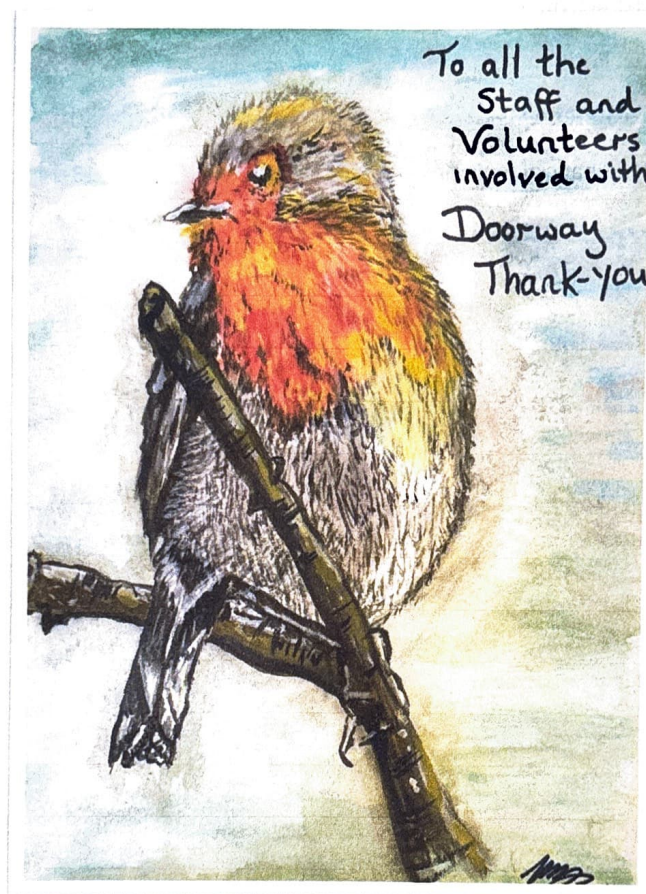


# Doorway

## Report of the Trustees and unaudited Financial Statements of Doorway Wiltshire Limited for the year ended 31 March 2025



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

[www.doorwayproject.org.uk](http://www.doorwayproject.org.uk)

Facebook: Doorway Wiltshire

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## 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 2025. 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.

Stephen Abbott (Chairperson)	Appointed 31 May 2024
Declan Baseley	Appointed 16 January 2025
Mark Barnett	Appointed 18 November 2015
David Bloomer	Appointed 14 April 2024
Richard Briggs	Appointed 23 November 2022
Michael Carter	Appointed 23 November 2022
Daniel Lewis	Appointed 23 November 2022
Amy Mitchell	Appointed 23 November 2022
Andrew Poole	Resigned 29 April 2024
Judith Vosper	Appointed 30 May 2023

### 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.



## **Report of the Trustees (continued)**

### **Staff**

During the year, in addition to the CEO, the Charity employed a Director of Services, a Support Services Manager, three Support Staff, a Facilities & Events Manager and an Administrator 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.

#### **Organisation**

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

#### **Objectives and Activities**

##### **Our Values**

We are an inclusive, compassionate and non-judgemental organisation and believe that when offered the right environment everyone is capable of making positive changes to their lives, however small.

##### **Our Vision**

Homeless and vulnerably housed people in North Wiltshire can reverse the spiral of homelessness and have improved resilience and capacity for self-recovery, making positive changes to their lives, however small.

##### **Our Mission Statement**

Doorway enables people experiencing homelessness in North Wiltshire to effectively access practical support including food, clothing, showers, tents and sleeping bags. We enable access to housing and healthcare, and through our groups and courses we improve people's skills and confidence, helping them feel a valued part of the community, and make positive changes to their lives.

By working in partnership with others we can more quickly enable positive change, and through our programme of outreach we can effectively support the people who cannot access our services for whatever reason.

By educating the local community about the causes and effects of homelessness we aim to reduce stigma and improve understanding. At The Citadel our guests experience a comfortable and safe environment with professional and empathetic staff. They feel part of a community, cared for, valued, listened to and believed, respected, not judged and taken seriously. They enjoy themselves and have fun at Doorway.

## Report of the Trustees (continued)

### Our Key Objectives

- Develop outreach services to the North Wiltshire triangle
- Increase our influence on policy and initiatives in Wiltshire
- Ensure our premises are 'fit for purpose' and sustainable
- Improve our ability to clearly demonstrate the positive outcomes
- Developing the skills of our trustees, staff and volunteers
- Fundraise effectively to support the financial requirement of the charity
- Review and take steps to improve our Equality, Diversity and Inclusivity performance.

### Our People

Our people are at the heart of everything we do. We want Doorway to be a place where people want to come, work and support. To deliver the best service to our vulnerable guests we will need to recruit, train, reward and retain a diverse group of staff and volunteers who can embrace change and help us to deliver our vision and strategic goals. Our strategic plan endorses continuous learning, development and involvement for our staff and volunteers, including our Board and advocates. We will always listen to the voices of the people we support.

### Partnerships

The success of our strategy depends on trusted partnerships and advisors working together to deliver integrated and targeted services. We endorse the vision of Wiltshire Council - *The Council aims to work with those who are threatened with homelessness or who are homeless to help them secure and keep a home. This will require creativity, a wide range of services and effective, strong partnership working.*

### 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 even though our services were severely hit by the floods resulting from Storm Bert in November 2024. The floods made our key facility in The Citadel unusable, destroying equipment, ruining stores and making us potentially homeless.
- Within three days we had secured alternative accommodation for our sessions at The Rotary Hall in Chippenham. Our team and volunteers responded to this emergency and relocation with determination, skill, care and resolve, continuing to serve our 'guests' being our paramount concern. We are very grateful to The Rotary Club of Chippenham for their support.
- In spite of this event during the year we provided 160 drop-in sessions (2024: 179), plus 150 group sessions (2024: 173) including football, art, men's group, women's group and allotment group.
- We served 3,191 (2024: 3,123) meals to guests with an average of 35 guests per drop-in session prior to the flood and an average of 24 guests per drop-in session after the flood.
- We distributed 637 Food Bags, 193 articles of clothing and 109 toiletry items.
- Guests used our laundry facilities 92 times and our shower 146 times in the period to November but such facilities were unavailable at The Rotary Hall subsequently.

Trustees report and unaudited Financial Statements for the year ended 31 March 2025

- We are regularly consulted by local media and other agencies for information and statistics about our guests, although information on individual guests is not revealed.
- We encouraged our guests to engage in social activities designed to build skills and self-confidence as preparation for moving on e.g. music, art, women's group and football.
- We work closely with other agencies including Wiltshire Council's Rough Sleeper Team, Victim Support, Turning Point and health & welfare agencies.
- We positively engage with the local community to promote the needs of homeless and vulnerably housed people, helping to build understanding and generate support for the positive work we do.
- We have an excellent team with a superb body of volunteers and a standard of good practice established over the life of the Charity.
- We received income of £282,328 in the year (2024: £264,095) representing a 7% increase. All funds were used to provide staff, facilitate our drop-in facilities, administration and governance.

Steve Abbott



Date:

17 / 11 / 25



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

I report on the accounts for the year ended 31st March 2025 set out on pages nine to sixteen.

**Respective responsibilities of trustees and examiner**

The charity's trustees (who are also the directors 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 required.

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 the 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 statements below.

**Independent examiner's statement**

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)
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.



**Jonathan Addicott ACCA**  
RiverView Portfolio Limited  
Chartered Management Accountants  
1 Market Hill  
Calne  
Wiltshire  
SN11 0BT

Date: 18/11/2025

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**for the year ended 31 March 2025**

	Unrestricted Funds	Designated Funds	Restricted Funds	2025	2024
	£	£	£	£	£
<b>INCOMING RESOURCES</b>					
<b>Incoming grants from generated funds</b>					
Voluntary Income	181,591			181,591	180,662
Activities for generating funds	37,384			37,384	19,502
Investment income	822			822	521
<b>Incoming resources from charitable activities</b>					
Guest support services and activities			62,531	62,531	63,410
<b>Total incoming resources</b>	<b>219,797</b>	<b>-</b>	<b>62,531</b>	<b>282,328</b>	<b>264,095</b>
<b>RESOURCES EXPENDED</b>					
<b>Costs of generating funds</b>					
Fundraising and Publicity Costs	406			406	688
<b>Charitable activities</b>					
Guest support services and activities	185,479	6,426	44,519	236,424	183,000
Support & Management Costs	47,813	18,885		66,698	72,019
Governance costs	1,896			1,896	2,005
<b>Total resources expended</b>	<b>235,594</b>	<b>25,311</b>	<b>44,519</b>	<b>305,424</b>	<b>257,712</b>
<b>Net Income/(Expenditure) for the year</b>	<b>(15,797)</b>	<b>(25,311)</b>	<b>18,012</b>	<b>(23,096)</b>	<b>6,383</b>
Transfers	4,791	(4,791)	-	-	-
<b>RECONCILIATION OF FUNDS</b>					
<b>Total Funds brought forward</b>	<b>86,318</b>	<b>104,226</b>	<b>11,941</b>	<b>202,485</b>	<b>196,102</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>74,259</b>	<b>74,124</b>	<b>29,953</b>	<b>179,389</b>	<b>202,485</b>



**Statement of Financial Position**

**as at 31 March 2025**

	Notes	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible assets	2	15,341	34,226
		<u>15,341</u>	<u>34,226</u>
<b>CURRENT ASSETS</b>			
Debtors: amounts falling due within one year	3	3,170	2,057
Cash at bank		167,140	174,487
		<u>170,310</u>	<u>176,544</u>
<b>CREDITORS</b>			
Amounts falling due within one year	4	(6,262)	(8,285)
		<u>(6,262)</u>	<u>(8,285)</u>
<b>NET CURRENT ASSETS/(LIABILITIES)</b>		<u>179,389</u>	<u>202,485</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>179,389</u>	<u>202,485</u>
<b>NET ASSETS/(LIABILITIES)</b>		<u>179,389</u>	<u>202,485</u>
<b>FUNDS</b>	6		
Unrestricted funds		74,259	86,318
Designated Funds		74,124	104,226
Restricted Funds		31,006	11,941
<b>TOTAL FUNDS</b>		<u>179,389</u>	<u>202,485</u>

The charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

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 17<sup>th</sup> November 2025 and were signed on its behalf by:



**Steve Abbott**

**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 the 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 headings they have been allocated to activities on a basis consistent with the use of resources.

#### d. Charitable activities

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

#### 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 charity.

#### 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 funds 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 particular restricted purposes.

#### h. Tangible Fixed Assets

Fixed assets with a cost of £500 or less are not capitalised. Depreciation is provided to write off the costs of fixed assets on a straight-line basis over their expected useful lives as follows:

Leasehold improvements	Lease period
Fixture and fittings	4 years

#### i. Leases

Rentals payable under operating lease and any lease incentives are charged in the Statement of Financial Activity evenly over the period of the lease.

#### j. Post Balance Sheet Event - Insurance Proceeds

On 1st May 2025, insurance proceeds of £14,638 were received related to flood damage that occurred in November 2024. The insurance settlement was finalised after the reporting date and therefore represents a non-adjusting post balance sheet event. This amount will be recognised in the financial year ending 31st March 2026.

Notes to the Financial Statements (continued)

2. Tangible Assets

	Fixture and Fittings	Leasehold improvements	Total
Cost or valuation	£	£	£
As at 1st April 2024	26,290	61,585	87,875
Additions	-	-	-
Disposals	(7,168)	-	(7,168)
As at 31st March 2025	19,123	61,585	80,708
<b>Depreciation</b>			
As at 1st April 2024	17,995	35,655	53,650
Depreciation charge	3,646	12,965	16,612
Eliminate on disposal	(4,894)	-	(4,894)
As at 31st March 2025	16,747	48,620	65,367
<b>Carrying amount</b>			
As at 31st March 2025	2,375	12,965	15,340
As at 31st March 2024	8,295	25,931	34,226

3. Debtors: amounts receivable within one year

	2025	2024
	£	£
Prepayments and accrued income	3,170	2,057
<b>Total</b>	<b>3,170</b>	<b>2,057</b>

4. Creditors: amounts falling due within one year

	2025	2024
	£	£
Accrued expenses	1,883	4,511
Creditors	87	86
PAYE / National Insurance	3,528	2,905
Pension liability	765	667
<b>Total</b>	<b>6,262</b>	<b>8,285</b>

5. Operating leases

The Charity had the following future minimum lease payments under non-cancellable operating lease for each of the following periods:

	2025	2024
	£	£
<b>Buildings</b>		
Within one year	22,000	22,000
Between one and five years	-	44,000
<b>Total</b>	<b>22,000</b>	<b>66,000</b>

**Notes to the Financial Statements (continued)**

**6. Funds**

		<b>Incoming Resources</b>	<b>Resources Expended</b>	<b>Movement in Funds</b>
		<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted Funds</b>				
General Fund		157,266	(273,899)	(116,633)
<b>Restricted Funds</b>				
<b>Donor</b>	<b>Purpose</b>			
National Lottery Awards for All	Staff Salaries and Overheads	20,000	(8,398)	11,602
Lord Methuens Charitable Trust	Fundraising Expenses	1,500	(1,498)	2
Wiltshire Community Foundation – HIF	Staff Costs	10,000	(8,124)	1,876
Wiltshire Council Household Support	Food	10,000	(10,000)	0
Chippenham Borough Land Charity	Guest Expenses	10,000	(3,399)	6,601
Art Group Exhibition	Art Group	114	(6)	108
Nationwide Building Society	Drop-Ins	9,817	0	9,817
Chippenham Area Board Youth Project	Youth Group	1,000	0	1,000
Art Group Fund	Art Group	100	(100)	0
<b>Total</b>		<b>62,531</b>	<b>(31,525)</b>	<b>31,006</b>
<b>Brought Forward Restricted Funds</b>				
<i>For Information Only</i>				
Women's Group Funding	Women's Group	217	(217)	0
Wiltshire Council - Football Grant	Football Project	882	(882)	0
Wiltshire Community Foundation	Drop-Ins	5,000	(5,000)	0
Malmsbury League of Friends	Clinical Supervision	1,443	(1,443)	0
Morrison's Fund	Allotment Group	574	(574)	0
Chippenham Borough Land Charity	Guest Expenses	3,542	(3,542)	0
Art Group Fund	Art Group	283	(283)	0
		<b>11,941</b>	<b>(11,941)</b>	<b>0</b>
<b>TOTAL FUNDS</b>		<b>219,797</b>	<b>(305,424)</b>	<b>(85,627)</b>

**6a. Reserves Policy**

Doorway's approach to risk management and business continuity was tested fully this year when a once in 100-year flood made the main operation centre unavailable for the final 4 months of the year (and into 2025/26). The business continuity plans, and the response of the management, staff, volunteers and the community were excellent, with only one day of service lost. The success of this response has allowed us to reduce the company's target level of free reserves to between £70,000 and £90,000, and still maintain sound governance. The designated reserves, established last year, to drive future development have not been utilised to the level the Board envisaged, due the need to respond to the flood. The amounts outstanding are:

1. £11,314 (of £15,000) to improve IT and data systems. Almost fully achieved, including the roll out of a comprehensive client impact monitoring database.
2. £47,469 (of £50,000) to explore and establish, more geographically widespread service delivery. This was always intended to be largely a spend in 2025-27.

There is also a designated reserve for the depreciation of fixed assets.



Trustees report and unaudited Financial Statements for the year ended 31 March 2025

**Detailed Statement of Financial Activities**

**for the year ended 31 March 2025**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Incoming resources</b>		
<b>Voluntary Income</b>		
Gift Aid	5,706	6,522
Standing order donations	8,023	7,510
General public donations	24,315	18,826
Church donations	5,056	7,041
Business donations	18,905	19,891
Trust donations	61,856	77,828
Online donations	28,827	22,304
Partner food agency	150	128
Retail goods	75	-
Campaigns	11,698	7,714
Hall hire	16,980	12,898
	<b>181,591</b>	<b>180,662</b>
<b>Activities for generating funds</b>		
Sleep out	10,963	16,146
Activities & events	26,421	3,356
	<b>37,384</b>	<b>19,502</b>
<b>Investment income</b>		
Deposit account interest	822	521
	<b>822</b>	<b>521</b>
<b>Incoming resources from charitable activities</b>		
Grants	62,531	63,410
	<b>62,531</b>	<b>63,410</b>
<b>Total incoming resources</b>	<b>£282,328</b>	<b>£264,095</b>

**Detail statement of Financial Activities**  
**for the year ended 31 March 2025 (continued)**

	2025 £	2024 £
<b>Resources Expended</b>		
<b>Fundraising and publicity costs</b>		
Publicity costs	406	688
	<b>406</b>	<b>688</b>
<b>Charitable activities</b>		
Wages	188,768	153,963
Other staff costs	14,561	9,412
Volunteer costs	673	810
Fundraising expenses	18,413	394
Food for guests	8,599	6,025
Activities for guests	3,025	2,040
Other services for guests	2,285	10,356
	<b>236,424</b>	<b>183,000</b>
<b>Governance costs</b>		
Independent examiner	720	720
Professional fees	1,186	1,285
	<b>1,896</b>	<b>2,005</b>
<b>Support and maintenance costs</b>		
Insurance	7,903	7,717
Communications	4,119	2,461
Postage and stationery	338	433
Bookkeeping and payroll	1,493	1,665
Equipment	714	2,888
Maintenance	10,699	7,209
Rent	13,143	17,600
Utilities	9,259	12,385
Profit & Loss on Disposal	2,273	-
Depreciation expense	16,612	19,538
	<b>66,553</b>	<b>71,896</b>
<b>Finance</b>		
Bank charges	145	123
	<b>145</b>	<b>123</b>
<b>Total resources expended</b>	<b>£305,424</b>	<b>£257,712</b>
<b>Net income</b>	<b>(£23,096)</b>	<b>£6,383</b>