



**REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS**

for the Year ended 31 May 2021
for
GLASS DOOR HOMELESS CHARITY

TRADING AS
Glass Door

Contents of the Annual Report and Financial Statements

	PAGE
Reference and Administrative Details	I
Report of the Trustees	2 - 8
Report of the Independent Auditors	9 - 11
Statement of Financial Activities	12
Balance Sheet	13
Cash Flow Statement	14
Notes to the Financial Statements	15 - 23
Financial and In-kind Supporters	24 - 27

Reference and Administrative Details

Trustees

Asitha Ameresekere (appointed 19 April 2021)
Mary Benton
Kate Coles (Treasurer)
Marie Green
Ralph Griffin
Stacy Jansz
Brian Leathard (Chair of Trustees)
Shuna Mason (Company Secretary)
Amanda Sheppard

Registered Office

Chelsea Methodist Church
155a Kings Road
London SW3 5TX

Registered Company Number

03950659 (England and Wales)

Registered Charity Number

1083203

Independent Auditors

Knox Cropper LLP
65 Leadenhall Street
London
EC3A 2AD

Chief Executive Officer/Chief Operating Officer

Lucy Horitz (previously Abraham)

The role of Chief Operating Officer was redesignated as Chief Executive Officer from June 2020.

Bankers

Metro Bank
234 King's Road Chelsea
London SW3 5UA

HSBC
22 Victoria Street
London
SW1 8ON

Report of the Trustees

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).

Our Vision and Aims

Our vision is a future where no one has to sleep on the streets of London. We exist to support people who are homeless and whom no one else can or will help.

We aim to bring practical and emotional support and some stability to help people get back on their feet.

Our Objectives

Summary of objectives set out in our governing document:

The Charity's objectives are set out in its Memorandum of Association drafted and signed by its members on 2 March 2000. It states: The Charity's Object is to respond to the needs associated with homelessness within the area of West London, by means of:

- The provision of information to assist homeless people;
- The provision of laundry facilities, showers and related services;
- The provision of emergency night shelters;
- The provision of accommodation for the purpose of rehabilitation and training;
- The provision of training to assist homeless people to find work or meaningful occupation;
- The enabling of other groups to meet the needs associated with homelessness;
- Other activities that will enable the needs associated with homelessness to be met or that will assist homeless people and those who have suffered homelessness or who are in housing need.

Main objectives and strategies for the year:

Our overall objective for the year was to scale up our capacity to support everyone who turned to Glass Door to find routes out of homelessness.

Our specific objectives relating to our year-round casework advice service were as follows:

- Maximise sustainable outcomes achieved for our guests
- Increase team capacity in line with growing demand/guest needs
- Develop creative solutions to overcoming shortage of suitable housing
- Ensure our casework service is informed using a data and evidence-based approach

During the winter, we originally aimed to open our 2020-21 church-based winter night shelters for 22 weeks from 2 November 2020 to 5 April 2021. However, government guidance did not allow rotating communal night shelters during the Covid pandemic. With the usual model not possible, we adopted new services to provide places for our guests to sleep, eat and access advice. Instead, during the winter of 2020-2021 we aimed to:

- Provide a safe place to sleep and find food for those individuals turning to the Charity. Our strategy was to:
 - Provide two hostels in London with approximately 100 bed spaces every night.
 - Provide a seven-night a week community dinner service in all the boroughs in which we normally operated: the Royal Borough of Kensington & Chelsea, Hammersmith & Fulham, Wandsworth and Richmond.
- Provide support to help guests staying in our winter accommodation to find and keep employment and housing. Our strategy was to:
 - Ensure that guests had access to advice and support from Caseworkers within our new winter services projects.
 - Continue to develop our partnerships with local authorities, housing providers and other agencies to ensure we were offering the best possible chance of a successful, long term housing outcome for each of our guests.

Report of the Trustees

- Develop and implement an advocacy strategy, to represent the needs of our guests, who are often voiceless. Through improved policy and practice, Glass Door aimed to achieve better outcomes for people who are experiencing – or are at risk of experiencing – homelessness in London. Our objectives for the year were to:
 - Hold workshops with staff, volunteers and guests to establish priority areas
 - Develop a strategy to document what change we were aiming to achieve and how we would achieve it; and,
 - Build our advocacy contacts to ensure we are well-placed to influence relevant press, politicians and policy makers.

Report of the Trustees - continued

Our Activities and Achievements

Casework

Glass Door caseworkers provide one-to-one tailored advice to our guests. This advice is open to all and operates year-round. Before the pandemic, most meetings between guests and caseworkers happened at five partner day centres in west and south-west London. However, the pandemic made it impossible for some of these centres to stay open, so we found new COVID-safe ways of working. We were one of very few organisations who never closed our doors throughout the whole pandemic. Makeshift meetings took place on the pavement, or wherever a spare office could be found. We distributed mobile phones to make remote contact easier. We set up a temporary unit at the Hut in Chelsea, a building close to our headquarters that was freely loaned by one of our partners.

Over the financial year 2020-2021, our casework team met with approximately 1,370 individuals (2019-20 1,434 individuals), working with them to bring many positive changes:

- 317 guests moved into stable accommodation (256 in 19-20)
- 47 found employment whilst using our services (67 in 19-20)
- 138 claimed benefit entitlements (135 in 19-20)
- 135 food vouchers distributed (47 in 19-20)
- 141 granted status under the EU Settlement Scheme (141 in 19-20)
- 141 registered with a GP and/or received a COVID-19 vaccination (35 in 19-20)
- 70 guests received ID (73 in 19-20)
- 32 bank accounts opened (39 in 19-20)

During the year, we expanded the casework team from 14 to 17 people. This included the introduction of new specialist areas such as a Complex Needs Caseworker and expansion of the work of the Tenancy Support Worker. We developed partnerships with a number of new housing providers to enable us to better meet the housing needs of certain types of guest, such as single guests aged under 35, refugees and guests in need of ongoing low-level support. We introduced new tools and resources to aid the tracking of data on our inform database and created new dashboards to allow for regular review of outputs and outcomes, enabling us to better allocate resource and improve our success rate with guests.

Winter Services – Hostels

Glass Door needed to find a new way to help people off the street in winter during the pandemic. We pivoted quickly to launch two single-room accommodation hostels in Central London. Each day around 100 individuals could access their own room, complete with meals and on-site personalised advice service from Glass Door caseworkers. The project not only supported people off the street, it provided access to healthcare, security, stability and dignity during a turbulent year.

Over the course of the 2020-2021 winter season:

- 199 individuals stayed in our individual room hostels
- 15,856 bed spaces were filled
- At least 39% of guests that stayed with us had no recourse to public funds
- 64 guests moved into more permanent accommodation (an additional 15 guests moved into other forms of housing when the project closed in June 2021)
- 75% of guests reported that their belief that they could find a way out of homelessness had grown whilst staying with Glass Door.

Winter Services – Community Dinner Programme

Glass Door partnered with local churches and community centres to run a dinner service every night for 22 weeks for people experiencing, or at risk of experiencing homelessness during the pandemic. Some sat inside; others took meals to go. For many, the dinner service was the only source of regular hot food.

The dinner service also provided an opportunity to engage with caseworkers who were on hand to provide advice and support. Guests arrived in need of a hot meal and leave with a connection to an experienced professional dedicated to

Report of the Trustees - continued

finding them a way out of homelessness. We served a total of 10,309 meals to at least 343 individuals with 7 different venues hosting the service across 4 London boroughs.

Volunteers and Partners

While opportunities this year were reduced due to restrictions imposed by the pandemic, volunteers still played essential roles in the delivery of services. Volunteers cooked, served food, delivered donations, acted as translators, advised, helped answer phones and more. A total of 470 volunteers actively engaged in supporting our services during the year (1,633 in 19-20).

Glass Door partners with a wide range of other organisations to ensure guests have access to specialist services. These partners provide support in a variety of areas, including mental and physical health, debt, addictions, gender-based violence, modern slavery, immigration, skills training, language classes, employment, clothes and food. Five of our partners host Glass Door caseworkers at their centres, so guests can find advice and support during the daytime.

Advocacy

Working with a pro bono expert volunteer, Glass Door developed an advocacy strategy, which identifies the following key future priorities:

- The Government communicates a clear and well-resourced response to rising homelessness;
- Migrants in pre-settled status have an automatic right to reside in the UK; and
- The Government removes the benefit cap or, as an interim measure, suspend the cap or ring-fence the standard allowance so that housing assistance cannot eat into funds intended for living support.

During the year, Glass Door staff have spoken to policymakers, politicians and press to ensure the voices of our guests and the challenges they face are heard. In the past year, Glass Door's work has been featured in multiple news outlets.

We also focused on the need for people who are homeless to have priority access to vaccines and warnings about the impact of COVID-19 on those who are homeless. In March 2020, Glass Door's guests were among the first to access hotel rooms under the government's "Everyone In" scheme. In January 2021, staff in the homeless sector were recognised as having priority access to COVID-19 vaccines, and in February, our guests were given access to vaccines, followed by a national rollout of vaccine access for people experiencing homelessness in March 2021.

Public Benefit Statement

The trustees consider that the activities of Glass Door provide benefit to homeless and precariously housed people in London. The Charity adds value through expertise, volunteers, economies of scale and partnerships - enabling those experiencing homelessness to find shelter and support to get off the streets.

By providing a safety net and a hand up out of homelessness, we help make the boroughs within which we operate a safer, more humane place for everyone.

The board of trustees regularly monitors and reviews the Charity's success in meeting its objectives and confirms that the activities of Glass Door described in this document are undertaken in pursuit of its aims. The trustees confirm they have had due regard to the Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

Financial Review

Delivering the goals set out above required us to meet higher fundraising targets than ever before. We raised £2,944,855, an increase of £911,061, or 45%, on our total income (2020: £2,033,794). This was largely due to an increase in donations from trusts and foundations to assist with the delivery of our new winter services programmes during the Covid-19 pandemic.

Total expenditure for the period ending 31 May 2021 was £2,593,679, up 58% on 2020 (2020: £1,643,110). The increase is primarily due to cost of running our new winter services programmes with £457,792 spent on hostel rent, with our usual rolling shelters unable to operate due to government guidance.

Report of the Trustees - continued

Our main cost in the year was staffing (£1,564,623) which accounted for 60% of total expenditure. In our usual model both shelter space and volunteers are provided at no cost to the Charity whereas in the current year £457,792 was spent on hostel rent. If this is removed then staffing costs account for 73% of total expenditure in the year, which is in line with previous year spend (2020: 75%), of which 77% was for frontline staff such as Hostel staff and Caseworkers (2020: 76%).

Fundraising costs for the year were £288,592 (2020: £197,824), meaning that for every £1 spent, we successfully raised £10.14 (2020: £10.27). We coordinate many resources that are freely made available to us (space in churches, food and volunteers), meaning that the amount invested in fundraising in fact unlocked a value much greater than the amount raised.

At 31 May 2021 the total reserves carried forward were £1,580,461 (2020: £1,229,285) of which £1,485,796 related to unrestricted reserves and £94,665 to restricted reserves. While this represents a 29% increase in reserves from the previous year, it moves us closer to meeting our reserves policy (see below). The overall increase in reserves is intended to put Glass Door in a secure financial position to expand its winter services and casework. It has also enabled the Charity to robustly respond to the health emergency caused by the COVID-19 pandemic.

Donations and grants came through a combination of charitable trusts and other charities, individual giving, corporate giving and church donations. Glass Door is an independent charity that receives no funding that impedes our open access policy. The Sleep Out fundraising event in October 2020 raised £166,474 (£245,559 in October 2019) from a range of sources with over 300 participants giving up their beds to raise awareness and funds. The 2020 event was entirely virtual, with participants sleeping in their gardens, church halls or other venues, as the pandemic prevented the live event in Duke of York Square.

Charitable trusts and foundations contributed £1,618,475, representing 55% of our fundraising income. Individual donations totalled £698,263 (24%), corporate donations totalled £353,046 (12%), churches provided £110,104 (4%), and schools and community groups contributed £145,407 (5%).

Reserves policy

As part of the annual review of our reserves policy, Glass Door assesses the financial risks surrounding our future ability to provide our services in the following months and years.

The reserves policy was revised in March 2021. In “normal” circumstances the Charity aims to hold reserves of at least 12 months’ worth of permanent staff salaries and fixed overheads less secured income (pledges from trusts and committed donations). Prior to March 2021, secured income was not taken into account.

This prudent reserves policy allows us to maintain our office premises and to offer permanent staff a measure of job security, which assists us with training and retention and delivers a crucial element of continuity of service for our guests. This prudent policy has enabled the Charity to rise to the unforeseen challenges presented by the COVID-19 pandemic and to continue to deliver and develop services to the homeless community in accordance with our objectives.

The Charity had reserves of £1,580,461 at 31 May 2021. While ensuring that the Charity is sustainable and able to continue its services year on year with the greatest efficiency we can achieve, we believe that the current unprecedented situation is such that we should be prepared to use some of our reserves to meet rising levels of demand. In these “uncertain times”, one thing that is certain is that people will continue to turn to Glass Door’s services.

As with all organisations, we are planning ahead based on a number of different scenarios. We are doing our best to promote shelter, casework and food within Government regulations, which are frequently changing, within the resources available to us. Although we are consistently astounded by the generosity of our donors, in an economic climate of uncertainty we should anticipate that some income sources may reduce, especially with greater competition for financial support. The response from donors over recent months, however, has been very positive.

The trustees therefore consider the reserves policy of the Charity to be set at a sensible and prudent level to deal with the Charity’s affairs in an orderly and practical way, to ensure that the Charity is sustainable from year to year, to deliver continuity and to plan for expansion.

Report of the Trustees - continued

Future Plans

While the coming year will continue to be a year of uncertainty at Glass Door, we are determined to keep our doors open to all in need of safe shelter and a route out of homelessness.

We had worked for many months to develop plans which would enable us to safely reopen communal night shelters with our partner churches from November 2021. However, the arrival of the Omicron variant and the uncertainties surrounding it have led us to take the difficult decision not to reopen night shelters this year.

Plans for the winter of 2021-22 include;

- A single-room hostel project from November to June in Westminster, providing accommodation for 56 people. This extension of the service launched in 2020 will provide guests with rooms in a central London location alongside meals and the tailored support offered by Glass Door's caseworkers. This safe room option can provide a path beyond the shelter for guests who are especially vulnerable, or who need more stability as they start a new job, for example.
- Working closely with local authorities to support everyone who turns to Glass Door to access the statutory emergency provision they are entitled to, particularly during Severe Weather Emergency Protocol (SWEP).

We continue to operate an advice service on a drop-in basis with our partner day centres and by appointment. We are increasing the number of daytime services we partner with (and provide a caseworker at) from five to seven so that people experiencing homelessness will be able to access quality casework at more locations.

As previously, we will provide food vouchers, toiletries, phones, phone credit and bus tickets to meet guests' immediate needs. We also aim to increase our range of services, including access to computers for all and smartphones for engaged guests staying in our hostels to improve digital inclusion, English language classes, lockers, and move-in support. We have re-launched our Women's Group which had been closed since the pandemic started.

Structure, Governance and Management

Constitution

Glass Door Homeless Charity is a registered charity and company limited by guarantee and is governed by its Memorandum and Articles of Association. The company was incorporated on 17 March 2000 and registered as a charity on 6 November 2000 under the name of West London Churches Homeless Concern. The name was changed by a resolution of the members on 10 March 2015 and relevant filings made to Companies House and the Charity Commission shortly thereafter.

Recruitment and appointment of new trustees

New trustees are recruited on a periodic basis and are appointed in accordance with clauses 30-32 of the Articles of Association. Induction and training of new trustees is carried out by trustees with support from the Chief Executive Officer.

Where trustees have served for more than nine years their reappointment is subject to review by the board of trustees and takes into account the need for progressive refreshing of the board.

Governance, committee structure and decision-making

Glass Door Homeless Charity is run by a board of trustees that meets approximately six times a year. The trustees have been meeting on a more regular basis since the emergence of the COVID-19 pandemic.

The work of the board of trustees is supported by management meetings and a committee, with trustees responsible for overseeing specific areas of activity attending relevant management meetings. All significant strategic, financial and managerial decisions are made at board level and operational decisions are delegated to management. Key staff members and volunteers may attend the trustee and committee meetings.

The trustees determine which decisions can be made by the Chief Executive Officer and delegate accordingly.

Report of the Trustees - continued

Relationship between the Charity and related parties

Glass Door does not have any financial transactions with any related parties. Trustees have not received any remuneration or received any other benefits from the Charity or a related entity. No trustee expenses have been incurred.

Risk assessment

The trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees have recognised that there are risks to which the Charity is exposed. Trustees actively manage these risks via a risk register, and systems have been established to mitigate known risks. For example, risk assessment inspections have been conducted at all venues. Likewise, policies and systems have been put in place around financial controls, employment procedures, agreements with participating churches and volunteer training.

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Glass Door Homeless Charity 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), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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.

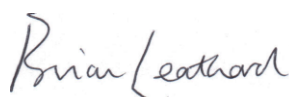
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

Insofar as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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 25 January 2022 and signed on its behalf by:



.....
Brian Leathard - Chair of Trustees

Report of the Independent Auditors to the Members of Glass Door Homeless Charity

Opinion

We have audited the financial statements of Glass Door Homeless Charity (the 'charitable company') for the year ended 31 May 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 May 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Report of the Independent Auditors to the Members of Glass Door Homeless Charity - continued

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The charitable company is required to comply with both company law and charity law as applicable in England and Wales and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.

Report of the Independent Auditors to the Members of Glass Door Homeless Charity - continued

- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Richard Billingham FCA (Senior Statutory Auditor)
for and on behalf of Knox Cropper LLP
65 Leadenhall Street
London
EC3A 2AD

Date: 25 January 2022.

Statement of Financial Activities (Incorporating an Income and Expenditure Account)

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM:					
Donations and grants	2	1,941,014	984,281	2,925,295	2,030,847
Bank interest receivable		2,765	-	2,765	2,947
Other income		16,795	-	16,795	-
Total		1,960,574	984,281	2,944,855	2,033,794
EXPENDITURE ON:					
Raising Funds	3	288,592	-	288,592	197,824
Charitable activities					
Winter Services	3	808,021	714,339	1,522,360	743,605
Casework	3	426,148	303,728	729,876	660,331
Day/Guest Services	3	52,851	-	52,851	41,350
Total		1,575,612	1,018,067	2,593,679	1,643,110
NET INCOME	4	384,962	(33,786)	351,176	390,684
RECONCILIATION OF FUNDS					
Total funds brought forward	13	1,100,834	128,451	1,229,285	838,601
TOTAL FUNDS CARRIED FORWARD	13	1,485,796	94,665	1,580,461	1,229,285

Continuing Operations

All income and expenditure has arisen from continuing activities.
The notes 1 to 14 form part of these financial statements.

Balance Sheet at 31 May 2021

		2021	2020
	Notes	£	£
FIXED ASSETS			
Tangible assets	8	59,600	61,909
CURRENT ASSETS			
Debtors	9	35,926	58,923
Cash at bank and in hand		1,606,995	1,169,022
		<u>1,642,921</u>	<u>1,227,945</u>
CREDITORS			
Amounts falling due within one year	10	(122,060)	(60,569)
NET CURRENT ASSETS		<u>1,520,861</u>	<u>1,167,376</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,580,461</u>	<u>1,229,285</u>
NET ASSETS		<u>1,580,461</u>	<u>1,229,285</u>
FUNDS			
Unrestricted funds	13	1,485,796	1,100,834
Restricted funds	13	94,665	128,451
TOTAL FUNDS		<u>1,580,461</u>	<u>1,229,285</u>

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 on 25 January 2022 and were signed on its behalf by:



.....
Kate Coles – Trustee

The notes 1 to 14 form part of these financial statements.

Cash Flow Statement for the year ended 31 May 2021

	2021	2020
	£	£
Cash flows from operating activities:		
Cash generated from operations (See below)	441,195	375,513
Net cash provided by operating activities	441,195	375,513
Cash flows from investing activities:		
Purchase of tangible fixed assets	(22,782)	(59,012)
Proceeds from sale of tangible fixed assets	16,795	-
Interest received	2,765	2,947
Net cash provided used in investing activities	(3,222)	(56,065)
Change in cash and cash equivalents in the reporting period	437,973	319,448
Cash and cash equivalents at the beginning of the reporting period	1,169,022	849,574
Cash and cash equivalents at the end of the reporting period	1,606,995	1,169,022
RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES		
	2021	2020
	£	£
Net income for the reporting period (as per statement of financial activities)	351,176	390,684
Adjustments for:		
Depreciation charges	25,091	19,487
Interest received	(2,765)	(2,947)
Gain on disposal of tangible fixed assets	(16,795)	-
Decrease/(increase) in debtors	22,997	(17,158)
Increase/(decrease) in creditors	61,491	(14,553)
Net cash provided by/(used in) operating activities	441,195	375,513

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 charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', 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.

Going concern

The trustees consider that the Charity's cash at the date of approval of the financial statements and its projected cash flows for the following year are sufficient such that the Charity remains a going concern for the foreseeable future, being a period of at least 12 months from the date of approval of these financial statements. In making this judgement, the trustees and senior management team have considered future agreed funding and the anticipated impact of external factors, including the COVID-19 pandemic, on future funding and expenditure.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of financial statements in accordance with generally accepted accounting practice requires management to make estimates and judgements that affect the reported amounts of assets and liabilities at the reporting date and the reported amounts of revenues and expenses during the reporting period. The critical judgements and estimates are reflected in these accounting policies.

Income

All incoming resources are included in the Statement of Financial Activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income when appropriate:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the Charity, are recognised when the Charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the Charity only where this can be quantified. The value of the nightly shelter venues provided at no charge by churches is not quantified and has not been included in these accounts. The value of services provided by volunteers has not been included in these accounts. Donated goods are measured at fair value and included within income.
- Investment income is included when receivable.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT that cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include audit fees and costs linked to the strategic management of the Charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time or estimated usage basis as set out in the notes to these accounts.

Notes to the Financial Statements for the year ended 31 May 2021, continued

1. Accounting Policies – continued**Tangible fixed assets**

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £250 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 4 years.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

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.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2. Donations and Grants

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Corporate	352,946	100	353,046	94,036
Individuals	693,121	5,142	698,263	697,469
Trusts and Foundations	748,656	869,819	1,618,475	977,239
Churches	109,084	1,020	110,104	89,982
Other charitable income	37,207	108,200	145,407	172,121
	1,941,014	984,281	2,925,295	2,030,847

Donated goods and services are included above and, in the current year amounted to £81,171. This consisted, in part, of £21,291 for pro bono legal advice on setting up hostels, £22,750 for Covid lateral flow tests, £11,596 for the provision and installation of Covid Perspex screens and £7,725 for personal protective equipment (PPE).

Notes to the Financial Statements for the year ended 31 May 2021, continued

3. Resources Expended

	Basis of allocation	Winter Services £	Casework £	Day/ Guest Services £	Raising Funds £	Support & Governance £	2021 Total £	2020 Total £
Costs directly allocated to activities:								
Staff costs	Direct	641,794	548,350	17,887	209,277	147,315	1,564,623	1,230,751
Caseworkers' expenses	Direct	-	17,930	-	-	-	17,930	19,749
Fundraising	Direct	-	-	-	24,827	-	24,827	18,436
Hostel rent and move-on accommodation	Direct	457,792	-	-	-	-	457,792	-
Catering	Direct	76,006	-	2,139	-	-	78,145	32,094
Equipment	Direct	49,937	-	-	-	-	49,937	48,712
Rent	Direct	-	15,807	-	-	-	15,807	1,950
Cleaning and laundry	Direct	20,424	-	-	-	-	20,424	39,059
Other operations expenses	Direct	27,937	-	-	-	-	27,937	9,677
Guest deposit, accommodation and reconnection expenses	Direct	-	19,856	-	-	-	19,856	11,822
Guest materials	Direct	-	-	20,830	-	-	20,830	7,035
Other guest expenses	Direct	-	-	5,691	-	-	5,691	-
Van expenses	Direct	12,164	-	-	-	-	12,164	21,833
Insurances	Usage	9,594	4,454	342	1,713	1,028	17,131	21,006
		1,295,648	606,397	46,889	235,817	148,343	2,333,094	1,462,124
Support costs allocated to activities:								
Premises	Usage	8,556	8,557	-	8,557	8,557	34,227	34,140
Recruitment and training	Usage	36,998	17,316	1,339	6,734	4,236	66,623	40,685
Printing, postage and stationery	Usage	3,610	1,689	130	657	413	6,499	11,464
Monitoring and evaluation	Usage	10,266	4,804	371	1,868	1,175	18,484	14,186
Audit	Usage	1,832	858	67	334	210	3,301	3,090
Auditor non-audit work	Usage	6,994	3,273	254	1,273	801	12,595	12,568
Legal	Usage	23,623	1,091	85	424	267	25,490	-
Telecommunications	Usage	6,226	2,914	225	1,133	713	11,211	9,465
IT expenses	Usage	22,884	10,710	828	4,165	2,620	41,207	22,310
Other expenses	Usage	2,106	986	76	383	241	3,792	3,850
Bank charges	Usage	6,700	3,136	242	1,219	767	12,064	9,741
Depreciation	Usage	20,382	2,753	213	1,071	673	25,092	19,487
		150,177	58,087	3,830	27,818	20,673	260,585	180,986
Allocated costs		1,445,825	664,484	50,719	263,635	169,016	2,593,679	1,643,110
Reallocated support & governance costs	Usage	76,535	65,392	2,132	24,957	(169,016)	-	-
Total expenditure		1,522,360	729,876	52,851	288,592	-	2,593,679	1,643,110
Total expenditure 2020		743,605	660,331	41,350	197,824	-		1,643,110
Basis of allocation of costs								
Direct – directly attributable to the activity								
Usage – estimated usage based on staff costs per activity								

Notes to the Financial Statements for the year ended 31 May 2021, continued

4. Net Income

Net income is stated after charging:

	2021	2020
	£	£
Auditors' remuneration	3,301	3,090
Other non-audit services	12,595	12,568
Depreciation – owned assets	25,092	19,487
Other operating leases	34,227	34,140

5. 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

There were no trustees' expenses paid for the year ended 31 May 2021 nor for the year ended 31 May 2020.

6. Staff Costs

	2021	2020
	£	£
Wages and salaries	1,420,916	1,105,447
Social security costs	121,836	102,234
Other pension costs	21,871	23,070
Total Staff Costs (note 3)	1,564,623	1,230,751

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

Including winter services	56	44
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During the 30-week period in which our winter services were in operation (2020: 22-week period in which the night shelters were in operation), the average number of employees was 75 (2020: 66). For the remainder of the year, the average number of employees was 30 (2020: 28).

The key management personnel of the Charity consists of five roles. The total remuneration (including taxable benefits and employer's pension and social security contributions) of the key management personnel for the year was £225,395 (2020: three roles with total remuneration of £161,153). One employee received emoluments in excess of £60,000 but no more than £69,999 (2020: 0).

Notes to the Financial Statements for the year ended 31 May 2021, continued

7. Comparatives for the Statement of Financial Activities

For the year ended 31 May 2020

	Unrestricted funds	Restricted funds	2020 Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM:			
Donations and grants	1,494,395	536,452	2,030,847
Bank interest receivable	2,947	-	2,947
Total	1,497,342	536,452	2,033,794
EXPENDITURE ON:			
Raising funds	197,824	-	197,824
Charitable activities			
Night Shelter	417,298	326,307	743,605
Casework	534,614	125,717	660,331
Day Services	26,073	15,277	41,350
Total	1,175,809	467,301	1,643,110
NET INCOME	321,533	69,151	390,684
RECONCILIATION OF FUNDS			
Total funds brought forward	779,301	59,300	838,601
TOTAL FUNDS CARRIED FORWARD	1,100,834	128,451	1,229,285

Notes to the Financial Statements for the year ended 31 May 2021, continued

8. Tangible Fixed Assets

	Motor Vehicles £	Office Equipment £	Total £
COST			
At 1 June 2020	63,414	60,022	123,436
Additions	-	22,783	22,783
Disposals	(27,009)	-	(27,009)
At 31 May 2021	36,405	82,805	119,210
DEPRECIATION			
At 1 June 2020	34,911	26,616	61,527
Disposals	(27,009)	-	(27,009)
Charge for year	11,037	14,055	25,092
At 31 May 2021	18,939	40,671	59,610
NET BOOK VALUE			
At 31 May 2021	17,466	42,134	59,600
At 31 May 2020	28,503	33,406	61,909

9. Debtors: Amounts Falling Due Within One Year

	2021 £	2020 £
Other debtors	-	3,034
Gift Aid income tax recoverable	-	18,266
Accrued income receivable	14,528	20,386
Prepayments	21,398	17,237
	35,926	58,923

Notes to the Financial Statements for the year ended 31 May 2021, continued

10. Creditors: Amounts Falling Due Within One Year

	2021	2020
	£	£
Social security and other taxes	29,288	18,224
Accruals and deferred income	92,772	42,345
	122,060	60,569

11. Leasing Agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	3,548	6,313
Two to five years	-	921
Greater than five years	-	-

Due within one year includes the Glass Door offices rental of £2,626 (2020: £2,626).

12. Analysis of Net Assets Between Funds

	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets	59,600	-	59,600	61,909
Current assets	1,548,256	94,665	1,642,921	1,227,945
Current liabilities	(122,060)	-	(122,060)	(60,569)
Total funds 2021	1,485,796	94,665	1,580,461	
Total funds 2020	1,100,834	128,451		1,229,285

Notes to the Financial Statements for the year ended 31 May 2021, continued

13. Movement in Funds

	At 1 June 2020 £	Incoming resources £	Resources expended £	At 31 May 2021 £
Unrestricted funds				
General fund	1,100,834	1,960,574	(1,575,612)	1,485,796
Restricted funds				
Winter Services	-	683,031	(683,031)	-
Casework	113,342	254,382	(282,859)	84,865
Other salaries	9,567	46,868	(46,635)	9,800
Employee wellbeing	5,542	-	(5,542)	-
	<u>128,451</u>	<u>984,281</u>	<u>(1,018,067)</u>	<u>94,665</u>
TOTAL FUNDS	<u>1,229,285</u>	<u>2,944,855</u>	<u>(2,593,679)</u>	<u>1,580,461</u>

Comparative fund movements:

	At 1 June 2019 £	Incoming resources £	Resources expended £	At 31 May 2020 £
Unrestricted funds				
General fund	779,301	1,497,342	(1,175,809)	1,100,834
Restricted funds				
Night shelter	-	247,552	(247,552)	-
Casework	-	173,796	(60,454)	113,342
Other salaries	59,300	105,604	(155,337)	9,567
Employee Wellbeing	-	9,500	(3,958)	5,542
	<u>59,300</u>	<u>536,452</u>	<u>(467,301)</u>	<u>128,451</u>
TOTAL FUNDS	<u>838,601</u>	<u>2,033,794</u>	<u>(1,643,110)</u>	<u>1,229,285</u>

Notes to the Financial Statements for the year ended 31 May 2021, continued

13. Movements in Funds - Continued

Purpose of restricted funds:

- The Night Shelter Fund is specifically to meet the cost of providing and staffing winter accommodation for people experiencing homelessness and any expenses incurred in providing such accommodation.
- The Casework Fund is specifically to meet the costs of providing assistance and referral services to winter accommodation and day centre guests.
- The Other Salaries Fund is provided to meet the salary costs of particular staff members as specified by the donors.
- The Employee Wellbeing Fund is to meet the costs of providing wellbeing services to employees.
- The Winter Services Fund is specifically to meet the cost of providing and staffing hostel accommodation and community dinner services for people experiencing homelessness during the period when shared shelter accommodation was not permitted and any expenses incurred in providing such services.

14. Related Party Disclosures

There were no related party transactions for the year ended 31 May 2021 or the year ended 31 May 2020.

Financial and In-kind Supporters

Glass Door would like to thank all the volunteers, schools, churches, individuals, corporations, trusts and foundations whose contributions made it possible to continue our work this past year. Here we acknowledge some of our wonderful supporters.

Charitable Trusts and Foundations

The 29th May 1961 Charitable Trust	London Community Foundation
Albert Hunt Trust	MariaMarina Foundation
Alchemy Foundation	Marsh Christian Trust
An Extra Mile Charitable Trust	The Matthew Trust
Ann Jane Green Trust	Mercers' Company
The Anthony & Pat Charitable Foundation	Na Mokulua
Aquila Family Charitable Trust	National Lottery Community Fund
Barbet Charitable Trust	Nebulus Trust
The Beatrice Laing Trust	NPC Foundation
The Broad Foundation	The Ogilvie Charities
The Cadogan Charity	Our Aim Appeals
CAF America	Pemberton Fund
The Calleva Foundation	PEN Trust
Charles and Kaaren Hale Family Foundation	Permira Foundation
Daughters of The Cross Provincialate	The Persula Foundation
De Brye Charitable Trust	The Phoenix Cottage Trust
The deLaszlo Foundation	R N and G Maini Charitable Trust
Desmond Harris Charitable Trust	The Roger De Haan Charitable Trust
Drapers' Charitable Fund	The Ron & Lyn Peet Trust
The Eaton Fund	Sir James Roll Charitable Trust
Estera Trust (Jersey) Limited	The Snowflake Trust
The Falcon Trust	Society for The Relief of Distress
The Fitton Trust	Souter Charitable Trust
Fund For Human Need	St Martin in The Fields Charity
The C.G. Hacking Charitable Trust	St Paul's German Evangelical Reformed Church Trust
The Generation Foundation	Strand Parishes Trust
Glasspool Charitable Trust	StreetSmart
Go for It	Tableau Foundation
The Grocers' Charity	The Tim and Natalie Adams Charitable Trust
The Henry Smith Charity	Tolkien Trust
Homeless Link	The Topinambour Trust
The Hospital Saturday Fund	TRH The Duke and Duchess of Gloucester Charitable Trust
The I.G.Y Foundation	Twinkle Trust
Inner London Magistrates' Court's Poor Box Charity	United in Hammersmith & Fulham
J & S Asquith Charitable Trust	The Whinell Charitable Fund
The Joron Charitable Trust	William Brake Charitable Trust
John Browne Charitable Trust	The Wimbledon Foundation
The Julia & Hans Rausing Trust	Wogen Anniversary Trust
The Keith Coombs Trust	The Wolton Charitable Trust
LHA London Ltd	The Worshipful Company of Builders' Merchants
League of Helping Hands	The Worshipful Company of Framework Knitters
Linden Family Trust	

Financial and In-kind Supporters - continued

Charities, Community and Voluntary Groups

Barnes Community Choir
Big Smoke Brass - UK
Charity Book Sale at The Moravian Church
Chelsea Design Quarter
City Harvest
Cremorne Residents Association
Crisis UK
Dons Local Action Group
Embassy of The Republic of Poland
The Felix Project
Friends of St Mary's
Fulham Supporters' Trust
Hammersmith BID
Housing Justice
Inner Wheel Club
Literary Laughs
The Worshipful the Mayor of the Royal Borough of Kensington and Chelsea, Councillor Gerard Hargreaves:
Charity of the Year
Philanthropunks
Putney Labour Women
Richmond Foodbank
Rotary Club of Putney
Rotary Club of Twickenham
Social Bite
Wandsworth Foodbank

Educational Institutions

Chelsea Academy
Chelsea Pre-Prep
Eton College
Grand West Pre-Prep
King's House School
Kingsland Pre-Prep
Lady Margaret School
Latymer Upper School
Newton Prep
Oratory RC Primary School
Orchard House School
Prospect House School
Sion College
SPS CU
St Anthony's School for Girls
St Mary's CE Primary School

Financial and In-kind Supporters - continued

Companies and Local Businesses

4most Europe Ltd	Oaktree Capital Management (UK) LLP
Admiral Cards Ltd	Oceandusk Group
The Angel & Crown Pub	Ohm Clothing
AppDynamics	PEN Partnership
Aspect Capital	Penny Appeal
Bridge Baker	Peter Jones & Partners
Bristows LLP	Petulia Galvin
Canada Life	Pia Hallstrom
Cavan Bakery (East Sheen)	Powwownow
Cheniere Marketing Ltd	Premier League
Cheval Collection	Price Waterhouse Coopers
Cisco	Properly
Clifford Chance	Rathbones
The Colour Works International	Respondi
Credit Suisse UK Ltd	RWC Partners
dunnhumby	SABR Partners
Europa Capital Partners LLP	Sainsbury's Supermarkets Ltd
Fortnum & Mason	Sainsbury's Local (Askew Road)
Full Support Healthcare	Saipem Ltd
GAIL's Bakery (Richmond)	Siemens Industry Software
Gather	Silks PR & Marketing
Gaunt Arbitration Services	Sion James Comedy
Giveclarity	John Sisk & Son
Goldman Sachs	Spider
The Good Slice	Stafford Capital Partners
Greggs (Southfields)	Swatland Butchers (East Sheen)
Hakkasan Group	Troy Asset Management Ltd
Helikon Shipping Enterprises Limited	Unilever UK Limited
Jacobs	Vectura Limited
John Cullen Lighting	Vitol Services Ltd
John Lewis & Partners	Vodafone
Jollie Goods	Waitrose & Partners Wandsworth
Knight Harwood Ltd	Waitrose (Belgravia branch)
Liniair Limited	Waitrose (East Sheen)
Little Waitrose (Parsons Green)	Waitrose (Putney)
Little Waitrose (Old Brompton Road)	Waitrose (Richmond)
L'Oreal	Warrener Stewart
Marston Holdings	Waverton Investment Management
Megan's Restaurants	The Wedding Shop
Mercer LLC	Weil, Gotshal & Manges (London) LLP
Mohans Catering	Westgate UK
Nationwide Building Society	Winch Design
Nest Relocations	

Financial and In-kind Supporters - continued

Religious Institutions

All Saints Church, East Sheen*	St John's Church, Fulham*
All Saints Fulham	St Luke's and Christ Church, Chelsea
Ascension Balham Hill*	St Luke's Church, Battersea*
Barnes Methodist Church*	St Luke's Church, Redcliffe Gardens*
Chelsea Methodist Church*	St Margaret's Church, Putney*
Christ Church East Sheen*	St Mark's, Battersea Rise*
Equippers Church Surrey	St Mary Magdalene, Richmond
Essex Unitarian Church	St Mary the Virgin
First Church of Christ Scientist	St Mary with St Alban*
German Christ Church	St Mary's Barnes
Holy Cross Catholic Church, Parson's Green	St Mary's Battersea*
Holy Trinity Brompton	St Mary's, Bourne Street
Holy Trinity Brook Green*	St Mary's Cadogan Street
Holy Trinity Richmond*	St Mary's Church, Putney
HTB Queen's Gate*	St Mary's Church, The Boltons
Ismaili CIVIC	St Mary's Convent and Nursing Home
Lincoln's Inn Chapel	St Matthias, Richmond*
Martin Way Methodist Church	St Michael and All Angels Church, Barnes*
The Moravian Church	St Michaels Church, Southfields
Our Lady of Dolours Servite Church	St Michael's, Wandsworth Common
Our Lady of Victories, Kensington*	St Peter's Church, Battersea*
Our Lady Queen of Peace, Richmond	St Peter's Church, Hammersmith
Parish of Putney	St Peter's Church, Notting Hill*
Putney Methodist Church	St Richard's Church, Ham
Richmond Team Ministry	St Saviour's, Wendell Park*
Rivercourt Methodist Church*	St Simon Zelotes Church
Royal Hospital Chelsea	St Simon's, Rockley Road*
Saffron Walden Quakers Meeting	St Stephen's, Gloucester Road
Sisters of Nazareth	The Church of Our Most Holy Redeemer & St. Thomas
Sisters of The Cross and Passion	The Church of St Michael & St George
Society of the Sacred Heart	The Diocese of London
St Barnabas Church, Clapham Common*	The London Oratory
St Barnabas Church, Kensington*	The Vineyard Life Church, Richmond*
St Barnabas Church, Southfields*	United Benefice of Holland Park
St Columba's Church of Scotland*	Vineyard 61 Church
St Dionis Church, Parson's Green*	
St Helen's Church, North Kensington	
St John the Divine, Richmond*	

* These churches supported the community dinner service in 2020-21