

# West London Churches Homeless Concern

(a company limited by guarantee)

Annual Report and Accounts  
for the Year ended  
-March 31<sup>st</sup> 2003

Company Number: 3950659

Registered Charity Number: 1083203

Registered in England & Wales



West London Churches Homeless Concern  
Annual Report 2002/2003

**Contents**

	<b>Page</b>
<b>Legal and Administrative Information</b> .....	2
<b>The Chairman's Statement</b> .....	3
<b>Night Shelter</b> .....	6
<b>Laundry</b> .....	12
<b>The Directory</b> .....	14
<b>Fundraising</b> .....	15
<b>Trustees' Report</b> .....	16
<b>Auditors report</b> .....	19
<b>Statement of financial activities</b> .....	20
<b>Balance sheet</b> .....	21
<b>Notes to the accounts</b> .....	22
<b>APPENDICES</b>	

**West London Churches Homeless Concern  
Annual Report 2002/2003**

**Legal and Administrative Information**

**Constitution**

West London Churches Homeless Concern is a registered charity and a company limited by guarantee and is governed by its memorandum and articles of association. The company was incorporated on 17<sup>th</sup> March 2000 and registered as a charity on 6<sup>th</sup> November 2000.

**Trustees**

The trustees, who were also directors of the company, for the period under review were:

J.E. Davis	Chairman
Joanna Lawson	Secretary Resigned 17 <sup>th</sup> July 2003
Linda Swain	Treasurer Appointed 15 <sup>th</sup> May 2003
Patrick Browning	
Lynette Cawthra	
Josephine Daniels	Appointed 13 <sup>th</sup> June 2002
Wendy Deakins	Resigned 12 <sup>th</sup> June 2002
Clive Furness	Resigned 5 <sup>th</sup> June 2002
Susan Gray	
Penelope Jago	
Christopher Kevill-Davies	
Bruce Marquart	
Catherine McDonald	
Michael Sawyer	Resigned 6 <sup>th</sup> March 2003
Amanda Sheppard	
Graham Watkins	
Catharine Hughes	Treasurer Resigned 6 <sup>th</sup> March 2003

**Registered office** 155a King's Road  
London SW3 5TX

**Auditor** Ridley Marreco & Co  
Dove House  
Mill Lane  
Barford St Michael, Oxon.

**Banker** HSBC  
22 Victoria Street  
London SW18 0NJ

## The Chairman's Statement

*"Looking back at the bright things stemming from our particular night shelter, I was struck again by the sense of family that built up in those cold dark weeks between November and the end of March amongst the motley collection of volunteers and amongst our guests. "*

*"In the shelters the atmosphere is positively inspiring. The volunteers' ethos, the anonymity the "guests" are afforded (clients only have to give their first name, no other personal information is required) and the idea of calling the clients "guests" promotes an atmosphere of acceptance, trust, equality and genuine human interaction. "*

The first sentence is from a letter written by one night shelter volunteer to another a few weeks after the West London Churches Homeless Concern (WLCHC) 2002/03 night shelters closed; the second is from a report by Amanda Egan, a St. Mungo's Project Manager, who was seconded to WLCHC's 2002-03 night shelters. I offer these two quotations because for me they exemplify the work of WLCHC - especially the night shelters - at its very best.

In the Chairman's Statement in last year's Annual Report I expressed the trustees' hope that it would be possible to run two shelters each night. This was achieved by January 2003 and it enabled us to meet our key objective of not having to turn away any guests. This winter we were able to provide 6,394 guest nights compared to 3,323 in the winter of 2001/02. This was a major undertaking and it was only made possible by the efforts of many people. It is always invidious to single out individuals in what is clearly a team enterprise and so I want, firstly, to offer grateful thanks to everyone who contributed to this winter's shelters. I wish, however, to record our particular appreciation to:

- Amanda Sheppard and Olivia Cavanagh for the superb way in which they, together with the Fund Raising committee, raised the money necessary to operate two shelters per night. A truly magnificent achievement! We are delighted that we still have the services of Olivia.
- Josephine Daniels who chaired the Night Shelter sub-committee. We are indebted to Josie for the good-humoured way in which she undertook this Herculean task and to the members of her sub-committee.
- Macarthur Romeo and Naomi O'Connor, who along with Olivia and Amanda Egan (seconded from St.Mungo's), were our full-time Project Managers and the mainstay of the shelters.
- Aron Thornley - one of our Project Managers in 2001/02 - who again gave his services to the shelters unstintingly.

## West London Churches Homeless Concern Annual Report 2002/2003

At the heart of WLCHC's night shelters are our 200 volunteers. I found Amanda Egan's observation in her report to St. Mungo's noteworthy: *"The volunteer ethos is extremely effective in promoting an atmosphere of equality in the shelters. I myself was very surprised at how differently the guests (clients) responded to the volunteers, because they were volunteers and because they - the volunteers - clearly wanted to be there."*

Equally, our volunteers have always been at the heart of WLCHC's laundry project located in the garden/courtyard and narthex at Chelsea Methodist Church (CMC).

The care and leadership of Patricia Forrest over these past five years has been truly phenomenal. We were delighted when Patricia's service was recognised by the award of the MBE in the Golden Jubilee Honours. Sadly Patricia has been in indifferent health in recent months; I want to wish her well on behalf of everyone associated with WLCHC and assure her of our love and prayers.

WLCHC's first project was the production of a pocket-sized plastic card "Help for Homeless People in and around Central and West London". This continues to meet a real need and so we have published a new edition. We are indebted to Vickie Macnair for researching and preparing this valuable publication.

As we look forward to our fourth year as a Registered Charity and Company limited by guarantee, the trustees of WLCHC have identified the need to restructure our management of the night shelters. We shall have a new Night Shelter Management Committee which will assume operational and planning responsibilities for the shelters and will be distinct from the trustees and the former night shelter subcommittee. We shall continue to have an "open" sub-committee meeting during the winter whilst the shelters are active. We envisage it acting as a sounding board for concerns as they arise during the course of the shelters. It is our fervent hope that some of our shelter guests will feel able to be part of this open forum.

It does seem likely that we shall revert to one circuit of shelters (one shelter per night) in the winter of 2003-04. This may seem an odd decision in the light of our previously stated objective of not turning guests away from the shelters. Reluctantly we have come to the considered view that both the management and operational requirements for running two shelters per night are beyond our present capabilities and capacity and that we best serve our guests by offering one shelter per night. However, there is an area of development we wish to pursue, namely, the provision of shelters over the Christmas/New Year period. In the past we have closed WLCHC's shelters to coincide with the opening of the "Crisis" shelters but often this has resulted in indifferent provision for our guests. We are hoping to explore the possibility of providing WLCHC night shelters over the holiday period. We recognise that this is a major undertaking: we shall need to secure the necessary church centres, and of course, volunteers, in addition to the necessary funding.

West London Churches Homeless Concern  
Annual Report 2002/2003

This would be, in my view, a most appropriate development of the work of WLCHC. How fitting that the West London Churches Homeless Concern should provide overnight shelter, warmth and good food in the context of Christian hospitality at the time when Christians celebrate the anniversary of Jesus coming among us - born into a homeless family - in the town known as the 'House of Bread' : Bethlehem.

J E 'Jed' Davis  
Chelsea Methodist Church  
155a Kings Road  
London SW3 5TX

## West London Churches Homeless Concern Annual Report 2002/2003

### Night Shelter

#### An overview

Winter 2002/03 saw a return to running two shelters per night in the boroughs of Kensington & Chelsea and Hammersmith & Fulham with an extended opening period from 18<sup>th</sup> November 2002 until 30<sup>th</sup> March 2003, closing as usual for two weeks over Christmas and the New Year during some of which time CRISIS was in operation. Due to problems of securing venues, we opened with eleven of the fourteen nights each week being covered. This was rectified in the first few weeks of the shelter and by January we had shelters covering fourteen nights each week, supplied by twelve different churches.

Over the two shelters we were able to accommodate between 60 and 70 guests per night, thus fulfilling the objective of not having to turn guests away. Between five and eight of the guests staying with us each night over the two venues were female. It is difficult to determine the exact number of guests who used the shelters but it is estimated at being in the region of 620, this being the number of sleeping bags purchased where each new guest receives one. Guests learnt about the shelters mostly by word of mouth but referrals were also taken from local day centres and Shelterline on the rare nights we had spaces.

Unfortunately this winter also saw an increase in incidents concerning verbal and physical aggression both between guests and directed at staff. This was presumably as a result of the far greater numbers of guests we were seeing compared with last year. As has been the policy since the outset of the shelters, we ask only for the first name of guests and require no background information from them so that no-one is excluded from the service we provide. Although the vast majority of guests respect this, it does mean we are accommodating people who may have a history of violence we are not aware of and therefore the risks involved in running the shelters are relatively high. Disappointingly this led to the closure of three venues towards the end of the shelters where staff teams were too small and therefore it was deemed unsafe to run the shelters, which in turn affected the numbers we could accommodate.

#### Staffing

The ability for the shelters to go on running continues to rely on the commitment of the dedicated volunteer team of approximately 200 people. This winter many new volunteers became involved with the project and worked alongside those who have worked on the shelters for five consecutive winters, at most venues the teams were organised by a volunteer facility co-ordinator. Their duties were to: set up the venues and prepare the evening meal, welcome guests at the door providing them with a first name badge and reminding them of the rules, serve the meal and clear away afterwards and chat to the guests, leaving at about 10.30pm. More hardened volunteers turned up before 6am to help prepare the breakfast.

Four paid project managers were employed, one seconded from St Mungo's through contact made with David Westwater, Development Officer for the Outer London Homeless Prevention Project. Managers worked in pairs to cover the two circuits, each working four

## West London Churches Homeless Concern Annual Report 2002/2003

nights per week and overlapping on one night in order to hand over information to their colleague. Duties included: ensuring the smooth running of the shelters each night, liaison with volunteer teams and churches, management of overnight supervisors, buying and transporting supplies between venues, supporting guests and referring them to appropriate agencies.

A bank of fifteen overnight supervisors, who worked on a rota system from 10.00pm until 7.00am, were employed to ensure guest safety and well being throughout the night and to prepare the cooked breakfast. Initially two supervisors were employed each night but during the course of the shelters it was decided that with guest numbers of 35 in each venue and due to the occurrence of various incidents it was more practical for there to be three supervisors on duty. One overnight supervisor had been a guest the previous winter, others had experienced homelessness themselves and so had a very empathetic approach to our guests. Employment of former guests is something WLCHC believes in strongly, in order to give valuable work experience which could prevent someone from becoming homeless again.

Cleaning was done at some venues by the morning volunteers. Where this was not possible a paid cleaner was employed. Leaving venues spotless ready to be used by other groups is an important commitment of the project to the venues.

Something which has not happened in previous years was the employment of security guards to support project managers and volunteers on the door between 7.00pm and 10.30pm. This decision was made in response to acts of physical violence against staff and much verbal aggression and was put into procedure six weeks before the end of the shelters. It had the desired effect of calming disruptive nights and allowing people to continue working in and using the shelters in safety.

Training was given to paid staff in basic first aid, run by the Red Cross, and Managing Aggression and Violence, run by Shelter. A food safety course run by local authority environmental services was offered to everyone. Volunteers also received in house training to accompany the volunteer handbook.

### **Practicalities**

- Maps showing shelter locations were distributed to local churches, day centres, support agencies and to new guests at the shelters
- Two vans were hired to transport equipment between venues, including: sleeping mats, first aid box, sharps kit, fire extinguisher, disposable plates etc, breakfast food, paperwork, sleeping bags
- Guests received a new sleeping bag on their first night staying at the shelters which they then kept
- Evening meals were supplied by the churches and reimbursed, where necessary, by the project. Breakfast was supplied by the project
- Rules were kept to a minimum but required that guests did not use illegal drugs or alcohol on or around the premises and did not leave the premises once they had booked in, mutual respect amongst guests, staff and volunteers was expected and abusive behaviour was not tolerated
- Smoking allowed only in designated areas



## West London Churches Homeless Concern Annual Report 2002/2003

- Guests, staff and volunteers wore first name badges to ease communication, a list of guests staying each night was recorded
- Incidents were recorded in two log books and transported between the venues
- A free laundry service and showers are available throughout the year at Chelsea Methodist Church

### Incidents

Permanent bars were implemented for the use of illegal drugs and repeated use of alcohol on the premises, violent and abusive behaviour and repeated disruptiveness. The following are figures of incidents recorded in the log books.

• Permanently barred guests	22
• Ambulance called	2
• Guest taken to hospital by shelter staff	2
• Police called to remove guest for aggressive behaviour/refusal to leave	18
• Incidents involving guests, staff or volunteers/police called	15

The barring procedure of previous years was used again this year:

1. Asked to leave for the night
2. Two night ban while a further decision was made
3. A longer or permanent ban after a decision was made in the two day period

### Links with external agencies

**West London Contact and Assessment Team (CAT)** – As last year, outreach workers visited the shelters on Monday and Wednesday nights to work with those already known to them or those considered especially vulnerable. Guests who wanted to completed resettlement forms which were checked to see if the guest was on the Chain (former Rough Sleepers' Register). Project managers met with CAT liaison worker on a fortnightly basis to discuss resettlement.

**Joint Homelessness Team (JHT)** – local authority mental health team – advised and assessed many guests we had particular concerns about. Provide an outreach service throughout the year at Chelsea Methodist Church.

**London Homeless Services Team** – local authority outreach benefits advice - a new service for night shelter guests, advisers visited Chelsea Methodist Church on Tuesday mornings to help guests sort out problems with benefits and set up new claims, thus making them eligible for hostel accommodation.

## **West London Churches Homeless Concern Annual Report 2002/2003**

### **Resettlement**

The objective of the night shelters is primarily to provide guests with a safe and warm place to spend the coldest nights of the year and to ensure they receive nutrition in the form of two cooked meals a day. Help with resettlement is offered where possible and relies largely on the links WLCHC has with external agencies. Resettlement is an inevitable part of working with homeless people and those that we are able to help are often only the most vulnerable, due to the scarcity of suitable accommodation in London and the difficulty in accessing it. As last year the hardest group to find ongoing accommodation for were single men who have no particular vulnerability or issues, but who continue to make up the largest group of homeless people that we accommodate.

Through our seconded project manager we obtained referral rights to a St Mungo's hostel in Cromwell Road where three guests were resettled, another guest was resettled into a different long stay hostel. A weekly resettlement advice session was set up where the website Hostels on Line could be accessed. One guest was resettled to an ex-servicemens' hostel through enquiries he pursued himself.

Information about 51 guests was passed on to the West London CAT who certified nine as being on the Chain and who could therefore be resettled, unfortunately all these guests disappeared before we were able to work with them. West London CAT resettled three guests with vulnerabilities, previously unknown to the CAT service. Ealing CAT referred clients to the shelters and resettled two of them when we closed. JHT were responsible for resettling four guests into appropriate supported accommodation, one into hospital and are in the process of resettling another guest since the close of the shelters. As ever they offered excellent support, regularly coming out to assess guests we had concerns about and continue to do so throughout the year. Several other guests who keep in contact with the Chelsea Methodist day centre have subsequently found hostel accommodation through other day centres and outreach teams which we are very pleased to hear of.

Deana Teare, manager of the Chelsea Methodist Narthex and Centre, worked extensively with many guests whilst the shelters were open, supporting them into resettlement and goes on doing so after the close of the shelters.

The London Homeless Services Team saw on average four guests a week, helping them with benefit claims. This was an invaluable on site service to be able to offer as it greatly facilitated what can be a daunting process for some homeless people.

### **Guest evaluation of the shelters**

Of the thirty-five guests who completed an evaluation form on the shelters in the final couple of weeks, nine had used the shelters in previous years, for the rest it was their first time. Just over half of those who responded had heard about the shelters on the street or from other guests. Eleven more had heard about them from day centres or other homeless organisations and two from churches. Times spent at the shelters varied from three nights

## West London Churches Homeless Concern Annual Report 2002/2003

to three weeks to the majority of guests who stayed for two months or more. Almost all the guests would have slept rough if they had not used the shelters and had no planned ongoing provision for accommodation after the end of March.

As last year, most guests would have liked the shelters to open about an hour earlier in the evenings, especially on the colder nights, and not close until 8.00am, as there is nowhere to go very early in the morning. Nearly all said the food was good or very good and even 'sometimes better than a restaurant'. In general the venues were considered to be comfortable although one or two were cold during the night. The sleeping bags were described as being 'excellent quality' and made one owner 'feel more responsible', however for another guest it was a nuisance as 'in the West End I have been stopped so many times by the police it is very upsetting'. Staff were described as 'mostly wonderful, sincerely warm people' and were considered friendly and welcoming. Guests felt their concerns were listened to but highlighted the need for visits from more professional advice agencies to help them address varying issues.

Positive aspects of the shelter were that they 'encourage people to mix and talk' and 'you get to know a lot of new people and make new friends', one described it as the 'best night shelter I have used', another found the experience 'refreshing'. One guest commented that spending a lot of time queuing left 'no time for anything else' which was echoed by a guest who was in favour of a system where 'you can book in the night before to prevent queuing'. A few guests said it would have been useful to have more help with travel fares to appointments and greater availability of toiletries and clothing.

### **Donations**

Over the past five years volunteer numbers have continued to grow and the hundreds of hours of time that they generously commit allow the shelters to go on running successfully. We remain indebted to the churches who donate their premises as night shelter venues and the many churches who also contribute financially to the project, without whose support it would be difficult to keep the project running. Harvest donations given by several local churches meant we started with a good stock of essential items such as baked beans, soup, toilet rolls and cleaning equipment. The Upper Room, St Saviour's Church kindly supplied us with many more baked beans, tea, coffee and pasta. During the shelters many appreciated donations of clothing, shoes, new underwear and toiletries were brought in.

### **The future**

The night shelters continue to be a much needed resource in West London for homeless people, many of whom describe them as a 'lifeline'. Due to the local nature of the project, guests get to know volunteers who live in the community and some continue attending church activities or bumping into volunteers on the street after the shelters close, thus becoming more integrated in the community themselves. It is sincerely hoped that under the new Homelessness Act where local government is expected to work with voluntary

West London Churches Homeless Concern  
Annual Report 2002/2003

organisations to assess the problem in their borough and to know the true numbers of homeless people, WLCHC can play a part in informing them and therefore help to form strategy which will eventually improve the homeless situation.

Olivia Cavanagh  
Project Manager 2001-2003

# West London Churches Homeless Concern Annual Report 2002/2003

## Laundry

### Annual statistics

	2002/2003	2001/2002
Total loads (Guests, Track suits and Towels)	655	680
Running Times	1,198 hrs 43 mins	1,341 hrs 3 mins
Men	334	342
Women	33	55

The Chelsea Methodist Church (CMC) was closed during August for refurbishment. All figures are down compared with the year to 2002, particularly there were 22 less women. Total costs rose due to plumbing repairs to CMC's waste pipe and the washing machine being flooded by a homeless man washing his dirty trainers and rubberised jacket when no-one was supervising the garden.

On 28<sup>th</sup> April 2002 the garden (supervised by Mary Pascoe) and laundry were blessed by the Rev Malcolm Braddy (The Rev Jed Davis's predecessor). Two paintings were hung on the walls of the garden "Songs of Praise"- by Jack Daniel and "Peace 2002" by John Lewis Johnson. We miss Jack who is still unwell.

In June Jean Evison wrote an excellent letter to "The Times" about homelessness. On 1<sup>st</sup> July, the Miele warranty contract was cancelled, saving £413 per annum. The above repairs would not have been covered! A stolen track suit was kindly replaced by Deana Teare. Other missing items were replaced by donations of odd tops and trousers.

The night shelter opened at CMC on 18<sup>th</sup> November 2002 and closed on 24<sup>th</sup> March 2003. Generous donations of toiletries, razors, underwear, clothing and towels were received by Harvest Festivals at CMC, St Luke's and Christ Church, Park Walk Primary School, St. Simon Zelotes, Shepherd's Bush Methodist Church and The Salvation Army. The above named also provided foodstuffs and kitchen equipment for the night shelters. Several individual donations were given up to March, all gratefully received by the laundry and night shelters. Rosie Clover-Brown generously gave 60 pairs of long johns.

Marcus Kerr, guest, tragically died near Sloane Square on 14<sup>th</sup> November. Following police enquiries, Deana and Richard identified his body and found his family. Jed and Richard conducted a moving funeral service for Marcus on 11<sup>th</sup> December. Cremation followed at Putney. His name will be submitted to St Martin-in the-Fields' annual service in November 2003.

Thanks to Olivia, the night shelter project manager, two ladies attended on Tuesdays during the night shelter period to help guests with benefit applications. The K&C Joint Homelessness team attended weekly. The guests expressed their appreciation.

## West London Churches Homeless Concern Annual Report 2002/2003

Andrew Wrigley returned to help after illness. Cecily Scott will soon return after a hip operation. David Royce and Lenette Spooner are convalescing after surgery. We wish them well. I am grateful to Ian de Leschery for standing in for David. On 27<sup>th</sup> February we welcomed Nigel Berisford to the team. The team size is seriously down at 11 women and 2 men plus 1 reserve. Appeals have been inserted in three church magazines and four local libraries. The press coverage produced one lady who has now left! Special mention must be made of Jean Evison, who joined me at 7.00 am on Tuesdays after the night shelter. Unfortunately, she proposes to retire in the summer. It is essential we recruit more helpers. One lady is volunteering three to four times a month. Our thanks are due to John Bryson, guest, for helping early on Tuesday mornings.

We are grateful to Jeremy Spencer for typing all our reports. He and Anita retire in June. Jeremy cooked breakfast for the night shelter and Anita was my deputy until December 2001. We send them our best wishes for the future.

Lastly we thank Jed and Richard for their care of us. We are also grateful to Deana, Steve and CMC staff for their continued support.

Patricia Forrest

Laundry Co-ordinator

West London Churches Homeless Concern  
Annual Report 2002/2003

**The Directory**

We have again provided information cards for the project. Done on stiff card so they can survive in the pocket, they contain lists of centres for homeless people, sources of free food, advice agencies (with opening hours) and places providing health care and advice to help asylum seekers. The help-lines listed are now mostly free-phone. The cards have been popular at the night-shelters and I think that the advice agencies should find them very useful too.

We no longer produce full lists of hostels etc. Most people working in the field probably use the excellent London Hostels Directory.

Olivia Cavanagh very kindly did the art-work. This greatly reduces the printing costs and her work looks totally professional.

Vickie Macnair

## West London Churches Homeless Concern Annual Report 2002/2003

### **Fundraising**

We started this year with the ambitious fundraising target of £140,000, the amount required to enable WLCHC to run two emergency shelters each night through winter 2002/3 and to carry on all of its year-round services to local homeless people. The continued generosity of many of our existing funders, in conjunction with a number of new grants and other fundraising activities, enabled us to meet and in fact exceed this target, giving a total raised in 2002/3 of £173,997 which includes Gift Aid rebate from the Inland Revenue of £2,643.

Key to our fundraising achievement this year was the recruitment of several new members to our fundraising committee and WLCHC's investment in one full-time employee through the summer months. Besides carrying out all the preparatory work to set up the night shelters for the winter, Olivia Cavanagh devoted a considerable amount of time to fundraising. This meant that we were able to make many more applications to charitable trusts and commercial organisations and also to organise a very successful fundraising event, our Sponsored Sleepout, when around 50 people spent a night out in the garden of the Moravian Church to raise £9,235. Accordingly, although donations by local churches remained a substantial proportion of our income, the percentage contributed by charitable trusts and commercial organisations rose significantly. Individual donors remained an important element of our income, and we also benefited from a number of major events organised by local churches (e.g. the Arts Festival at St Barnabas, Addison Road; the Golden Jubilee "Fayre in the Square" in conjunction with Holy Trinity Sloane Street and "Messiah" at St Luke's, Sydney Street). In addition, many local churches and voluntary organisations donated the proceeds of carol concerts and other collections to us.

We are immensely grateful to all those charitable trusts, companies, churches and individuals who have contributed funding, whether in cash or in kind by way of food donations or the free loan of their premises, or by their participation in a fundraising event. Without their generosity, the work of WLCHC this year would not have been possible. My personal thanks also to the members of the fundraising committee for all their hard work: Susan Gray, Olivia Cavanagh, Fiona Marshall, Eric Munro and Harriette Kevill-Davies; and to our book-keeper, John Mayo, for making sure all the donations continue to be properly recorded and for all the follow-up processing. Although we will once again need to raise a considerable sum in the coming year, the fact that we start it in a much-improved position means not only that we have a much-needed safety cushion in case of unforeseen expenses (such as the additional security measures we had to invest in this winter), but also that we can with confidence begin planning ahead to winter 2003/4.

Amanda Sheppard



## West London Churches Homeless Concern Annual Report 2002/2003

### **Trustees' Report**

The trustees, who are also directors of the company, submit their annual report and the audited accounts for the year to 31<sup>st</sup> March 2003. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (revised 2000) in preparing the annual report and accounts of the charity.

### **Objective**

The principal objective of the charity is the relief of poverty among homeless people in the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham and the surrounding area by the provision of accommodation, advice and assistance.

### **Organisational structure**

The charity is run by the trustees, who meet on at least a quarterly basis. In addition a standing committee of five trustees meets as required to attend to any items that need urgent attention. There are six sub-committees who generally meet at least once between the full trustee meetings. These are:

- Night shelter
- Directory and laundry
- Finance, media and membership
- Fundraising
- Employment & personnel, health & safety, ethics and legal liability

Sub-committees have the authority to deal with day-to-day matters concerning the charity, but overall strategy remains the responsibility of the trustees.

Key staff members and volunteer workers also regularly attend the trustee and relevant sub-committee meetings.

### **Trustees' responsibilities**

Company and charity law requires the trustees to prepare accounts for each financial period which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those accounts, the trustees have:

- selected suitable accounting policies and then applied them consistently;
- made judgements and estimates that are reasonable and prudent;
- stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepared the financial statements on the going concern basis.

The trustees have overall responsibility for ensuring that the charity has appropriate systems of controls, financial and otherwise. They are also responsible for keeping proper

## **West London Churches Homeless Concern**

### **Annual Report 2002/2003**

accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and to provide reasonable assurances that:

- the charity is operating efficiently and effectively;
- its assets are safeguarded against unauthorised use or disposition;
- proper records are maintained and financial information used within the charity or for publication is reliable;
- the charity complies with relevant laws and regulations.

### **Relationships with other Charities**

One of the Night Shelter Project Managers was seconded to us from St Mungo's. The WLCHC uses churches and church halls in the area for night shelters and the Chelsea Methodist Church for the laundry and the trustees appreciate that these are all free of charge.

### **Business review and future developments**

Details of the charity's works during the year are set out in the reports on pages 2 to 14. The charity remains dependent upon the donation of facilities and volunteers from churches across the area. An average of 19 people were employed each week during the period of operation of the night shelter. On average 112 people volunteered each week in order to run the night shelter.

The charity plans to continue with the night shelter, laundry and directory projects. The plans for development and rehabilitation remain under review.

### **Financial review**

The attached accounts show the current state of the finances. Total incoming resources for the year were £175,421 (2002 - £79,403). Net incoming resources for the year amounted to £38,379 (2002 - £31,567). Total funds available at 31 March 2003 were £76,647 (2002 - £38,268) of which £5,512 (2002 - £4,156) has to be expended on restricted projects and £71,135 (2002 - £34,112) was the amount attributable to general reserves.

### **Reserves policy**

The funds carried forward at the end of the year were £76,647 (2002: £38,268). This is a considerable improvement on last year and goes a long way to meeting the trustees' objectives which, in the case of the Night Shelter, are to have approximately two thirds of the funds required for the Night Shelter in hand before the Night Shelter opens in November. The laundry reserve is being built up to pay for new washing machines, which may be required next year.

## West London Churches Homeless Concern Annual Report 2002/2003

The trustees recognise that in order to establish reserves needed to carry out the charity's work it is important to look for repeatable income as this gives a better assurance that funds will be available when required.

### **Governance and Internal Control**

A list of trustees appears on page 1. Trustees may be elected by the Board during the year and offer themselves for re-election by the Members at the Annual General Meeting. Selection is based upon commitment to the objectives of the charity and to meet the need for appropriate skills as required.

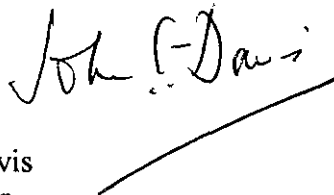
Since the last Annual General Meeting, Josephine Daniels and Linda Swain have been elected to the Board and offer themselves for re-election.

The trustees have been in the process of conducting a detailed review of the major risks to which the charity is exposed. Systems have been established to mitigate known risks, including financial controls (particularly over the payment of wages and cash expenditure), employment procedures and volunteer training, including the provision of handbooks. All procedures are under review to ensure they continue to meet the needs of the charity. During the year several incidents occurred threatening staff at the Night Shelters and appropriate security measures were put in place as explained in the Night Shelter report.

This report was approved by the trustees on

and signed on its behalf

by:

  
J.E. Davis  
Director

18.09.03

# West London Churches Homeless Concern Annual Report 2002/2003

## Auditors Report

### To the Members of West London Churches Homeless Concern

We have audited the financial statements on pages 20 to 25 which have been prepared under the basis of the accounting policies set out on page 22, together with the Trustees' Report.

This report is made solely to the company's members, as a body, in accordance with section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the company's members those matters that we are required to state to them in an auditors' 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 company and the company's members as a body, for our audit work, or the opinions we have formed.

### Respective responsibilities of the management committee and auditors.

As described on pages 16 to 18 of the Trustees' Report, the members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

### Basis of opinion

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the management committee in the preparation of financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

### Opinion

In our opinion the financial statements give a true and fair view of the charitable company's state of affairs as at 31 March 2003 and of the incoming resources and application of resources, including its income and expenditure, for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

*Ridley Marreco*

RIDLEY MARRECO & CO  
Chartered Accountants and Registered Auditors  
Dove House  
Mill Lane  
Barford St Michael

*29 September* 2003

West London Churches Homeless Concern  
Annual Report 2002/2003

**Statement of financial activities** (including Income and Expenditure Account)  
for the year ended 31 March 2003

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2003 £	Total Funds 2002 £
<b>Incoming Resources</b>					
General Donations		134,376	39,621	173,997	79,090
Rental		-	60	60	120
Interest		1,364	-	1,364	193
<b>Total Incoming Resources</b>		135,740	39,681	175,421	79,403
<b>Resources Expended</b>					
<i>Costs of generating funds</i>					
Fund Raising & Publicity		8,080	-	8,080	830
<i>Charitable expenditure</i>					
Night Shelter		-	115,887	115,887	41,258
Laundry		-	4,916	4,916	932
Interim Property Management		-	3,622	3,622	1,355
Management & administration		4,537	-	4,537	3,461
<b>Total Resources Expended</b>	2	12,617	124,425	137,042	47,836
<b>Net Incoming Resources</b>					
- Net Income for the period	3	123,123	(84,744)	38,379	31,567
<b>Gross Transfers between Funds</b>		(86,100)	86,100	-	-
<b>Net Movement in Funds</b>		37,023	1,356	38,379	31,567
<b>Total Funds 31 March 2002</b>		34,112	4,156	38,268	6,701
<b>Total Funds 31 March 2003</b>	9	£ 71,135	£ 5,512	£ 76,647	£ 38,268

Movements in funds are disclosed in Note 9 to the financial statements.

West London Churches Homeless Concern  
Annual Report 2002/2003


**Balance sheet**

As at 31st March 2003

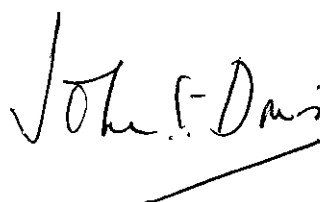
	Notes	2003 £	£	2002 £
<b>Current Assets</b>				
Cash at Bank and in Hand		93,008		38,760
Sundry Debtors	6	2,643		3,293
		<u>95,651</u>		<u>42,053</u>
<b>Creditors: amounts falling due within one year</b>	7	19,004		3,785
		<u>          </u>		<u>          </u>
<b>Net Current Assets</b>			76,647	38,268
<b>Net Assets</b>	8		<u>76,647</u>	<u>38,268</u>
			<u>          </u>	<u>          </u>
 <b>Unrestricted Funds</b>				
			71,135	34,112
<b>Restricted Funds</b>				
			5,512	4,156
<b>Total Funds</b>	9		<u>76,647</u>	<u>38,268</u>
			<u>          </u>	<u>          </u>

These accounts have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies and in accordance with the Financial Reporting Standard for Smaller Entities.

The accounts were approved by the board on 18.09.03 and signed on its behalf by:



L. Swain  
Director and Treasurer



West London Churches Homeless Concern  
Annual Report 2002/2003

**Notes to the accounts**

For the year ended 31 March 2003

**1. Accounting Policies**

(a) The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective June 2002), the Companies Act 1985, so far as applicable to the charitable company. In preparing the financial statements the charity has followed best practice as laid down in the Statement of Recommended Practice on Accounting by Charities (SORP 2000) issued in October 2000.

(b) Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

(c) Incoming resources from UK cash deposits are recognized in the period in which the charity is entitled to receipt.

(d) Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT, which cannot be recovered.

(e) Resources expended are allocated to the particular activity where the cost relates directly to that activity.

(f) Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. Items of equipment are capitalised where the purchase price exceeds £250. Capital equipment purchased during the year ended 31 March 2003 amounted to nil (2002 - Nil).

(g) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

(h) Restricted funds are to be used for specific purposes laid down by the donor. Expenditure meeting these criteria is charged to the fund. Details of the nature and purpose of each fund are set out in note 10.

(i) The charity had in place a temporary arrangement with Kensington United Reform Church to provide accommodation for homeless people. Rent was collected by the charity and passed directly to Kensington United Reform Church. This arrangement commenced in June 2000 and ceased in September 2002 when the property reverted to Kensington United Reform Church for their use.

West London Churches Homeless Concern  
Annual Report 2002/2003

Notes to the accounts (continued)

2. Total Resources Expended

	Fund Raising & Publicity	Night Shelter	Laundry	Interim Property Mgmt.	Mgmt. and Admin.	2003 Total	2002 Total
	£	£	£	£	£	£	£
Staff Costs (Note 4)	7,733	71,985	-	2,121	-	81,840	27,735
Recruitment & Training	71	2,604	-	-	-	2,675	571
Catering	-	16,362	-	-	-	16,362	5,435
Shelter Equipment	-	6,646	-	-	-	6,646	3,450
Cleaning & Laundry	-	958	4,624	-	-	5,583	1,198
Communications	-	1,625	-	-	224	1,849	670
Rent	-	-	-	230	-	230	120
Premises	-	-	-	1,271	-	1,271	1,235
Office Costs	-	-	-	-	250	250	-
Van Expenses	-	8,264	-	-	-	8,264	1,777
Travel Expenses	-	117	-	-	-	117	169
Repairs & Maintenance	-	585	-	-	-	585	39
Volunteer & Guest Expenses	-	202	-	-	-	202	187
Health & Safety	-	274	-	-	-	274	42
Security	-	5,280	-	-	-	5,280	-
Printing, Post & Stationery	276	354	291	-	34	955	1,098
Bookkeeping & Admin	-	-	-	-	3,335	3,335	2,833
Insurances	-	630	-	-	-	630	499
Audit	-	-	-	-	500	500	500
Depreciation	-	-	-	-	-	-	458
Bank Charges	-	-	-	-	194	194	128
Gain /Loss on Disposals	-	-	-	-	-	-	(308)
	8,080	115,887	4,916	3,622	4,537	137,042	47,836



West London Churches Homeless Concern  
Annual Report 2002/2003

**Notes to the accounts (continued)**

**3. Net Incoming Resources for the Year**

Stated after charging:

	2003	2002
	£	£
Depreciation	-	458
Audit Fee	500	500
Accountancy and Other Services	3,220	2,833

**4. Staff Costs and Trustee's Remuneration**

Staff costs were as follows:

	2003	2002
	£	£
Salaries and Wages	69,414	26,243
Social Security	4,945	1,492
Seconded Staff	7,480	-
	81,840	27,735

During the nineteen-week period of the Night Shelter the average weekly number of employees was 19.

For the remainder of the year, the average weekly number of employees, calculated on a full time equivalent basis, was 1.

No employee received emoluments in excess of £50,000.

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

**5. Taxation**

No provision has been made for UK taxation as the company is a registered charity and has carried on no activity which may make it liable to UK taxation.

**6. Debtors**

	2003	2002
	£	£
Income Tax due on Donations	2,643	3,293

West London Churches Homeless Concern  
Annual Report 2002/2003

**Notes to the accounts (continued)**

**7. Creditors: Amounts falling due within one year**

	2003	2002
	£	£
Taxation and Social Security	4,334	1,775
Other Creditors and Accruals	14,669	2,010
	<u>19,003</u>	<u>3,785</u>

**8. Analysis of Net Assets between funds**

	Unrestricted Funds	Restricted Funds	Total Funds 2003	Total Funds 2002
	£	£	£	£
Current Assets	90,139	5,512	95,651	42,053
Current Liabilities	(19,004)	-	(19,004)	(3,785)
	<u>71,135</u>	<u>5,512</u>	<u>76,647</u>	<u>38,268</u>

**9. Movement in Funds**

	1 April 2002	Incoming Resources	Outgoing Resources	Transfers	31 March 2003
	£	£	£	£	£
<b>Restricted Funds</b>					
Night Shelter	-	33,349	(115,887)	82,538	-
Laundry	4,156	6,272	(4,916)	-	5,512
Phase 2		60	(3,622)	3,562	-
<b>Total Restricted Funds</b>	<u>4,156</u>	<u>39,681</u>	<u>(124,425)</u>	<u>86,100</u>	<u>5,512</u>
<b>Unrestricted Funds</b>					
General Fund	34,112	135,740	(12,617)	(86,100)	71,135
<b>Total Funds</b>	<u>38,268</u>	<u>175,421</u>	<u>(137,042)</u>	<u>-</u>	<u>76,647</u>

**10. Restricted Funds – Nature and Purpose**

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.

The Phase 2 Fund is specifically to meet the accommodation costs and expenses in relation to the use of premises provided by Kensington United Reform Church as described in note 1(i).

This arrangement ceased in September 2002.