during the pandemic found life has returned somewhat to normal and they do not need extra support; most have continued to visit for meals and food parcels and seem likely to continue doing so.

Open Door's Sunday service, which ceased when the pandemic started, has been suspended for the time being. Partly this is because the right cover cannot be found; latterly, the suspension has been informed by our future plans, where we hope to open for full days, Mondays to Fridays, providing a more consistent and wider support programme.

Open Door continues to make use of surplus and donated food, in cooked meals and offered free to Guests on our 'market table'. We continue to participate in the FareShare scheme - where for a monthly fee we receive deliveries of surplus, fit for purpose food from supermarkets and manufacturers. Our chef has created new relationships with various growers, restaurants and companies and now regularly receives home-grown vegetables and food surplus from restaurants.

Food Parcels

There has been a steady increase in demand for food parcels from Guests in temporary hardship, or who have found it difficult to manage. Prior to Coronavirus, Guests requested an average of 15 food parcels a week. This rose to around 30 per week, either delivered or requested, and has now reached a peak of around 60 parcels a week. The food provided is adapted for those without cooking facilities and for those with special dietary requirements.

Open Door has, since the pandemic, been part of a group of providers of food in Gloucestershire, for example other food banks and meal providers. This network has allowed us and other organisations to share surplus and request items and allowed us all to make best use of food resources and serve our different demographics well.

We were very fortunate that various organisations, including supermarkets, churches and many individuals and families, thought of those struggling during the pandemic and brought donations of dry food to 39 Grosvenor Street, requested collections or left items on a Staff member's drive. Though donations have since dropped, we remain indebted to those who continue to remember our Guests when out shopping. These donations allow us to make appropriate and generous food parcels to keep our Guests fed and well.

Clothing and Outdoor Kit

One small advantage of the pandemic was the speedier housing, temporarily or permanently, of many of our Guests. This led to reduced requests for 'street kit' such as tents and sleeping bags. Increased requests for food parcels also meant much more room needed to be given over to dry food stocks. As a result, Open Door temporarily suspended requests for clothing, housewares and street kit over the pandemic.

ACHIEVEMENTS AND PERFORMANCE

Charitable activities - continued

Clothing and Outdoor Kit - continued

Since moving to a bigger premises face-to-face services have returned, Guests have again needed street kit, clothing, towels etc and we have resumed accepting these at our Donations Hub. The Hub receives requests from Staff and items such as clothing, tents and toiletries are sent up as needed. We keep our donation web page up to date, so donors understand what our Guests need.

Summer Outing

Unfortunately, Coronavirus prevented Open Door from running its annual trip in 2021. However, we are now planning a trip to Weston-Super-Mare on 3 July 2022. This has proved a popular choice in the past, with Guests relaxing on the beach, visiting the pier and enjoying ice cream and fish and chips. Staff, Guests and volunteers are very much looking forward to a return to our happy summer outing in 2022!

Christmas Shelter

Due to social distancing rules, Christmas 2020 was held as a takeaway service, with Christmas lunch, high tea and gifts boxed and bagged for our Guests to enjoy at home. In 2021, we were able to open our new premises in time for Christmas. Guests enjoyed breakfast, lunch and dinner (including a full Christmas lunch with all the trimmings), games, quizzes and prizes and even had a visit from Father Christmas! Everyone was well fed and received presents.

The Guests were very glad to again have somewhere to be and belong at Christmas, and the Staff and Volunteers were very happy to have them back with us. In the past, we have used St Luke's Church Hall for our Christmas shelter. Our bigger premises means we are able to hold the shelter in our own venue. This provides familiarity for Guests and significantly reduces the work of moving between two sites over the Christmas period.

Premises

As mentioned above, we have relocated Open Door's Guest Centre to Alstone Lane to gain more space and the opportunity to open for more hours, with more activities and services.

We lease our Donations Hub premises at 39 Grosvenor Street from Cheltenham Borough Council (CBC) under a long-term repairing lease which runs for 15 years from 1 February 2013 at an initial rental of £6,000 with a 5-yearly rent review. CBC allow us a rebate of 80% of the rent for which we are grateful.

We lease our Guest Centre premises at a commercial rent under a 10 year lease that commenced on 31 August 2021.

Publicity

Our main channels of communication are print and digital newsletters, a frequently updated website and active Twitter and Instagram feeds. These help us maintain contact with regular supporters. They also generate Volunteer applications, outline ways to donate, and promote our ethos, mission and services.

Our Staff and Trustees give talks and presentations to groups, schools, local organisations and businesses and respond to press requests.

Fundraising

The bulk of funding comes from individual and group donations following distribution of our Christmas leaflet. We are also indebted to many local companies and organisations who donate funding, food, and goods throughout the year.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2022

ACHIEVEMENT AND PERFORMANCE

PATRONS, TRUSTEES, STAFF AND VOLUNTEERS

Patrons

Our Patrons are Hon Ald Brian Cassin, Dr Samir Guglani, Martin Horwood, Lord Jones of Cheltenham, Ro Kaye, John Keighley, Alex Chalk MP, and Barbara Driver who all support us through raising awareness in the Cheltenham community.

Trustees

A list of current Trustees is shown on page 1 of this Annual Report.

Staff

With bigger premises and increased opening times, Trustees decided to expand the Staff team. Our longest-standing member of Staff, Sara Reader, retired at the beginning of December 2021, and will be greatly missed. The new role of Guest Coordinator, created to cover Sara's retirement, has been taken up by Heather Ellery, who brings a wealth of experience in the management of training for those in and leaving prison.

Our long-term volunteer Grania Maynard, has become the Donations Co-ordinator and has done great work organising our former premises into a Donations Hub. Dennis Hewett continues to work hard organising our transport and premises. Rosie Radford, our former chef, is now our Operations Manager. Rosie's previous role has been taken by our new chef, Marc Davies, who has brought longstanding experience in commercial kitchens. He has made excellent new links with other organisations to increase our food donations. We thank our dedicated Staff, who work hard to support our Guests and who create a welcoming, no-judgemental space for them

Volunteers

In our small previous premises, Coronavirus meant we had to have a reduced number of Volunteers.

In the run up to opening our new premises, we advertised for new Volunteers and met and trained a cast of eager new faces. These Volunteers are an integral part of our day-to-day running, and we feel extremely fortunate to have recruited so many dedicated, friendly and professional people to assist our Guests.

Volunteers build food parcels, distribute food parcels and toiletries, make calls for Guests, fill in forms, run activities and lend a listening ear. We are very grateful for their warm, welcoming, thoughtful care of our Guests, and we could not offer the level of service we do without them.

We extend our grateful thanks to them all.

FINANCIAL REVIEW

Financial summary

Income for the year was £140,132, a reduction of £256,850 from last year. Last year's income included a legacy of £265,000. Excluding the legacy from last year, income increased by £8,150.

Costs increased by £69,025 from £119,123 last year to £188,148 in 2021/22. The increase is due to the cost of the new premises and new Staff.

Net expenditure in the year was £48,016 compared with net income of £277,859 in the prior year.

Principal funding sources

We rely entirely on the generous donations of individuals, businesses, voluntary groups, churches, and schools who support and encourage us in our work.

Reserves policy

The Trustees' policy is to hold a balance on the General Fund equivalent to at least one year's costs.

The balance on our General Fund on 31 May 2022 was £453,192.

FUTURE PLANS

We are considering a move to offering a 5-day-a-week service as demand and staff resources permit. We moved to a four-day service in June 2022 and will monitor the impacts of this before making a decision to expand our service further.

Offering guests opportunities to participate in a broader range of recreational activities and wellbeing services is part of our plan for development. This would include cultural and social group trips as well as increased Guest services delivered by external providers, such as hairdressers, chiropodists, creative industries, and holistic therapists. To support this plan, in July 2022 we applied for a grant from Zurich Community Trust and will continue to explore funding opportunities.

To address the fact that many of our guests do not have the means to access technology and to improve IT literacy among our guests, we are aiming to purchase four laptops with headsets through external funding. This is currently part of our grant application with the Zurich Community Trust.

Our new premises gives us the opportunity to raise funds and awareness by hosting business breakfasts and other community events. Promoting the Guest Centre itself is now part of our marketing plan.

The Trustees are developing the model for encouraging food bank donations with the launch of branded donation boxes and bins, distributed to and individuals and businesses. On the back of a successful launch of the smaller-sized donation boxes through business networking groups, we will launch the large 'bin' style donation points in the second part of 2022 with help from the local business community.

Facilitated by our new location and increased staff team, we will work increasingly closer with county-based agencies and businesses to increase the impact of our service provision. Our aim is to create greater positive impact for Guests and the wider community, examples include helping to reduce food waste, creating smooth pathways to accessing relevant help for those in need and offering more volunteering opportunities for businesses and individuals.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

Trustees

The Directors of the company are also charity Trustees for the purposes of charity law.

The Articles of Association require one third of the trustees retire by rotation at every annual general meeting.

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

Risk management

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

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

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

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

Approved by order of the board of trustees on 12th October 2022 and signed on its behalf by:

Julie Kent

Julie Kent - Trustee

Independent examiner's report to the trustees of Cheltenham Open Door ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 May 2022.

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

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

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

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

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

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

Date: 21 October 2022

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MAY 2022

	Notes	31.5.22 Unrestricted fund £	31.5.21 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2	139,689	396,554
Investment income	3	443	428
Total		140,132	396,982
EXPENDITURE ON			
Charitable activities	4		
Charitable		188,148	119,123
NET INCOME/(EXPENDITURE)		(48,016)	277,859
RECONCILIATION OF FUNDS			
Total funds brought forward		501,208	223,349
TOTAL FUNDS CARRIED FORWARD		453,192	501,208

CONTINUING OPERATIONS
All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31 MAY 2022

	Notes	31.5.22 Total funds £	31.5.21 Total funds £
FIXED ASSETS			
Tangible assets	9	51,355	15,000
CURRENT ASSETS			
Debtors	10	11,537	10,779
Cash at bank		469,548	524,582
		481,085	535,361
CREDITORS			
Amounts falling due within one year	11	(25,498)	(4,153)
NET CURRENT ASSETS		455,587	531,208
TOTAL ASSETS LESS CURRENT LIABILITIES		506,942	546,208
PROVISIONS FOR LIABILITIES	12	(53,750)	(45,000)
NET ASSETS		453,192	501,208
FUNDS	13		
Unrestricted funds:			
General fund		453,192	501,208
TOTAL FUNDS		453,192	501,208

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 May 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 May 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

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

The notes form part of these financial statements

continued...

STATEMENT OF FINANCIAL POSITION - continued
31 MAY 2022

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

The financial statements were approved by the Board of Trustees and authorised for issue on 12th October 2022 and were signed on its behalf by:

.....
Alasdair Garbutt - Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2022

1. ACCOUNTING POLICIES

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

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

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

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

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

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

Fund accounting
All of the charity's funds are unrestricted.

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

2. DONATIONS AND LEGACIES

	31.5.22	31.5.21
	£	£
Donations and Gift Aid Tax	139,689	131,554
Legacies	-	265,000
	139,689	396,554

continued...

3. INVESTMENT INCOME

	31.5.22	31.5.21
	£	£
Interest income	443	428

4. CHARITABLE ACTIVITIES COSTS

See details below.

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.5.22	31.5.21
	£	£
Staff costs	76,738	50,419
Rent payable	23,253	6,000
Property running costs	12,908	5,740
Insurance	1,122	1,016
Depreciation of improvements	7,200	-
Food and guest expenses	22,730	29,200
Office costs and publicity	4,133	4,911
Repairs and building works	3,464	6,730
Motor expenses	3,063	3,169
Depreciation of vehicles	4,500	3,583
Dilapidations provision	8,750	5,000
Property set up costs	12,984	-
Training and compliance	5,953	1,881
Accountancy	1,350	1,474
	188,148	119,123

6. NET INCOME/(EXPENDITURE)

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

	31.5.22	31.5.21
	£	£
Depreciation - owned assets	11,700	3,583
Other operating leases	23,253	6,000

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 May 2022 nor for the year ended 31 May 2021.

Trustees' expenses

No expenses were re-imbursed to the trustees in the year (2019: £83).

continued...

8. STAFF COSTS

	31.5.22	31.5.21
	£	£
Wages and salaries	76,738	50,419
	76,738	50,419

The average monthly number of employees during the year was as follows:

	31.5.22	31.5.21
Administration staff	4	3

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

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

9. TANGIBLE FIXED ASSETS

	Leasehold improvements	Motor vehicle	Totals
	£	£	£
COST			
At 1 June 2021	-	18,000	18,000
Additions	48,055	-	48,055
At 31 May 2022	48,055	18,000	66,055
DEPRECIATION			
At 1 June 2021	-	3,000	3,000
Charge for year	7,200	4,500	11,700
At 31 May 2022	7,200	7,500	14,700
NET BOOK VALUE			
At 31 May 2022	40,855	10,500	51,355
At 31 May 2021	-	15,000	15,000

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.5.22	31.5.21
	£	£
Gift Aid Tax recoverable	8,367	9,730
Prepayments	3,170	1,049
	11,537	10,779

continued...

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.5.22	31.5.21
	£	£
Trade creditors	4,286	1,385
Social security and other taxes	620	1,086
Other creditors	17,471	200
Accrued expenses	3,121	1,482
	25,498	4,153

12. PROVISIONS FOR LIABILITIES

	31.5.22	31.5.21
	£	£
Provision for dilapidations	53,750	45,000

The dilapidations charge for the year is based on a report by Bevans Chartered Surveyors that calculates the cost of restoring the premises at 39 Grosvenor Street to its condition at the start of the lease at the year end. Further provisions are being made in each year's financial statements up to the end of the current lease to recognise additional dilapidations.

The Trustees determined that it was appropriate for there to be a similar provision in respect of the property at Alstone Lane.

13. MOVEMENT IN FUNDS

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

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

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

continued...

13. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.6.20 £	Net movement in funds £	At 31.5.21 £
Unrestricted funds			
General fund	223,349	277,859	501,208
TOTAL FUNDS	223,349	277,859	501,208

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	396,982	(119,123)	277,859
TOTAL FUNDS	396,982	(119,123)	277,859

14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 May 2022.

15. SHARE CAPITAL

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

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

CHELTENHAM OPEN DOOR

England & Wales - Charity number 1063434

Accounts

REGISTERED COMPANY NUMBER: 03379241 (England and Wales)
REGISTERED CHARITY NUMBER: 1063434

REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2021

FOR

CHELTENHAM OPEN DOOR

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FOR THE YEAR ENDED 31 MAY 2021

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REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MAY 2021

TRUSTEES	Julie Kent - Chair Kevin Allen Enid Attenborough (resigned 14.7.20) Julie Brown (resigned 31.12.20) Nigel Church (appointed 14.7.20) Alasdair Garbutt (appointed 22.3.21) Jane Hanson (resigned 17.8.20) Eleanor O'Kane Margaret Tucker (resigned 6.10.20) David Wallace
REGISTERED OFFICE	39 Grosvenor Street Cheltenham Gloucestershire GL52 2SQ
REGISTERED COMPANY NUMBER	03379241 (England and Wales)
REGISTERED CHARITY NUMBER	1063434
INDEPENDENT EXAMINER	Andorran Limited 6 Manor Park Business Centre Mackenzie Way Cheltenham Gloucestershire GL51 9TX

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 May 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The formal charitable objectives are to work in Cheltenham for the relief of poverty, hardship and distress among persons, married or unmarried, and not living in a family, being persons of a rootless way of life who are suffering social or emotional distress.

The aims of the Charity are to support vulnerable, disadvantaged, and lonely people who may be in poverty, hardship or distress. We do this by providing a friendly drop-in centre where we offer hospitality, warmth, food and support. Guests can discuss personal matters with experienced Staff. We can also refer them to specialist agencies with whom we work closely. We endeavour to create a positive environment where everyone is respected and receives all the support they may need.

How our Activities Deliver Public Benefit

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

Our service at 39 Grosvenor Street

Pre-Coronavirus we opened as a drop-in centre on Tuesdays, Wednesdays and Thursdays from 9.00am to 1pm, providing a light breakfast and a hot midday meal. On Sundays we served a cooked breakfast from 9.45am to 11.45am and provided a packed lunch. The provision of food is an important feature: some may initially visit us for food, then discover there are other types of support on offer.

Additionally, we provide:

- clothes and outdoor kit for those who need it;
- shower facilities with toiletries and towels;
- a leisure room with TV, for relaxation;
- laundry facilities;
- food parcels;
- companionship and respect;
- help and support, if sought, and consultations with outreach workers from expert agencies.

Adapting our service in 2020/2021 in light of Coronavirus

Open Door has continued to adapt to the ongoing situation with Coronavirus.

According to the tier in place at any one time, Staff have delivered food parcels to new and regular Guests or provided a hot food takeaway from the door.

For the takeaway service, Guests can collect a hot meal, pudding, drink and food parcel on Tuesdays, Wednesdays and Thursdays. Staff make time to talk to each guest: for some Guests, the friendly face and check in is the most important part of their day. This also gives Staff the chance to check whether Guests need referrals to other support or need extra items like toiletries, clothing or outdoor kit.

Due to the size of Open Door's current building, whilst social distancing remains in place, returning to indoor services is unlikely to be a safe option for our Guests, many of whom have conditions or lives which make them vulnerable. As a result of this and increased demand for services, the Trustees have been looking for new premises. At the time of writing, a suitable venue has been found and a Change of Use request has been approved by the Council. If successful, the premises will provide room for additional services and make social distancing more feasible. If the necessary changes to the building run to plan, we hope to be able to return to a more normal service at the new premises, seeing our Guests face to face, around the end of September 2021.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2021

OBJECTIVES AND ACTIVITIES
Those who benefited from our services
Guests include those who:
- have lost their jobs and cannot work or are unable to find work;
- have mental health issues;
- are in addiction or in programmes to get off alcohol or drugs;
- are homeless, including those in temporary hostels or sleeping on friends' floors;
- have recently been released from prison and need help to re-enter the community;
- are isolated, lonely, or far from their families or roots.
  Since Coronavirus, have struggled financially as a result of the pandemic or who have had difficulty
- sourcing food

ACHIEVEMENT AND PERFORMANCE
Charitable activities
Our Guests
Our mix of Guests includes newcomers who have heard about our service from other users or outside agencies. They are often in crisis or going through a particularly unstable period in their lives.

There are those who have begun to move on, and who have found it possible to confide in others and reach out for support. Our Staff can provide a listening ear, encouragement and practical assistance with form filling, referral to appropriate agencies and on occasions going to an appointment with a Guest. These Guests may want help with making positive steps forward.

As their confidence rises, many want to 'give back' and offer their help as Volunteers. This process gives them a sense of purpose and self-worth and recognition of their achievements.

There are also those with mental health difficulties, those in difficult financial circumstances and those who are lonely or isolated. Many of our Guests attend on a regular basis, sometimes for many years. Our centre provides companionship and a warm friendly environment. Our approach is entirely non-judgemental; we encourage Guests to build trust and share their difficulties.

Our Staff liaise with specialist agencies to assist Guests to move on and our centre offers a safe environment for early contact. We work closely with P3, a community-based charity supporting people who are homeless or at risk of social exclusion, to access suitable accommodation, the YMCA, where many of our Guests are housed, and CGL who help those who seek assistance with drug and alcohol addiction.

Coronavirus has reduced the direct contact Staff and Volunteers can have with Guests; however, Staff make as much time as possible for each Guest visiting and continue to meet practical needs, be a friendly face and refer on to other agencies for additional support.

Provision of Meals
We continue to provide all our services free of charge. Demand prior to Coronavirus averaged 50 meals per day. Within a month of the takeaway service starting in June 2020, numbers had risen to an average of 80+ per day. After the strict lockdown between Christmas and April, takeaway numbers have climbed from an initial 50 to a current 70 meals per day. Some newer Guests who joined us during the pandemic have found life has returned somewhat to normal and they do not need extra support; most have returned for takeaways and seem likely to continue doing so.

Open Door's Sunday Service, which stopped when the pandemic started, has been suspended for the time being. Partly this is because the right cover cannot be found; latterly, the suspension has been informed by our future plans, where we hope to open for full days, Mondays to Fridays, providing a more consistent and fuller support programme.

Open Door continues to make use of surplus and donated food, in cooked meals and offered free to Guests on our "market" table outside. We continue to participate in the FareShare scheme - where for a monthly fee we receive deliveries of surplus 'fit for purpose' food from supermarkets and manufacturers.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2021

ACHIEVEMENT AND PERFORMANCE
Charitable activities - continued

Food Parcels

There has been a steady increase in demand for food parcels from Guests in temporary hardship, or who have found it difficult to manage. Prior to Coronavirus, Guests requested an average of 15 food parcels a week. This rose to around 30 per week, either delivered or requested, and has now reached a peak of around 40 parcels a week collected with hot food. The food provided is adapted for those without cooking facilities, where needed.

Open Door has, since the pandemic, been part of a group of other providers of food in Gloucestershire, for example other food banks and meal providers. This network has allowed us and other organisations to share surplus and request items and allowed us all to make best use of food resources and serve our different demographics well.

We are also very fortunate that various organisations such as supermarkets and churches and many individuals and families thought of those struggling during the pandemic and brought donations of dry food to 39 Grosvenor Street, requested collections or left items on a Staff member's drive. These all allowed us to make appropriate and generous food parcels to keep our Guests fed and well during the pandemic.

Clothing and Outdoor Kit

One small advantage of the pandemic has been the speedier housing, temporarily or permanently, of many of our Guests. This had led to reduced requests for 'street kit' such as tents and sleeping bags. Increased requests for food parcels have also meant much more room needed to be given over to dry food stocks. As a result, Open Door has temporarily suspended requests for clothing, housewares and street kit. When we move to bigger premises, we hope to retain 39 Grosvenor Street as a donations hub and store, feeding needed items through to the main premises. When this happens, we will return to accepting the items our Guests are likely to need, such as clothing. We keep our 'Donate' website page up to date so that donors know what our Guests need.

Summer Outing

Unfortunately, Coronavirus has prevented Open Door from running its annual trip. In July 2019 we had a summer trip to Weston-Super-Mare and the Guests loved lying on the beach, visiting the pier, ice cream and fish and chips. Social distancing rules look set to stay in place for some time, likely preventing us from running a 2021 trip. Staff, Guests and Volunteers are very much looking forward to a return to our happy summer outings in 2022!

Christmas Shelter

In July 2020, we started to think about how we might make our usual Christmas Shelter work. Our usual venue, St Luke's Hall, had precautions in place which were entirely necessary; however, we thought it would be unlikely we could ensure up to 100 Guests and Volunteers could follow them at all times and, again, the need to keep vulnerable Guests and volunteers safe was paramount. Staff explored numerous options including other venues but, in the end, decided the safest option was to offer a Christmas version of our takeaway service, the mechanics of which were already familiar to our Guests.

Staff offered Guests the choice of a delivered Christmas dinner and high tea, or the chance to collect it in person; 95% opted for the latter, probably so they would have friendly contact on the day. Staff ran a Christmas Eve and Christmas Day service from the door: on Christmas Eve, Simpsons, a local fish and chip shop, generously brought 85 portions for our Guests while staff provided 'posh puddings' and stockings. On Christmas Day, staff cooked a Christmas dinner for 100 Guests which they could take away along with a 'posh high tea'.

A local college provided Christmas cakes, a friend of Open Door organised the knitting of 85 mini stockings with food treat fillings, and donations for Christmas gifts poured in from individuals, families and organisations; Staff created 90 individualised Christmas bags with gifts to suit each particular guest. Feedback was wonderful; though it wasn't the same as our usual Christmas shelter, the decorated outdoor tent, Christmas music, silly Christmas jumpers, special food and personalised presents were a very welcome Christmas treat.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2021

ACHIEVEMENT AND PERFORMANCE
Charitable activities - continued

Premises

We lease our premises from Cheltenham Borough Council (CBC) under a long-term repairing lease which runs for 15 years from 1 February 2013 at an initial rental of £6,000 with a 5-yearly rent review. CBC allow us a rebate of 80% of the rent for which we are grateful.

As mentioned above, we are currently looking at relocating Open Door to new premises in autumn 2021. This would offer us more space and the opportunity to open for more hours, offering more activities.

Publicity

We publish two newsletters a year both in print and digitally; these are an important way to stay in touch with our supporters. These publications help us maintain contact with regular supporters, generate Volunteers for our Christmas Shelter and advertise ways to donate. Our Staff give talks and presentations to groups, schools and local organisations and maintain contact with the press. We have an up-to-date website and active Twitter feed promoting our mission and services.

Fundraising

The bulk of funding comes from individual and group donations following distribution of our Christmas leaflet. We are also indebted to many local companies and organisations who donate funding, food, and goods throughout the year.

PATRONS, TRUSTEES, STAFF AND VOLUNTEERS

Patrons

Our Patrons are Hon Ald Brian Cassin, Dr Samir Guglani, Martin Horwood, Lord Jones of Cheltenham, Ro Kaye, John Keighley, Alex Chalk MP, and Barbara Driver who all support us through raising awareness in the Cheltenham community.

We are saddened to report that Michael King, who played an active role at Open Door in the past, and latterly supported us as an Honourable Member, passed away earlier this year.

Trustees

A list of current Trustees is shown on page 1 of this Annual Report.

Staff

We thank our dedicated staff, Dennis Hewett, Sara Reader and Rosie Radford, who have given exceptional service over and above what might be expected; and who have, and continue to, support our Guests fantastically despite the challenges of Coronavirus.

Volunteers

Coronavirus has meant, in our small premises, a reduced number of Volunteers in the building. Some of our Volunteers have health conditions and have had to shield. We have been extremely glad of the help of our Trustees, most of whom have stepped into the breach, offering shifts to support Staff during the pandemic. We are enjoying the recent addition of some of our previous Volunteers and are looking forward to welcoming new Volunteers when we move to a new, larger premises.

We extend our grateful thanks to you all.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2021

FINANCIAL REVIEW

Financial summary

Income for the year was £396,982, an increase of £222,681 from last year. Included in the income for the year is a legacy of £265,000. Excluding the legacy, income fell by £42,319 because of lower donations from corporates due to the COVID pandemic.

Costs reduced by £46,971 from £166,094 last year to £119,123 in 2020/21. The decrease is mainly due to a reduction of £35,000 in the provision for dilapidations this year compared with last.

Net income in the year was £277,859 compared with £8,207 in the prior year. Excluding the legacy, net income for the year was £12,859.

Principal funding sources

We rely entirely on the generous donations of individuals, businesses, voluntary groups, churches, and schools who support and encourage us in our work.

Reserves policy

The Trustees' policy is to hold a balance on the General Fund equivalent to at least one year's costs.

The balance on our General Fund on 31 May 2021 was £501,208.

FUTURE PLANS

The Trustees have developed a five-year plan for the charity.

The focus of this plan is to expand our service offering to Guests as well as being open 5 days per week.

New premises in Cheltenham have been located and we are currently in the process of negotiating a lease and planning the layout and equipment requirements, as well as recruiting additional staff for operations.

The five-year plan is funded for the first three years of operation; but it will require additional funds to support the increased costs of the operation from the fourth year onwards. To that end, one of the new recruits to the charity will be a Marketing Manager whose prime task will be to expand our donor base so that our income will cover the expected future costs.

The five-year plan will be reviewed by the Trustees, and it will be rolled forward by a year annually to ensure that the operations remain both an enhancement of services provided to Guests and financially viable.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

The company was incorporated on 30 May 1997 and is governed by its Articles of Association, as amended on 24 November 1998 and 11 December 2000.

Trustees

The Directors of the company are also charity Trustees for the purposes of charity law.

The Articles of Association require one third of the trustees retire by rotation at every annual general meeting.

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

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MAY 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

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

Approved by order of the board of trustees on .....6/7/21..... and signed on its behalf by:

.....

Julie Kent - Trustee

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

Independent examiner's report to the trustees of Cheltenham Open Door ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 May 2021.

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

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

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA 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:

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

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

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

Date: 6TH JULY 2021

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MAY 2021

	Notes	Unrestricted funds £	Restricted funds £	31.5.21 Total funds £	31.5.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	396,554	-	396,554	173,808
Investment income	3	428	-	428	493
Total		396,982	-	396,982	174,301
EXPENDITURE ON					
Charitable activities	4				
Charitable		119,123	-	119,123	166,094
NET INCOME		277,859	-	277,859	8,207
RECONCILIATION OF FUNDS					
Total funds brought forward		223,349	-	223,349	215,142
TOTAL FUNDS CARRIED FORWARD		501,208	-	501,208	223,349

CONTINUING OPERATIONS
All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31 MAY 2021

	Notes	31.5.21 £	31.5.20 £
FIXED ASSETS			
Tangible assets	9	15,000	5,830
CURRENT ASSETS			
Debtors	10	10,779	1,674
Cash at bank		524,582	258,413
		535,361	260,087
CREDITORS			
Amounts falling due within one year	11	(4,153)	(2,568)
NET CURRENT ASSETS		531,208	257,519
TOTAL ASSETS LESS CURRENT LIABILITIES		546,208	263,349
PROVISIONS FOR LIABILITIES	12	(45,000)	(40,000)
NET ASSETS		501,208	223,349
FUNDS	14		
Unrestricted funds:			
General fund		501,208	223,349
TOTAL FUNDS		501,208	223,349

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 May 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 May 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

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

The notes form part of these financial statements

continued...

STATEMENT OF FINANCIAL POSITION - continued
31 MAY 2021

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

The financial statements were approved by the Board of Trustees and authorised for issue on ..... 06/07/21 ..... and were signed on its behalf by:

.....
Kevin Allen - Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2021

1. ACCOUNTING POLICIES

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

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

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

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

Motor vehicle - 25% on cost

Costs of building work on the leasehold property occupied by the charitable company are written off in the year in which they are incurred on the basis that they have no ongoing value to the charitable company.

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

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MAY 2021

2. DONATIONS AND LEGACIES

	31.5.21	31.5.20
	£	£
Donations and Gift Aid	131,554	173,808
Legacies	265,000	-
	396,554	173,808

3. INVESTMENT INCOME

	31.5.21	31.5.20
	£	£
Deposit account interest	428	493

4. CHARITABLE ACTIVITIES COSTS

See details below.

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.5.21	31.5.20
	£	£
Staff costs	50,419	43,500
Grosvenor Street rent	6,000	6,000
Grosvenor Street running costs	5,740	4,622
Insurance	1,016	847
Food and guest expenses	28,900	19,402
Christmas costs	300	3,454
Office costs and publicity	6,792	2,314
Repairs and building works	6,730	41,291
Motor expenses	6,752	3,326
Dilapidations provision	5,000	40,000
Accountancy	1,474	1,338
	119,123	166,094

6. NET INCOME/(EXPENDITURE)

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

	31.5.21	31.5.20
	£	£
Depreciation - owned assets	3,583	1,716
Other operating leases	6,000	6,000

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MAY 2021

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 May 2021 nor for the year ended 31 May 2020.

Trustees' expenses

No expenses were re-imbursed to the trustees in the year (2019: £83).

8. STAFF COSTS

	31.5.21	31.5.20
	£	£
Wages and salaries	50,419	43,500
	50,419	43,500

The average monthly number of employees during the year was as follows:

	31.5.21	31.5.20
Administration staff	3	3

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

9. TANGIBLE FIXED ASSETS

	Motor vehicle
	£
COST	
At 1 June 2020	6,996
Addition	18,000
Disposal	(6,996)
At 31 May 2021	18,000
DEPRECIATION	
At 1 June 2020	1,166
Charge for year	3,583
Eliminated on disposal	(1,749)
At 31 May 2021	3,000
NET BOOK VALUE	
At 31 May 2021	15,000
At 31 May 2020	5,830

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MAY 2021

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.5.21	31.5.20
	£	£
Accrued income	9,730	1,024
Prepayments	1,049	650
	10,779	1,674

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.5.21	31.5.20
	£	£
Trade creditors	1,385	738
Social security and other taxes	1,086	482
Other creditors	200	110
Accrued expenses	1,482	1,238
	4,153	2,568

12. PROVISIONS FOR LIABILITIES

	31.5.21	31.5.20
	£	£
Provision for dilapidations	45,000	40,000

The dilapidations charge for the year is based on a report by Bevans Chartered Surveyors that calculates the cost of restoring the premises at 39 Grosvenor Street to its condition at the start of the lease at the year end. Further provisions will be made in each year's financial statements up to the end of the current lease to recognise additional dilapidations.

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

All of the net assets at 31 May 2021 relate to unrestricted funds.

14. MOVEMENT IN FUNDS

	At 1.6.20	Net movement in funds	At 31.5.21
	£	£	£
Unrestricted funds			
General fund	223,349	277,859	501,208
TOTAL FUNDS	223,349	277,859	501,208

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	396,982	(119,123)	277,859
TOTAL FUNDS	396,982	(119,123)	277,859

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14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.6.19 £	Net movement in funds £	Transfers between funds £	At 31.5.20 £
Unrestricted funds				
General fund	105,099	42,403	75,847	223,349
Property and Development Fund	75,847	-	(75,847)	-
	180,946	42,403	-	223,349
Restricted funds				
The Pret Foundation Trust	3,208	(3,208)	-	-
Charles Irving Trust	30,988	(30,988)	-	-
	34,196	(34,196)	-	-
TOTAL FUNDS	215,142	8,207	-	223,349

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	174,301	(131,898)	42,403
Restricted funds			
The Pret Foundation Trust	-	(3,208)	(3,208)
Charles Irving Trust	-	(30,988)	(30,988)
	-	(34,196)	(34,196)
TOTAL FUNDS	174,301	(166,094)	8,207

Purpose of designated and restricted funds

The Property and Development Fund comprised amounts set aside by the trustees to be applied to capital works and major repairs and on new projects within the charitable objects, particularly with regard to enhancing the welfare of beneficiaries. Last year the trustees decided that the Fund could be released to General Fund following the creation of a provision for dilapidations in the year to 31 May 2020.

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MAY 2021

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 May 2021.

16. SHARE CAPITAL

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

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