

West London Churches Homeless Concern
Company number 03950659 Charity number 1083203
Annual Report 2012-2013

WEST LONDON CHURCHES HOMELESS CONCERN

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2013



GEORGE HAY & COMPANY

Chartered Accountants
Statutory Auditors

83 Cambridge Street,
Pimlico,
London SW1V 4PS

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Ethos

We operate an open-door policy Homeless people seeking our help do not need a "local connection" or a referral our services are open to all For most of our guests we are the very last resort – the only alternative to sleeping on the street

Our services are made possible by churches and church volunteers, but we do not proselytise, and people of all faiths or none are welcome

Our open-access ethos, and our determination to offer our guests the respect and compassion their lives so often lack, allow us to develop relationships and trust, which in turn helps our guests reintegrate into society

Aims and Objectives

- To offer our homeless guests emergency night shelter and food through the winter
- To provide practical daytime support laundry, showers, clothing and food
- To support our homeless guests into stable accommodation and better futures

Statement of Public Benefit

The trustees consider that the activities of WLCHC (described below) provide benefit to homeless and precariously housed people in West London

By providing a safety net and hand up out of homelessness, we help make the boroughs within which we operate a safer, more humane place for everyone

The board of trustees regularly monitors and reviews the Charity's success in meeting its objectives, and confirms that the activities of WLCHC described below are undertaken in pursuit of its aims

Chairman's Message

Rough sleeping has risen nationally by 31% over the last two years, in London the increase is 62%. People are often surprised to learn that West London, with some of the highest property values in the country, also has the highest levels of rough sleeping. Westminster is highest, Kensington & Chelsea 9th and Hammersmith & Fulham 11th. Most of our night shelter guests last winter came from the streets of these three boroughs, putting us at the heart of the rough sleeping issue.

Accommodation projects and day centres increasingly require a connection to a local area as a condition of access, while London has the highest proportion of rough sleepers without such a "local connection".

With up to 100 bed spaces per night, a drop-in open to all and casework tailored to the individual, not to funding, we are unique in size and in ethos. If WLCHC did not exist, the vast majority of rough sleepers who rely on our services would spend their days, and nights, on the street. It's now some 16 years since local churches, angered and perplexed by the scandal of homelessness in our city, got together to do something about it. It's core to who we are to act, speak out and strive to overcome the injustice of homelessness.

All our experience tells us that having a place to call our own and respecting our mutual human dignity makes for a healthy community. As Chair of Trustees, I'm hugely privileged to be able to thank our dedicated staff, who work under massive pressure with limited resources. Their commitment is only rivaled by that of our hundreds of volunteers who believe that theirs is a job worth doing.

These volunteers, who range from 18-80+ years old, come from churches, other faiths and our local communities to freely give their time, skills and experience in our drop-in centre and night shelters. My fellow trustees also give freely from their skills and experience so that we can provide appropriate governance and direction to all our activities. And the need grows ever greater. To cope with increasing numbers, we need to offer an additional drop-in facility and more casework. We want to extend the Hammersmith & Fulham night shelters for the whole winter. We need more funding and more volunteers. There will be a great opportunity to help fundraise on October 4th by participating in or sponsoring our 200 person sleep-out in Duke of York Square.

As for volunteering, if you can help please contact our office. It doesn't have to be every week, or for the whole season. Just offer what you can out of a conviction that homeless people are people who need the same respect and help that we also cherish for ourselves.

Thank you for your interest in our work. Please join us in taking the next steps to overcome homelessness. - Rev Dr Brian Leathard

Our open-access services

In 2012-13, in the face of rising levels of rough sleeping, the only open-access accommodation projects for London's rough sleepers were church night shelters, and with up to 100 bed spaces per night, we provided at least two-thirds of London's open-access bed spaces

We took calls from homeless individuals, local hospitals, probation services and housing offices, and charities such as Crisis, Shelter, British Red Cross, the Salvation Army, the Passage, the Connection and the West London Day Centre. Despite their much larger financial resources, based on strong statutory connections, they looked to us to provide shelter for the many people who are excluded from government-funded projects. Why? Because our open-access policy allows us to take in those who have fallen through every other safety net - for whom there are no other options but the streets.

Lack of a "local connection" was also increasingly a problem by day. Although entitled to be in the UK, we saw more and more rough sleepers without a "local connection" excluded not only from night shelters but also from basic services such as drop-in and casework. Our drop-in was more heavily used than ever, with up to 100 people a day coming for food, showers and laundry as well as somewhere warm and dry to spend the day and someone to talk to.

Our night shelter guests had predominantly been sleeping rough in West London. Most were aged under 50 and 25% were under 30, the youngest was only 19. A quarter were British, a quarter Polish, but the other 50% were from 34 other countries. A significant proportion were struggling with mental or physical health problems, or alcohol addiction.

Around 70% of people arriving at our shelters were entirely destitute, with no money at all.

We help our guests rebuild their lives with a combination of night shelter, drop-in facilities and casework - all of which we were fortunate to be able to expand this year in the face of rising need. This winter, 214 people used our night shelters and 337 were seen for advice, still more used our drop-in facilities.

Unfortunately, we do not expect these numbers to fall in the coming year. There is every sign that they are set to grow.

Night shelters

Our night shelters meet two most basic needs somewhere warm and safe to sleep and decent food to eat. Our volunteers and staff address our homeless guests' emotional needs for friendship, compassion and dignity.

Once again, our shelters opened in November and rotated to a different church venue each night of the week until the end of April. In 2012-13 we were able to run two shelters per night from January to April, offering 70 spaces per night, rising to 100 in freezing temperatures. In total last winter we provided 8,569 bed spaces, including an emergency extension when our churches, volunteers and donors rallied around our appeal to keep our shelters open for two further, unscheduled weeks when temperatures were extremely low at the end of the shelter season.

Volunteers cook and serve dinner to our homeless guests and then join them to eat and talk. In total, last winter we served 12,416 hot dinners. After dinner, tables are cleared and guests bed down for the night with sleeping mats and bags.

Next morning, our guests have breakfast before going back to the streets, many of them head to our drop-in for a shower, to wash their clothes and to talk to our caseworkers.

Thanks to all our venue churches for helping us help our guests

Askew Road, W12
Barnes Methodist, SW13
Chelsea Methodist, SW3
Fulham Baptist Church, SW6
Holy Trinity Brook Green, W6
Rivercourt Methodist, W6
St Barnabas Kensington, W14
St Columba's Church of Scotland, SW1
St Dionis Parsons Green, SW6
St Luke's and Christ Church Chelsea, SW3
St Luke's Redcliffe Gardens, SW10
St Mary's Putney, SW15
St Paul's Hammersmith, W6
St Paul's Onslow Square, SW7
St Simons Rockley Road, W14

Night shelters, continued

Bed spaces provided

	Total	Male	Female
Nov	913	762	151
Dec	1,143	935	206
Jan*	2,163	1,598	205
Feb	2,060	2,108	285
Mar	2,000	2,028	217
Apr	290	237	58
Total	8,569	7,668	1,122

No of times someone unable to access shelter because already full

November	413
December	325
January*	324
February	329
March	228
Total	1,619

Number of dinners served

November	1,690
December	1,819
January*	2,948
February	2,848
March	2,887
April	295
Total	12,416

Drop-in centre

Our guests' practical needs for clothing, laundry and showers are met at our drop-in centres

In partnership with Chelsea Methodist Church (CMC) we offer a freshly cooked lunch, showers, laundry and clothing facilities three days a week from 9am to 4pm, all free of charge. As with our night shelters, our drop-in service relies on volunteers – including teams from the Royal Hospital, John Lewis, Capital & Counties and Accenture.

In 2012-13 we helped refurbish the CMC shower facilities and partnered with a second drop-in at St Cuthbert's in Philbeach Gardens from January to March. Even so, still our day services were creaking at the seams with increasing numbers turning to us as their previous sources of daytime help became more difficult to access.

With 100 people a day coming for lunch, and inelastic capacity for laundry and showers, we have become acutely aware of the need to extend our day provision, especially our laundry facilities, as soon as we can.

Casework

What do our caseworkers do?

Our caseworkers offer practical advice and support to help guests find accommodation, employment, alcohol and drug detox projects, specialist support and/or mental health services

The casework service also helps homeless men and women set up benefit claims, obtain identification or national insurance numbers. When appropriate, our caseworkers will help reconnect homeless guests with family or with home countries or areas of origin.

Where an individual whom we have supported into stable accommodation needs (and wants) more assistance to sustain a more settled life, we provide tenancy support for as long as is needed to achieve a long-term positive outcome.

Once rested, clean and no longer hungry, people can start to think of the future. Our caseworkers help our guests navigate the complexities of the system – vital for those struggling with mental health issues, poor literacy or language difficulties. In 2012-13 we expanded our casework team. We employed a Polish and Russian speaking caseworker who greatly improved our ability to help many of our Eastern European guests. With funding from Clifford Chance LLP, for which we were very grateful, we were able to take on a further caseworker during our busy winter season.

Our open-access policy means our caseworkers can try to help our guests achieve the outcomes they want, rather than force on them an agenda such as “reconnection”, which requires them to go back to wherever they are assessed as having a link – a futile exercise for the many who have left such places for good reason.

In 2012-13, some of our guests were economic migrants from the EU who simply wished to find work to build a better life. We helped them improve their employability by referring them to job search services, language and training courses, support and network opportunities. Others were supported to make and maintain benefit claims to secure an income during their job search, and to look for housing, usually through referrals made by our caseworkers, for a stable base from which to search for work.

A proportion of our guests last year had come to the UK fleeing persecution or violence in their country of origin. Our caseworkers assisted them to negotiate the complex systems for claiming asylum and accessing asylum support housing. Some, having had the relief of being granted refugee status, found themselves homeless again having had to vacate Home Office accommodation, they needed help to negotiate the private rental market.

Other guests, from around the UK, had come to London again fleeing violence, negative social influence or stagnant job markets. Some had lived on the streets for years, others were newly homeless because of the economic climate or reforms to benefit and housing legislation.

Casework, continued

Whatever their place of origin, or their route to our door, each guest was an individual with a different story and different needs. Some were determined and independent, needing only shelter from the cold and light support around finding work. Other guests arrived with varied and overlapping support needs including traumatic histories (eg survivors of torture or domestic violence), mental and physical health issues, legal or criminal problems, drug or alcohol misuse issues, highly complex immigration situations or the low self-esteem that comes with years of transient living and unemployment.

At a time when changes to the benefits system were making the future of some of the resettlement schemes we most heavily rely on uncertain, it was a great relief that we achieved such a successful year in terms of helping our guests, particularly in relation to moving guests into settled accommodation.

We are extremely proud of our dedicated team. Employing more caseworkers this year enabled us to provide a more in-depth service, especially to our shelter guests, essential when many of them had ended up with us as they had complex situations which could not be easily resolved. The skills and commitment of our staff allowed us to achieve these results and we are grateful for their hard work.

Guest stories

Paul

Paul is a British man in his 50s who worked for many years in the construction industry overseas. In late 2012, he badly injured his leg in a climbing accident and received poor medical treatment. He returned to the UK for treatment but ended up being discharged onto the streets and began sleeping near Victoria station.

Paul was reluctant to work with the local authority outreach team so came to us. After a short while he gained a place in the shelters and began working with our caseworker, Neil. Over the course of several weeks we helped Paul set up a benefit claim, paid for his travel due to his mobility issues and attended meetings with him and the Westminster Housing Options team. As Paul was having a great deal of difficulty walking, Housing Options agreed that he was in priority need for housing and would place him in temporary accommodation when the shelters closed.

When the shelters did close in April it took a fair amount of chasing but Paul was placed into temporary accommodation in Westminster. He is still there now and is receiving on-going treatment for his leg.

Unable to return to work for the time being, Paul has been a regular helper at the drop-in.

Charlie

Charlie had been using our drop-in services for several years and was well known to the local outreach workers. While he'd been happy to talk with them, he'd shown little interest in getting off the streets. He had led a very transient life and had been a heavy drinker until completely giving up five years before.

Slowly, Charlie began engaging with outreach workers and our caseworker, Simon. As a long-term rough sleeper, he had a good chance of securing a place to live, but with no ID or bank account it was going to be a long journey.

A birth certificate was acquired and a Post Office account set up so that benefits could be claimed. Never having made a benefit claim before, Charlie was very nervous about saying the 'wrong thing' in his meetings at the job centre, so Simon went with him to the first meetings.

It transpired that Charlie had been a victim of identity theft and someone had been fraudulently claiming benefits in his name for some time. This was a complicated issue that had to be resolved through the police.

Thankfully a solution was found, and in the space of two months Charlie went from being an undocumented rough sleeper to having a full passport and birth certificate, a bank account with regular benefit income, links to the job market and, shortly afterwards, keys to a small flat in South London.

Simon supported Charlie with all the arrangements needed to move in, including moving his furniture in our van.

Charlie says people keep telling him he looks five years younger.

Laleh

Laleh came to the drop-in in January distressed and disoriented. She had fled domestic violence in Iran and arrived in the UK in July 2012. A positive decision was granted by the Home Office on her refugee claim, but at this stage she was told to fend for herself. She stayed with friends for a while, but eventually the goodwill ran out and she turned to us for help.

Laleh's problems were varied and complex - limited English, poor understanding of the support systems, serious mental health issues including depression, anxiety and sleeplessness, acute back pain and, of course, homelessness.

To begin with Simon helped her with a benefit claim, which was complicated by Laleh having the 'wrong type' of bank account. This was resolved and Laleh, Simon and the local outreach team worked together on referrals to accommodation, counselling, medical care for her pain and English lessons.

After some time and considerable negotiations, Laleh was accepted into a housing project which provided her with some independence but also the support she needed to rebuild her life.

Laleh told us she is optimistic about the future and wants to restart the career she left behind in Iran as an architect.

Laleh fled domestic violence and an architecture career in Iran. WLCHC is helping her put the pieces together.

Mike

Mike came to us in January, clean-shaven with a big smile. He'd just made a 50-mile trip to London on foot and all he wanted was a cup of coffee and some cream for the badly cracked skin on his fingers.

Mike had been a victim of human trafficking and had been subjected to forced labour and violence before escaping to survive on the streets. He landed in the Chelsea Methodist Church drop-in after hearing about us from another rough sleeper at Victoria station.

Boguslaw, Mike's caseworker, suggested that he use the night shelters whilst we worked on obtaining ID from the consulate and getting him a National Insurance number.

With help from the Kensington & Chelsea outreach team, we found a place for Mike to stay in a hostel. For the first time in a long time, Mike says he was able to start enjoying life again.

Whilst living in the hostel, we helped Mike apply for Job Seekers Allowance and supported him with an application to the National Referral Mechanism - a process for identifying victims of human trafficking. Mike is now safe in accommodation, taking English and IT classes and slowly putting his life back together.

Plans for the future

We hope this report shows that it's possible to bring people in from the streets and work with them to turn their lives around, despite the many challenges we face from rising rough sleeping and destitution, coupled with decreased housing and job opportunities

In the face of increasing need we have ambitious plans in place to expand our work helping those who, more often than not, have nowhere else to turn

- Steven, Senior Project Manager

Goals for 2013-2014:

night shelters - provide at least 70 places per night (100 in extreme cold weather) across two safe and welcoming night shelter circuits for six months from November to April

drop-in facilities - provide practical, relevant and effective day services for shelter guests and other homeless people year-round, with sufficient winter capacity to meet the volume of need generated by two night shelter circuits

casework - provide specialist advice and help to everyone who asks for it in the areas of accommodation, training, work, access to benefits and reconnection to home areas or countries

fundraising - raise £340,000 to fund our operation and planned expansion

Financial Review

The Charity's strategy in the year 2012 - 2013 was to continue to deliver its services for homeless people in West London, across two circuits of night shelters, increasing the number of homeless people to whom we provide help by 50% over the winter. Notwithstanding a record fundraising year, in continuing difficult economic circumstances, our costs outpaced this and we ended up with lower reserves at the year-end than during 2011-2012, though still at the level set by our policy. The trustees' aim, with the support of our donors, is to maintain these reserves at the level of the stated policy during 2013-2014.

Total expenditure for the year ending 31st March 2013 was £334,610 (compared to £295,830 for the year end March 2012). Funds raised during the same period were £282,484, 19% higher than to the year end March 2012 (£237,401). As our shelter space and volunteers are provided at no cost to the Charity, the main cost (76%) was in relation to staffing (£253,962).

The trustees' decision to increase our services last winter by spending down part of our reserves (which at the start of the year were higher than required by our reserves policy) led to a reduction in cash at the Charity's bank from £212,696 to £122,554 at the year end. The overall effect has been to bring our reserves position in line with our long-term reserves policy.

At 31st March 2013 the total reserves carried forward were £150,755 (2011-2012 - £202,881) of which restricted funds amounted to £10,000 for the night shelter. The remaining £140,755 is held as unrestricted reserves.

Donations came through a combination of grants, individual giving, church donations and events. No statutory funding was received by WLCHC. Churches provided 16% of our funds, 45% came from charitable trusts, 19% from corporate donations and 16% from individual donations. Details of contributions received and outgoing expenditures are provided in the Financial Statements section of this report.

Many of the donors who helped us this year are listed at the back of this report. We are deeply grateful for their generosity and their contributions, whether in cash or in-kind by way of food donations, the free loan of premises, the participation of their volunteers or their involvement in a fundraising event. Together they have made it possible for WLCHC to continue its work for another year.

Reserves Policy

As part of the annual review of our reserve policy, WLCHC assesses the financial risks surrounding our future ability to provide our services to the homeless of West London

The Charity aims to hold at all times, in cash or short-term deposits, 12 months' worth of permanent staff salaries and fixed overheads. This reserve is to ensure that the Charity is sustainable year on year. Our cost of raising funds is very low as we aim to carry no excess staff cost.

And, although we are consistently astounded by the generosity of our donors, in the current economic climate of uncertainty and government spending cuts, we anticipate that some income sources may reduce, especially with greater competition for financial support.

The trustees consider the reserves policy to be set at a sensible level to deal with the Charity's affairs in an orderly and practical way, and to ensure that the Charity is sustainable from year to year.

Structure, governance and management

Constitution

West London Churches Homeless Concern (WLCHC) is a registered charity and company limited by guarantee and is governed by its Memorandum and Articles of Association. The company was incorporated on 17th March 2000 and registered as a charity on 6th November 2000.

Appointment of new trustees

New trustees are recruited on a periodic basis and are appointed in accordance with clauses 30-32 of the Articles of Association. Induction and training of new trustees is carried out by the trustees with support from the Senior Project Manager.

Governance, committee structure and decision making

WLCHC is run by a board of trustees that meets on at least a quarterly basis (approximately five times a year).

The work of the board of trustees is supported by a number of sub-committees responsible for overseeing specific areas of activity. All significant strategic, financial and managerial decisions are made at the board level and operational decisions are delegated to the sub-committees. Key staff members and volunteers may attend the trustee and relevant sub-committee meetings.

The trustees determine which operational decisions can be made by the Senior Project Manager and delegate accordingly.

Partnerships

In pursuit of our charitable objective, we co-operate with several other charities, organisations and agencies.

Our partner churches, listed on page 4, provide much appreciated venue space and volunteer teams.

Our night shelters are part of a loose network of mostly borough-specific night shelter projects. We are members of Housing Justice, a faith-based charity which positions itself as the voice of church action on homelessness and facilitates networking opportunities with the national night shelter movement.

We also work with several charities and statutory bodies engaged with homeless people in West London, such as the Upper Room in Hammersmith and the Kensington & Chelsea and Hammersmith & Fulham outreach teams.

Risk assessment

The trustees have recognised that there are risks to which the Charity is exposed. Systems have been established to mitigate known risks, including financial controls, employment procedures, agreements with participating churches and volunteer training.

Structure, governance and management, continued

Statement of trustees' responsibilities

The trustees (who are also directors of WLCHC for the purposes of company law) are responsible for preparing the Trustees' Annual 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 trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgments and accounting 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 in business

The trustees 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.

In so far as the trustees are aware there is no relevant audit information of which the charitable company's auditor is unaware, and the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This trustee report is also a directors' report required by s417 of the Companies Act 2006 and all trustees are also directors.

The trustees who served during the year and up to the date of this report are set out on page 18.

Approved by the trustees and signed on their behalf by



Rev Bran Leathard (Chair)
30th July 2013

Volunteers

WLCHC would not be able to function without its large and dedicated group of volunteers. Each venue provides its own volunteer team – giving us a total of more than 300 volunteers over the winter shelter period.

The volunteers help set up the shelters, cook and serve food, and eat meals with the homeless guests. It is their involvement and approach that makes our shelters special.

This year, we were lucky to have an interfaith group volunteer to help over the Christmas period, when many of our regular volunteers are busy with family commitments.

Staff

WLCHC has a highly committed team of staff. We have been fortunate to keep Neil and to work closely with Steve, CMC's drop-in manager, both of whom bring a wealth of experience and knowledge to helping our guests.

The newest members of our permanent team - Rebecca, Geoff and Boguslaw - are taking us a step further with fresh ideas and enthusiasm, and we are all really looking forward to getting the night shelter team back on board in October.

Thank you

A huge thank you as always to all the volunteers, schools, churches, partners, individuals, corporations, trusts and foundations whose contributions made it possible to continue our work during the year.

TRUSTS AND FOUNDATIONS

29th May 1961 CT
Albert Hunt Trust
Alma Jean Henry
Armourers and Brasiers Trust
Beatrice Lang Trust
Chapman CT
Chelsea Non-ecclesiastical Charities
Christ Church Hall of Remembrance Trust
Courtts Charitable Trust
Daisy Trust
De Laszlo Foundation
Dischma CT
Fitton Trust, The
Garfield Weston Foundation
Gibbs C Trusts
Green and Lilian F M Ainsworth and Family Benevolent Fund
Hammersmith United Charities
Inner London Magistrates Charity
Isla Foundation
Marsh Christian Trust
Mercers' Company
Pret Foundation
Rank Foundation
Roger Vere
Sir James Roll Charitable Trust
SMB CT
St Lukes Hall Trust
Strand Panshes Trust

Thank you, continued

StreetSmart
Watson Foundation
Westminster Foundation
William Allen Young Chantable Trust
The Williams Chantable Trust

RELIGIOUS INSTITUTIONS

All Saints Church Tooting
Brentford Free Church
Daughters Of the Cross
Greek Orthodox Archdiocese of Great Britain
Kensington Unitarians
Our Lady of Fatma
St Barnabas Kensington
Notting Hill Methodist Church
Ursuline Sisters, Wimbledon
Kensington United Reform Church
Central Hall Westminster
Fetter Lane, Moravian Church
Southfields Christian Fellowship
St Mary Abbots Church
German Christchurch
The Dutch Church
Chelsea Old Church
Daughters of the Cross
St Mary's Barnes Team Ministry
First Church of Christ (Scientist)
St Simon's Church
Holy Trinity Brook Green
Our Lady of Dolours Servite Church
St Columba's Church of Scotland
St Mary's, Bourne Street
All Saints Church Fulham
Notting Hill Methodist
Royal Hospital Chelsea
Sisters of Nazareth
St Peter's Church Fulham
St Luke's Chelsea
St Mary Church The Boltons

CORPORATE SUPPORTERS

A & N Media
BDO LLP
Berwin Leighton Paisner LLP
Capital & Counties
Clifford Chance LLP
DAC Beachcroft LLP
David Gallagher Associates
Deloitte
Deutsche Bank
Fenwick Elliott LLP
Gardner Austin LLP
Getjar
Greene & Co
Henry and James

Thank you, continued

Ian Finlay Associates
Interstate Hotels
John D Wood
Kaye and Carey
Knight Frank
Peter Jones
Sciteb Ltd
Sir Robert McAlpine
Waitrose
Weil, Gotshal & Manges LLP
Wilmer Hale LLP

SCHOOLS

Cameron House School
Ravenscourt School
Ringrose Nursery
Gems Hampshire
Park Walk Primary
Hurlingham School
Kensington Prep
Christchurch Primary School
Our Lady of Victories

Trustees, Senior Management & Advisers

Trustees, who are also directors of the company, give their time voluntarily and without remuneration. They were, for the time under review

Paul Cowley
John Record (appointed May 2012)
Jonathan Heawood (resigned January 2013)
Stacy Jansz
Melissa Kerschen
Brian Leathard (Chair of Trustees)
Hugo Llewelyn
Shuna Mason
Judith Roberts
Michael Sawyer
Amanda Sheppard
John Sinik

Senior Management:

Steven Platts

Professional Advisers:

Auditor:

George Hay & Company
Chartered Accountants & Statutory Auditors
83 Cambridge Street
London SW1V 4PS

Banker:

HSBC, 22 Victoria Street
London SW18 0NJ

We need your help

WLCHC provides shelter, support and hope to some of West London's most vulnerable men and women. We are open to all, and we do not proselytise. To help keep our doors open, we rely on the generosity of individuals, churches, trusts and foundations. Here are some ways to help.

Volunteer

Volunteers set up our shelters, cook, serve food and eat with our guests.

Donate

You can make a one-off or regular donation online or by post.

Fundraise

Some of our supporters have raised money for us by sponsored runs or by organising events like coffee mornings, cake sales, garage sales, concerts and theatrical production. Others have elected WLCHC as their company's Charity of the Year.

Please contact us

wlchc@wlchc.eclipse.co.uk



**Independent Auditor's Report to the Members of
West London Churches Homeless Concern**

We have audited the financial statements of West London Churches Homeless Concern for the year ended 31st March 2013 which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes numbered 1 to 12. The financial reporting framework that has been applied in their preparation is applicable law and the requirements of the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities)

This report is made solely to the Charity'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 Charity'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 Charity and the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees' Responsibilities set out on page 15, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

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 2013 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

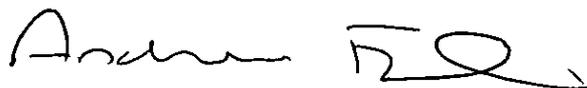
Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year ended 31st March 2013 for which the financial statements are prepared is consistent with the financial statements

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit, or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' Annual Report



Andrew Fox (Senior Statutory Auditor)
For and on behalf of George Hay & Company
Chartered Accountants & Statutory Auditors
83 Cambridge Street
Pimlico
London SW1V 4PS

Date 30th July 2013

Statement of Financial Activities
(Including Income and Expenditure Account)
FOR THE YEAR ENDED 31ST MARCH 2013

	Notes	Restricted Funds £	Unrestricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Incoming Resources					
Incoming Resources from generated funds					
Voluntary Income - Donations and Grants	2	52,420	226,950	279,370	237,401
Fund raising events		-	-	-	-
Investment Income - Bank Interest		-	3,114	3,114	-
Total Incoming Resources		52,420	230,064	282,484	237,401
Resources Expended					
Cost of generating funds					
Cost of generating voluntary Income	3	-	12,130	12,130	10,342
Charitable Activities	3	67,770	250,122	317,892	280,843
Governance Costs	3	-	4,588	4,588	4,645
Total Resources Expended		67,770	266,840	334,610	295,830
Net Incoming Resources					
Net income/(expenditure) for the year		(15,350)	(36,776)	(52,126)	(58,429)
Reconciliation of Funds					
Total funds brought forward		25,350	177,531	202,881	261,310
Total Funds carried forward		10,000	140,755	150,755	202,881

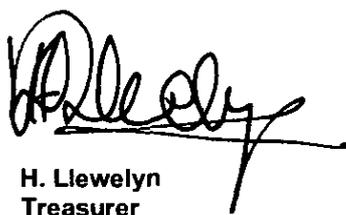
Balance Sheet

AS AT 31ST MARCH 2013

	Notes	£	2013 £	£	2012 £
TANGIBLE ASSETS					
Fixed assets	8		17,017		4,799
CURRENT ASSETS					
Debtors	9	38,700		4,029	
Cash at bank and in hand		<u>122,554</u>		<u>212,696</u>	
		161,254		216,725	
CREDITORS: Amounts					
falling due within one year	10	<u>(27,516)</u>		<u>(18,643)</u>	
NET CURRENT ASSETS			<u>133,738</u>		<u>190,082</u>
NET ASSETS			£ <u>150,755</u>		£ <u>202,881</u>
Unrestricted Funds	12		140,755		177,531
Restricted Funds	12		<u>10,000</u>		<u>25,350</u>
TOTAL FUNDS			£ <u>150,755</u>		£ <u>202,881</u>

The notes on pages 24 to 29 form an integral part of these financial statements

The accounts were approved by the board on 30th July 2013 and signed on its behalf by



H. Llewelyn
Treasurer

Notes to the Financial Statements

1 Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

Basis of Accounting

The financial statements have been prepared on a going concern basis under the historical cost convention and in accordance with Accounting and Reporting by Charities – Statement of Recommended Practice (SORP revised 2005) issued in March 2005 as revised in May 2008, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the provisions applicable to smaller companies subject to the small companies regime under the Companies Act 2006.

The Charity meets the relevant conditions and the size criteria for treatment as a small company. Consequently, the Charity is exempt under the terms of the Financial Reporting Standard No 1 from publishing a cashflow statement.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income when appropriate:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity only where this can be quantified. The value of the nightly shelter venues provided at no charge by churches is not quantified and has not been included in these accounts. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

**NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31ST MARCH 2013 - CONTINUED**

Resources Expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT that cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income
- Chantable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time or estimated usage basis as set out in Note 3

Hire Purchase and Leasing Commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Fixed Assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £250 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 4 years.

Taxation

The charity is exempt from corporation tax on its charitable activities.

2 Donations and grants

	Restricted £	Unrestricted £	2013 Total £	2012 Total £
Churches	4,150	41,099	45,249	28,685
Chantable Trusts and Other Charities	27,500	76,950	104,450	153,792
Donations	<u>20,770</u>	<u>108,901</u>	<u>129,671</u>	<u>54,924</u>
	<u>52,420</u>	<u>226,950</u>	<u>279,370</u>	<u>£ 237,401</u>

**NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31ST MARCH 2013 - CONTINUED**

3 Resources Expended

	Basis Of Allocation	Cost of Generating Funds £	Night Shelter £	Key Working £	Laundry £	Govern- ance £	Total £
Costs directly allocated to activities							
Staff costs (note 5)	Direct	-	166,102	31,968	18,277	-	216,347
Caseworker's expenses	Direct	-	-	1,969	-	-	1,969
Fundraising event	Direct	807	-	-	-	-	807
Recruitment & training	Direct	-	5,752	-	-	-	5,752
Catering	Direct	-	24,634	-	-	-	24,634
Shelter equipment	Direct	-	5,222	-	-	-	5,222
Shelter rent	Direct	-	3,750	-	-	-	3,750
Cleaning & Laundry	Direct	-	307	-	245	-	552
Travel expenses	Direct	-	119	-	-	-	119
Van expenses	Direct	-	5,776	-	-	-	5,776
Insurances	Direct	-	1,853	-	-	-	1,853
Audit	Direct	-	-	-	-	2,076	2,076
		807	213,515	33,937	18,522	2,076	268,857
Support costs allocated to activities							
Premises	Usage	300	4,680	300	600	120	6,000
Management staff	Time	7,523	26,331	1,881	752	1,128	37,615
Printing, post & Stationery	Usage	2,249	1,491	382	38	-	4,160
Bookkeeping & admin	Usage	275	4,747	1,114	172	1,191	7,499
Communications	Usage	512	1,793	256	-	-	2,561
Computer	Usage	276	965	138	-	-	1,379
Repairs & maintenance	Usage	6	89	6	11	-	112
Sundry expenses	Usage	144	2,253	144	288	58	2,887
Bank charges	Usage	38	591	38	76	15	758
Depreciation	Usage	-	2,782	-	-	-	2,782
		<u>12,130</u>	<u>259,237</u>	<u>38,196</u>	<u>20,459</u>	<u>4,588</u>	<u>334,610</u>

Expenditure on Charitable Activities (Night Shelter, Casework and Laundry) is made from both restricted and unrestricted funds

4 Net Incoming Resources for the Year

Stated after charging	2013 £	2012 £
Depreciation	2,782	1,566
Auditors' Remuneration	2,076	2,436

**NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31ST MARCH 2013 - CONTINUED**

5 Staff Costs

Staff costs were as follows

	2013 £	2012 £
Salaries and wages	234,718	208,366
Social security costs	<u>19,244</u>	<u>15,530</u>
	£ 253,962	£ 223,896

During the 22 week period in which the Night Shelter was in operation, the average weekly number of employees was 20 (2012 20)

For the remainder of the year, the average number of employees, calculated on a full time equivalent basis were 8 (2012 6)

6 Trustee Remuneration and Related Party Transactions

Neither the Trustees, nor any person connected with them, received remuneration, or expenses, of any kind during the year or the previous year

There were no related party transactions during the year (2012 none)

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year or the previous year

7 Taxation

The charitable company is exempt from corporation tax on its charitable activities

8 Tangible Fixed Assets

	Motor vehicles £	Office equipment £	Shelter showers £	Total £
Cost				
At 1 st April 2012	8,255	3,596	-	11,851
Additions	<u>-</u>	<u>-</u>	<u>15,000</u>	<u>15,000</u>
At 31 st March 2013	<u>8,255</u>	<u>3,596</u>	<u>15,000</u>	<u>26,851</u>
Depreciation				
At 1 st April 2012	3,456	3,596	-	7,052
Charge for the year	<u>1,532</u>	<u>-</u>	<u>1,250</u>	<u>2,782</u>
At 31 st March 2013	<u>4,988</u>	<u>3,596</u>	<u>1,250</u>	<u>9,834</u>
Net Book Value				
31 st March 2013	<u>3,267</u>	<u>-</u>	<u>13,750</u>	<u>17,017</u>
31 st March 2012	<u>4,799</u>	<u>-</u>	<u>-</u>	<u>4,799</u>

**NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31ST MARCH 2013 - CONTINUED**

9 Debtors

	2013 £	2012 £
Gift Aid - Income tax repayment due to donations	6,355	1,999
Sundry debtors	581	-
Prepayments	<u>31,764</u>	<u>2,030</u>
	£ <u>38,700</u>	£ <u>4,029</u>

10 Creditors: amounts falling due within one year

	2013 £	2012 £
Taxation and social security	11,448	11,201
Other creditors and accruals	<u>16,068</u>	<u>7,442</u>
	£ <u>27,516</u>	£ <u>18,643</u>

11 Analysis of Net Assets Between Funds

	Restricted Funds £	Unrestricted Funds £	2013 Total Funds £	2012 Total Funds £
Fixed assets	-	17,017	17,017	4,799
Current assets	10,000	151,254	161,254	216,725
Current liabilities	-	<u>(27,516)</u>	<u>(27,516)</u>	<u>(18,643)</u>
	£ <u>10,000</u>	£ <u>140,755</u>	£ <u>150,755</u>	£ <u>202,881</u>

12 Movement in Funds

	1 st April 2012 £	Incoming Resources £	Outgoing Resources £	Transfers £	31 st March 2013 £
Restricted Funds					
Night Shelter	1,000	52,420	43,420	-	10,000
Senior project manager	24,000	-	24,000	-	-
Van	<u>350</u>	-	<u>350</u>	-	-
Total restricted funds	<u>25,350</u>	<u>52,420</u>	<u>67,770</u>	-	<u>10,000</u>
Unrestricted Funds					
General fund	<u>177,531</u>	<u>230,064</u>	<u>266,840</u>	-	<u>140,755</u>
Total Funds	<u>202,881</u>	<u>282,484</u>	<u>334,610</u>	-	<u>150,755</u>

Purposes of Restricted Funds

The Night Shelter Fund is specifically to meet the cost of providing and staffing night shelter accommodation for the homeless, and any expenses incurred in providing such accommodation

The Laundry Fund is specifically to meet the cost of providing laundry facilities for homeless people, and any expenses incurred in providing such facilities

Casework is specifically to meet the costs of providing assistance and referral services to night shelter guests