

doorway

Moving on from Homelessness in North Wiltshire

Report of the Trustees and unaudited Financial
Statements of Doorway Wiltshire Limited for
the year ended 31 March 2021



Doorway Wiltshire Limited, (trading as Doorway) a Charitable Company Limited by Guarantee registered in England and Wales No. 07232063.

Registered Charity No. 1137757

Registered Office: The Citadel, Bath Road, Chippenham, Wiltshire, SN15 2AB

Telephone: 01249 445385

Web: www.doorwayproject.org.uk

Blog: www.doorwayproject.wordpress.com

Twitter: www.twitter.com/doorwayproject

Contents

	Page
Report of the Trustees	3-7
Report of the Independent Examiner	8
Statement of Financial Activities	9
Statement of Financial Position	10
Notes to the Financial Statements	11-13
Detailed Statement of Financial Activities	14-15

Report of the Trustees

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and the unaudited Financial Statements of Doorway Wiltshire Limited ("the Charity") for the financial year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

Incorporation

The charitable company was incorporated on 22 April 2010.

Reference and administration details

Registered company number

07232063 (England and Wales)

Registered charity number

1137757

Registered office

The Citadel,
Bath Road,
Chippenham,
Wiltshire, SN15 2AB

Trustees

All of the Trustees listed below have served throughout the year unless otherwise stated. The Trustees are appointed at the AGM, as set out in the Articles of Association. All Doorway members are invited to nominate directors prior to the AGM.

Mark Barnett
Frances Critchlow

Resigned 24 November 2021

Hilary Dewar

Andrew Poole

Emma Sambrook (Chairperson)

Kayleigh Ansell Shaw

Appointed 23 April 2021

Resigned 19 October 2021

Eleanor Stirling

Report of the Trustees (continued)

Independent Examiner

RiverView Portfolio Limited
Chartered Management Accountants
1 Market Hill
Calne, Wiltshire, SN11 0BT

Riverview Portfolio Limited was appointed by the Board as the Accountant for Doorway Wiltshire Ltd on 22 May 2012 and Payroll Provider from July 2012. Riverview was appointed as Independent Examiner by the AGM on 20 November 2013 and at every subsequent AGM.

Staff

In addition to the Director, the Charity employs a Support Services Manager, two Support Staff, a Football Co-ordinator and an Administrator on part-time contracts to manage the drop-in centre and provide support services to our guests.

Governance and management

Governing Document

The Charity is controlled by its governing document, a Memorandum and Articles of Association, and constitutes a Charitable Company Limited by Guarantee, as defined by the Companies Act 2006. The Governing Document is available on the Doorway Wiltshire Limited website. The Charity was incorporated on 22 April 2010 and registered as a charity on 3 September 2010.

Risk Management

The Trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure appropriate controls are put in place to provide reasonable assurance against fraud and error. The Doorway Wiltshire Limited Board of Trustees has implemented an organisational risk management policy.

On 23 March 2020, the UK Government initiated a national "lockdown" to prevent the spread of the Covid-19 virus. As a result the Trustees carried out a risk assessment of the Company's operation and finances. The outcome of the assessment determined that it was not safe to run the drop in sessions during this period as there was a risk that the virus would spread amongst guests, staff and volunteers. The decision was made to close the drop in and run a food bank from the premises. In addition, staff provided support services to guests who required them via the telephone. Finances were considered sufficiently adequate that no change was necessary in staffing levels and there were enough fund raising opportunities not to require the furloughing of any staff.

Organisation

The Board of Trustees administers the Charity and meets every two months. The Director is appointed by the Trustees to manage the day to day operations of the Charity.

Report of the Trustees (continued)

Objectives and Activities

Our Values

Doorway Wiltshire Limited accepts and values diversity in all people, and is committed to a policy of equal opportunities in all areas of its business. We believe that time should be given to working with people who wish to fulfil their personal potential and participate fully in society but find it difficult to do so for whatever reason. Service Users are known as 'Guests' rather than 'Clients', which defines the relationship we wish to achieve.

Our Vision

We believe that homeless and marginalised individuals are capable of change and will only achieve their full potential when offered a safe, supportive, empowering and non-judgemental environment - it is our vision to provide such an environment and meaningful activities which will help reverse the spiral of homelessness.

Our Mission Statement

To realise this vision, Doorway Wiltshire Ltd will strive to:

- Provide a warm, safe, non-judgemental environment;
- Train staff to engage with guests and form professional boundaried relationships;
- Use these relationships to promote growth in guests self-esteem, confidence and aspirations;
- Provide information, support and, where necessary, practical help that will empower people to make and act on informed choices arrived at by themselves;
- Provide activities which are likely to enhance guests' skills and raise self-confidence as a first step towards changing their lives;
- Encourage and empower guests to become involved in the running of the organisation and in forums designed give services users a voice;
- Promote the needs of homeless and marginalised people locally thereby helping to reduce discrimination towards them and influencing the local community to become more supportive and less judgemental.

Our Key Objectives

- Work, via our drop-in facilities, with individuals above the age of 16 (and their families and friends where appropriate) who are homeless or at risk of homelessness, exclusion or disadvantage because of their lifestyles, and to support the resolution of any issues they may have with substance abuse;
- Provide activities which help individuals to develop life skills in literacy, numeracy, IT and to gain self-esteem, confidence, and a sense of wellbeing through meaningful recreational pursuits, thereby, enabling them to move on in their lives away from dependency into self-sufficiency via employment, education or training;
- Signpost guests towards housing, social care and mental and physical health services
- Advocate on guests' behalf to local and national government to improve their lives through policy change;
- Raise local awareness of the needs of the homeless and socially excluded people, and increase the ownership of the project by the community;
- Generate funds for all of the above by charitable or commercial means.

Report of the Trustees (continued)

Our Achievements and Public Benefits

The Trustees confirm that they have complied with section 4 of the Charities Act 2006, to have due regard to the Charity Commissioners general guidance on Public Benefit, 'Charities and Public Benefit' and the outcomes are summarised below:

- Doorway Wiltshire Ltd continues to be the key agency in Chippenham and North Wiltshire for homeless and marginalised young people and adults;
- This numbers this year are influenced by advice to stay at home during the national lockdowns, and we saw fewer of our regular guests. During the year we still provided 100 (2020: 99) sessions face to face at the door, served 1,222 (2020: 3,487) meals to 158 (2020: 215) individuals - with an average of 15 guests per session (2020:32). Guests came from towns including Corsham, Bath, Malmesbury, Salisbury, Swindon, Trowbridge, Melksham and the villages, with 87% (2020: 85%) coming from Chippenham.
- Our work benefits not only the individuals who attend the drop-in but also the wider community, as guests are supported to move on in their lives away from substance dependency and reliance on welfare benefits and services. When asked at their first visit, 45% (2020: 38%) of guests stated that the primary reason for homelessness is relationship breakdown but this isn't the full story as in many cases there were a number of complex reasons;
- Our unique position means that we are regularly consulted by Wiltshire Council, the media and other agencies for information and statistics about our client group, although information on individual guests is not revealed;
- Our guests are encouraged to engage in social activities designed to build skills and self-confidence as preparation for moving on (e.g. music, creative writing, women's group and football) and to contribute to our website and to our community blog which gives them a 'voice' locally and beyond;
- We have our own programme of one to one support, helping guests to identify and work towards achieving positive changes they wish to make in their lives. Our aim is to reduce recurring homelessness amongst guests who have tenancies but lack basic life skills;
- We work closely with other agencies including the Police, Housing Options and specialist drug & alcohol and health & welfare agencies. Partnerships add value to the service we provide at no extra cost to Doorway;
- Our very effective community engagement programme promotes the needs of homeless and marginalised people locally, thereby helping to reduce discrimination against them, and also generates support for the positive work we do;
- Funding security is good with regular monthly donations by the public in addition to donations from Churches, Corporate bodies, and other charitable sources;
- We have excellent staff with a superb body of volunteers and a standard of good practice established over the life of the Charity.

Funding and Support

Between 1 April 2020 and 31 March 2021 we received income of £171,033 (2020: £109,873). This represents a 55% increase (2020: 41% increase) on income over the previous year, as a result of continued support from the general public and business in the form of donations. There was excess of income over expenditure of £68,737 (2020: 10,857 surplus) for the year. All funds were used to provide and staff the drop in facilities, and administration offices of Doorway Wiltshire Limited.

Reserves Policy

Doorway Wiltshire Limited holds a designated fund in a separate deposit account to ensure there are sufficient funds for 2 months operation without a drop-in and an orderly winding up of the Charity if the situation ever arose, satisfying Charity Commission guidelines for a charity of this type. Reserves are also held for those costs accrued against un-invoiced expenditure.

Report of the Trustees (continued)

Strategic and future plans

Strategic


- Continue to ensure that the services which currently form the core activities of the organisation are of the highest quality and are fully funded;
- Continue our work to reduce recurring homelessness amongst guests who have tenancies;
- Continue to develop our work with local businesses to increase awareness and opportunities for sponsorship;
- Continue to develop additional opportunities which have been identified to meet needs, but which are not currently being addressed;
- Actively seek new partnerships which will enhance our services to guests;
- Maintain a high and positive profile for Doorway and increase local 'ownership' and commitment to support the project.

Funding

- Continue to research and apply for charitable funding both locally and nationally;
- Build relationships with local statutory and voluntary agencies to achieve local partnerships and short to medium term grant funding;
- Explore possibilities for government funding;
- Be alert to new funding streams generally;
- Exploit opportunities for business sponsorship;
- Increase income and contributions in kind from the community via our Community Engagement programme;
- Increase planned giving by online donations and from gift-aided donations.

Volunteers

- Maintain a positive profile in the community - so that potential volunteers are aware of what we do and are inspired to apply to join the team, including the Board of Trustees;
- Recruit volunteers from all sectors of the community;
- Ensure that each volunteer has a role appropriate to his/her skills and interest;
- Maintain high standards of induction and training;
- Ensure each volunteer has a clear job description, appropriate support and clear lines of accountability;
- Ensure that volunteers feel valued and well supported;
- Involve volunteers in discussions on the planning and delivery of services;
- Pay all reasonable expenses incurred by volunteers;
- Provide references for volunteers applying for paid or other posts if requested.



Emma Sambrook

Date: 24 November 2021

Independent Examiner's report to the Trustees of Doorway Wiltshire Limited

I report on the financial statements for the year ended 31 March 2021 as set out on pages 9 to 15.

Respective responsibilities of Trustees and examiner

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 Charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

Having satisfied myself that the Charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of the Independent examiner's report

My examination was carried out in accordance with General Directions given by the Charity Commission. 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 report

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

- Accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- The accounts do not accord with such records;
- Where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102), and
- Any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.



Shannon Bennett MAAT
RiverView Portfolio Limited
Chartered Management Accountants
1 Market Hill
Calne
Wiltshire
SN11 0BT

Date: 9/12/2021

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the year ended 31 March 2021

	Unrestricted funds £	Restricted funds £	2021 £	2020 £
INCOMING RESOURCES				
Incoming grants from generated funds				
Voluntary incomes	118,147	-	118,147	66,952
Activities for generating funds	-	-	-	26,375
Investment income	82	-	82	151
Incoming resourcing from charitable activities				
Guest support services and activities	-	52,804	52,804	16,395
Total Incoming resources	118,229	52,804	171,033	109,873
RESOURCES EXPENDED				
Costs of generating funds				
Fundraising and publicity costs	(325)	-	(325)	(201)
Charitable activities				
Guest support and other services	(34,348)	(51,733)	(86,081)	(82,405)
Support and management costs	(13,948)	-	(13,948)	(15,531)
Governance costs	(1,942)	-	(1,942)	(879)
Total resources expended	(50,563)	(51,733)	(102,296)	(99,016)
Net income/(expenditure) for the year	67,666	1,071	68,737	10,857
RECONCILIATION OF FUNDS				
Total funds brought forward	63,341	27,864	91,205	80,348
TOTAL FUNDS CARRIED FORWARD	£131,007	£28,935	£159,942	£91,205

Statement of Financial Position

as at 31 March 2021

	Notes	2021 £	2020 £
Current Assets			
Debtors: amounts receivable within one year	2	2,621	2,195
Cash at bank		159,187	90,951
TOTAL CURRENT ASSETS		161,808	93,146
Current Liabilities			
Amount falling due within one year	3	(1,866)	(1,941)
TOTAL CURRENT LIABILITIES		(1,866)	(1,941)
TOTAL ASSETS LESS CURRENT LIABILITIES		£159,942	£91,205
FUNDS	4		
Unrestricted funds		25,614	38,030
Designated funds		105,393	25,311
Restricted funds		28,935	27,864
TOTAL FUNDS		£159,942	£91,205

The Charity is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2021 relating to small companies.

The members have not required the Charity to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of the financial statements.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

The financial statements were approved by the Board of Trustees on 24 November 2021 and were signed on its behalf by:

Emma Sambrook
Chairperson

Notes to the Financial Statements

1. Accounting policies

a. Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard (FRS102)), the Companies Act 2006 and the requirements of Statement of Recommended Practice, Accounting and the Charities Act 2011.

b. Incoming resources

All incoming resources are included on the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

c. Resource expended

Expenditure is accounted for on an accrual basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular heading they have been allocated to activities on a basis consistent with the use of resources.

d. Charitable activities

Charitable expenditure comprises of those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

e. Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the Independent examiner fees and costs linked to the management of the company.

f. Taxation

The Charity is exempt from corporation tax on its charitable activities. The Company is not registered for VAT and accordingly any irrecoverable VAT is included in the expenditure concerned.

g. Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds are unrestricted earmarked by the Trustees for particular purposes.

Restricted funds can only be used for particular purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular restricted purposes.

h. Tangible Fixed Assets

Fixed assets with a cost of £500 or less are not capitalised.

Notes to the Financial Statements (continued)

2. Debtors: amounts receivable within one year

	2021 £	2020 £
Prepayments and accrued income	£2,621	£2,195

3. Creditors: amounts falling due within one year

	2021 £	2020 £
Accrued expenses	650	643
Creditors	135	188
PAYE	343	375
National Insurance	491	498
Pension liability	247	237
Total	£1,866	£1,941

4. Funds

		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds				
General funds		118,229	(55,697)	62,532
		118,229	(55,697)	62,532
Restricted funds				
Donor	Purpose			
CFWS COVID-19 Grant	COVID-19 expenses	3,000	(2,787)	213
National Lottery	COVID-19 expenses	10,000	(10,000)	-
CFWS Support Services	Support Services			
Manager Grant	Manager	5,000	(882)	4,118
Wiltshire Council Winter Grant	Food	500	(210)	290
Co-op Community Grant	Football	1,262	-	1,262
Chippenham Area Board	Food	500	(178)	322
Dept of Culture Media & Sport	Salaries and Premises expenses	32,542	(32,542)	-
		52,804	(46,599)	6,205
		171,033	(102,296)	68,737
<i>Brought forward Restricted funds (for information only)</i>				
Wessex Water	Football costs	134	(134)	-
CFWs Tampon Tax	Women's group	2,667	-	2,667
CFWS Support Services	Support Services			
Manager Grant	Manager	5,000	(5,000)	-
Sutton Benger WI	Bra fitting	63	-	63
Property fund		20,000	-	20,000
		27,864	(5,134)	22,730

Notes to the Financial Statements (continued)

4 Funds (continued)

Included within the general funds total of £118,229 the Trustees would like to bring attention to the large donations received in the year.

Donor	£
HPH	4,000
Eryl Spencer	1,000
St Mary's School, Calne	5,647
Crematorium West Wiltshire	1,000
Knorr-Bremse Rail Systems	7,500
Green Square	1,000
Groundwork UK (Tesco)	1,500
Wiltshire Council	2,000
Malmesbury League of Friends	5,000
Kathleen Hannay Memorial Charity	2,000
The Tony & Audrey Watson Charitable Trust	5,000
Vera Outhwaite Charitable Trust	2,000
Lloyds Foundation	20,000
Enthuse	4,750
Big Give's Champion Funder	1,875
DCMS	32,542

5 Non-adjusting event

On 31 March 2021, the Company signed a five year lease on a building known as the Citadel, Bath Road, Chippenham. Once refurbished, the building will become the centralised hub for all operational and administration activities and the leases on other buildings used by the Company will be terminated. The building will be operational from July 2021 and will allow the Company to develop and enhance the services it provides to the homeless and vulnerable in Wiltshire. A provision of £80,000 has been made in designated funds to fund the refurbishment of the building. This amount plus the £20,000 of property funds held under restricted funds brings the total provision for the refurbishment to £100,000.

Detailed Statement of Financial Activities for the year ended 31 March 2021

	2021 £	2020 £
Incoming resources		
Voluntary Income		
Gift Aid	8,735	4,067
Standing order donations	6,033	6,448
General public donations	8,779	15,126
Church donations	3,335	7,223
Business donations	22,592	11,379
Trust donations	39,050	9,100
Online donations	20,758	13,477
Partner food agency	133	88
Retail goods	1	44
Campaigns	8,347	-
COVID-19 grants	384	-
	118,147	66,952
Activities for generating funds		
Sleep out	-	21,874
Activities & events	-	3,969
Street collections	-	532
Friends of Doorway	-	-
	-	26,375
Investment income		
Deposit account interest	82	151
	82	151
Incoming resources from charitable activities		
Grants	52,804	16,395
	52,804	16,395
Total incoming resources	£171,033	£109,873

Detail statement of Financial Activities
for the year ended 31 March 2021 (continued)

	2021 £	2020 £
Resources Expended		
Fundraising and publicity costs		
Publicity costs	325	201
	325	201
Charitable activities		
Wages	73,971	68,142
Other staff costs	3,504	2,284
Volunteer costs	539	1,924
Fundraising expenses	548	423
Food for guests	1,851	3,392
Activities for guests	561	1,599
Other services for guests	1,607	641
	82,581	78,405
Governance costs		
Independent examiner	720	720
Professional fees	1,222	159
	1,942	879
Support and maintenance costs		
Insurance	1,368	1,304
Centre costs	3,500	4,000
Communications	569	1,970
Postage and stationery	225	547
Bookkeeping and payroll	1,920	1,950
Equipment	1,610	1,251
Rent	7,018	7,123
Utilities	984	1,298
	17,194	19,443
Finance		
Bank charges	254	88
	254	88
Total resources expended	£102,296	£99,016
Net income	£68,737	£10,857