

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

## CONTENTS

---

	<b>Page</b>
Trustees' report	1 - 10
Independent examiner's report	11
Statement of financial activities	12
Statement of financial position	13
Notes to the financial statements	14 - 21

---

# CHELTENHAM OPEN DOOR

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MAY 2025**

---

### CONTENTS

<b>OBJECTIVES AND ACTIVITIES .....</b>	<b>2</b>
PURPOSE OF THE CHARITY.....	2
<b>THE ACTIVITIES OF THE CHARITY.....</b>	<b>2</b>
THE PREMISES.....	2
<b>ACHIEVEMENTS AND PERFORMANCE .....</b>	<b>3</b>
HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT .....	3
DELIVERING CRITICAL SERVICES FOR OUR USERS .....	3
EVOLVING OUR GUEST SERVICES.....	4
A GROWING MEAL SERVICE.....	4-5
<b>PROFILE OF DONORS AND DONATIONS .....</b>	<b>5-6</b>
<b>WORKING WITH EXTERNAL AGENCIES.....</b>	<b>6</b>
<b>FINANCIAL REVIEW .....</b>	<b>7</b>
FINANCIAL SUMMARY .....	7
RESERVES POLICY .....	7
PRINCIPAL FUNDING SOURCES.....	7
FUTURE PLANS 2025/26.....	8
<b>STRUCTURE, GOVERNANCE AND MANAGEMENT.....</b>	<b>8</b>
GOVERNING DOCUMENT .....	8
TRUSTEES (SHOWN ON PAGE 1 OF THIS REPORT).....	8
ORGANISATIONAL STRUCTURE.....	9
STAFF AND VOLUNTEERS .....	9
<b>ANNEXE A – GUEST STORIES .....</b>	<b>19</b>
GUEST STORIES .....	19-20
<b>ANNEXE B – GUEST, VOLUNTEER AND DONOR TESTIMONIALS .....</b>	<b>20</b>
WHAT OUR GUESTS SAY ABOUT CHELTENHAM OPEN DOOR .....	20
WHAT OUR VOLUNTEERS SAY ABOUT CHELTENHAM OPEN DOOR.....	20
WHAT OUR DONORS SAY ABOUT CHELTENHAM OPEN DOOR.....	20-21

# CHELTENHAM OPEN DOOR

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

---

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.

# CHELTENHAM OPEN DOOR

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

---

### 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.**

# CHELTHENHAM OPEN DOOR

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

### FOR THE YEAR ENDED 31 MAY 2025

#### 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".

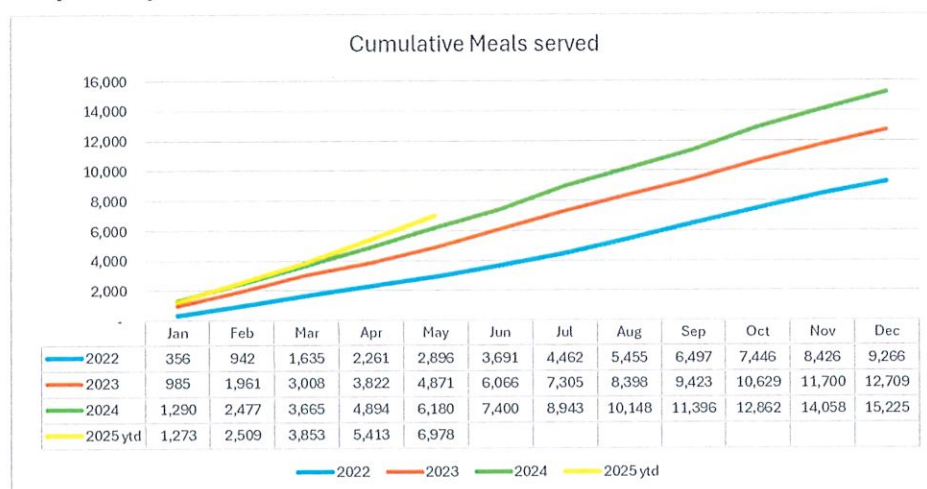
#### The feedback underpinned the decision to extend our service to include Sunday opening, a day when no other service is available in Cheltenham.

- 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 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.



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.

# CHELTENHAM OPEN DOOR

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

### 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%
<b>Total</b>	<b>316</b>	<b>100.0%</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>100%</b>	<b>100.0%</b>

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



# CHELTENHAM OPEN DOOR

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

### Donors of more than £1000 by category

<b>Corporates &amp; Local Businesses</b>
Spirax Sarco Engineering
Graham Manufacturing (now: GML Global Trading Ltd)
SLG Brands
John Lewis
<b>Trusts, Foundations, Charitable organisations</b>
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
<b>Groups, Schools, Societies, Faith Groups</b>
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
<b>Individuals</b>
15 Individuals
JustGiving donations
Anonymous donations
<b>Legacies</b>
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.

# CHELtenham OPEN DOOR

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

---

### 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.

# CHELTENHAM OPEN DOOR

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

### FOR THE YEAR ENDED 31 MAY 2025

---

#### **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.

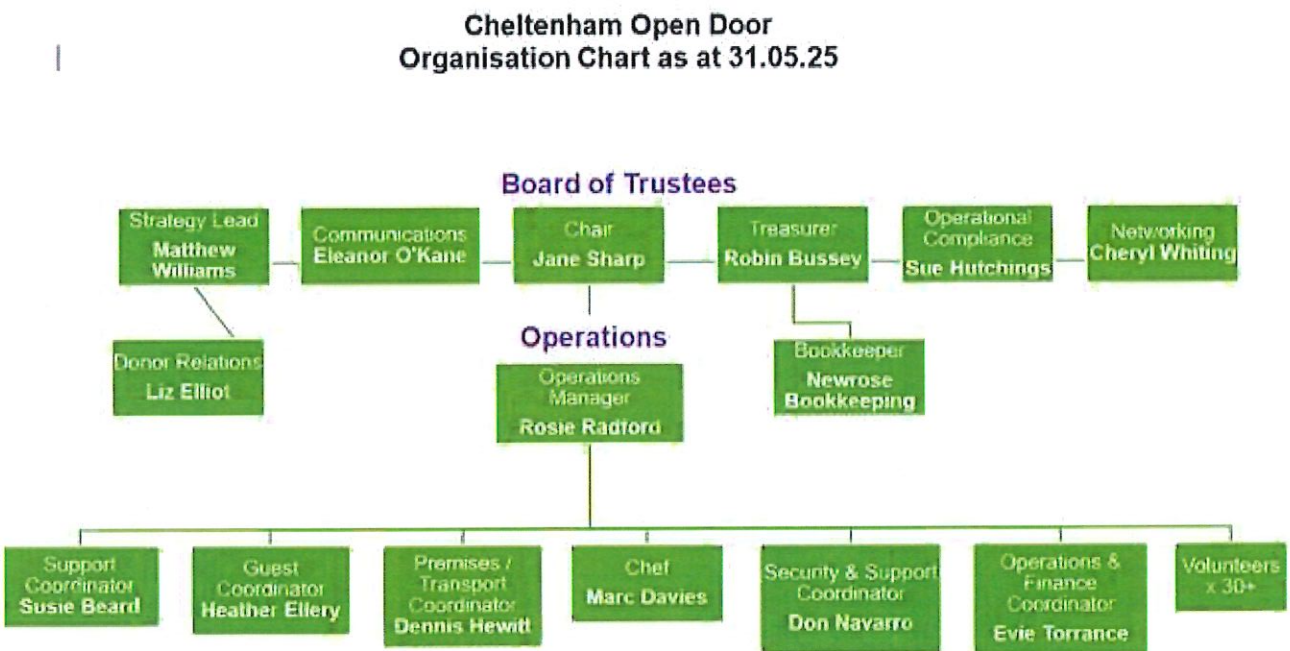
New Trustees are appointed from those showing a keen interest in the charity's objects and who either possess specialist skills necessary for the running of operations or who act as volunteers in our work with service users.

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.

# CHELTENHAM OPEN DOOR

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

### 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.

# CHELTENHAM OPEN DOOR

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

**FOR THE YEAR ENDED 31 MAY 2025**

---

### 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.

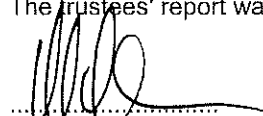
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that 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: 30/1/26

# 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.

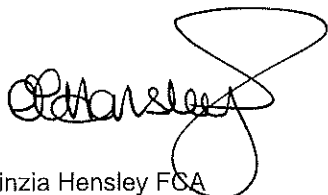
Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the Companies Act 2006 and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities 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 £
<b>Income from:</b>			
Donations and legacies	2	236,692	209,665
Investments	3	1,727	3,181
<b>Total income</b>		238,419	212,846
<b>Expenditure on:</b>			
Charitable activities	4	340,372	296,218
<b>Total expenditure</b>		340,372	296,218
<b>Net expenditure and movement in funds</b>		(101,953)	(83,372)
<b>Reconciliation of funds:</b>			
Fund balances at 1 June 2024		432,323	515,695
<b>Fund balances at 31 May 2025</b>		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 £	£
<b>Fixed assets</b>					
Tangible assets	9		18,546		30,816
<b>Current assets</b>					
Debtors	10	11,919		10,728	
Cash at bank and in hand		328,165		420,619	
		340,084		431,347	
<b>Creditors: amounts falling due within one year</b>	11	(28,260)		(29,840)	
<b>Net current assets</b>			311,824		401,507
<b>Total assets less current liabilities</b>			330,370		432,323
<b>The funds of the charity</b>					
Unrestricted funds	12		330,370		432,323
			330,370		432,323

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

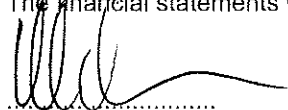
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 May 2025.

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)



# CHELTENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2025

---

### 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.

# CHELTENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

### 2 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and Gift Aid Tax	<u>236,692</u>	<u>209,665</u>

### 3 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	<u>1,727</u>	<u>3,181</u>

### 4 Expenditure on charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
<b>Direct costs</b>		
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
	<u>328,247</u>	<u>280,801</u>
<b>Share of support and governance costs (see note 5)</b>		
Governance	<u>12,125</u>	<u>15,417</u>
	<u>340,372</u>	<u>296,218</u>
<b>Analysis by fund</b>		
Unrestricted funds	<u>340,372</u>	<u>296,218</u>

# CHELTENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

### 5 Support costs allocated to activities

	2025 £	2024 £
Governance costs	12,125	15,417
<b>Analysed between:</b>		
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.

# CHELTENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

### 9 Tangible fixed assets

	Leasehold improvements £	Plant and equipment £	Motor vehicles £	Total £
<b>Cost</b>				
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
<b>Depreciation and impairment</b>				
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
<b>Carrying amount</b>				
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 £
<b>Amounts falling due within one year:</b>		
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

# CHELTENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MAY 2025

#### 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
	<u>432,323</u>	<u>238,419</u>	<u>(340,372)</u>	<u>-</u>	<u>330,370</u>
<b>Previous year:</b>	<b>At 1 June 2023 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers £</b>	<b>At 31 May 2024 £</b>
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
	<u>515,695</u>	<u>212,846</u>	<u>(296,218)</u>	<u>-</u>	<u>432,323</u>

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).

# CHELTHENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

---

### 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.

# CHELTHENHAM OPEN DOOR

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MAY 2025

---

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."*

## CHELTENHAM OPEN DOOR

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MAY 2025

---

*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."*