



# **Colne Open Door Centre Ltd**

## **(A Company Limited by Guarantee)**

### **Trustees' Report and Financial Statements**

### **for the year ended 31 March 2021**

**Charity number: 1121144**  
**Company number: 6226127**

# **Colne Open Door Centre Ltd**

## **Legal and administrative information**

**for the year ended 31 March 2021**

### **Status**

Colne Open Door Centre Ltd is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association.

Trustees	Chairman	Andrew Robertson
	Secretary	Dawn Lange (Centre Manager)
	Treasurer	Kerry Fielding
	Trustee	Madeleine Woods
	Trustee	Wesley Evans
	Trustee	Malcolm Foy
	Trustee	Janet Couch

Company number	6226127	Charity number 1121144
Registered office	1 Great George Street Colne Lancashire BB8 0SG	

Accountant	Peter Catlow 1 The Mansion Alma Rd Laneshawbridge Colne BB8 7JG
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Business address	1 Great George Street Colne Lancashire BB8 0SY
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Bankers	Yorkshire Bank plc 21 Manchester Road Nelson BB9 9SD
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## **Colne Open Door Centre Ltd Trustees' Report**

**for the year ended 31 March 2021**

### **Charitable objects**

The Centre provides a safe, nurturing and friendly environment for individuals experiencing a vulnerable time in their lives. Customers can enjoy quality low-cost homemade food and can take the opportunity to make new friends.

Our main aims and objectives are to offer a drop-in service in the town centre, to provide: Support, help, guidance, coaching and sign-posting to meet the needs of the poor and those marginalised by society with a view to improving their quality of life;

A community cafe/meeting place, which can be used by everyone, serving cheap, home-made nutritious meals which provides a non-threatening, non-judgmental environment in which we can achieve our stated objectives;

Free internet access for everyone to assist in the search for employment and provide the opportunity for social interaction;

A non-threatening venue to accommodate training, counselling, mediation and other activities beneficial to our community.

We also aim to:

- Improve community cohesion;

- Encourage local community groups, statutory organisations, voluntary organisations, local people, and marginalized people to use our café to improve community cohesion and relieve isolation;

- Enhance employment opportunities through the provision of volunteer, training, work experience and community service.

The Centre gives people of mixed abilities/disabilities and disadvantaged communities an equal advantage/chance in life with regards to jobs, housing, employment and benefits, avoiding social isolation, enabling them to lead a more fulfilled life with less obstacles providing long lasting change to their lives. We believe that change is brought about by immediacy of response combined with the building of a sustained and holistic relationship with those we encounter. Our holistic approach looks after all needs and not just one, we help the ones that 'slip through the net' in fact for some we are a last resort having been failed by other organizations and statutory undertakings. By facilitating group activities, providing volunteer placements, training and support, we help create a profound influence on people and enable those who are ready to move on with their lives.

We adopt a person centred approach - providing a genuine understanding of needs. We care about the people we work with, are empathic to their requirements and encourage a non-judgmental atmosphere. This eventually develops trust and only then can we help people to participate more fully in our society.

### **Organisational structure**

A Board of Trustees of 6 members meets on a bi-monthly basis. The organisational structure consists of Chairman and 5 Trustees. We employ a Centre Manager, a Kitchen Supervisor, a part-time Support Worker and a part-time admin/Finance Officer.



# ANNUAL REPORT

## 2020 – 2021

**Charity Name:** Colne Open Centre Ltd

**Charity Registration No:** 1121144

**Company Registration No:** 6226127

**Registered Office:** 1 Great George St  
Colne  
Lancs  
BB8 0SY

### Management Committee:

Andy Robertson	Chair
Kerry Fielding	Treasurer
Dawn Lange (Centre Manager)	Company Secretary
Madeleine Woods	
Wez Evans	
Malcolm Foy	
Janet Couch	

### Introduction

The Open Door Centre was established in March 2000. It is a not for profit café/drop-in centre operating in the deprived ward of Waterside in Pendle, an area of declining employment and high social deprivation. The Centre was set up to respond to the needs of people in Colne and the surrounding areas who live in social isolation and have become marginalized by society.

### Market Need and Location

The Open Door Centre occupies rented 3 storey premises in the Centre of Colne, a small East Lancs market town. Colne is part of the Borough of Pendle, which is spread over 65 sq miles and has a population of approximately 92,000 (2019 ONS).

According to the Indices of Multiple Deprivation (2019) Pendle is the 36<sup>th</sup> most deprived local authority in the country (out of 317). This equates to Pendle being in the top 15% most deprived authority areas in the country.

21.8% (20,000) of Pendle occupants are “economically inactive” (not in work, or actively looking for work) including the retired. 7.2% (3,995) are claiming Universal Credit and are actively looking for work 1% above the national average (Jan 21 ONS). 20% have no qualifications (2019 ONS) compared with the national average of 7.7%

The Colne Open Door Centre is situated in the Waterside Ward, which has an estimated population of 5,000 people (June 2014 ONS). According to the Indices of Multiple Deprivation (Aug 2019) Waterside is ranked 667 out of 32,844 wards in the country, which places it in the bottom 2% of the most deprived areas in the country for health, education and employment opportunities.



## **Main Aims and Objectives**

The Centre provides a safe, nurturing and friendly environment for individuals experiencing a vulnerable time in their lives. Customers can enjoy quality low-cost nutritious food and can take the opportunity to make new friends.

Our main aims and objectives are to provide:

- A service offering support, help, guidance, coaching and sign-posting to meet the needs of the poor and those marginalised by society with a view to improving their quality of life;
- A community café/meeting place, which can be used by everyone, serving low cost, home-made nutritious meals and providing a non-threatening, non-judgemental environment in which we can achieve our stated objectives;
- Free internet access for everyone to assist in the search for employment and provide the opportunity for social interaction;
- A non-threatening venue to accommodate training, mental health and wellbeing classes, counselling, support groups and other activities beneficial to our community.

We also aim to:

- Improve community cohesion;
- Encourage local community groups, statutory organisations, voluntary organisations, local people, and marginalized people to use our café to improve community cohesion and relieve isolation;
- Enhance employment opportunities through the provision of volunteering, training, work experience and community service.

The Centre aims to give people of mixed abilities/disabilities and disadvantaged communities an equal advantage/chance in life with regards to jobs, housing, employment and benefits, avoiding social isolation and poverty, enabling them to lead a more fulfilled life with less obstacles providing long lasting change to their lives. We believe that change is brought about by immediacy of response combined with the building of a sustained and holistic relationship with those we encounter. Our holistic approach looks after all needs and not just one, we help the ones that 'slip through the net'; in fact for some clients we are a last resort having been failed by other organizations and statutory undertakings. By facilitating group activities, providing volunteer placements, training and support, we help create a profound influence on people and enable those who are ready to move on with their lives to make progress.

We adopt a person centred approach – providing a genuine understanding of needs. We care about the people we work with, are empathic to their requirements and encourage a non-judgmental atmosphere. This eventually develops trust and only then can we help people to participate more fully in our society.

## **Covid 19 Disruption**

Covid 19 hit the Colne Open Door Centre at the beginning of our new financial year. At the time the Centre was experiencing financial problems and was struggling to gain funding for the year. Due to this issue, the Trustees decided to close Open Door during the lockdown and furlough its entire staff in the hope that new grants could be secured once the Centre opened.

When the Centre re-opened on the 27<sup>th</sup> July 2020 funding was sought and found and the Centre remains stable financially until at least 2022.

After lockdown we had to reduce the number of volunteers working at the Centre as many were very vulnerable and also we had to follow government guidelines. The number of customers using the café dramatically dropped partly due to reduced numbers being allowed in, and because of the fallout of the pandemic. During this time we continued to provide homemade fresh, healthy meals.

We altered our 'drop-in' service to an appointment service to avoid people having to wait in the café area. This worked really well and our clients liked the system too, therefore this new appointment system will continue in 2021/2022.

During the pandemic and lockdown (for the entire year), we had to cancel all of our training courses that were booked as the college could not provide courses in the community. In order to help to



support people with mental health issues and improve health and wellbeing, we secured funding to provide our own wellbeing classes and were able to deliver 1 course before Christmas and the lockdown.

Our groups continued to meet, but during some lockdowns when the virus was really prevalent in Pendle, we stopped them meeting to reduce infection rates.

During the lockdowns and when we were open, our counsellors continued to provide counselling to our clients either face to face or remotely. When we had to close due to the last lockdown all of our counsellors continue to work from home and provide telephone counselling for our clients. The Centre Manager was able to provide telephone support to our student counsellors throughout the lockdown.

From November 2020 until May 2021 (Government Lockdown) 3 members of our staff have been working part-time to help our community. Our Manager was based at the Open Door Centre answering phone calls, organising 34 volunteer counsellors and managing daily bookings and queries. Our Support Worker provided telephone support from home to our clients and was extremely busy often working with 4 or 5 clients a day. Most of the clients needing help were people with mental health issues and needed to talk which our counsellor trained support worker was able to do. She also helped with form filling and any other queries people had about benefits, housing etc. Our finance officer worked from home and was able to access his computer remotely to continue the smooth running of the Centre.

## **Staff**

We have 4 members of staff which include the:

- Centre Manager who has worked at the Centre for over 16 years, first as a volunteer counsellor, then as a paid Support Worker and eventually being promoted to manager. She has had over 20 year's managerial experience with a large company and has been a qualified counsellor for 15 years.
- Part-time Support Worker who has worked at the Centre for 14 years and is a fully qualified counsellor
- Kitchen Support Worker who has been working at the Centre since June 2016.
- Part-Time Admin/Finance Officer has 33 years admin/ finance experience in local government and has been working at the Centre for 15 years.

All our staff are committed to their work and the volunteers, customers and clients.

## **Drop-in Statistics for 2020 – 2021**

### **Monitoring Individuals**

- 660 – Total number of individuals who used our drop-in service, food parcel & free meal
- 120 – Christmas Hampers
- 5 – Total number of individuals who attended our health and wellbeing workgroups
- 129 – Total number of individuals who attended our support groups.
- 107 – Total number of individuals who have received counselling
- 6 – Total number of volunteers
- 36 – Volunteer counsellor placements
- 21 – Open Gate Allotment
- **1,084 – Total number of individuals supported by the Centre this year**

**Over the past 12 months our support service, food parcel and free meal service was accessed over 669 by 660 individuals. Many of our clients access us on numerous occasions and have one or more issues.**

- 500 clients with mental health issues
- 16 clients with learning difficulties
- 114 clients with alcohol/drug issues (many use us regularly)
- 56 clients with physical disabilities
- 29 clients were ex-offenders
- 12 were of 'no fixed abode'



### **Benefits they were claiming**

- 190 clients were claiming ESA/Incapacity (sickness)
- 183 clients were claiming Universal Credit
- 59 clients were claiming Personal Independent Payment (Disability)
- 76 clients were 'in between' benefits and with no source of income

### **We supported and provided:**

- 394 clients came for help and support as a direct consequence of Covid-19
- 412 clients needed help and guidance to improve their life situation
- 265 clients with the use/access of a phone
- 40 clients with help find housing/sorting out housing issues.
- 41 people with help with benefit issues
- 12 clients help and support with their utility problems
- 321 clients a medium for them to be able to talk to someone about their problems and provided support in times of stress/anxiety.
- 59 clients with help completing forms.
- 8 clients with help and support with budgeting and debt prevention
- 180 clients were triaged for counselling

### **Our outcomes were:**

- 22 clients were housed or prevented from being homeless or had their housing situation resolved.
- 29 clients had impending debt issues prevented or their debt sorted out
- 8 had their utility issues resolved
- 45 people had improved access to benefits meaning these people were prevented from being reliant on food parcels
- 12 people said their living skills had improved as a direct influence from our services
- 45 clients were spared from poverty/desperate money situations following our intervention
- 398 clients said that their stress/anxiety levels had been greatly reduced because of the assistance provided by the Centre.
- 441 people said their mental health and wellbeing had been improved after visiting Open Door
- 538 people said that they had had their problem resolved due to Open Door Centre intervention

We had over 260 referrals from statutory and voluntary organisations including, Housing Needs, Child and Parenting Services, Mental Health Services, Social Services, GP's, drug and alcohol services, and Pendle Domestic Violence Initiative.

### **Prevention of Food Poverty**

#### **To help prevent food poverty we provided**

- 99 free meals
- 142 free food parcel

#### **Reasons for distribution of food parcels**

- 7 clients were suffering from hardship and had no benefits or money coming into the household.
- 43 clients had big bills and struggled to buy food after paying the bills off
- 42 clients were in between benefits – many of them had been made redundant or lost their jobs due to Covid and were waiting for Universal Credit to kick in
- 35 clients were on Furlough and were struggling to make ends meet

Many of the food parcels went to individuals but we gave 46 food parcels to families in poverty.

### **Christmas Hampers for the Disadvantaged**

This year has been a particularly busy year for referrals. We have had double the amount requiring Christmas hampers due to Covid 19 and the problems that surround it.

We have provided 120 Christmas Hampers to individuals and families which included 167 children. We have had referrals from a variety of sources including Pendle Domestic Violence Initiative, Safenet, Family Wellbeing Services, Pendleside Hospice, Leaving Care, Women's Centre, Schools, Colleges and many more.



'Great Places' donated £500 which we bought chocolates and Christmas 'goodies' and Thursby Trust who, with the help of Homestart, donated money for toys. Many local individual people gave us donations. We have also had massive donations from Sainsbury's customers, and Nelson and Colne College.

When we ask agencies to refer their clients to us for a hamper, I always ask for case studies and this year has been particularly heartbreaking! I realise you never know what is round the corner!

Here are some of the case studies who we helped.

- *This lady has had a very tough couple of years and has 2 boys with disabilities. She is single parent and we have recently transferred her to a larger property to accommodate both children. Just as she was settling into her new home, a few weeks later she was sadly diagnosed with stage 3 cancer and is currently undergoing treatment. She has really suffered this year and has her own mental health problems and some financial difficulties as she is now in receipt of the right benefits to help her and her family. I know she would really appreciate a hamper as money is tight since moving and paying back some arrears to keep her a float.*
- *I work with a family who I think would really benefit from a Christmas Hamper. They have had a rough couple of years and this year has not brought much improvement for them due to redundancy. Grandma caring for 2 boys with severe learning disabilities.*
- *In need of food due to escaping DV relationship and benefits being stopped which is currently impacting her and will have an impact particularly over Christmas, also it will be her first Christmas without her child.*
- *She is a care leaver, has no family, on UC and lives alone, she is in need. She lives in Colne and is under 25*
- *Family struggling financially Dad works on minimum wage, Mum has 2 jobs to help support the family. Mum suffers with mental health & there has been domestic abuse.*
- *Both boys have ADHD and recent diagnosis of ASD. The girl has been self-harming. They are living in overcrowded conditions and experiencing a great deal of stress Single Mum unable to work struggling she suffers with Bi polar and has no immediate family to support as they all have their own issues.*
- *Single Mum who works, but unfortunately, due to Covid and Children isolating she has been off work for 6 weeks on zero hours contract without pay, which has impacted significantly on the family finances, and her ability to provide for her Children at Christmas.*
- *3 young Children in the care of Special Guardians., One carer works however, he is currently on furlough due to Covid and is also awaiting hospital tests. This is having impact of family finances.*
- *Single Mum in receipt of benefits, suffering with Mental health issues, no family to support her. Although she has no debts she is struggle to make ends meet and no spare to provide for the Christmas period.*
- *For each of the family members, they are "low income" families who have experienced a significant bereavement in the last year. As a result of the family situation, exacerbated by the bereavement, finances are difficult and there has been family disunity that has impacted their emotional wellbeing.  
Such hampers, I feel, would make their Christmas that much nicer and may provide items that they otherwise could not afford.*
- *With one of the families, who experienced the death of a baby, it may relieve some of the strain the parents feel to make their surviving children's Christmas special.*



- *One of the families experienced the death of the father/husband. I feel this hamper would enable them to enjoy Christmas more than without and may support them to feel that they are not alone in this world and that people care for them; and that they are still important.*

## **Volunteering**

- Under normal circumstances we generally have 15 to 20 volunteers working for us during the week. This year to reduce infection and keep in line with government guidelines we had 6 volunteers working with us during the time the café was allowed to open which was from 27<sup>th</sup> July 2020 until 26<sup>th</sup> October 2020.

Over the past 12 months our café volunteer workforce has:

- Provided us with 750 hours of unpaid work.

## **Wellbeing Course (Being on your own Side)**

5 Courses were planned but only 1 executed due to Covid-19 Restrictions

- 5 People attended 4 x 1.5 hour sessions

Main feedback was that they all said the course helped improve their mental health and gave them tools to deal with every day occurrences in a more positive way.

## **Counselling**

The service we provide is not time limited so clients can have the time and luxury of working through their issues at their own pace. Many of our counsellors are qualified and still work at the Centre.

The student counsellors come from local Counselling Training agencies, Colleges and Universities – some of them completing Masters in Counselling. They use the Centre to gain counselling experience to enable them to get their qualification. Some have stayed on post qualification and give their time to support the work of the Centre.

This year our counsellors have done face to face when permitted but during the lockdowns have continued to provide our counselling service by telephone or Zoom.

- We had 36 volunteer trainee and qualified counsellors.
- Total number of people that received free counselling is 107
- Our counsellors have provided us with over 900 counselling hours over the 12 month period both face to face and remotely.
- We had 180 referrals for counselling from a variety of healthcare professionals and other sources.

## **Providing a non-threatening venue to accommodate Self Help and Support Groups**

To help improve mental health and wellbeing, we are continually expanding self-help courses – feedback from recipients finds these courses invaluable and extremely useful in their recovery from mental illness.

We managed to obtain funding from CCG (NHS) to facilitate courses called 'Being on Your Own Side'. This course is designed to help people recover from the lockdown and includes building resilience and self-awareness thus improving mental health.

Due to Covid 19 we were only able to facilitate 1 on these courses and have replanned the rest (8 in total) for April 2021. We had 4 attendances on this course and feedback was that the course benefitted all the class with regards to improving resilience, mental health and self-awareness.

We facilitated self-help groups and continue to develop new groups to meet the needs of the community. Our Anxiety and Depression Support group has got so big we had to set up another group to accommodate the amount of people attending:



Group	No. Individuals Benefitting	No. Attendances
Anxiety Depression Support Group	15	80
Self-Harm Group	8	38
Drumming Group	8	48
Men's Den	18	150
AA and Narcotics Anonymous	80	382
<b>Total</b>	<b>129</b>	<b>698</b>

## **Open Gate Allotment:**

### **1. Introduction**

The Open Gate Community Garden provides an opportunity for those in the community who are marginalised through social isolation, anxiety or depression or in recovery to experience the well documented benefits of gardening. It offers an opportunity to socialise and take part in horticultural activity which benefits physical and psychological health, improve confidence and to learn a new skill. It enables local people to be involved in growing produce which is then used at the Open Door cafe.

Established in late 2016 the garden initially made a positive impact and was able to provide support to a number of garden users. For a variety of reasons, however, including lack of facilities on site and regularity of staff availability, the garden fell into disuse. By the autumn of 2019 the raised beds were overgrown and the poly tunnels no longer in use.

In October 2019 a decision was taken for the garden to be volunteer led and therefore able to proceed without the need for paid staff cover. With the input of our volunteers work began to clear the site, repair broken and damaged timber and prepare the ground for planting.

Work continued over the winter months with the help of an increasing number of garden users and in the first six months we grew a range of vegetables and were assisted by a number of local organisations

### **2. Our first full year 2020/21**

Our first full year since re-opening has been a very challenging time due to the Covid-19 pandemic. In March 2020, just as the growing season began, we closed for four months as part of the national lockdown. We re-opened in July 2020 as a Covid-secure site and operating as a recognised support group. We closed again in December 2020 and during the further lockdown remained closed for the remainder of the financial year, planning to re-open again in April 2021. Also, during the limited periods that we have been open, we have needed to work with restricted numbers to minimise the chance of infection.

Despite this we have been able to continue to develop the site as planned and offer support to a number of garden users. Throughout the year we have had the full support of the Open Door Centre in Colne. We have grown a range of vegetables during the year and been able as a result to provide these to the Open Door cafe.

With strict health and safety measures in place there have been no known cases of infection spreading as a result of the allotment activity.

### **3. Partnerships**

Building on the developments of our first six months we have continued to develop our partnerships during the year, thereby increasing our profile in the community, including with:



### **Lancashire Adult Learning**

A basic and a follow on horticulture course were provided by Lancashire Adult Learning on the garden site running for 13 weeks on a Tuesday morning. A total of 8 students enrolled on the basic course and 6 on a follow on. Attendance has been adversely affected by the virus and by poor weather conditions but 4 of the 8 on the initial course saw it through to the end. Of the 6 on the second course, 3 completed all of their input and are currently awaiting their award from Lancashire Adult Learning.

Unfortunately due to the pandemic Lancashire Adult Learning have decided not to resume face to face teaching at this stage but we have expressed an interest if they do decide to resume this in the Autumn term. We will also look to other possible horticulture course providers.

### **Home-Start East Lancashire**

Home-Start East Lancashire have begun weekly sessions at the allotment enabling parents with young children to spend time in our garden. The feedback from Home-Start has been extremely positive.

### **The GoodLife Project**

The Project based in nearby Nelson has continued to provide advice, guidance and a range of materials which has helped us considerably in our first full year.

### **The Pendle Hill Project**

We have established a positive working relationship with the nearby Pendle Hill Project and they are helping us with our plans for a walking group described in section 10.

## **4. Support from local businesses/organisations**

We have been assisted during the year by a number of local businesses and organisations:

### **Jewson**

Jewson continued their loan of a portable toilet free of charge until we were able to purchase our own facility.

### **Whitesides and Treetops**

Two local tree surgeons - Whitesides and Treetops have provided regular loads of bark chippings free of charge to part fill raised beds and for ground cover.

### **Waterside Contractors**

Waterside Contractors have helped us by transporting soil to the site and with the erection of our portable flat pack shipping container.

### **Colne Carpets**

Colne Carpets provided us with floor covering for our flat pack shipping container free of charge.

### **Fire and Rescue Service**

The Fire and Rescue Service have helped us on two occasions by topping up our water supply.

## **5. Fund raising**

It has been a successful year in terms of fund raising. Our bids to Morrisons and the National Garden Awards made at the end of the previous year were both successful, enabling us to develop the garden further during 2020/21 with:

- The kitting out of our 2 poly tunnels with potting benches, and
- The siting of a flat pack shipping container to provide indoor seating/learning space. We are currently in the process of seeking Planning Permission from the Borough Council for the container to be sited on a permanent basis. The Town Council has been positive in terms of assisting with the necessary drawings for the application and a grant to cover the cost.



A bid had also been made to Asda to help provide a secure garden within the overall plot to enable us to extend our work to safely include children. Unfortunately this was not successful as the pandemic led to Asda refocusing their grant support. However we have managed to carry out this development with financial support provided through one of our local councillors.

In addition we have been given a grant of £100 by the company that has renewed a local play area and £100 from Rotary for our work with Home-Start families.

These grants have enabled the further planned development of the site including repairs to our allotment shed and the installation of a portable toilet.

In total our fundraising income for the year is £4680. In addition we have received £645 income from Lancashire Adult Learning and Home-Start East Lancashire for use of our site.

## **6. Garden Users**

Despite the significant disruption due to the pandemic we were able to support 21 garden users during the year. In total there were 186 attendances by the 21 users at weekly sessions during the period that we were able to open.

In addition Home-Start East Lancashire began weekly sessions at the allotment enabling parents with young children to spend time in the garden. Home-Start will be recommencing sessions in April 2021 and through the support of Rotary, noted above, we are in the process of purchasing materials to engage young children in gardening.

## **7. Case Studies**

Two case studies are included here from individuals that have attended the community garden during the year and these sum up well the significant benefits that activity at the allotment provides:

**A** One of our new garden users had recently moved to Colne having had serious alcohol issues. He engaged with Inspire, a local substance abuse support service and has been in recovery since October 2020. As a result he self referred to Open Gate during lockdown to enhance his well being and mental health. He became a regular garden user and says he: *'cannot thank the team enough as it gave me a purpose and structure, and enjoyment, along with the other things I have in place. I completed a City and Guilds course and I hope to study horticulture further in the future. I have now been asked to be a session leader and I hope my experience as a retired police officer will help. Without Inspire and Open Gate I have no doubt I would have relapsed and my mental health would have deteriorated. I am still active on a regular basis at the allotment within Covid restrictions and I cannot thank the project enough. I am looking forward to the summer and helping at the allotment and helping others during sessions. It has been invaluable to me and I am actively trying to promote horticultural therapy to others.'*

**B** A second person describes his time at Open Gate as helping with his anxiety and depression:

*'Spending time in the garden with like minded people makes me feel like I'm not alone with my problems and I feel supported. Since going to open Gate and realising how much I enjoy it I now have an interest in horticulture which is something which will stay with me for the rest of my life.'*

*I have studied horticulture level 1 at Open Gate and would like to progress my learning further. Becoming a session leader at Open Gate has been so rewarding for myself when I see other people happy and enjoying themselves I feel like I've done my job as a session leader and that gives me a sense of purpose.'*

## **8. Volunteers and administrative matters**

There has been some inevitable turnover in volunteer leaders during the year. Following the departure of two volunteers who helped considerably with getting the garden back in shape,



we have recruited 4 new volunteer session leaders. The current volunteers have a good range of experience and interests. Two work in the nursing and caring sector which helps considerably both with networking and with direct work with our garden users. Two volunteer leaders are themselves in recovery so have their own lived experience of the difficulties that some of our garden users face.

They all have a keen interest in gardening and recognise the therapeutic value of horticultural activity. In addition, between them, they have interests in organised 'therapeutic walking', mindfulness and garden related crafts. One of the volunteers has spent time during the year transforming an underused shed into a wellbeing cabin - a place for garden users to sit and chill.

All 4 volunteers have been DBS checked and two have undertaken basic horticulture training via Lancashire Adult Learning.

The Safeguarding Policy has been updated and risk assessments have been completed and agreed by the Centre Manager. Volunteer handbooks, Health and Safety notices, First Aid box, Designated Smoking Area sign and fire extinguisher are all in place and checked on a regular basis.

### **9. Neighbourhood issues**

The development of the community garden continues to be well received by neighbours, passers by and dog walkers. There have been no neighbourhood complaints during the year and no repeat of the antisocial behaviour that we experienced in the previous year.

We plan to hold an open event in the coming months once the Covid-19 restrictions permit. We hope to use this to further build our relationship with our neighbours which will be key to the continued success of the project.

### **10. Future Plans**

We are in the process of establishing links with Mindful in Pendle, a locally based Mindfulness training organisation. They will be putting on outdoor Resilience courses at the allotment in the summer months.

St Philips Church in nearby Nelson and a newly formed group in Earby are both in the early stages of establishing community gardens. We plan to assist them with their project where we can and work together to develop a network of local voluntary sector community garden providers.

We have also joined a Green Social Prescribing network in East Lancashire which puts NHS practitioners in touch with outdoor projects like ours. We anticipate that this will further increase our profile and position our project as a credible facility for social prescribing.

One of our volunteers is a keen walker and is a strong believer in the benefits of walking to enhance both physical and emotional wellbeing. With the support of the Pendle Hill Project we are therefore in the process of establishing an Open Gate Walking Group with initial walks planned for April and May 2021.

Whilst progress has been positive this year, our numbers have been adversely affected by the Covid-19 pandemic. As we plan to re-open in April 2021 we hope that we will be able to experience an uninterrupted year. With the considerable recent developments on site and a higher profile we anticipate being able to support a larger number of Garden Users. Nationally there is increased recognition of the tremendous benefits of gardening for emotional and physical wellbeing and we look forward to playing our part in promoting this in the period ahead for our local community.

Andy Robertson, Lead Volunteer  
31 March 2021



## **Working in Partnerships**

- Accent – a local Housing Association, we provide help and support for their clients.
- Pendle Council provided funding in turn for our services helping the homeless
- Local GP's and Healthcare workers
- Mental Health Services
- 'Jobcentre Plus refer their clients to our services including Job club, Return to work support, CV's, food parcels, soup kitchen, form filling, job searches. The centre plugged a gap for the Jobcentre when there were no agencies helping people with CV's – the Jobcentre were able to refer their clients to us until an agency was in place.
- Alcoholics Anonymous – Use the Centre to meet every Tuesday Evenings
- Narcotics Anonymous – Use the Centre to meet every Saturday Evenings
- Local schools – work experience placements
- Sainsbury's – their customers donate food in their store for Open Door.
- Preston, Craven, Cumbria, Uclan, Leeds, Bradford, Blackburn Colleges and Universities
- Citizens' Advice Bureau – provide café space for their worker to help Universal Credit claims

## **Assessment of Work Undertaken 2020/2021**

This year has been a very different year for the Colne Open Door Centre. We have had to adapt to the changing situations while managing to help and support our community in any way we can. From the statistics above we have achieved our aims and objectives and managed to help as many people as we could during this difficult time.

From November 2020 until April 2021, during the government lockdown the café was closed but we continued to help our community.

Our main objective this year was to help and support people suffering from mental health issues. Our Support Worker worked from home during this time and was very busy, often working with 4 or 5 clients a day. Most of the clients needed to talk and she provided a listening ear. This service was invaluable to many individuals and greatly helped improve their mental health and wellbeing. The number of clients we offered a 'listening ear' was double this year from last year (160 last year as oppose to 321 this year). We also triaged a large number of people to receive counselling from our counsellors. Most of our clients were happy with the telephone counselling. She was also able to help with form-filling – giving advice on benefits and how to claim and explaining how to complete the forms.

During this time our counsellors continued to work from home and we managed to reduce our waiting list to 8 weeks from 16 weeks. This meant people were being helped and supported quicker.

Our manager continued to work from the Centre answering the phone to many distressed clients who needed help with their mental health. She was also able to manage the counsellors and their clients as well as making up food parcels and providing any other help required by our community.

The number of food parcel requests this year was 142 as oppose to 350 last year, some of this was due to us being closed during the first lockdown and some may be due to the vouchers parents received, fewer facilities open so less money spent on other activities, also we have quite a few food banks popping up in the area. We did receive masses of donations of food from Sainsbury's customers and from individuals. Due to the lack of food parcel request, we had some excess food which we were able to donate to 3 local food banks in Nelson, Burnley and Brierfield.

We worked with an independent tutor who delivers mindfulness and mental health wellbeing classes. We secured funding from the NHS to deliver classes called 'Being on your own Side'. This class was designed to improve resilience and self-esteem during the pandemic. We planned to deliver 6 classes of 4 sessions at Open Door and 3 classes of 4 sessions at Open Gate (our community allotment). Unfortunately we were unable to deliver all of them in this financial year, but we have planned for the rest of the classes to be delivered in April 21 and May 21.

Our Men's Den continued to meet face to face when they could but also had zoom meetings when they could not. The same happened with AA and NA and our Drumming, Self-harm group and our anxiety and Depression Support Group.

This year our Open Gate allotment has proved to be extremely successful. We have managed to increase the number of people attending as well as providing training and parenting groups. We now have a toilet there as well as a container where training can be delivered.

Christmas was a very busy time for us making up the hampers for our most vulnerable families. We managed to recruit 4 very good volunteers who were reliable and very capable. We would not have been able to achieve what we did, had it not been for the volunteers and all the donors who gave money, toys, food and Christmas goodies to our cause.

### **Funders Who Have Supported us in 2012/2021**

The Centre has been supported in its work by various funders during the financial year 2020/2021 for which we are extremely grateful. We are also very grateful to individual donations from people in the local community who continue to support us with their generosity.

Tudor Trust
Rank Foundation
Trusthouse Foundation
Pendle Borough Council Homelessness Unit
Lottery Community Fund
People's Postcode Lottery
Community Foundation for Lancashire (Covid Fund)
CCG

### **Contacts**

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## **Colne Open Door Centre Ltd**

### **Accountant's Report**

**Year Ended 31<sup>st</sup> March 2021**

### **Accountant's Report to the Trustees on the unaudited financial statements of Colne Open Door Centre Limited.**

I report on the financial statements of Colne Open Door Centre Limited for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet and the related notes.

These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

#### **Respective responsibilities of the trustee trustees and auditors**

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the Act), as amended by section 28 of the Charities Act 2006 and that an independent examination is needed. It is my responsibility to examine the accounts under section 43(3)(a) of the Act, as amended: to follow the procedures laid down in the General Directions given by the Charity Commission under Section 43 (7)(b) of the Act, as amended: and to state whether particular matters have come to my attention.

#### **Basis of Independent Examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below:

#### **Independent Examiner's statement**

In connection with my examination, no matter has come to my attention:

- [1] which gives me reasonable cause to believe that in any material respect the requirements
  - to keep proper accounting records in accordance with section 386 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
- [2] to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 5<sup>th</sup> July 2021

#### **Accountants Name & Address:**

Peter Catlow ACMA, No 1 The Mansion, Alma Rd, Colne, Lancashire. BB8 7JG

**Colne Open Door Centre Ltd**

**Statement of Financial Activities**

**Year Ended 31<sup>st</sup> March 2021**

	Notes	Unrestricted Funds £	Restricted Funds £	2021 Total £	2020 Total £
<b>Incoming Resources</b>					
Income	2	133,935	37,849	171,784	89,574
		<u>133,9935</u>	<u>37,849</u>	<u>171,784</u>	<u>89,574</u>
<b>Charitable Expenditure</b>	3				
Costs of activities in furtherance of the Charity's objectives					
Project				52,170	76,797
Support Costs				29,890	32,022
Management & Administration				25,463	19,526
<b>Total Charitable Expenditure</b>				<u>107,523</u>	<u>128,345</u>
<b>Net Movement of Funds</b>				64,261	-38,771
<b>Total funds brought forward</b>				47,788	86,559
<b>Total funds carried forward</b>				<u>112,049</u>	<u>47,788</u>



Notes on pages 11 to 15 form an integral part of these financial statements

## Colne Open Door Centre Ltd

### Balance Sheet

As at 31<sup>st</sup> March 2021

		2021	2020
	Notes	£	£
Fixed Assets		0	0
Tangible Assets	9	0	0
Current Assets			
Debtors	10	4,485	6,486
Cash at bank & in hand		109,064	61,302
		<u>113,549</u>	<u>67,788</u>
Creditors: Amounts falling due within one year	11	-1,500	-20,000
Net current assets (liabilities)		112,049	47,788
Total assets less current liabilities		112,049	47,788
Long term Liabilities (over 12 months)			0
Net Assets		<u>112,049</u>	<u>47,788</u>
Funds	12		
Unrestricted funds		74,200	42,788
Restricted funds		37,849	5,000
		<u>112,049</u>	<u>47,788</u>

The Trustees Statements required by Section 476 & 477 of the Companies Act 2006 are shown on the following page, which forms part of this balance sheet

Notes on pages 11 to 15 form an integral part of these financial statements



**Colne Open Door Centre Ltd**

**Financial Statements**

**31<sup>st</sup> March 2021**

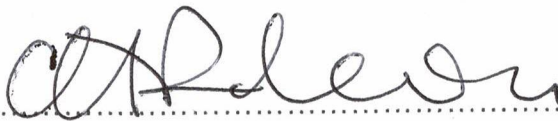
**Trustees' statements required by Sections 476 and 477 of the Companies  
Act 2006  
for the year ended 31 March 2021**

In approving these financial statements as Trustees of the company we hereby confirm:

- (a) That for the year stated above the company was entitled to exemption from the audit under Section 477 of the Companies Act 2006 relating to small companies.
- (b) That the members have not required the company to obtain an audit in accordance with Section 476 of the Companies Act 2006.
- (c) That the Trustees acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

The financial statements were approved by the Board on 17/8/21 and signed on its behalf by

Signed: .....



Name (please print) .....

A.T. ROBERTSON

## **1. Accounting policies**

### **1.1. Accounting convention**

The financial statements are prepared under the historical cost convention and follow the recommendations in 'Accounting and Reporting by Charities: Statement of Recommended Practice' issued in October 2000.

The charity has taken advantage of the exemption in FRS1 from the requirement to produce a cashflow statement because it is a small charity.

### **1.2. Incoming resources**

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

### **1.3. Resources expended**

Resources expended are recognised in the year in which they are incurred.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

Management and administration costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

### **1.4. Tangible fixed assets and depreciation**

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Plant and machinery	-	25% Straight Line
Fixtures, fittings and equipment	-	25% Straight Line

### **1.5. Pensions**

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

The regular cost of providing retirement pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings.



# Colne Open Door Centre Ltd

## Notes to the Financial Statements

31<sup>st</sup> March 2021

	2021	2020
	£	£
<b>2 Income</b>		
Restricted Funds.		
CVS	0	5,000
Colne Town Council	580	
Covid 19 Support Fund	9,088	
Trusthouse	7,000	
Lottery Community Fund	9,800	
Postcode Lottery	8,166	
NHS	3,215	
Total	37,849	5,000
<b>3 Income</b>		
Other (Unrestricted)		
Grants (unrestricted)	57,000	30,000
Donations	15,059	19,575
Room Hire and Rental	295	8,092
Café Receipts	2,700	22,673
Bank Interest	22	234
Open Gate Project	7,016	0
Covid Grants and Furlough Payments	51,843	
	<u>133,935</u>	<u>84,574</u>

# Colne Open Door Centre Ltd

## Notes to the Financial Statements

31<sup>st</sup> March 2021

### 4 Costs of activities in furtherance of the objects of the Charity

	2021	2020
	£	£
Employment Costs	25,252	27,054
Rent	12,000	12,000
Heat, Light, Power & Water	2,679	5,664
Café consumables, including food parcels	9,892	27,545
Training Costs	0	300
Repairs to Equipment, Fixtures & Fittings	1,369	2,106
Cleaning and Laundry	978	2,128
	<u>52,170</u>	<u>76,797</u>

### 5 Support Costs

Employment Costs	<u>29,890</u>	<u>32,022</u>
	29,890	32,022

### 6 Management Costs

Employment Costs	13,440	14,399
Insurance	1,343	1,346
Telephone and Broadband	2,675	2,115
Printing, Postage, Stationery, Advertising	162	557
Professional Fees	177	553
Open Gate Costs	6,702	255
Miscellaneous	965	301
	<u>25,464</u>	<u>19,526</u>



# Colne Open Door Centre Ltd

## Notes to the Financial Statements

31<sup>st</sup> March 2021

	2021	2020	
	£	£	
<b>7 Operating Gain</b>			
Operating Gain is stated after charging Depreciation and other amounts	0	0	
Written off tangible assets	0	0	
Auditors remuneration	0	0	
<b>Employment Costs</b>			
Wages and Salaries	63,234	65,134	
Social Security costs			
Other Pension costs	5,348	8,341	
	<u>68,582</u>	<u>73,475</u>	
<b>8 Pension Costs</b>			
The Pension charge represents contributions due from the Company and amounts to £			
<b>9 Tangible Fixed Assets</b>			
	Equipment	Fixtures/ Fittings	Total
	£	£	£
<b>Cost</b>			
As at 1 <sup>st</sup> April 2020	22,357	38,490	60,847
Additions			
As at 31 <sup>st</sup> March 2021	22,357	38,490	60,847
Depreciation			
As at 1 <sup>st</sup> April 2020	22,357	38,490	60,847
Provided in the year	0	0	0
As at 31 <sup>st</sup> March 2021	22,357	38,490	60,847
As at 31 <sup>st</sup> March 2021	0	0	0

# Colne Open Door Centre Ltd

## Notes to the Financial Statements

31<sup>st</sup> March 2021

	2021	2020
	£	£
<b>10 Debtors</b>		
Debtors, prepayments and funding due	4,485	6,486
<b>11 Creditors: amounts falling due within one year</b>		
Accruals	1,500	0
Deferred Income	0	20,000
	<u>1,500</u>	<u>20,000</u>

### 12 Restricted / Unrestricted Funds

	01/04/2020	Incoming	Outgoing	31/03/2021
	£	£	£	£
Restricted	5,000	37,849	5,000	37,849
Unrestricted	84,574	57,000	84,574	57,000
	<u>89,574</u>	<u>94,849</u>	<u>89,574</u>	<u>94,849</u>

### 13 Employees

Number of Employees (Including the Trustees) during the year were:

	2021	2020
Work Staff	4	4
Volunteers		60
Trustees	6	6
	<u>6</u>	<u>6</u>
	<u>70</u>	<u>70</u>



