

REGISTERED COMPANY NUMBER: 03950659 (England and Wales)

REGISTERED CHARITY NUMBER: 1083203



**REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS**

for the Year ended 31 May 2022
for
GLASS DOOR HOMELESS CHARITY

TRADING AS
Glass Door

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Reference and Administrative Details

Trustees

Asitha Ameresekere
Mary Benton
Kate Coles (Treasurer)
Marie Green
Ralph Griffin
Stacy Jansz
Brian Leathard (Chair of Trustees)
Shuna Mason (Company Secretary)
Amanda Sheppard
Gemma Melhuish (appointed 1 August 2022)
Antje Palmer (appointed 13 September 2022)

Registered Office

Argon House
Argon Mews
London SW6 1BJ

Registered Company Number

03950659 (England and Wales)

Registered Charity Number

1083203

Independent Auditors

Knox Cropper LLP
65-68 Leadenhall Street
London
EC3A 2AD

Chief Executive Officer

Jo Carter (interim from April 2022)
Lucy Horitz (to January 2022)

Bankers

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

HSBC
22 Victoria Street
London
SW1 8ON

Report of the Trustees - continued

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

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.

Objectives and Strategy

The Charity's Object is the relief of poverty among homeless people in the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham and the surrounding area by the provision of accommodation, advice and assistance.

Our overall objective for 2021-22 was to support everyone who turned to Glass Door to find routes out of homelessness.

We 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, COVID-19 continued to impact our work and with the advent of the Omicron variant in November 2021 we were unable to run our night shelters again last winter.

Our revised plans for the winter of 2021-22 included:

- Re-opening a single-room hostel project from November to May in Central London, providing accommodation for 56 people. The hostel provided guests with single-occupancy rooms alongside meals and the tailored support offered by Glass Door's caseworkers.
- 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).
- Continuing to operate an advice service on a drop-in basis with our partner day centres and by appointment, including increasing the number of daytime services we partner with (and provide a caseworker at) from five to six so that people experiencing homelessness will be able to access quality casework at more locations.

As previously, we provided food vouchers, toiletries, phones, phone credit and bus tickets to meet guests' immediate needs. We also increased our range of services, including access to computers and smartphones for guests staying in our hostels to improve digital inclusion, English language classes, lockers and move-on support.

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 at six partner day centres in west and southwest London.

Over the financial year 2021-22, our casework team met with 1,423 individuals (2020-21: 1,370 individuals), working with them to bring many positive changes (the reduction in some outcomes reflects an increase in the proportion of guests with no recourse to public funds):

- 262 guests moved into more permanent housing (317 in 2020-21)
- 45 found employment whilst using our services (47 in 2020-21)
- 114 accessed benefit entitlements (138 in 2020-21)
- 66 registered with a GP and/or received a COVID-19 vaccination (141 in 2020-21)
- 72 guests received ID (70 in 2020-21)
- 21 bank accounts opened (32 in 2020-21)

We also re-launched our Women's Group in October 2021 which had been closed since the Covid-19 pandemic started.

Operations

In 2021-22 we re-opened one of the single-room accommodation hostels in Central London we had run the previous winter. Each day up to 56 individuals could access their own room, complete with meals and on-site personalised advice from Glass Door caseworkers. The project not only supported people off the street, it provided access to healthcare, security, stability and dignity.

Over the course of the 2021-22 winter season (2020-21 comparative figures are for two hostels):

- 103 individuals stayed in our individual room hostels (199 in 2020-21)
- 9,031 bed spaces were filled (15,856 in 2020-21)
- 57% of guests that stayed with us had limited or no recourse to public funds (39% in 2020-21)
- 46 guests moved into more permanent accommodation (64 in 2020-21; an additional 15 guests moved into other forms of housing when the second of our two hostels closed in June 2021)
- 77% of guests reported that their belief that they could find a way out of homelessness had grown whilst staying with Glass Door (75% in 2020-21)

Volunteers and Partners

While volunteering opportunities this year were again limited by Covid-19 restrictions they were still key in the delivery of many of our services. At our weekly women's group (re-launched in October 2021) volunteers welcomed guests, prepared the space and refreshments, and facilitated crafts. Our drop-in volunteers at Chelsea Methodist Church (CMC) day centre managed the casework list, welcomed guests and troubleshooted immediate issues. Throughout the winter our office volunteers helped us prepare for the shelter season (until we had to change plans), as well as supporting the office manager and office staff. We were able to provide English for Speakers of Other Languages (ESOL) conversation classes at the hostel through volunteers. We have also had two active expert volunteers: in advocacy and fundraising. A total of 69 volunteers actively engaged in supporting our services during the year 2021-22 (470 in 2020-21, principally in relation to the dinner services).

Aside from directly supporting our services, our engaged and supportive volunteer network regularly brings in wider benefits such as financial support, celebrity endorsements, and donations in-kind.

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. All of our partners host Glass Door caseworkers at their centres, so guests can find advice and support during the daytime.

Report of the Trustees - continued

Advocacy

Glass Door continues to develop its advocacy work. Our advocacy priorities are informed by the challenges our guests face in their recovery from homelessness. Areas of focus include private rented and housing sector reforms, women's homelessness, the rights of EU Nationals affected by homelessness in the post-Brexit legal landscape, and access to immigration advice for those with restricted access to public funds. In the past year, Glass Door's work has been featured in multiple news outlets.

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

The Charity benefited from a significant boost in fundraising during the Covid-19 pandemic in 2020-21, which was always going to be difficult to sustain. We raised £2,276,921 during 2021-22, a decrease of 23% on our total income (2021: £2,944,855). This was largely due to a decrease in donations from trusts and foundations, which had very generously supported the running of our two hostels during 2020-21.

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 2021 raised £190,746 (£166,474 in October 2020). After a very different Sleep Out in 2020 due to coronavirus restrictions, on Friday 1 October 2021 more than 100 participants returned to Duke of York Square to join us for Sleep Out. As well as those who joined us at Duke of York Square, lots of sleepers joined us virtually – taking part at schools, religious institutions, workplaces and gardens across London.

Charitable trusts and foundations contributed £933,718, representing 41% of our fundraising income. Individual donations totalled £688,832 (30%), corporate donations totalled £506,591 (22%), religious institutions provided £46,737 (2%), and other charitable income (including: schools and community groups) contributed £98,773 (4%).

Total expenditure for the period ending 31 May 2022 was £2,616,327, up 1% (2021: £2,593,679). Operations costs decreased 27% to £1,110,935 (2021: £1,522,360), principally due to a decrease in hostel rent and seasonal staff costs as we ran one hostel, compared to two during 2020-21. Casework costs increased 42% to £1,035,789 (2021: £729,876) due to an increase in casework provision, including supporting more partner day centres, and an increase in expenditure on guest deposits and accommodation costs. Fundraising costs for the year were up 45% to £419,288 (2021: £288,592), meaning that for every £1 spent, we successfully raised £5.43 (2021: £10.14). During the year, we expanded the fundraising team, and we held a greater number of fundraising challenges and volunteer events.

The main cost in the year was staffing, which totalled £1,580,711 (2021: £1,564,623) and accounted for 60% (2021: 60%) of total expenditure. 76% (2021: 77%) was for frontline staff such as Hostel staff, other Operations staff and Caseworkers. We also spent £291,595 (2021: £457,792) on hostel rent and move-on accommodation costs after the hostel closed.

At 31 May 2022 the total reserves carried forward were 21% lower at £1,241,055 (2021: £1,580,461), reflecting the deficit for the year of £339,406. £1,215,576 of reserves were unrestricted, with restricted reserves of £25,479. See below for more detail of the Charity's Reserves Policy.

Report of the Trustees - continued

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. The 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.

The Charity reserves decreased to £1,241,055 at 31 May 2022 (2021: £1,580,461), reflecting the deficit for the year of £339,406. While ensuring that the Charity is sustainable and able to continue its services year on year with the greatest efficiency we can achieve, the Charity took the decision in May 2021 that in the unprecedented situation of the Covid-19 pandemic that we should be prepared to use some of our reserves to meet rising levels of demand, particularly after generating a surplus of £351,176 in 2020-21.

Notwithstanding reserves being below the level set by the Reserves Policy at 31 May 2022 (reserves were between 80% to 85% of the level set by the Policy), the trustees consider the reserves 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, and to deliver continuity.

Future Plans

Looking forward, we are working to ensure that we will be allowed to run night shelters this winter and we are very much looking forward to welcoming back our volunteers who bring such enthusiasm, care and skill to our work.

Our plans for the winter of 2022-23 include:

- Reopening night shelters for the first time since winter 2019-20. We are planning to operate 3 circuits in Kensington & Chelsea, Wandsworth and Hammersmith & Fulham during winter 2022-23
- Continuing to provide casework services on a drop-in basis with our six partner day centres and also by appointment
- Continuing to run our Women’s Group - a dedicated safe women only space for self-identifying women who are homeless or vulnerably housed
- 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)
- Providing food vouchers, toiletries, phones, phone credit and travel tickets to meet guests’ immediate needs

Report of the Trustees - continued

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.

During the year the board of trustees undertook a governance review which included an internal evaluation of its performance against the principles of the Charity Governance Code.

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 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.

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. Trustee expenses of £21 pertaining to recruitment were incurred in the year.

Remuneration

Key management are paid according to industry benchmarks, on merit of their professional experience and the needs of the Charity in the longer term.

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.

Principal risks and uncertainties

There is only one risk on the risk register that is considered to be a major risk to the Charity. Major risks are defined as those risks as having the greatest potential impact on the Charity and are not necessarily an indication of their likelihood of occurrence, as the Charity has control factors and procedures in place to mitigate the risks:

Report of the Trustees - continued

Government or other authority regulations prohibit / disrupt provision of services

- The Charity has not been able to operate winter night shelters since the start of the COVID-19 pandemic due, in part, to Government or other authority regulations. Following the release of the “Operating principles for night shelters” by the Department for Levelling Up, Housing and Communities in August 2022, the Charity is confident that it will be able to operate night shelters again during the coming winter. However, the potential impact of this risk means it is regarded as a major risk.

Public fundraising approach

The Charity raises all of its funds from trusts and foundations, individuals, corporate donations and donations from religious institutions schools and community groups. We are registered with the Fundraising Regulator and work carefully to comply with the Fundraising Code of Practice.

We are compliant with the General Data Protection Regulation (GDPR), and we operate our fundraising activity in accordance with all relevant regulations.

The Charity raises money using direct mail, e-marketing, challenge events, and special events in line with the Fundraising Code of Practice, set by the Fundraising Regulator and GDPR. Individuals registered with the Fundraising Preference Service are always excluded from communications. We do not use external agencies for our fundraising.

We have robust policies in place regarding treating donors fairly and following the Fundraising Code of Practice. We never sell, or give supporter’s details to anyone else, except those that are employed directly by us to manage direct mailing activities. We believe it is vital that we communicate with our supporters in the manner they prefer, and we respect their privacy and preferences. We fully induct and support all our fundraising staff to reinforce our fundraising ethics. We monitor complaints and use this feedback to help us improve our fundraising activities. We did not receive any complaints about our fundraising activities during 2021-22.

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”.

Report of the Trustees - continued

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

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

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

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 20 October 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 2022 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 2022 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, which includes the Directors' Report prepared for the purposes of company law, 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: 26/10/2022
Date:

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

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM:					
Donations and grants	2	1,704,380	570,271	2,274,651	2,925,295
Bank interest receivable		1,594	-	1,594	2,765
Other income		676	-	676	16,795
Total		1,706,650	570,271	2,276,921	2,944,855
EXPENDITURE ON:					
Raising Funds	3	415,389	3,899	419,288	288,592
Charitable activities					
Operations	3	668,593	442,342	1,110,935	1,522,360
Casework	3	843,627	192,162	1,035,789	729,876
Day/Guest Services	3	49,261	1,054	50,315	52,851
Total		1,976,870	639,457	2,616,327	2,593,679
NET INCOME	4	(270,220)	(69,186)	(339,406)	351,176
RECONCILIATION OF FUNDS					
Total funds brought forward	13	1,485,796	94,665	1,580,461	1,229,285
TOTAL FUNDS CARRIED FORWARD	13	1,215,576	25,479	1,241,055	1,580,461

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 2022

		2022	2021
	Notes	£	£
FIXED ASSETS			
Tangible assets	8	55,066	59,600
CURRENT ASSETS			
Debtors	9	85,568	35,926
Cash at bank and in hand		1,253,053	1,606,995
		<u>1,338,621</u>	<u>1,642,921</u>
CREDITORS			
Amounts falling due within one year	10	(152,632)	(122,060)
NET CURRENT ASSETS		<u>1,185,989</u>	<u>1,520,861</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,241,055</u>	<u>1,580,461</u>
NET ASSETS		<u>1,241,055</u>	<u>1,580,461</u>
FUNDS			
Unrestricted funds	13	1,215,576	1,485,796
Restricted funds	13	25,479	94,665
TOTAL FUNDS		<u>1,241,055</u>	<u>1,580,461</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 20 October 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 2022

	2022	2021
	£	£
Cash flows from operating activities:		
Cash generated from operations (see below)	(332,929)	441,195
Net cash provided by operating activities	(332,929)	441,195
Cash flows from investing activities:		
Purchase of tangible fixed assets	(22,607)	(22,782)
Proceeds from sale of tangible fixed assets	-	16,795
Interest received	1,594	2,765
Net cash provided used in investing activities	(21,013)	(3,222)
Change in cash and cash equivalents in reporting period	(353,942)	437,973
Cash and cash equivalents at beginning of reporting period	1,606,995	1,169,022
Cash and cash equivalents at end of reporting period	1,253,053	1,606,995
Net income for the reporting period (as per statement of financial activities)	(339,406)	351,176
Adjustments for:		
Depreciation charges	27,141	25,091
Interest received	(1,594)	(2,765)
Gain on disposal of tangible fixed assets	-	(16,795)
(Increase) / decrease in debtors	(49,642)	22,997
Increase in creditors	30,572	61,491
Net cash (used in) / provided by operating activities	(332,929)	441,195
Analysis of cash and cash equivalents		
Cash at bank and in hand	1,253,053	1,606,995
Total cash and cash equivalents	1,253,053	1,606,995

Notes to the Financial Statements for the year ended 31 May 2022

I. Accounting Policies

Basis of preparing the financial statements

The financial statements of the Charity, 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 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.

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.

Notes to the Financial Statements for the year ended 31 May 2022, continued

I. Accounting Policies – continued**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors

Creditors are recognised at their settlement amount, after allowing for any trade discounts due.

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.

Employee benefits

Short-term benefits are recognised as an expense in the period in which the service is received. Termination benefits are accounted for on an accrual basis and in line with FRS 102. The Charity operates a defined contribution pension scheme. Contributions are charged to the Statement of Financial Activities in the period to which they relate and are allocated between activities and funds based on the use of the resource i.e. where employees spend their time.

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 on a straight-line basis over the period of the lease.

2. Donations and Grants

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Corporate	502,580	4,011	506,591	353,046
Individuals	688,832	-	688,832	698,263
Trusts and Foundations	440,695	493,023	933,718	1,618,475
Religious institutions	41,424	5,313	46,737	110,104
Other charitable income	30,849	67,924	98,773	145,407
	1,704,380	570,271	2,274,651	2,925,295

Donated goods and services are included above and, in the current year amounted to £87,018 (2021: £81,171). This included legal and other professional advice in relation to moving to a new office (valued at £60,000), legal advice for setting up the hostel (valued at £10,000) and provision of a venue for a supporter event (valued at £5,665).

Notes to the Financial Statements for the year ended 31 May 2022, continued

3. Resources Expended

	Basis of allocation	Operations £	Casework £	Day/ Guest Services £	Raising Funds £	Support & Governance £	2022 Total £	2021 Total £
Costs directly allocated to activities:								
Staff costs	Direct	509,229	665,029	26,728	249,471	130,254	1,580,711	1,564,623
Casework expenses	Direct	-	44,622	-	-	-	44,622	17,930
Fundraising	Direct	-	-	-	51,800	-	51,800	24,827
Photography, film, advertising and design fees	Direct	-	-	-	-	12,977	12,977	-
Hostel rent and move-on accommodation	Direct	291,595	-	-	-	-	291,595	457,792
Catering	Direct	36,779	-	472	-	-	37,251	78,145
Equipment	Direct	16,482	-	-	-	-	16,482	49,937
Premises	Direct	-	33,492	-	-	-	33,492	15,807
Cleaning and laundry	Direct	6,625	-	-	-	-	6,625	20,424
Other expenses	Direct	13,644	-	74	-	-	13,718	27,937
Guest deposit, accommodation and reconnection expenses	Direct	-	68,910	-	-	-	68,910	19,856
Guest materials	Direct	-	-	6,316	-	-	6,316	20,830
Other guest expenses	Direct	-	-	8,679	-	-	8,679	5,691
Van expenses	Direct	6,756	-	-	-	-	6,756	12,164
Insurances	Usage	8,598	7,937	411	2,941	1,394	21,281	17,131
		889,708	819,990	42,680	304,212	144,625	2,201,215	2,333,094
Support costs allocated to activities:								
Premises – rent, rates and running costs	Usage	31,170	31,169	-	31,170	31,169	124,678	34,227
Recruitment and training	Usage	13,131	12,123	618	4,485	2,145	32,502	66,623
Printing, postage and stationery	Usage	2,136	1,972	100	729	349	5,286	6,499
Monitoring and evaluation	Usage	8,999	8,309	423	3,074	1,470	22,275	18,484
Audit	Usage	1,430	1,320	67	489	234	3,540	3,301
Auditor non-audit work	Usage	4,552	4,203	214	1,555	744	11,268	12,595
Legal and compliance	Usage	35,151	21,787	345	23,176	16,201	96,660	25,490
Telecommunications	Usage	5,181	4,784	244	1,770	846	12,825	11,211
IT expenses	Usage	21,659	19,997	1,019	7,399	3,538	53,612	41,207
Sundry expenses	Usage	9,453	8,728	445	3,229	1,544	23,399	3,792
Bank charges	Usage	778	718	37	266	127	1,926	12,064
Depreciation	Usage	15,883	7,046	359	2,606	1,247	27,141	25,092
		149,523	122,156	3,871	79,948	59,614	415,112	260,585
Allocated costs		1,039,231	942,146	46,551	384,160	204,239	2,616,327	2,593,679
Reallocated support & governance costs	Usage	71,704	93,643	3,764	35,128	(204,239)	-	-
Total expenditure 2022		1,110,935	1,035,789	50,315	419,288	-	2,616,327	2,593,679
Total expenditure 2021		1,522,360	729,876	52,851	288,592	-	-	2,593,679

Basis of allocation of costs

Direct – directly attributable to the activity

Usage – estimated usage based on staff costs per activity or usage of space as appropriate

Notes to the Financial Statements for the year ended 31 May 2022, continued

4. Net Income

Net income is stated after charging:

	2022	2021
	£	£
Auditors' remuneration	3,540	3,301
Other non-audit services	11,268	12,595
Depreciation – owned assets	27,141	25,092
Other operating leases	104,914	34,227

5. Trustees' Remuneration and Benefits

No remuneration or other benefits was paid to trustees in the year ended 31 May 2022 (2021: £nil).

Trustee expenses of £21 pertaining to recruitment were paid to one trustee in the year ended 31 May 2022 (2021: £nil).

6. Staff Costs

	2022	2021
	£	£
Wages and salaries	1,406,917	1,420,916
Social security costs	134,486	121,836
Employer's contribution to defined benefit pension schemes	29,116	21,871
Redundancy costs	10,192	-
Total Staff Costs (note 3)	1,580,711	1,564,623
Average number of employees during the year	55	56

During the 25-week period in which our winter services were in operation (2021: 30-week period), the average number of employees was 75 (2021: 75). For the remainder of the year, the average number of employees was 34 (2021: 30).

The key management personnel consists of 6 roles. The total remuneration (including taxable benefits and employer's pension and social security contributions) of the key management personnel for the year was £307,713 (2021: five roles with total remuneration of £225,395). No employees received emoluments in excess of £60,000 (2021: 1).

During the year, the Charity undertook a review of its planned services for the year 2022-23, including its fundraising goals and the Charity's overall financial situation. The review indicated a need for the Charity to restructure in order to fulfil its plans, maintain its sustainability and to safeguard its future and ultimately, its ability to continue to be here for those who need its support. No redundancy costs remained unpaid at 31 May 2022 (2021: £nil).

Notes to the Financial Statements for the year ended 31 May 2022, continued

7. Comparatives for the Statement of Financial Activities

For the year ended 31 May 2021

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

Notes to the Financial Statements for the year ended 31 May 2022, continued

8. Tangible Fixed Assets

	Motor Vehicles £	Office Equipment £	Leasehold Improvements £	Total £
COST				
At 1 June 2021	36,405	82,805	-	119,210
Additions	-	21,147	1,460	22,607
Disposals	(8,194)	(15,249)	-	(23,443)
At 31 May 2022	28,211	88,703	1,460	118,374
DEPRECIATION				
At 1 June 2021	18,939	40,671	-	59,610
Disposals	(8,194)	(15,249)	-	(23,443)
Charge for year	8,252	18,889	-	27,141
At 31 May 2022	18,997	44,311	-	63,308
NET BOOK VALUE				
At 31 May 2022	9,214	44,392	1,460	55,066
At 31 May 2021	17,466	42,134	-	59,600

9. Debtors: Amounts Falling Due Within One Year

	2022 £	2021 £
Other debtors (rent deposit)	36,600	-
Gift Aid income tax recoverable	16,546	13,220
Accrued income receivable	10,747	1,308
Prepayments	21,675	21,398
	85,568	35,926

Notes to the Financial Statements for the year ended 31 May 2022, continued

10. Creditors: Amounts Falling Due Within One Year

	2022	2021
	£	£
Social security and other taxes	46,199	29,288
Accruals	106,433	92,772
	152,632	122,060

11. Leasing Agreements

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

	2022	2021
	£	£
Within one year	113,793	3,548
Two to five years	11,634	-
Greater than five years	-	-

Due within one year includes the Glass Door offices rental of £105,127 (2021: £2,626).

12. Analysis of Net Assets Between Funds

	Unrestricted fund	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Fixed assets	55,066	-	55,066	59,600
Current assets	1,313,142	25,479	1,338,621	1,642,921
Current liabilities	(152,632)	-	(152,632)	(122,060)
Total funds 2022	1,215,576	25,479	1,241,055	
Total funds 2021	1,485,796	94,665		1,580,461

Notes to the Financial Statements for the year ended 31 May 2022, continued

13. Movement in Funds

	At 1 June 2021 £	Incoming resources £	Resources expended £	At 31 May 2022 £
Unrestricted funds				
General fund	1,485,796	1,706,650	(1,976,870)	1,215,576
Restricted funds				
Winter Services	-	437,705	(437,705)	-
Casework	84,865	128,350	(187,736)	25,479
Other salaries	9,800	4,216	(14,016)	-
	<u>94,665</u>	<u>570,271</u>	<u>(639,457)</u>	<u>25,479</u>
TOTAL FUNDS	<u>1,580,461</u>	<u>2,276,921</u>	<u>(2,616,327)</u>	<u>1,241,055</u>

Comparative fund movements:

	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				
Night shelter	-	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>

Notes to the Financial Statements for the year ended 31 May 2022, 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

Trustee expenses of £21 pertaining to recruitment were paid to one trustee in the year ended 31 May 2022 (2021: £nil). There were no other related party transactions for the year ended 31 May 2022 (2021: £nil).

Financial and In-kind Supporters

Glass Door would like to thank all the volunteers, schools, religious institutions, 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

A G Golding Charitable Trust	London Community Foundation
The Albert Hunt Trust	MariaMarina Foundation
Allegro Trust	Marsh Charitable Trust
An Extra Mile Char Trust	Masonic Charitable Foundation
Ann Jane Green Trust	The Matson Ground Charitable Trust
Annette Duvollet Charitable Trust	The Matthew Trust
The Anthony & Pat Charitable Foundation	The Mercers' Company
Austin & Hope Pilkington Trust	Na Mokulua
The Beatrice Laing Trust	National Benevolent Charity
Bruce Wake Charitable Trust	National Lottery Community Fund
The Cadogan Charity	Orange Tree Trust
CAF America	Our Aim Appeals
The Calleva Foundation	Pemberton Fund
Caridon Foundation	Permira Foundation
The Daisy Trust	The Persula Foundation
Daughters of The Cross Provincialate	R N and G Maini Charitable Trust
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Dischma Charitable Trust	Sir James Roll Charitable Trust
The Fitton Trust	Souter Charitable Trust
The Foyle Foundation	St Martin in The Fields Charity
Fund For Human Need	St Paul's German Evangelical Reformed Church Trust
The Generation Foundation	Stelios Philanthropic Foundation
Glasspool Charitable Trust	Strand Parishes Trust
The C.G. Hacking Charitable Trust	Streets of London
Hammersmith & Fulham Giving	StreetSmart
Homeless Link	Talisman Charitable Trust
Hornby Lonsdale Charitable Trust	Tides Foundation
The Hospital Saturday Fund	Tolkien Trust
Inner London Magistrates' Court's Poor Box Charity	Trees Cazenove Charitable Trust
J & S Asquith Charitable Trust	Vengrove Charitable Foundation
J L S Lonsdale Charitable Trust	The Whinell Charitable Fund
The Jongen Charitable Trust	The Wimbledon Foundation
Josephine Countess of Sefton Deceased Will Trust	Wogen Anniversary Trust
The Julia and Hans Rausing Trust	The Worshipful Company of Basketmakers 2011 Trust
The Keith Coombs Trust	The Worshipful Company of Builders' Merchants
League of Helping Hands	The Worshipful Company of Hackney Carriage Drivers
LHA London Ltd	

Financial and In-kind Supporters - continued

Charities, Community and Voluntary Groups

Apollo 19
The Biscuit Fund
Clothing Collective
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Family Action
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The Felix Project
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Hammersmith BID
Heart of Christ
The Honourable Society of Lincoln's Inn
Housing Justice
Kensington Singers
Literary Laughs
London Eats
Philanthropunks
The Railway
Rotary Club of Kensington & Chelsea
Rotary Club of Putney
The Shoebox Project
Social Bite
The Worshipful the Mayor of the Royal Borough of
Kensington & Chelsea, Councillor Gerard Hargreaves:
Charity of the Year
UCL Student Action Against Homelessness Society

Educational Institutions

Christ Church Primary School
Downe House School
Eton College
Gearies Primary School
Kensington Prep School
Newton Prep
Oratory RC Primary School
Orchard House School
St Joseph's Catholic Primary School
St Mary's CE Primary School
St Paul's Catholic College

Financial and In-kind Supporters - continued

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Jacobs	Vengrove Real Estate Management
John D Wood (Chelsea Green)	Vitol services Ltd
K&L Gates LLP	Waitrose & Partners (Richmond)
Kelling Designs	Warrener Stewart
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Lane Clark & Peacock LLP	Well Kneaded
Legal & General Assurance Society Ltd	Winch Design
Little Waitrose (Old Brompton Road)	

Financial and In-kind Supporters - continued

Religious Institutions

All Saints Fulham
All Saints, Tooting
Brompton Oratory
Essex Unitarian Church
Festival of Life
Holy Trinity Brompton
Holy Trinity Brook Green
Our Lady of Victories, Kensington
Our Most Holy Redeemer & St. Thomas More
Putney Methodist Church
Richmond Team Ministry
Saints Sebastian & Pancras Catholic Church
Sisters of Nazareth
Society of the Sacred Heart
St Barnabas Church, Clapham Common
St Barnabas Church, Kensington
St Columba's Church of Scotland
St Dionis Church, Parson's Green
St Gabriel's, Cricklewood
St Helen's Church, North Kensington
St John The Divine, Richmond
St John's Church, Fulham

St Luke's Church, Battersea
St Luke's Church, Kew
St Luke's and Christ Church, Chelsea
St Margaret's Church, Putney
St Mary Abbots Parish Church
St Mary The Boltons
St Mary with St Alban, Teddington
St Mary's Barnes
St Mary's, Battersea
St Mary's Church, Putney
St Mary's with St George's German Lutheran Church
St Michael's, Wandsworth Common
St Paul's Church, Wimbledon Parkside
St Peter's Church, Battersea
St Peter's Church, Hammersmith
St Peter's Church, Notting Hill
St Philip's Church, Kensington
St Richard's Church, Ham
St Simon's, Rockley Road
United Benefice of Holland Park