



REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS

for the Year ended 31 May 2024
for
GLASS DOOR HOMELESS CHARITY

TRADING AS
Glass Door

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Reference and Administrative Details

Trustees

Asitha Ameresekere
Mary Benton (Company Secretary from 4 October 2023 to 9 January 2024)
Kate Coles (Treasurer)
Marie Green (Interim Chair of Trustees from 4 October 2023)
Brian Leathard (Chair of Trustees; resigned 4 October 2023)
Marta Lejkowski (appointed 4 October 2023)
Shuna Mason (Company Secretary; resigned 4 October 2023)
Cynthia Oddman-Howe (appointed 26 March 2024)
Antje Palmer
Emma Raleigh (Company Secretary; appointed 9 January 2024)
Amanda Sheppard (resigned 4 October 2023)
Matthew Wilkins (appointed 23 May 2024)

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

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 2024. 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.

By partnering with churches and community centres to provide shelter and support, Glass Door is committed to supporting people get—and stay—off the street. We believe everyone has inherent dignity and we welcome those who turn to us as our guests.

Our services and shelters have always been open to all. From June 2023 through May 2024, Glass Door supported a total of 2,338 guests through our year-round casework service and emergency winter night shelter provision.

Our winter night shelters are a big part of our offer at Glass Door. Across three southwest London boroughs, a network of churches, along with a dedicated team of shelter staff, caseworkers and volunteers provide vital support to people rough sleeping in the coldest months.

We provided emergency shelter every night for 22 weeks to 542 guests in total, most of whom also took the opportunity to engage with one of our caseworkers. The support they provided ranged from opening bank accounts to helping guests into employment and supporting them to find a safe place to call home.

Report of the Trustees - continued

Our Activities and Achievements

In 2023-24 we ran emergency winter shelters and delivered year-round casework support for those experiencing, or at risk of becoming homeless. We also introduced a mailbox service at our office to enable our guests to receive mail.

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 (King's Road Community Drop-In (Chelsea Methodist Church), HTB Day Shelter (St Augustine's), Refettorio Felix at St Cuthbert's, Ace of Clubs, The Vineyard Community Centre and The Upper Room) as well as by appointment at our office in west London.

Over the financial year 2023-24, our casework team met with 2,190 individuals (2022-23: 1,678 individuals), an increase of 31%. Our casework team worked with them to bring many positive changes:

- 376 guests moved into stable accommodation (294 in 2022-23)
- 17 evictions prevented (10 in 2022-23)
- 119 guests received food support (99 in 2022-23), in part due to the cost-of-living crisis
- 26 guests found employment or sought training whilst using our services (36 in 2022-23)
- 162 accessed benefit entitlements (178 in 2022-23)
- 86 guests connected with a range of health services (73 in 2022-23)
- 65 guests received ID (61 in 2022-23)
- 13 guest bank accounts were opened (17 in 2022-23)

We also introduced a weekly women's drop-in, specifically for women's night shelter guests (see below) to meet with caseworkers. Our drop in team included a Multiple Disadvantage Caseworker and an Immigration Project Caseworker who were able to provide specialist advice and support.

Operations

Our winter night shelters are a key part of what we deliver at Glass Door. Across three southwest London boroughs, a network of churches, along with a dedicated team of shelter staff, caseworkers and volunteers provide vital support to people rough sleeping in the coldest months. We ran three winter night shelter circuits between November 2023 and April 2024.

Over the course of the 2023-24 winter season (2022-23 comparative figures are for three shelter circuits for 16 weeks):

- 542 individuals stayed in our shelters (293 in 2022-23)
- 14,693 shelter spaces were filled (6,716 in 2022-23)
- The guests' ages ranged from 19-81 years old, 73 nationalities were represented in our shelters (17-74 years and 61 nationalities in 2022-23)
- 73% of those who stayed in our shelters received advice and support from one of our caseworkers (62% in 2022-23)
- Our caseworkers supported 151 of those shelter guests into stable accommodation during the year (63 in 2022-23)

The increase in demand for women's spaces in our winter night shelter has been a consistent trend year on year. The systemic unmet needs of women experiencing homelessness, observed by our caseworkers and the increase in demand led to our decision to open a women's shelter last winter.

The women's shelter was based on the traditional, rotating model night shelter circuits – 35 guests were hosted by a different venue each night of the week; they were welcomed by Glass Door staff and volunteers who served a hot meal before guests bedded down. The shelter was an inclusive, safe space open to all women.

We introduced a mailbox service at our office in February 2024 to enable our guests to receive mail. Between February and the end of May, 65 guests registered with the service, and there were 176 visits to our office to pick up mail.

Report of the Trustees - continued

Volunteers and Partners

Over the past year 650 volunteers (444 in 2022-23) have supported our services: at our winter night shelters cooking and serving food to guests, translating guest feedback, organising donations at our office, and welcoming guests at our partner day centres. 126 of our active volunteers shared their feedback with us through our annual volunteer survey. As in previous years, the results showed that our volunteers enjoy volunteering with us and are highly motivated to support our guests.

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 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, employment, clothes and food. We also partner with day centres who host Glass Door caseworkers at their centres, so guests can find advice and support during the daytime.

Policy and Advocacy

Glass Door's Policy and Advocacy work is guided by our data and insights. Our key strategic aims are to use our diverse data set to advocate on behalf of our guests and influence positive change across our communities. During the last year we have taken active roles in partnerships and coalitions across the homeless sector, with government officials and organisations whose focus intersects with our work. We have supported several sector campaigns including the Renters Rights Bill (previously Renters Reform Bill), The Criminal Justice Bill, The Illegal Immigration Act and the planfor136k campaign - call for a youth homelessness strategy.

The insights we gather directly from the front line, through the interactions we have with our partner organisations, through our lived experience group and analysis of the ever-changing environment, help us identify our priority areas of focus. Over the coming year we will continue to influence policy on and raise awareness of these key areas:

- The increase in overall levels of homelessness and demand for homelessness services
- Refugee homelessness
- Under 35's homelessness
- Women's Homelessness
- Evictions and the quality of private rented sector (PRS) accommodation

Public Benefit Statement

The trustees consider that the activities of Glass Door provide benefit to homeless and vulnerably 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.

Report of the Trustees - continued

Financial Review

The Charity's total income for the year was £2,176,883, an increase of 6% compared to the prior year (2023: £2,051,386), principally due to an increase in donations and grants.

Donations and grants for the year increased 5% to £2,152,267 (2023: £2,044,072). Donations and grants came through a combination of charitable trusts and foundations, individual giving, corporate giving and religious institutions and community donations. Glass Door is an independent charity that receives no funding that impedes its open access policy.

Charitable trusts and foundations contributed £1,254,417, representing 58% of our fundraising income. Individual donations totalled £566,757 (26%), corporate donations totalled £219,788 (10%), religious institutions provided £47,235 (2%), and other charitable income (including schools and community groups) contributed £64,070 (3%).

Our largest event continues to be the Glass Door Sleep Out. In October 2023, more than 120 people gave up their beds and gathered at Duke of York Square. Many more got together at remote events, at their churches, schools or back gardens, all to raise crucial funds for Glass Door's guests, and awareness on homelessness ahead of the winter. Participants raised £99,770 (£98,976 in October 2023).

Our 2023 Christmas Appeal was a huge success, raising an amazing £184,422 (2021-22: £189,344). Our Christmas appeal film "Homelessness can happen to anyone" highlighted the main forms that homelessness can take and Glass Door's work to help people build a route towards secure and stable housing. We also ran a spring appeal which raised £20,615 (we did not run a spring appeal in 2022-23, but we raised £30,469 in 2022-23 from a summer appeal in 2022).

Total expenditure for the year to 31 May 2024 increased 19% to £2,271,997 (2023: £1,902,619). The Charity generated a surplus of £148,767 in 2022-23 and the Board of Trustees approved a budgeted deficit for 2023-24 given the strength of the Charity's reserves and the demand for the Charity's services. The most significant driver of increased cost was extending the winter shelter season to run for 22 weeks, compared with 16 weeks in 2022-23. Operations costs therefore increased 26% to £798,842 (2023: £634,065). Casework costs increased 16% to £946,324 (2023: £817,055) principally due to an increase in the size of the casework team and an increase in expenditure on guest deposits and accommodation as more guests were helped into more stable accommodation. Expenditure on Day / Guest Services decreased 23% to £60,525 (2023: £78,147) in part due to Women's Group coming to an end in December 2023 (this was a separate group from the weekly women's drop-in for women's night shelter guests, which ran through the winter season). Fundraising costs for the year increased 25% to £466,306 as new team members hired during 2022-23 contributed for a full year in 2023-24 (2023: £373,352). For every £1 spent, we raised £4.67 (2023: £5.49).

The main cost in the year was staffing, which totalled £1,621,232 (2023: £1,304,568) and accounted for 71% (2023: 69%) of total expenditure. The increase in the percentage of total expenditure reflects pay increments, an increase in the average number of non-seasonal staff and an increase in seasonal staff costs due to running the winter night shelters for 22 weeks (16 weeks in 2022-23). 71% of staff costs (2023: 73%) was for frontline staff such as seasonal staff to run the winter night shelters, permanent operations staff and caseworkers.

At 31 May 2024 the total reserves carried forward were 7% lower at £1,294,708 (2023: £1,389,822), reflecting the deficit for the year of £95,114. £1,282,208 of reserves were unrestricted, with restricted reserves of £12,500. See below for more detail of the Charity's Reserves Policy.

Reserves policy

Under the Reserves Policy, 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). The prudent Reserves Policy allows the Charity to maintain its office premises and to offer permanent staff a measure of job security, which assists with training and retention and delivers a crucial element of continuity of service for guests.

The Charity's reserves decreased to £1,294,708 at 31 May 2024 (2023: £1,389,822), reflecting the deficit for the year of £95,114 following the trustees decision to approve a budget deficit for the year due to the strength of the Charity's reserves and the demand for the Charity's services. 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.

Report of the Trustees - continued

Future Plans

As we have highlighted throughout this report, the number of those experiencing homelessness or at risk of becoming homeless continues to grow. The reasons for this growth are many and varied and the solutions to address the homelessness crisis in this country and bring an end to the year-on-year growth, will take significant investment and a huge amount of commitment. It will also require a willingness to push the boundaries, learn from previous mistakes, trial new approaches and accept that the current situation is unacceptable.

Based in central London, Glass Door Homeless Charity is at the epicentre of this crisis as the number of people experiencing homelessness in London is higher than anywhere else in the country. We are well placed to witness not just the growing number of people affected, but the impact of homelessness on these individuals, their families and the wider community. By working alongside others, we are committed to do all we can to help bring about change. However, the stark reality is that the need for our services is set to continue. We will later this year publish Glass Door's five-year strategy alongside an updated Theory of Change. Our key areas of focus will include:

- **Emergency shelter:** Exploring the further development of our emergency shelter offering to help address the ever-increasing need for emergency shelter in London.
- **Specialist knowledge:** Investing in the development of our specialist knowledge, ensuring our Casework team are well placed to help more people and navigate complex situations.
- **Gender & trauma informed services:** Investing in the further development of our gender and trauma informed services, addressing the specific needs of every person who turns to us for support.
- **Lived experience:** Ensuring our work across Glass Door is informed and strengthened through the active involvement of those with lived experience.
- **Be the voice:** Using our data and insights from the frontline to raise the voices of those we support through our advocacy and policy work. By working in collaboration with others, we will seek to bring about the change necessary to end homelessness.
- **Data & insight driven:** Continuing to use unique data to drive the development of our services and ensure our guests and their needs are central to every decision we make.

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 Articles of Association which are publicly available at www.companieshouse.gov.uk.

Recruitment and appointment of new trustees

New trustees are recruited on a periodic basis and are appointed in accordance with clauses 30-34A of the Articles of Association.

Induction and training of new trustees is carried out by trustees with support from the CEO.

During 2022-23, the Board of Trustees undertook a governance review. Trustees resolved to adopt a change in trustee terms of office, which was ratified by members. Each term will be of three years renewable to a maximum of three terms, with transitional arrangements in place in respect of those trustees who have already served three terms.

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 CEO and delegate accordingly.

Relationship between the Charity and related parties

Trustees have not received any remuneration or received any other benefits from the Charity or a related entity. Trustee expenses of £2,226 were incurred in the year. This relates to the reimbursement of food costs for evening meals in relation to one trustee's role as a volunteer co-ordinator in Glass Door's winter night shelters. Glass Door does not have any other financial transactions with any related parties.

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. 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 are currently three risks on the risk register that are considered to be major risks to the Charity. Major risks are defined as those risks as having the greatest potential impact on the Charity after risk mitigation actions 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

Material sustained income shortfall and/or unexpected cost escalation

- A sustained income shortfall and/or unexpected cost escalation could result in: insufficient funds to deliver the Charity's business plan, a reduction in services to guests, a reduction in staff, the Charity's inability to meet its Reserves Policy or insolvency. While the potential impact is high, the Charity considers the likelihood to be low given a wide range of mitigating actions. Mitigating actions include regular governance meetings between the trustees and management to review the financial position and risks, regular review of budgets and monthly management accounts.

Loss of venue or key part of venue

- Loss of a venue or key part of a venue (e.g. a night shelter venue) could result in our inability to house guests on one night of week in the night shelters and the consequential impact on our guests. The risk is mitigated by a number of factors, including: having agreements in place with all venues and maintaining good relationships with alternative options for all our services.

Loss of key staff

- Loss of key staff could result in a disruption to our services or reduction in service capacity, a reduction in fundraising income, or low organisational morale. The likelihood is considered low taking into account several mitigating actions including: regular review of pay and benefits, monitoring staff satisfaction and appropriate induction, training and professional development opportunities.

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 2023-24.

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 23 September 2024 and signed on its behalf by:



.....
Marie Green – Interim 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 2024 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 2024 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: 23 September 2024

Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the year ended 31 May 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM:					
Donations and grants	2	1,367,379	784,888	2,152,267	2,044,072
Bank interest receivable		24,616	-	24,616	7,303
Other income		-	-	-	11
Total		1,391,995	784,888	2,176,883	2,051,386
EXPENDITURE ON:					
Raising Funds	3	466,306	-	466,306	373,352
Charitable activities					
Operations	3	355,300	443,542	798,842	634,065
Casework	3	613,005	333,319	946,324	817,055
Day / Guest Services	3	60,525	-	60,525	78,147
Total		1,495,136	776,861	2,271,997	1,902,619
NET INCOME	4	(103,141)	8,027	(95,114)	148,767
RECONCILIATION OF FUNDS					
Total funds brought forward	13	1,385,349	4,473	1,389,822	1,241,055
TOTAL FUNDS CARRIED FORWARD	13	1,282,208	12,500	1,294,708	1,389,822

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 2024

		2024	2023
	Notes	£	£
FIXED ASSETS			
Tangible assets	8	60,803	38,865
CURRENT ASSETS			
Debtors	9	172,712	66,380
Cash at bank and in hand		1,189,119	1,398,944
		<u>1,361,831</u>	<u>1,465,324</u>
CREDITORS			
Amounts falling due within one year	10	(127,926)	(114,367)
NET CURRENT ASSETS		<u>1,233,905</u>	<u>1,350,957</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,294,708</u>	<u>1,389,822</u>
NET ASSETS		<u>1,294,708</u>	<u>1,389,822</u>
FUNDS			
Unrestricted funds	13	1,282,208	1,385,349
Restricted funds	13	12,500	4,473
TOTAL FUNDS		<u>1,294,708</u>	<u>1,389,822</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 23 September 2024 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 2024

	2024	2023
	£	£
Cash flows from operating activities:		
Cash (used in) / generated from operations (see below)	(186,755)	151,896
Net cash provided by operating activities	(186,755)	151,896
Cash flows from investing activities:		
Purchase of tangible fixed assets	(47,686)	(14,392)
Proceeds from sale of tangible fixed assets	-	1,084
Interest received	24,616	7,303
Net cash used in investing activities	(23,070)	(6,005)
Change in cash and cash equivalents in reporting period	(209,825)	145,891
Cash and cash equivalents at beginning of reporting period	1,398,944	1,253,053
Cash and cash equivalents at end of reporting period	1,189,119	1,398,944
Net income for the reporting period (as per statement of financial activities)	(95,114)	148,767
Adjustments for:		
Depreciation charges	25,748	28,460
Interest received	(24,616)	(7,303)
Loss on disposal of tangible fixed assets	-	1,050
(Increase) / decrease in debtors	(106,332)	19,187
Increase / (decrease) in creditors	13,559	(38,265)
Net cash (used in) / provided by operating activities	(186,755)	151,896
Analysis of cash and cash equivalents		
Cash at bank and in hand	1,189,119	1,398,944
Total cash and cash equivalents	1,189,119	1,398,944

Notes to the Financial Statements for the year ended 31 May 2024

1. 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 night 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 2024, continued

1. 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.

Notes to the Financial Statements for the year ended 31 May 2024, continued

2. Donations and Grants

	Unrestricted funds £	Restricted funds £	2024 Total funds £
Corporate	215,087	4,701	219,788
Individuals	566,757	-	566,757
Trusts and Foundations	509,859	744,558	1,254,417
Religious institutions	46,306	929	47,235
Other charitable income	29,370	34,700	64,070
	<u>1,367,379</u>	<u>784,888</u>	<u>2,152,267</u>

Donated services included above amounted to £3,912 (2023: £13,034) for legal advice.

	Unrestricted funds £	Restricted funds £	2023 Total funds £
Corporate	365,180	1,291	366,471
Individuals	573,768	-	573,768
Trusts and Foundations	431,277	559,135	990,412
Religious institutions	61,661	-	61,661
Other charitable income	20,313	31,447	51,760
	<u>1,452,199</u>	<u>591,873</u>	<u>2,044,072</u>

Notes to the Financial Statements for the year ended 31 May 2024, continued

3. Resources Expended

	Basis of allocation	Operations £	Casework £	Day/ Guest Services £	Raising Funds £	Support & Governance £	2024 Total £
Costs directly allocated to activities:							
Staff costs	Direct	478,900	636,386	43,167	296,963	165,816	1,621,232
Casework expenses	Direct	-	39,721	-	-	-	39,721
Fundraising	Direct	-	-	-	46,164	-	46,164
Photography, film, advertising and design fees	Direct	-	-	-	-	9,912	9,912
Move-on and emergency accommodation	Direct	780	-	-	-	-	780
Catering	Direct	48,421	-	775	-	-	49,196
Equipment	Direct	24,115	-	-	-	-	24,115
Premises	Direct	-	18,021	(1,090)	-	-	16,931
Cleaning and laundry	Direct	25,753	-	-	-	-	25,753
Other expenses (including agency staff)	Direct	16,114	-	-	-	-	16,114
Guest deposit, accommodation and reconnection expenses	Direct	-	25,597	-	-	-	25,597
Guest materials	Direct	-	-	331	-	-	331
Other guest expenses	Direct	-	-	4,744	-	-	4,744
Van expenses (including insurance)	Direct	9,897	-	-	-	-	9,897
Other insurance	Usage	8,362	7,721	399	2,861	1,356	20,699
		612,342	727,446	48,326	345,988	177,084	1,911,186
Support costs allocated to activities:							
Premises – rent, rates and running costs	Usage	34,647	34,647	-	34,647	34,647	138,588
Recruitment and training	Usage	7,730	9,203	604	4,372	2,246	24,155
Printing, postage and stationery	Usage	1,820	2,167	142	1,030	529	5,688
Monitoring and evaluation	Usage	12,438	14,809	972	7,035	3,615	38,869
Audit	Usage	-	-	-	-	5,670	5,670
Auditor non-audit work	Usage	3,936	4,686	308	2,226	1,144	12,300
Legal and compliance	Usage	-	1,974	-	-	12,626	14,600
Telecommunications	Usage	2,742	3,264	214	1,551	797	8,568
IT expenses	Usage	19,210	22,872	1,501	10,866	5,583	60,032
Sundry expenses	Usage	7,429	8,846	580	4,202	2,159	23,216
Bank charges	Usage	1,081	1,287	84	612	313	3,377
Depreciation	Usage	13,850	6,666	437	3,167	1,628	25,748
		104,883	110,421	4,842	69,708	70,957	360,811
Allocated costs		717,225	837,867	53,168	415,696	248,041	2,271,997
Reallocated support & governance costs	Usage	81,617	108,457	7,357	50,610	(248,041)	-
Total expenditure 2024		798,842	946,324	60,525	466,306	-	2,271,997
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 2024, continued

3. Resources Expended (continued)

	Basis of allocation	Operations £	Casework £	Day/ Guest Services £	Raising Funds £	Support & Governance £	2023 Total £
Costs directly allocated to activities:							
Staff costs	Direct	365,529	532,866	50,153	225,453	130,567	1,304,568
Casework expenses	Direct	-	23,044	-	-	-	23,044
Fundraising	Direct	-	-	-	35,914	-	35,914
Photography, film, advertising and design fees	Direct	-	-	-	-	5,924	5,924
Move-on and emergency accommodation	Direct	3,667	-	-	-	-	3,667
Catering	Direct	18,955	-	1,007	-	-	19,962
Equipment	Direct	9,135	-	-	-	-	9,135
Premises	Direct	-	30,217	2,800	-	-	33,017
Cleaning and laundry	Direct	18,687	-	-	-	-	18,687
Other expenses (including agency staff)	Direct	15,215	-	576	-	-	15,791
Guest deposit, accommodation and reconnection expenses	Direct	-	17,802	-	-	-	17,802
Guest materials	Direct	-	-	916	-	-	916
Other guest expenses	Direct	-	-	6,012	-	-	6,012
Van expenses (including insurance)	Direct	16,956	-	-	-	-	16,956
Other insurance	Usage	8,443	7,795	403	2,889	1,368	20,898
		456,587	611,724	61,867	264,256	137,859	1,532,293
Support costs allocated to activities:							
Premises – rent, rates and running costs	Usage	37,444	37,444	-	37,444	37,444	149,776
Recruitment and training	Usage	15,366	20,574	2,063	8,869	4,692	51,564
Printing, postage and stationery	Usage	1,133	1,517	152	654	346	3,802
Monitoring and evaluation	Usage	9,530	12,760	1,279	5,500	2,910	31,979
Audit	Usage	-	-	-	-	5,400	5,400
Auditor non-audit work	Usage	3,332	4,461	447	1,923	1,017	11,180
Legal and compliance	Usage	12,278	535	54	231	122	13,220
Telecommunications	Usage	2,790	3,736	375	1,610	852	9,363
IT expenses	Usage	15,385	20,600	2,065	8,880	4,698	51,628
Sundry expenses	Usage	3,506	4,694	471	2,024	1,106	11,801
Bank charges	Usage	642	859	86	370	196	2,153
Depreciation	Usage	14,284	8,077	810	3,482	1,807	28,460
		115,690	115,257	7,802	70,987	60,590	370,326
Allocated costs		572,277	726,981	69,669	335,243	198,449	1,902,619
Reallocated support & governance costs	Usage	61,788	90,074	8,478	38,109	(198,449)	-
Total expenditure 2023		634,065	817,055	78,147	373,352	-	1,902,619

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 2024, continued

4. Net Income

Net income is stated after charging:

	2023	2023
	£	£
Auditors' remuneration	5,670	5,400
Other non-audit services	12,300	11,180
Depreciation – owned assets	25,748	28,460
Other operating leases	143,361	147,196

5. Trustees' Remuneration and Benefits

No remuneration or other benefits was paid to trustees in the year ended 31 May 2024 (2023: £nil).

Trustee expenses of £2,226 were incurred in the year (2023: £987). This relates to the reimbursement of food costs for evening meals in relation to one trustee's role as a volunteer co-ordinator in Glass Door's winter night shelters.

6. Staff Costs

	2024	2023
	£	£
Wages and salaries	1,452,551	1,168,274
Social security costs	138,861	113,034
Employer's contribution to defined contribution pension schemes	29,820	23,260
Total staff costs	1,621,232	1,304,568
Average number of employees during the year	52	40

During the 22-week period in which our winter services were in operation (2023: 16-weeks), the average number of employees was 76 (2023: 63). For the remainder of the year, the average number of employees was 34 (2023: 30).

The key management personnel consists of 7 roles. The total remuneration (including taxable benefits and employer's pension and social security contributions) of the key management personnel for the year was £435,409 (2023: £344,763; two of the roles were vacant for a significant proportion of the 2022-23 financial year). One employee received emoluments in excess of £60,000 (2023: 1). The emoluments for that employee were in excess of £80,000 but no more than £89,999.

Notes to the Financial Statements for the year ended 31 May 2024, continued

7. Comparatives for the Statement of Financial Activities

For the year ended 31 May 2023

	Unrestricted funds	Restricted funds	2023 Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM:			
Donations and grants	1,452,199	591,873	2,044,072
Bank interest receivable	7,303	-	7,303
Other income	11	-	11
Total	1,459,513	591,873	2,051,386
EXPENDITURE ON:			
Raising Funds	373,352	-	373,352
Charitable activities			
Winter Services	186,315	447,750	634,065
Casework	651,926	165,129	817,055
Day/Guest Services	78,147	-	78,147
Total	1,289,740	612,879	1,902,619
NET INCOME	169,773	(21,006)	148,767
RECONCILIATION OF FUNDS			
Total funds brought forward	1,215,576	25,479	1,241,055
TOTAL FUNDS CARRIED FORWARD	1,385,349	4,473	1,389,822

Notes to the Financial Statements for the year ended 31 May 2024, continued

8. Tangible Fixed Assets

	Motor Vehicles £	Office Equipment £	Leasehold Improvements £	Total £
COST				
At 1 June 2023	28,211	82,388	4,772	115,371
Additions	25,192	22,494	-	47,686
Disposals	-	(7,512)	-	(7,512)
At 31 May 2024	53,403	97,370	4,772	155,545
DEPRECIATION				
At 1 June 2023	26,051	49,759	696	76,506
Disposals	-	(7,512)	-	(7,512)
Charge for year	6,163	18,389	1,196	25,748
At 31 May 2024	32,214	60,636	1,892	94,742
NET BOOK VALUE				
At 31 May 2024	21,189	36,734	2,880	60,803
At 31 May 2023	2,160	32,629	4,076	38,865

9. Debtors: Amounts Falling Due Within One Year

	2024	2023
	£	£
Other debtors (rent deposit)	36,600	36,600
Gift Aid income tax recoverable	75,370	5,000
Accrued income receivable	3,572	2,945
Prepayments	57,170	21,835
	172,712	66,380

Notes to the Financial Statements for the year ended 31 May 2024, continued

10. Creditors: Amounts Falling Due Within One Year

	2024	2023
	£	£
Social security and other taxes	31,420	26,191
Accruals	96,506	88,176
	<u>127,926</u>	<u>114,367</u>

11. Leasing Agreements

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

	2024	2023
	£	£
Within one year	124,350	124,900
Two to five years	163,189	56,623
Greater than five years	-	-

Due within one year includes Glass Door office rent of £114,684 (2023: £114,684).

12. Analysis of Net Assets Between Funds

	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	60,803	-	60,803	38,865
Current assets	1,349,331	12,500	1,361,831	1,465,324
Current liabilities	(127,926)	-	(127,926)	(114,367)
Total funds 2024	<u>1,282,208</u>	<u>12,500</u>	<u>1,294,708</u>	
Total funds 2023	<u>1,385,349</u>	<u>4,473</u>		<u>1,389,822</u>

Notes to the Financial Statements for the year ended 31 May 2024, continued

13. Movement in Funds

	At 1 June 2023 £	Incoming resources £	Resources expended £	At 31 May 2024 £
Unrestricted funds				
General fund	1,385,349	1,391,995	(1,495,136)	1,282,208
Restricted funds				
Winter Services	-	443,542	(443,542)	-
Casework	4,473	341,346	(333,319)	12,500
	<u>4,473</u>	<u>784,888</u>	<u>(776,861)</u>	<u>12,500</u>
TOTAL FUNDS	<u>1,389,822</u>	<u>2,176,883</u>	<u>(2,271,997)</u>	<u>1,294,708</u>

Comparative fund movements:

	At 1 June 2022 £	Incoming resources £	Resources expended £	At 31 May 2023 £
Unrestricted funds				
General fund	1,215,576	1,459,513	(1,289,740)	1,385,349
Restricted funds				
Winter Services	-	447,750	(447,750)	-
Casework	25,479	144,123	(165,129)	4,473
	<u>25,479</u>	<u>591,873</u>	<u>(612,879)</u>	<u>4,473</u>
TOTAL FUNDS	<u>1,241,055</u>	<u>2,051,386</u>	<u>(1,902,619)</u>	<u>1,389,822</u>

Purpose of restricted funds:

- The Winter Services Fund is specifically to meet the cost of providing and staffing winter night shelters for people experiencing homelessness.
- The Casework Fund is specifically to meet the costs of providing casework services.

Notes to the Financial Statements for the year ended 31 May 2024, continued

14. Related Party Disclosures

Trustee expenses of £2,226 were incurred in the year (2023: £987). This relates to the reimbursement of food costs for evening meals in relation to one trustee's role as a volunteer co-ordinator in Glass Door's winter night shelters. There were no other related party transactions for the year ended 31 May 2024 (2023: £nil).

Financial and In-kind Supporters

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

Charitable Trusts and Foundations

A G Golding Charitable Trust	Souter Charitable Trust
Allegro Trust	Squire Patton Boggs Charitable Trust
An Extra Mile Charitable Trust	St Martin-in-the-Fields Charity
Andrew Lyon Memorial Trust	Stelios Philanthropic Foundation
Ann Jane Green Trust	Streets Of London
Bruce Wake Charitable Trust	Streetsmart
Daughters of the Cross Provincialate	Talisman Charitable Trust
David and Julia Hunter Charitable Trust	The Anthony & Pat Charitable Foundation
Desmond Harris Charitable Trust	The C.G. Hacking Charitable Trust
Dischma Charitable Trust	The Cadogan Charity
Dr Edwards & Bishop King's Fulham Charity	The Calleva Foundation
Edward and Pat Sadler Charitable Trust	The Daisy Trust
Fund For Human Need	The Fitton Trust
Glasspool Charitable Trust	The Foyle Foundation
HandSpark Charitable Trust	The Generation Foundation
Herbert Charles Coleman Charitable Trust	The Gibbings Family Charitable Trust
Highway One Trust	The Heinz Anna & Carik Kroch Foundation
Hornby Lonsdale Charitable Trust	The IGY Foundation
Inner London Magistrates' Court's Poor Box Charity	The Julia and Hans Rausing Trust
J & S Asquith Charitable Trust	The Keith Coombs Trust
John & Diana Kemp-Welch Charitable Trust	The Octopus Foundation
LHA London Ltd	The Persula Foundation
London Community Foundation	The Roger De Haan Charitable Trust
MariaMarina Foundation	The Ron & Lyn Peet Trust
Marsh Charitable Trust	The Slater Charitable Trust
Miss Gladys Jones Charitable Trust	The Steph & Philips Foundation
Mr Reginald Moses Phillips Charitable Foundation	The Whinfell Charitable Fund
Mrs Frances Crabtree Charitable Trust	The William Allen Young Charitable Trust
Mrs Gweneth Moxon Charitable Trust	The Worshipful Company of Basketmakers
Na Mokulua	The Worshipful Company of Builders' Merchants
New Square Charitable Trust	The Worshipful Company of Insurers
R N And G Maini Charitable Trust	Tinsley Charitable Trust
Razey Family Trust	Tolkien Trust
Sergison Trust	Wimbledon Foundation
Sir James Roll Charitable Trust	Wogen Anniversary Trust
Society for the Relief of Distress	

Financial and In-kind Supporters - continued

Charities, Community and Voluntary Groups

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Charity Symphony Orchestra
Chelsea Foundation
Christchurch Area Residents Association
Embassy of the Republic of Poland
Friends of St Mary's
Fulham And Hammersmith Choral Society
Housing Justice
Inner Wheel Club of Chelsea & Westminster
Lockton Charity
Philanthropunks
Positive Action in Housing
Restless Development
Social Bite
The Cooking Academy
The Honourable Society of Lincoln's Inn
The Putney Loop runners

Educational Institutions

Burlington House School
Calne Foundation
Christ Church School Chelsea
Garden House School
Lady Margaret School
Merlin School
Newton Prep
Oratory Roman Catholic Primary School
Park Walk Primary School
Parsons Green Prep School
Southbank International School
St James Senior Boy's School
St Mary's and St Peter's CofE Primary School
The Roche School
Wetherby Preparatory School

Financial and In-kind Supporters - continued

Companies and Local Businesses

Aglionby ADR Limited	Lane Clark & Peacock LLP
Amazon Smile Europe	League of Helping Hands
Anglo American	Legal & General Assurance Society Ltd
Antin Infrastructure Partners	M&G plc
Apple Inc	Marsh & McLennan Companies
Bespoke Homes	Martin's Properties
Blackrock Investment Management (UK) Limited	Nest Relocations
Briggs & Forrester Group	New Acres Wandsworth
Chae Limited	Paypal Giving Fund
Cheval Collection	Pennies from Heaven
Citibank	Pimco Foundation
Clarion Housing Group	Please Connect Me
Deutsche Bank	Properly
Easyfundraising	RFR Property
ECI Partners	Shearwater Global
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John D Wood	Waverton Investment Management
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Knight Frank	Winch Design
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Financial and In-kind Supporters - continued

Religious Institutions

All Saints Fulham
 All Saints Putney
 All Souls Parish Church
 Antioch Community Church London
 Ascension Church Balham*
 Barnes Methodist Church*
 Chelsea Methodist Church*
 East Hill Baptist Church
 German Christ Church
 Holy Trinity Brompton
 Holy Trinity Brook Green*
 Holy Trinity Church
 HTB Queen's Gate*
 Our Most Holy Redeemer & St. Thomas More
 Our Lady of Victories, Kensington*
 Sisters of Nazareth
 Society of the Sacred Heart
 St Barnabas Church, Clapham Common*
 St Barnabas Church Kensington*
 St Barnabas, Pimlico
 St Barnabas, Southfields*
 St Columba's Church of Scotland*
 St Cuthbert's, Earls Court*
 St Dionis Church*
 St George's, Campden Hill
 St Helen's Church North Kensington

St John The Divine Earlsfield
 St John's Fulham
 St John with St Andrew, Chelsea
 St Luke's Church, Battersea*
 St Luke's & Christ Church, Chelsea*
 St Luke's Redcliffe Gardens*
 St Margaret's Convent
 St Mark's Battersea Rise
 St Mary Abbots Parish Church
 St Mary's Bourne Street
 St Mary's Barnes
 St Mary's Church Putney*
 St Mary the Boltons
 St Mary's with St George's German Lutheran Church
 St Michael's Wandsworth Common*
 St Michael's Church, Southfields*
 St Peter's Battersea*
 St Peter's Church Hammersmith
 St Peter's Notting Hill*
 St Philip's Church*
 St Simon's Rockley Road
 St Simon Zelotes
 St Stephen's Gloucester Road
 The Ascension Lavender Hill
 The Church of St Michael & St George

* These churches provided winter night shelter venues in 2023-24