

THURROCK OPEN DOOR

DIRECTORS' AND TRUSTEES'
REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

Charity number: 1125477
Company number: 5670567

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(A company limited by guarantee)

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REFERENCE AND ADMINISTRATIVE DETAILS

Charity number: 1125477

Company number: 5670567

Directors / Trustees

M Fall – Chair
J Hayes – Vice Chair
T Fish
J Jeffers-Daley
A Porter

Company Secretary: M Fall

Senior Management: M J Kelly – Chief Executive Officer

Registered and Principal Office:

16B Orsett Road, Grays, Essex, RM17 5DL

Auditors:

Clemence Hoar Cummings, Riverside House, 1-5 Como Street, Romford, RM7 7DN

Bankers

The Co-Operative Bank Plc, PO Box 250, Skelmersdale, WN8 6WT
CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
CCLA Investment Management Ltd, 80 Cheapside, London, EC2V 6DZ

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REPORT OF THE TRUSTEES

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2025, which are also prepared to meet the requirements for a directors' report and for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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) effective 1 January 2015.

OUR PURPOSE AND ACTIVITIES

The objects of the charity as set out in the company memorandum of association are:

CHARITABLE OBJECTS

The Charity's objects ("the objects") are to promote the advancement of education by promoting the mental, physical, social and economic wellbeing of young people and vulnerable adults. Providing information, advice, advocacy, counselling and support services.

Mission Statement

Open Door works with young people and vulnerable adults to help them realise their aspirations and address any barriers that may stop them from achieving their full potential.

This is achieved by:

- Providing a range of free help and support services that help people to live healthy, safe and happy lives.
- To make fully accessible the information and support that enable people to make informed decisions.
- To help tackle injustice and inequality by addressing issues which may prevent people from gaining access to opportunities.

Open Door is committed to providing high quality, appropriate and valued services. As an organisation, we recognise the need to constantly develop and be open to learn, from the people we work with, each other and the environments we operate within. We welcome the views of all, both positive and negative, to help develop and improve the organisation and the services we provide.

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CHARITABLE OBJECTIVES (continued)

The values which underpin Open Door are:

- To put our customers' needs first and ensure our delivery is always based on them and not on what is convenient for us.
- Justice, fairness and equality for all.
- Challenge prejudice.
- Valuing and recognising diversity both within the organisation as well as outside.
- Professionalism - how we work with each other as well as outside agencies and clients.
- Respect for service users as well as each other.
- Reliable and responsible - to manage our time effectively.
- Being honest, open and clear with each other and our service users.
- Flexibility - to ensure our service users receive the best possible service and the organisation continues to succeed.
- Being able to challenge each other appropriately.
- To value each other and the contributions we can make.
- Fairness and consistency - following policies and procedures equally across all parts of the organisation.
- Encouraging and supportive - helping each other in order that individuals and services are able to succeed.
- To lead by example.
- To empower our service users and help develop their independence.

Strategic Framework: Promoting Independence

At Open Door, our mission is to support children, young people, vulnerable adults, and families to overcome barriers and realise their full potential. We offer a range of high-impact services designed not only to meet immediate needs but also to empower long-term change.

Central to our approach is a commitment to promoting independence among those we serve.

We understand that while short-term interventions may offer immediate relief, over time they can lead to dependency—especially in under-resourced systems. Both charities and the statutory sectors have, at times, unintentionally fostered long-term reliance by focusing on 'doing for' rather than 'working with' individuals.

This risks reducing autonomy, confidence, and resilience, and ultimately places additional strain on already limited resources.

Open Door takes a different approach. We provide tailored, time-limited, and tapering support that empowers individuals to build their own capacity to face future challenges.

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Our model is rooted in the belief that genuine support equips people with skills, confidence, and social capital—reducing repeat demand and creating sustainable outcomes.

By embedding independence into our service design, we ensure:

- **Better long-term outcomes** for individuals and families.
- **Resource efficiency**, allowing more people to access support as needs are met and individuals transition out of services.
- **Reduced pressure on public services**, as individuals become more resilient and less reliant on ongoing intervention.

This does not mean stepping back prematurely or leaving people unsupported. Instead, it involves delivering planned, person-centred, and staged support that gradually reduces over time—allowing individuals to take increasing control over their own journey, with our guidance and encouragement.

Our independence-focused framework delivers measurable impact, ensures value for money, and aligns with the priorities of funders who seek both accountability and transformational change.

We are proud to offer a model of support that is not only compassionate and person-centred but also financially and socially responsible.

The Role of Volunteers at Open Door

At Open Door, we deeply value the vital contribution that volunteers make to our work. Volunteers are at the heart of our organisation—offering their time, skills, and compassion across a range of roles.

From delivering face-to-face support to service users, assisting with day-to-day operations, to shaping our strategic direction as Trustees, their impact is felt across every level of our charity.

Over the past year, 22 dedicated individuals generously gave their time to support Open Door's mission. We are immensely grateful for their commitment and the difference they make in the lives of those we support.

To ensure the highest standards of care and safeguarding, all volunteers undergo a rigorous recruitment process. This includes an enhanced DBS check and the provision of references prior to starting their role.

Every volunteer receives a comprehensive induction, with mandatory training in Safeguarding, Health & Safety, Confidentiality, and Equality and Diversity. Additional training is provided based on the specific needs and responsibilities of their role.

Volunteers are not just part of our team—they are a cornerstone of our success. Their contribution enables us to reach more people, offer more tailored support, and continue building stronger, more resilient communities.

ACHIEVEMENTS AND PERFORMANCE

Over the past year, Open Door has faced significant challenges, responding to increasing levels of need, there has been limited new or ongoing funding available to address these demands.

The Board of Trustees took the informed decision to operate a deficit budget and utilise some of Open Door's reserves to support running costs.

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Despite these difficulties, Open Door has remained aligned with its mission, delivering services and initiatives tailored to local needs. This year alone, the organisation has supported 3,817 individuals.

As a charitable organisation, Open Door is dedicated to ensuring value for money while acknowledging its broader social impact. For every £1 received, the charity generates savings exceeding £4.90 for society—reflecting a social return ratio of 4:1.

Although Open Door decided previously to discontinue its ISO 9001 accreditation due to escalating costs, it continues to uphold the standards and principles of the certification. The organisation is also planning to consider alternative quality accreditations that could further strengthen our systems and processes.

The charity's key activities and accomplishments over the past year include:

YPLA Overview

Young people in care are among the most vulnerable in society, often having experienced abuse, rejection, and neglect. Studies show that their life outcomes are considerably poorer compared to their peers who have not been in the care system.

The **YPLA** (Young People's Looked After) project is designed for children and young people currently or previously under the care of Thurrock Social Care. It offers free and confidential support to those living in foster care, residential settings, or under a care order. The service also extends assistance to care leavers. Importantly, YPLA operates independently from Social Services.

Expected Outcomes

- Young people feel supported, respected, and heard.
- Improvement in their personal circumstances.
- Greater involvement in decision-making processes, with a better understanding of those decisions.
- Increased confidence and empowerment to voice concerns.
- Improved awareness of their rights and realistic expectations.

Key Outputs

- Number of young people receiving support from the project.
- Number of individual advocacy cases addressed.
- Number of complaints assisted.

Service Components

1. **Advocacy** helps ensure young people who are looked after are listened to and heard. They are encouraged and supported to actively engage in decisions concerning their future and wellbeing. It supports them at meetings such as reviews, school meetings, court appearances, solicitor's appointments etc. The service also assists young people making complaints or passing on suggestions to Social Services.

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2. Mentoring

Trained staff and local community volunteers offer one-to-one support during transitional periods. Mentors assist young people in setting personal goals, developing skills, boosting self-esteem, and celebrating achievements.

3. Independent Visitors

These are trained volunteers who provide impartial support to children in care, especially those with limited or no family contact. They contribute to all aspects of the child's development.

4. Advocacy for Children on Child Protection Plans

Commissioned by Thurrock Council, this aspect of the service supports children recently placed under child protection plans.

Performance Summary

The YPLA project has remained aligned with its objectives, handling 1,071 referrals over the past year and delivering 527 advocacy cases.

The number of young people connected with Independent Visitors is rising, with ongoing recruitment and training of new volunteers.

Currently, the service is staffed by three employees and supported by three volunteers. It is commissioned by Thurrock Council.

Interventions: Therapeutic Support Services

Overview

Interventions is a comprehensive support service offering a diverse range of therapeutic approaches for children, young people, and families. The service draws upon several methodologies, including:

- Counselling
- Life Coaching
- Anger Management
- Solution-Focused Therapy
- Cognitive Behavioural Therapy (CBT)
- Art Therapy
- Play Therapy

Recognising the uniqueness of each individual, the service continuously evolves its interventions, acknowledging that no single method suits everyone.

Staffing and Training

All professionals and volunteers employed are fully qualified. Additionally, the service provides final-year placement opportunities for trainee counsellors completing their required practice hours.

Key Issues Presented

The most frequently encountered concerns this year included:

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- Anxiety
- Loneliness and isolation
- Family-related stress
- Academic challenges
- Eating disorders and self-harm
- Trauma
- Anger
- Sexuality
- Low self-esteem
- Stress
- Relationship difficulties
- Bereavement
- Feelings of rejection
- Bullying
- Body image concerns
- Impact of social media

Often, initial concerns uncovered deeper, interconnected challenges that the individuals were also experiencing.

Service Delivery

This year, Interventions facilitated approximately 3,144 counselling sessions. In addition, weekly counselling services were delivered to six local schools. Remote support was also offered in Southend, funded by NHS ICB.

Remote Services

Originally implemented during the pandemic, remote counselling continues to be a core offering, particularly in Southend. It remains a preferred option for young individuals who face difficulties attending in-person sessions.

Team and Supervision

The service employed four paid staff members and was supported by five volunteers and several sessional workers. In response to rising demand, sessional staff and hours were expanded throughout the year. All personnel—whether permanent, volunteer, or placement—receive consistent support through individual and group supervision.

Funding

The project is commissioned by Mid Essex ICB, Private Donations and School contracts.

Mentoring

Mentoring promotes reflection, confidence-building, and self-esteem, equipping young people to assess their options and make tangible progress in their lives.

Service Delivery and Impact

A total of 216 young people received mentoring support, with overwhelmingly positive feedback reported by both participants and their referrers. The demand for the service continues to surpass available resources, resulting in a waiting list for new referrals.

Initially, sessions were delivered remotely. However, due to commissioner requirements, the service transitioned back to socially distanced, face-to-face mentoring as soon as it was acceptable to the young person and their family. In response to challenges posed by isolation and limited social activity, the mentoring offer was further enhanced with additional weekly contact throughout the year.

Staffing

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The service was delivered by a team comprising:

- 4 paid staff members
- 4 sessional workers

HASS

This service has been funded by a grant from The Big Lottery since September 2017. The service provides help and support for people regarding housing and homelessness including help with welfare benefits, access to accommodation and settling into a new tenancy.

The Service provides support with:

- welfare benefits
- budgeting
- paying bills & debt
- poverty issues
- accessing other support such as food banks
- securing accommodation in the private sector
- housing applications
- setting up a new home
- registering with doctors, schools etc
- helping to maintain a tenancy
- advocacy, mediation and conflict resolution

Rent Deposit Scheme – Deposits are funded by Thurrock Council enabling Open Door to provide a number of un-repayable rent deposits to help secure accommodation in the Private Let sector for local people who would otherwise be homeless. With some of the internal changes made by Thurrock Council over the past year, this support has significantly dropped and we expect it to become unavailable in the very near future.

Over the past year 3,516 support sessions were held in addition to this weekly check-ins which took place. The service is delivered both face to face and remotely dependent on the need of the client.

The service has secured new accommodation for 16 people this year. With only on rent deposit administered.

The service employs 4 members of staff.

This service is funded by the National Lottery.

Family Support Service

Supporting Families to Build Resilience and Wellbeing

In the past year, Open Door has continued to respond to the growing and complex needs of families in our community. Increasing financial pressures, emotional strain, and challenges in family life have left many parents and carers feeling overwhelmed, particularly around mental health, managing children's behaviour, and maintaining healthy routines at home.

Recognising these pressures, we launched a dedicated Family Support Service, initially funded through a combination of unrestricted reserves and a grant from Essex Community

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Foundation. This initiative aimed to offer early intervention through mentoring, providing practical and emotional support to families navigating significant challenges.

Two part-time support workers were recruited to deliver the pilot phase, working intensively with families over a twelve-week period. Their role was to support parents in building coping strategies, improving family dynamics, and strengthening overall wellbeing using a mental health-informed approach.

Impact and Outcomes

The response from families has been extremely positive. Key outcomes observed include:

- Improved school attendance among children
- Reduction in anger and hostility within the family environment
- Greater parental confidence in managing challenges
- Improved behaviour and communication among family members

Feedback highlighted how valuable the mentoring support was in helping families feel heard, supported, and equipped to manage daily stresses more effectively. Many parents reported feeling less isolated and more empowered to create positive changes in their homes.

Looking Ahead

The success of this pilot has laid strong foundations for the future. We are now actively exploring external funding opportunities to scale the service, increase capacity, and integrate this approach into our wider offer to families across Thurrock. Our goal is to ensure that accessible, early support is available to families when they need it most—building long-term resilience and promoting mental wellbeing at the heart of family life.

Futureversity

Although no contract to delivery programmes this year were commissioned Open Door did deliver a short summer programme in Thurrock utilising some reserves and funding received from donations.

Future Plans

Looking ahead, Open Door remains committed to continuing its core activities and delivering high-quality support across all services, subject to securing adequate funding for the year ahead.

Our commitment to professionalism and continuous improvement remains strong. We will revisit the Social Value Quality Mark as part of our ongoing efforts to demonstrate transparency, effectiveness, and return on investment to our stakeholders.

In response to growing concerns around cyber security, the Management Committee undertook a comprehensive review of our IT infrastructure. A strategic decision was made to transition to a cloud-based IT system, resulting in the full decommissioning of our physical servers by March 2025. This transition included upgrading and replacing the majority of our IT equipment to ensure compatibility with the new system and enhanced cyber security standards. The project was primarily funded through our designated IT reserves. With these systems now in place, Open Door is positioned to pursue Cyber Security accreditation in the coming year.

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As part of our commitment to growth and sustainability, we will explore opportunities to expand new projects beyond Thurrock, while staying true to our charitable aims and values. We will also actively seek to diversify our income streams and consider new models of service delivery that align with the needs of the communities we serve.

Following the successful delivery of the Futureversity short programme, Open Door plans to deliver a similar, condensed two-week version in Thurrock in 2025, offering valuable opportunities for local young people to engage in positive, skills-based learning experiences.

Finally, the Board of Trustees recognises the importance of strong, diverse governance. In the coming year, we will continue to proactively recruit new trustees to strengthen our leadership and ensure the long-term strategic direction of the charity is informed by a broad range of voices and expertise.

PUBLIC BENEFIT

The Trustees have considered the Charity Commission's requirement in respect of Public Benefit; in their view the Charity meets, in full, the criteria to satisfy the test. The Trustees' Annual Report describes the activities undertaken to further its charitable purposes for the public benefit, together with plans for the future provision of services.

PRINCIPAL FUNDING SOURCES

The National Lottery Community Fund

Essex Community Foundation, *including Ian Spence Fund and Angela Marks Fund.*

Thurrock Council

Mid Essex NHS ICB

FINANCIAL REVIEW

The year was again one of consolidation for the charity. Total reserves, which stood at £1,197,091 on 31 March 2022, have reduced to £871,566 as at 31 March 2025 as a result of planned expenditure exceeding budgeted income over the 3 year period. In the year under review, HASS (Housing Advice Support Service), Mentoring, YPLA (Young People Looked After) and Family Support accounted for £145,692 of the £146,693 deficit on restricted and designated expenditure. At the year end, total restricted and designated funds stood at £184,263 and £352,105 respectively, while unrestricted / general funds stood at £335,198, down from £430,327 at the preceding year end.

As at 31 March 2025 trustees have again made the decision to invest more in certain projects that will be generated by income, in other words to fund these projects from reserves, which will lead to a deficit in the year to 31 March 2026 and a further reduction in reserves. Without this use of reserves these projects will have had to be severely curtailed or even suspended because the strain on public finances is such that it is unlikely that they would be fully funded by statutory partners.

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Whilst this strategy means a reduction in the headroom available to the charity to cope with adversity and shocks to the system, it should be noted that, as at 31 March 2025 the total value of reserves is still equal to almost 18 months' worth of expenditure at 2024-25 levels of activity.

Of the total reserves at 31 March 2025, restricted reserves now stand at £184,263 or 21% of the total.

As always, the board of trustees will monitor and review the ongoing financial situation to ensure the longevity of the organisation and its ability to continue to achieve its charitable aims.

RESERVES POLICY

Thurrock Open Door Management Committee believes that to be an effective charity it must plan to deal with any contingencies or emergencies that may arise.

The Management Committee recognises the need to ensure adequate operational costs are held in reserve to account for contractual obligations to staff, contingencies, risk management and any unanticipated reduction in income.

The management committee has an ambition whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the charity should be between 3 - 6 months of the resources expended. In terms of the 2024-25 outturn this equates to approximately £147,000 - £294,000 in general funds. However, for current purposes it is more accurate to base this calculation on budgeted levels of activity to account for the planned reduction in reserves. This creates a range of between £139,000 to £278,000 needed to cover cost. The planned deficit for the coming year will bring this ambition closer but the charity will still have in excess of 6 months expenditure in free reserves.

INVESTMENT POWERS AND POLICY

In line with Thurrock Open Door's Board of Trustees' duty to manage the risk the decision was taken to spread the organisation's funds across a number of accounts with different banking institutions, namely CAF, COIF and Co-op Community Bank.

Funds not immediately committed are invested in COIF and CAF accounts in order to gain the maximum amount of interest with the least risk. This situation will be reviewed on a regular basis.

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STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The organisation is a charitable company, limited by guarantee, incorporated on 10 January 2006.

This organisation was previously registered with the Charity Commission as Open Door Thurrock on 18th May 1979, charity number 277663. All assets and activities were transferred to Thurrock Open Door on 15 April 2012 with the previous charity wound up on 16th February 2013.

APPOINTMENT OF TRUSTEES

Thurrock Open Door is governed by a voluntary Board of Trustees / Directors, referred to as Board members.

The Board is made up of local people who are passionate about the aims of Open Door and helping the people we work with.

Board members are recruited from the local area based on their expertise, interest and commitment to the work of Open Door. Those expressing an interest are first interviewed by either the Chief Executive or Chair of the organisation. This ensures they share a genuine interest and commitment to the aims of the organisation and understand the commitment they are undertaking. They will then present themselves to the full Board for consideration. Providing there are no objections the Board may then elect the new person to serve until the next AGM.

The entire Board stands for re-election at the Annual General Meeting where opportunity exists for new members to join the Board and for the election of officers.

All Board members are required to undertake a Disclosure and Barring Service check and meet the HMRC 'Fit & Proper Persons' requirement to hold a directorship.

Other people may be approached by the Board to join them where there is felt to be a deficit in expertise on the Board, for example the role of Treasurer or HR expertise.

A representative position exists on the Board for Thurrock Council. This position is nominated by the represented organisation.

There are a further two positions available on the Board for existing service users.

All Board Members must be committed to Open Door's aims and objects as well as agree to policies and procedures, regarding equal opportunities, confidentiality, child protection and safeguarding. A copy of these are given to each new member at the stage they express an interest in joining the Board.

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Open Door governance is provided by the voluntary Board of Directors / Trustees. The Board meets on a bi-monthly basis and works within the six principles of good governance developed by the Charity Commission. It employs a Chief Executive who is responsible for the day to day operation, management of staff and resources of the organisation and developing and implementing the strategic direction in partnership with the Board.

Board members are invited to attend the organisation's annual planning day. They are also offered and encouraged to attend a number of other relevant training events.

No formal training was accessed by Board members this year through Open Door, although a number of informal training sessions have been attended through the local CVS and within other roles they occupy.

All members of the Board give their time voluntarily and receive no benefits from the Charity.

RISK MANAGEMENT

The Board of Trustees are aware of the risks that the charity faces, particularly those related to the operations and finances of the charity, and try to mitigate these where possible. A comprehensive risk register is in place for the organisation which is reviewed and updated on a regular basis. The charity aims to adopt a responsive approach ensuring that the services provided remain the most appropriate to people's needs. The charity is keen to avoid over reliance on any single source of funding and therefore tries to diversify its funding income where possible.

Open Door holds a comprehensive HR support contract with Citation Plc which provides professional legal advice regarding personnel issues including any legal costs that may be incurred due to employment tribunals. Open Door also receives professional guidance and support regarding Health & Safety compliance through Citation Plc.

Open Door has in place Public Liability, Employer Liability and Professional Liability Insurances which are reviewed annually.

STATEMENT OF DIRECTOR AND TRUSTEE RESPONSIBILITIES

The trustees (who are also directors of Thurrock Open Door for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Directors 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 the year. In preparing these financial statements, the trustees are required to:

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- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue on that basis.

The Directors are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

STATEMENT OF DISCLOSURE TO AUDITOR

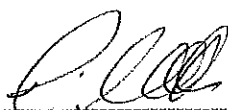
So far as the Trustees are aware, there is no relevant audit information of which the charitable company's auditor is unaware. Additionally, the Trustees have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

AUDITORS

Clemence Hoare Cummings were appointed as the charity's auditors for the financial year commencing 1st April 2024 and a resolution to re-appoint them as auditors will be proposed at the forthcoming annual general meeting.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities (issued in March 2005) and taking advantage of the small companies' exemption of Section 415A of the Companies Act 2006.

This report was approved by the Board of Trustees on 17th October 2025 and signed on its behalf by:



M Fall (Chairperson)

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THURROCK OPEN DOOR

OPINION

We have audited the financial statements of Thurrock Open Door (the 'charitable company') for the year ended 31st March 2025 which comprise the Statement of Financial Activities (including income & expenditure account), the Balance Sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2025, 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS OF 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 auditor 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.

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OTHER INFORMATION

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

OPINIONS ON OTHER MATTERS PERSCRIBED BY THE COMPANIES ACT 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

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RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement set out on page 13, 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.

AUDITORS 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 an auditor's report 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:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- enquired with management about any known or suspected instance of non-compliance with laws and regulations, accidents in the workplace and fraud;
- reviewed financial statement disclosures and agreed through to supporting documentation to assess compliance with applicable laws and regulations;
- audited the risk of override of controls, including through testing journals entries and other adjustments for appropriateness and evaluating the business rationale of significant transactions outside the normal course of business; and
- reviewed and challenged key accounting policies and estimates made by management.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

THURROCK OPEN DOOR
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A further description of our responsibilities is available on the FRC's website at:

<https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for>.

This description forms part of our auditor's report.

USE OF 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 auditor's 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.



Lee Blunden FCCA CTA (Senior Statutory Auditor)
For and on behalf of Clemence Hoar Cummings
Chartered Accountants and Statutory Auditor
Riverside House
1-5 Como Street
Romford
Essex
RM7 7DN

Date: ...17 October 2025...

THURROCK OPEN DOOR
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR
ENDED 31 MARCH 2025
SUMMARY INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income					
Donations and Bequests	2	1,194	-	1,194	1,591
Income from Charitable Activities					
Grants and Contract Income	3	190,064	231,953	422,017	538,174
Investment Income		18,446	-	18,446	17,274
Other Income	4	-	-	-	1,000
Total Income		209,704	231,953	441,657	558,039
Expenditure					
Expenditure on Charitable Activities	6	193,107	395,828	588,935	633,286
Total Expenditure		193,107	395,828	588,935	633,286
Net income / (Expenditure) & Net Movement in Funds		16,597	(163,875)	(147,278)	(75,247)
Transfers between Funds		(120,654)	120,654	-	-
Total Funds brought forward		791,360	227,484	1,018,844	1,094,091
Total Funds carried forward		687,303	184,263	871,566	1,018,844

All incoming resources and resources expended derive from continuing activities.

There were no recognised gains or losses other than those included in the Statement of Financial Activities during the current or previous year.

THURROCK OPEN DOOR
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BALANCE SHEET AS AT 31 MARCH 2025
Company Number 5670567

	Notes	2025 £	£	2024 £	£
Fixed Assets					
Tangible Fixed Assets	9		97,510		91,001
Current Assets					
Debtors	10	4,110		8,010	
Cash at Bank and in Hand		<u>818,183</u>		<u>943,752</u>	
		822,293		951,762	
Liabilities					
Creditors: due within one year	11	<u>48,237</u>		<u>23,919</u>	
Net Current Assets			774,056		927,843
Net Assets			<u>871,566</u>		<u>1,018,844</u>
The Funds of the Charity					
Unrestricted funds:					
General	12	335,198		430,327	
Designated	12	<u>352,105</u>		<u>361,033</u>	
			687,303		791,360
Restricted	12		184,263		227,484
Total Charity Funds			<u>871,566</u>		<u>1,018,844</u>

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to the company.

These financial statements were approved by the Board of Directors and authorised for issue on ~~16~~ October 2025 and signed in their behalf by:

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M Fall (Chair)

The notes on pages 23 to 34 form part of these financial statements.

THURROCK OPEN DOOR
(A company limited by guarantee)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

a) Basis of preparation of accounts

The financial statements have been prepared under the historical cost convention and in accordance with the 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 (FRS102) (effective January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2016.

The Charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Incoming resources

Donations and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resource.

Grants receivable are credited to the Statement of Financial Activities (SOFA) in the year to which they relate. Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Interest receivable and other income is included in the SOFA in the year in which it is receivable.

c) Expenditure and allocation of costs

All expenditure is included when it is incurred on an accruals basis. Resources expended include attributable VAT which cannot be recovered.

Costs are allocated between charitable and other expenditure in accordance with the nature of the cost. Where items involve more than one category, they are apportioned between the categories in accordance with the nature of the cost.

d) Fund accounting

Funds held by the charity are either:

Restricted funds - Restricted funds represent grants and donations received which are allocated by the donor for specific purposes.

Designated funds – Designated funds represent funds set aside by the Trustees out of unrestricted funds for specific future purposes or projects.

Unrestricted income funds - Unrestricted funds represent income, which is expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies (continued)

e) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost.

Depreciation is calculated to write off the cost, less their estimated residual value, over their expected useful lives on the following basis:

Freehold Buildings	2%	Straight line
Computer equipment	33%	Straight line
Office equipment	25%	Straight line or over the period of the lease
Fixtures and fittings	25%	Straight line

The Trustees have set an amount of £1,000, being the value below which fixed assets purchased are not capitalised.

f) Debtors

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

g) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

h) Operating leases

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged against profits on a straight-line basis over the period of the lease.

i) Contributions to pension funds

Defined Contribution Scheme

The pension costs charged in the year represent the amount of the contributions payable to the scheme in respect of the accounting period.

j) Transition to FRS 102

Restatement of opening fund balances or reported net income at the date of transition was not required. The transition date was 01 April 2014.

2. Donations & Legacies	Unrestricted Funds £	Total 2025 £	Unrestricted Funds £	Total 2024 £
Individual Donations	1,194	1,194	1,591	1,591
	<u>1,194</u>	<u>1,194</u>	<u>1,591</u>	<u>1,591</u>

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

3. Income from Charitable Activities - Grants and Contract Income	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
Projects						
HASS*	-	32,454	32,454	-	131,093	131,093
Mentoring	-	83,675	83,675	-	58,168	58,168
Social Inclusion Project	-	2,000	2,000	-	18,000	18,000
Young People Looked After	-	83,734	83,734	-	73,098	73,098
Futureversity	-	-	-	-	7,000	7,000
BBC Children in Need	-	-	-	-	15,351	15,351
FIF Xtra	-	-	-	-	-	-
Mental Health Advocacy	-	-	-	-	-	-
Southend CCG	-	25,590	25,590	-	-	-
Counselling Interventions	157,760	-	157,760	138,808	51,180	189,988
Thurrock Council	32,304	-	32,304	45,476	-	45,476
Youth Hub	-	4,500	4,500	-	-	-
	190,064	231,953	422,017	184,284	353,890	538,174

*Housing Advice Support Service

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
4. Other Income				
Miscellaneous Income	-	-	-	1,000
	-	-	-	1,000

All 2024 Other Income is Unrestricted Income.

5. Support Costs

The charity identifies and classifies support costs into general support (back office etc) and governance. These costs are then apportioned separately between the key activities undertaken in the year (see Note 6). The basis of apportionment is estimated usage of support function by each activity.

	General Support £	Governance £	Total 2025 £	Total 2024 £
Staff Costs	24,772	-	24,772	24,288
Premises Expenses	-	-	-	714
Communications & IT Costs	13,217	-	13,217	7,437
Legal & Professional Fees	25,424	-	25,424	24,528
Other Costs	4,220	1,806	6,026	6,831
Audit Fees	-	9,624	9,624	7,412
	67,633	11,430	79,063	71,210

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

6. Expenditure on Charitable Activities	Staff Costs £	Project Related Costs £	Premises Related Costs £	Office & IT Costs £	Legal & Other Costs £	Support Costs £	Total 2025 £	Total 2024 £
Restricted Funds								
HASS*	105,513	60	5,674	5,648	2,829	412	120,136	133,268
Mentoring	101,324	9,959	-	909	698	17,505	130,395	118,824
Social Inclusion Project	1,228	86	1,119	190	15	217	2,855	25,775
Young People Looked After	90,906	4,765	5,775	2,826	1,745	16,440	122,457	75,241
BBC Children in Need	-	-	-	-	-	-	-	45,214
Futureversity	-	1,336	84	-	-	18,565	19,985	8,949
FIF Xtra	-	-	-	-	-	-	-	625
Southend CCG	-	-	-	-	-	-	-	17,608
	298,971	16,206	12,652	9,573	5,287	53,139	395,828	425,504
Unrestricted Funds								
Family Support Service	20,448	750	-	479	494	3,438	25,609	34,719
Counselling Interventions	110,396	30,631	1,646	935	1,404	22,486	167,498	173,063
	130,844	31,381	1,646	1,414	1,898	25,924	193,107	207,782
Total Costs	429,815	47,587	14,298	10,987	7,185	79,063	588,935	633,286

*Housing Advice Support Service

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

	Total 2025 £	Total 2024 £
7. Net Income for the Year		
This is stated after charging:		
Depreciation	3,198	3,897
Operating Lease	9,894	9,422
Auditors Remuneration	10,320	7,412
	<hr/>	<hr/>
8. Staff Costs		
	Total 2025 £	Total 2024 £
Salaries and Wages	410,400	440,533
Social Security Costs	31,138	31,177
Pension Costs	13,048	13,480
	<hr/>	<hr/>
	454,586	485,190
	<hr/>	<hr/>
Average Numbers of Employees	18	20
	<hr/>	<hr/>

1 employee had employee benefits in excess of £60,000 (2024: 1).

No trustee received any remuneration or reimbursement of expenses during the year (2024: Nil)

The key management personnel of the charity comprises the Chief Executive Officer, the Director of Therapeutic Interventions and the Senior Business Support Manager. The total employee benefits of the key management personnel of the charity were £182,553. (2024: £178,176).

The charity operates a defined contribution pension scheme. Contributions are charged as they are paid.

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

9. Tangible Fixed Assets	Freehold Property £	Fixtures Fittings & Equipment £	Total £
Cost			
At 1 April 2024	119,474	27,682	147,156
Additions	-	9,707	9,707
At 31 March 2025	<u>119,474</u>	<u>37,389</u>	<u>156,863</u>
Depreciation			
At 1 April 2024	28,473	27,682	56,155
Charge for the Year	2,389	809	3,198
At 31 March 2025	<u>30,862</u>	<u>28,491</u>	<u>59,353</u>
Net Book Value			
At 31 March 2025	<u>88,612</u>	<u>8,898</u>	<u>97,510</u>
At 31 March 2024	<u>91,001</u>	<u>-</u>	<u>91,001</u>
10. Debtors		Total 2025 £	Total 2024 £
Trade Debtors		4,110	4,545
Other Debtors & Prepayments		-	3,465
		<u>4,110</u>	<u>8,010</u>

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

11. Creditors	Total 2025 £	Total 2024 £
Trade Creditors	1,425	4,706
Sundry Creditors & Accruals	8,434	9,784
Deferred Income	32,454	-
Taxation & Social Security	5,924	9,429
	<u>48,237</u>	<u>23,919</u>

Deferred Income
comprises:

	At 01 Apr 2024 £	Released £	Deferred £	At 31 Mar 2025 £
Housing Advice Support Service	-	-	32,454	32,454
	<u>-</u>	<u>-</u>	<u>32,454</u>	<u>32,454</u>

12. Movements in Funds	Balance at 31 March 2024 £	Income £	Expenditure £	Transfers between Funds £	Balance at 31 Mar 2025 £
Restricted Funds					
HASS*	52,875	32,454	(138,289)	52,960	-
Mentoring	-	83,675	(130,395)	46,720	-
Social Inclusion Project	-	2,000	(3,071)	1,071	-
Young People Looked After	18,820	83,734	(122,457)	19,903	-
Futureversity	1,641	-	(1,616)		25
Youth Hub		4,500	-		4,500
Mental Health Advocacy	5,848	-	-		5,848
Southend CCG	148,300	25,590	-		173,890
	<u>227,484</u>	<u>231,953</u>	<u>(395,828)</u>	<u>120,654</u>	<u>184,263</u>

*Housing Advice Support Service

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

12. Continued....

	Balance at 31 March 2024	Income	Expenditure	Transfers between Funds	Balance at 31 March 2025
	£	£	£	£	£
Designated Funds					
Counselling Interventions	116,977	158,570	(167,498)		108,049
Family Support	-	-	(25,609)	25,609	-
Redundancy Reserve	99,176	-	-	-	99,176
Fixed Asset Reserve	94,880	-	-	-	94,880
IT Replacement Reserve	20,000	-	-	-	20,000
Thurrock Summer Programme	10,000	-	-	-	10,000
Repairs & Maintenance	20,000	-	-	-	20,000
	361,033	158,570	(193,107)	25,609	352,105
General Funds					
General Reserve	430,327	51,134	-	(146,263)	335,198
	1,018,844	441,657	(588,935)	-	871,566

Fund transfers have been made in order to clear residual balances on expired projects, or to ensure ongoing restricted funds are not negative, and in order to establish a designated fund for the replacement of IT equipment and software.

Open Door works with young people and vulnerable adults to help them realise their aspirations and address any barriers that may stop them from achieving their full potential. Open Door operates a number of services and projects which are as follows:

Housing Advice Support Service (HASS)

Providing information advice, advocacy and support for people regarding housing and welfare benefits in Thurrock. There are three other elements to the service:

Mediation - Providing family mediation where there is a relationship breakdown. The aim of the mediation is to address issues and reach an agreed compromise that will enable the young person to remain in the family home.

Rent Deposit Scheme - Deposits are funded by Thurrock Council enabling Open Door to provide a number of un-repayable rent deposits to help secure accommodation in the

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

Private Let sector for local people who would otherwise be homeless.

The HASS service is funded by a grant from The Big Lottery.

Young People Looked After Advocacy (YPLA)

This service provides advocacy and support for young people who are looked after by Thurrock Council. It includes advocacy, support, mentoring, social activities, assistance with complaints, attendance at reviews and consultation with young people.

This service is commissioned by Thurrock Council.

Mentoring

Open Door is commissioned by Thurrock Council to deliver a mentoring and coaching programme for young people in Thurrock. Young people are identified who are experiencing difficulties with behaviour, motivation and/or isolation. All mentoring is goal focused and concerned with building young people's resilience, confidence and self-esteem whilst reducing their isolation. This is achieved by matching and supporting trained mentors who work one to one with the young person, to help them develop a plan and work towards achieving their own personal goals..

Interventions

This service provides a range of one-to-one client focused therapeutic interventions for children, young people and their families. The help provided includes therapeutic Counseling, Cognitive Behavior Therapy, Anger Management, Life Coaching, Play Therapy and Mediation. The service is provided both from our base in Orsett Road Grays and at several schools across Thurrock. This Project is primarily Funded by Thurrock NHS ICB and schools contracts.

During the year, the Southend CCG project was integrated into the Interventions service following a restructure within the NHS. This change reflects the consolidation of service delivery and funding streams, with operational responsibility and associated activities now managed under the Interventions department. The integration ensures continuity of therapeutic support for beneficiaries previously served under the Southend CCG project, with no disruption to service provision.

Futureversity

Provides motivational activity programmes for young people based on the Futureversity Superpowers model.

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

Redundancy Reserve

In accordance with the reserves policy on page 14 a reserve has been set up by the charity to meet the potential redundancy costs for existing staff in the event of a close down of the charity.

Thurrock Summer Programme

Open Door Board of Trustees have designated funds to establish and run Summer Programme of Activities for young people based on the Futureversity model.

Fixed Asset (Property) Reserve

The Fixed Asset Reserve represents funds spent on a property for the Interventions Service and is equal to the net book value of that asset on the balance sheet.

IT Replacement Reserve

This reserve is for the ongoing replacement of aging IT equipment and software.

Repairs & Maintenance Reserve

The Repairs & Maintenance Reserve has been set up to fund significant repairs on Open Door's registered office and Interventions Service base at 16B Orsett Road, Grays should they become necessary.

13. Analysis of Net Assets between Funds	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Fixed Assets	97,510	-	97,510	91,001
Current Assets	741,087	81,206	822,293	724,278
Current Liabilities	(15,783)	(32,454)	(48,237)	(23,919)
	822,814	48,752	871,566	791,360

14. Share Capital

The charity does not have a share capital and is limited by guarantee. In the event of the charity being wound up the maximum amount which each member is liable to contribute is £1.

THURROCK OPEN DOOR
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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

15. Related Parties

There have been no transactions with related parties in the year (2024: £Nil).

16. Operating Lease Commitments

Future minimum lease payments due under operating leases:-

	2025	2024
	£	£
Within one year	833	801
	<u>833</u>	<u>801</u>

Operating lease payments represent amounts payable by the charity for additional premises. The lease term is on a rolling contract basis with a minimum 14-day notice period.