

West London Churches Homeless Concern

(a company limited by guarantee)

Annual Report and Accounts
for the year from
April 1st 2003-March 31st 2004

Company Number: 3950659

Registered Charity Number: 1083203

Registered in England & Wales



West London Churches Homeless Concern
Annual Report 2003/04

Contents

	Page
Contents	2
Legal and Administrative Information	3
Chairman's Report	5
Night Shelter	7
Laundry	11
Directory Cards	13
Projects and Planning	14
Fundraising	15
Trustees' Report	16
Auditors' Report	19
Statement of Financial Activities	20
Balance Sheet	21
Notes forming part of the Financial Statements	22

West London Churches Homeless Concern Annual Report 2003/04

Legal and Administrative Information

Constitution

West London Churches Homeless Concern 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 the 6th November 2000.

Trustees

The Trustees, who were also Directors of the company, for the period under review were:

Christopher Kevill-Davies	Chairman	
Catherine McDonald	Vice Chairman	
Linda Swain	Treasurer	
Joanna Lawson	Secretary	Resigned 15 th May 2003
Patrick Browning		
Lynette Cawthra		
Zoe Cumberland		Appointed 15 th July 2004
Josephine Daniels		
J E Davis		
Susan Gray		
Paul Holdsworth		Appointed 23 rd October 2003
Penelope Jago		
Bruce Marquart		
James Mather		Appointed 20 th November 2003
Joe Moffatt		Appointed 23 rd October 2003
Amanda Sheppard		
Pam Tetlow		Appointed 23 rd October 2003
Graham Watkins		

[* Zoe Cumberland replaced Joanna Lawson as Company Secretary on the 15th July, 2004.]

West London Churches Homeless Concern
Annual Report 2003/04

Registered Office 155a Kings Road
London
SW3 5TX

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

Banker HSBC
22 Victoria Street
London
SW18 0NJ

West London Churches Homeless Concern Annual Report 2003/04

Chairman's Report

Since Jed Davis resigned as Chairman a year ago I have tried to follow his example as Chairman of the Trustees and it is now my turn to write the report for the year 2003/04.

I would firstly want to pay tribute to Jed's exceptional contribution as Chairman of the Trustees during the early years when the Charity was growing. It is thanks to his leadership and direction that it has developed so well over the last few years.

The most visible, and indeed the most expensive, part of our work is the provision of winter night shelters. It was a conscious decision taken following reports from experienced staff, to reduce our service for the past year from two circuits down to one. This led to a much tighter control of each venue, and a much better provision for our guests, and far less problems regarding security. The project was led from start to finish by our full time Senior Project Manager, Ed Tytherleigh, and he has proved to be an enthusiastic leader of the team. He was ably assisted by Olivia Cavanagh and Sarah Tuckey throughout the season, and his report makes interesting and encouraging reading. While paying tribute to all three of the staff over the season, our special debt of gratitude goes to Olivia Cavanagh for her long service to the charity, and we wish her well for the future as she leaves us this year.

Each venue has had a voluntary facility co-ordinator and has depended on an army of volunteers and the generosity of many individuals as well as the churches and church halls concerned to provide the best possible service for our guests.

The laundry project continues to run – as do the machines – under the able leadership of Patricia Forrest and her team of volunteers. Patricia retires this year after several years of indefatigable service and meticulous attention to the project, and we owe her a great debt for all she has achieved.

The small laminated directory, which we produce, has also been a valuable source of information to people who are on the streets.

The most exciting issue of this year for the trustees has been the setting up of a Projects and Planning Sub-committee to look closely into the future of the Charity. There is a page in this annual report about this, and it shows that we are looking forward to responding to the needs of our guests in the longer term as best we can, and within our means. It is led by the Vice-Chairman, Catherine McDonald, and has considered several ways in which our service can be developed. At this stage, various proposals are being tested to see the way forward. With Ed Tytherleigh's quiet and enthusiastic leadership the future looks interesting, but the emphasis on new projects should not allow us to lose sight of the quality of the work we do in continuing to provide a service for those who are unfortunate enough to find themselves homeless and on the streets of London, and, as you will read in this report, we are leading the field in our work.

All of these ideas, and all that we already do, can only be possible with sufficient funds. John Mayo produces a budget and management figures for close control, and the budget is closely adhered to. But there can be no budget if there are no funds, and these come

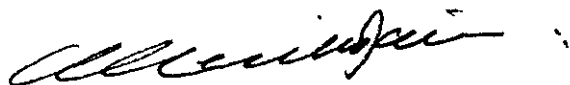
West London Churches Homeless Concern Annual Report 2003/04

from a variety of sources, to all of whom we are much indebted. Amanda Sheppard has headed up the fundraising team, and a splendid job has been done. It is always hard to raise funds year in year out for the annual expenditure that we incur, because people are far more ready to give money for funding new projects, or providing tangible pieces of equipment. Yet the nature of our work as a charity does not include all these objects. We are therefore very keen to explore new ways of finding funds to meet the ever-increasing expenditure that we have on maintaining the high quality service that we offer to our guests. I believe that fundraising will become more difficult over the next few years, and, as we have the link with so many churches in the West London area, I would hope that all the churches would offer their support on a year by year basis to the work that we are doing.

I am so grateful to so many Trustees for their support over the last year. This charity is a community effort, which relies on the generosity, whether financial or of time, of countless people, and it has been a privilege to have been Chairman of the Trustees over this past year.

One last note – our company secretary, Joanna Lawson, has resigned during this year, and is to be replaced by Zoë Cumberland. Jo was involved from the very start of the project, and has quietly guided the development to being a registered charity; we owe a lot to her.

15th July 2004



Christopher Kevill-Davies
Chairman of the Trustees

West London Churches Homeless Concern Annual Report 2003/04

Night Shelter

- As with any social provision project, the service is as only as good as the individuals providing it. We have a group of individuals that make this project what it truly is; an outstanding success, a national leader in night shelter provision and a service that makes a positive, and often crucial, intervention to hundreds of people at a low cost. We have a group of Trustees who are as involved as any I have ever seen. We have the largest volunteer pool in West London. Volunteers are an intrinsic part of our operations and we would not be able to operate at all without them. And we have an excellent and fast-improving staff team. The one piece of bad news is that we have lost Olivia Cavanagh to the world of higher education - the current level of success is more down to her than any other individual - but we will continue to move forward and her legacy will be built upon.

We opened the doors on the 17th November and ran through to the 3rd April. In this time we provided 5,619 bed spaces to 385 different people (who stayed for an average of 6 weeks) and served 12,666 evening meals. In the increasingly competitive Voluntary Sector we work in, value for money is hugely important. All of the above was accomplished for just £105,186. We can stand tall because we truly do provide crucial interventions to vulnerable people and we do this in a cost-efficient manner.

This year we consolidated our resources and ran just one circuit. We still accommodated more than twice as many people as any other night shelter in London during the time we were open, but we were still faced by the daily distress of having to turn people away. The resounding consensus is that the one shelter model is far more effective and prevents the organisation from over-stretching itself. The most important benefit is felt amongst the staff. For the first time, staff members were able to take holiday as there was adequate cover. The benefits of this were profound. We also never ran short of resources and were able to offer a full service every night we were open. This year was also the first that we opened all the way through the Christmas period, coinciding with Crisis' Open Christmas project. Numbers were down for this period, but the individuals who did stay benefited hugely from the companionship the project provided them during a time when many people feel most marginalised.

The population was representative of the wider homeless community with high showings from black and ethnic minority communities and, above all, from women. On one night 15 out of the 39 guests were female, a trend that continued to stretch our services. Perhaps even more worrying was the acute difficulty we found in obtaining hostel places for women - the sector does not seem to be adjusting fast enough to this wider change among the population. Even over the last few years the homeless population is conforming less and less to stereotype. Despite this we were able to provide services to the whole range of the population, from the newly homeless to the deeply entrenched rough sleeper. Indeed, the mind boggles at the astonishing levels of integration established by these groups.

West London Churches Homeless Concern Annual Report 2003/04

Keyworking

One of the largest frustrations of being a small charity is the lack of interaction with statutory services. We were not mentioned in either the Kensington & Chelsea or the Hammersmith & Fulham homelessness strategies, despite the obvious and profound difference we make to rough sleeping in both these Boroughs. Nor do we receive any funding from any statutory source. Our response to this has been proactive and we have developed some avenues of communication in the past year, but we still seek far greater co-operation. We hope to report that this has happened in the forthcoming year.

In the light of this we have found it very difficult to achieve results for the individuals we work with. Most of the hostels in London do not accept referrals from our service and we have to be highly proactive in setting up links with support services. This year has nonetheless seen a marked improvement whereby we were able to resettle approximately twenty people through the season. This is not a bad figure, but we would like to do more. We would also like to provide keyworking on an equivalent level of the better hostels in London. This would involve assessing all our guests' support needs, including health, drug and alcohol issues, training and education as well as accommodation, and providing a response that presents a potential solution to all of these needs. We are actively seeking funding this year whereby we will be able to provide this as a formal service for night shelter guests. It would be a large step forward for the project if we were able to achieve this, as opposed to the more ad hoc support the guests currently receive.

Feedback

Another area where we have developed this year is user involvement and participation. The highly successful Night Shelter Forums gave us valuable feedback which we were able to act on. The first one was slightly less beneficial than the second as everyone attended which meant it was difficult for individuals to truly express themselves. The second Forum was a more valuable exercise as guests and volunteers alike attended out of choice. This enabled the forum to be a much more frank and intimate exchange of opinions. Next year we hope to also provide a Women's Forum; an acknowledgement that the female guests did not feel as free as we would have wished to put across their own opinions.

The User Satisfaction Survey was also a very positive exercise. Some of the results were particularly interesting. 30.8% of the population had used the shelters in a previous year. While we appreciate the fact that many people chose to come and use our services again and again, it does create some concern that many of our service users are not moving away from homelessness. More positive is that 92.3% of the people asked stated that they would have either rough slept or didn't know where they would have slept without the night shelter provision – it seems we are making some very important interventions. Only 80% of responses felt that the food was either good or excellent, which looks like an area where we could improve, while, perhaps unsurprisingly, the volunteers were more popular than the staff! 100% of the guests felt that the volunteers were either good or excellent while only 92.8% gave the staff the same acknowledgement. Finally, we were delighted to see that 100% of the questionnaires handed out came back with the

West London Churches Homeless Concern Annual Report 2003/04

feeling that the shelters were overall either 'good' or 'excellent'. Perhaps this statistic means the most and is a wonderful justification for the work we do.

The volunteers were also asked for their opinions and these were enlightening. The most consistent theme was the strong feeling that the shelters could be improved by the application of formal services in the keyworking mould. 32.1% of the volunteers who completed the questionnaire made this suggestion, without prompting. Meanwhile, it is warming to hear that 84.6% of the volunteers will be coming back next year, which represents very high retention levels. And it is also pleasant to report that 81.5% of the volunteers found their experience 'very valuable,' while the remaining 18.5% of volunteers found their experience 'valuable'. None of the volunteers related any negative emotion from their volunteering experience. We are wonderfully fortunate to have such a exceptional group of volunteers, something we should never lose sight of.

Looking Forward

The positive news is that having carried out a whole host of debriefs and reviews and having sought feedback from all the interested parties, there is no apparent need to make profound changes to our existing service. There are, however, areas where we feel we can develop and build upon what we already do.

In the build up to the shelters we will offer a night for each of the venues to invite all their volunteers to an information evening. This was trialed last year and proved to be a great success; volunteers felt not only more motivated, but also more understanding of their role and responsibilities. We will also offer a formal staff induction to all staff, both temporary and permanent. This has not happened before and gives the staff a chance to respond to a key concern voiced by the service users last year; that staff were inconsistent, especially when making decisions regarding the application of rules and responding to anti-social behaviour. It is hoped that using scenarios and going through written policies we can achieve a more uniform level of decision-making.

The keyworking concept is one that we are already very excited about, but a slightly less glamorous piece of work will be in developing our work around resources. We currently carry an exceptionally large amount of equipment between venues. We can cut this down by being more organised in our approach to purchasing and using the store room on a more consistent basis. Hopefully there we will be no more last minute discoveries that we have run out of tomato ketchup or dessert spoons!

We also hope to offer more training to both volunteers and staff. Last year we offered one training day covering such topics as; an introduction to homelessness, managing aggression, drugs and alcohol and mental health. The feedback from this was very positive and we hope that this year we will be able to offer much more in this area.

We are also consolidating our position as the lead night shelter provider in London. We have become very active in supporting other night shelters and this is an area we would like to develop further. We already offer shelter visits and training to other projects and we have just completed a piece of work sharing detailed funding information with other night shelters. We also play a lead role on the London Night Shelter Forum and we hope to be intrinsic to the Forum developing itself as an increasing voice for night shelters.

West London Churches Homeless Concern Annual Report 2003/04

Ideas for the future include offering external supervision to night shelter co-ordinators around London, addressing and motivating potential new night shelter circuits, developing administrative and policy structures for fellow members of the Forum as well as offering training to staff and volunteers of other night shelter circuits. It would be wonderful to see night shelters in London becoming a more intrinsic and more acknowledged part of the network offering homeless people an end to their homelessness.

Final Word

The Charity is looking forward and we hope to make some exciting announcements later in the year regarding future developments. Meanwhile the West London Night Shelters go from strength to strength. This is the culmination of an enormous team effort which, when we step back and acknowledge our achievements, we can all be very proud of. And I am utterly confident that if we maintain that level of effort and individual contribution on behalf of WLCHC then we will continue to push forward as an organisation and become a more involved and higher profile part of London's response to the phenomenon of homelessness.

Ed Tytherleigh
Senior Project Manager

West London Churches Homeless Concern

Annual Report 2003/04

Laundry

Annual Statistics

	<u>2004</u>	<u>2003</u>
Total Loads	700	655
Running Times	1247 hrs 46 mins	1198 hrs 43 mins
Men	339	334
Women	83	33

Water, electricity, soap powder and heater	£ 376
Machinery repairs and wash bags	229
Other Laundry materials & Guest expenses	523
CMC assistance & Shower refurbishment	3,576

Total **£ 4, 704**

1. Chelsea Methodist Church (CMC) was closed during August for refurbishment. The Laundry started its 6th year on the 2nd September 2003 and closed for Christmas on the 23rd December. It opened for one day on the 30th December following the night shelter and opened again in 6th January 2004. Most of the figures have increased in the table above, particularly of women, by 50.
2. On 5th May the washer flooded as a door seal was damaged by someone on Sunday gaining access and overloading the machine. The engineer managed to straighten the seal at a cost of £69.33. Security was increased over the availability of keys. On 20th May there was a leaking filter in the washer. The engineer charged £23.50. This stemmed from previous damage due to a man washing his trainers and jacket. It necessitated the engineer returning to repair the soap dispenser and fitting new shock absorbers at a cost of £169.29.
3. Jean Bates designed and stitched a beautiful banner, based on the dove theme, for CMC's Centenary year. It hangs in the Narthex behind the laundry table. It is much admired.
4. Ida Coles of Royal Hospital Chelsea contributed £10 towards the purchase of 40 razors.
5. The Harvest Festivals at CMC, St Luke's Chelsea, Christ Church Chelsea, St Mary Abbots, St Simon Zelotes and Park Walk Primary School donated an overwhelming supply of foodstuffs, kitchen goods, cutlery and clothing for the night shelters; toiletries, shampoo, shaving foam and razors for the laundry. Only a few towels were received this year, but, following a shortage, an appeal went out and many individuals, including team members and Deana Teare, plus St Paul's Hammersmith helped to restore almost half the stock. Liliias Gillies and Victoria O'Donovan kindly cut and stitched oversize towels down to size.

West London Churches Homeless Concern Annual Report 2003/04

6. The night shelters opened on Monday 17th November 2003 at CMC and the Laundry started at 7.30am on Tuesday mornings with Steve Dukes preparing the equipment and starting the first washes. If he is absent, Deana Teare helps us. Team members arrive at 8am.
7. In November we had to replace the Phillips 60w heater at a cost of £45 incl. VAT. This was kept on until Spring.
8. CMC volunteer Jane Munday's neighbour very kindly donated £400 to the laundry for socks, pants, towels, razors and track suit replacement. Jane has conveyed our grateful thanks to the generous donor.
9. Recruitment for the team: The Experience Corps visited but with no result and a response is awaited from an appeal for Crisis volunteers; also from appeals in church magazines and four local libraries. We hope for results as, due to resignations and illness, we number only 12 ladies and 2 men plus 1 reserve. Geoff Browne now helps to run the machines as well as overseeing the showers. Included in the women, we welcome the return of Judith Roberts (St Columba's) after a long absence. We much appreciate Jean Evison (Chelsea Old Church) choosing not to retire last summer after all.
10. We are ever grateful to Jed, Richard Goldstraw and staff for their continued support. Steve Dukes or Deana Teare continue to open the laundry in advance of opening times. We are also grateful for Belinda Bland for typing our report.

Patricia Forrest
Laundry Co-ordinator

West London Churches Homeless Concern
Annual Report 2003/04

Directory Cards

The information on the directory card was last updated in August / September 2003, but there were still lots of 2003 cards left, so it was not reprinted. In previous years supplies of cards had run out – so they are now not being used as much. It would be good to have some feedback about this. Before repeating the update I may try to find out whether agencies want them different in any way.

The cards have been popular in the past among guests at the Night Shelter.

Vickie Macnair
Volunteer

West London Churches Homeless Concern

Annual Report 2003/04

Projects and Planning

WLCHC is at an important stage of its development. Since its inception, the organisation has been focused on responding to the needs of homeless people in West London, creating a strong set of projects. The enthusiasm among the participating churches and communities that drove the development of the shelter, laundry and other activities remains strong, just as the needs among the homeless people we serve remain pressing and constant.

Looking to the future, significant gaps in the services available to homeless people continue to exist and there are a number of areas where WLCHC could take advantage of the natural momentum of our work and extend our activities. But the Trustees are also very cognisant of the fact that we are a relatively small, volunteer-driven organisation and we need to make careful and strategic use of the resources available to us.

In January 2004, the Trustees held the first of a series of planning meetings that will result in a formal plan for the development of the organisation over the next three to five years. A working group has been tasked with researching and testing the feasibility of the various plans for deepening and extending WLCHC's activities. Using the findings from this group to date, the Trustees have narrowed down the options being considered and are looking in-depth at opportunities to:

- Provide permanent accommodation, through sheltered flats or shared accommodation;
- Provide guests with more information, advice and access to other services and;
- Develop our role as a leader of, and resource for, non-statutory homeless service providers.

The working group is now assessing how well each project would fit with WLCHC's values and guiding principles and further defining the gap in services the project would aim to fill. Business planning will test the feasibility of each option, looking at the potential external impact the project would have with funders, other service providers and the communities in which we work, as well as the demands a project would place on WLCHC's human, financial and operational resources. With this information, the Trustees will be able to decide on which project(s) to pursue and start work on extending WLCHC's remit.

Catherine McDonald
Trustee and Director

West London Churches Homeless Concern Annual Report 2003/04

Fundraising

Our fundraising target this year was £100,000, lower than anticipated expenditure, because of our unexpectedly successful fundraising campaign in 2002-2003. By the end of March 2004 we had raised £95,564. However, our 2003-2004 activities also generated a further £38,000 by the end of April 2004. Since these additional funds were received slightly after our year end they could not be included in these accounts; they ensure that the financial position of the charity remains healthy and allows us to plan with confidence for 2004-2005.

The donations received in 2003-2004 which are reflected in these accounts came from the following sources: £24,515 from churches, £36,850 from charitable trusts; £6,125 from corporate donors; £5,814 from individuals; and £16,688 from events (including once again 'Messiah' performed by the choir of St. Luke's, Chelsea, and WLCHC's own sponsored sleep out). The many donors who helped us this year are listed at the back of this report, and we are deeply grateful for their generosity, their contributions, whether in cash or in kind by way of food donations, the free loan of premises, and 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. Our heartfelt thanks also go to the donors whose contributions came in just after our year-end.

Amanda Sheppard
Director and Trustee

West London Churches Homeless Concern

Annual Report 2003/04

Trustees' Report

The Trustees, who are also Directors of the company, submit their annual report and the audited accounts for the year to 31 March 2004. 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;
- Projects and Planning;
- Directory and Laundry;
- Finance, Media and Membership;
- Fundraising and
- 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

West London Churches Homeless Concern Annual Report 2003/04

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 are responsible for keeping proper 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;
- The charity's 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

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 7 - 13. The charity remains dependent upon the donation of facilities and volunteers from churches across the area. On average, 15 individuals were employed each week on a part-time basis during the period of operation of the night shelter. On average 80 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 are under review by the Projects and Planning Sub-committee.

Financial Review

The attached accounts show the current state of the finances. Total incoming resources for the year were £96,558 (2003 - £175,421). Net incoming resources for the year amounted to a shortfall of £32,003 (2003 - surplus of £38,379). Total funds available at 31 March 2004 were £44,644 (2003 - £76,647) of which £3,933 (2003 - £5,512) has to be expended on restricted projects and £40,711 (2003 - £71,135) was the amount attributable to general reserves.

Reserves Policy

The funds carried forward at the end of the year were £44,644 (2003: £76,647). The objective, in the case of the night shelter, is to have approximately two thirds of the funds required for the night shelter in hand before the night shelter opens in November. The

West London Churches Homeless Concern Annual Report 2003/04

laundry reserve is being built up to pay for new washing machines, which may be required next year.

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 3. Trustees may be elected by the Board during the year and offer themselves for re-election by 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, Joe Moffatt, Paul Holdsworth, Pam Tetlow and James Mather have been elected to the Board and offer themselves for re-election.

Risk Review

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 policies and procedures are under review to ensure they continue to meet the needs of the charity.

This report was approved by the Trustees on 15th July 2004 and signed on its behalf by:



Christopher Kevill-Davies
Chairman of the Trustees

West London Churches Homeless Concern Annual Report 2003/04

Auditor's Report

To the Members of West London Churches Homeless Concern

We have audited the financial statements on pages 20 to 26 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.

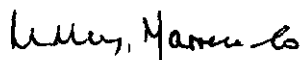
Basis of opinion

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 31st March 2004 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 & Co

Chartered Accountants and Registered Auditors

Dove House

Mill Lane

Barford St Michael

22 August 2004

West London Churches Homeless Concern
Annual Report 2003/04

Statement of Financial Activities (including Income and Expenditure Account)
for the year ended 31st March 2004

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2004 £	Total Funds 2003 £
Incoming Resources					
General Donations		86,055	9,509	95,564	173,997
Rental		-	-	-	60
Interest		994	-	994	1,364
Total Incoming Resources		87,049	9,509	96,558	175,421
Resources Expended					
<i>Costs of generating funds</i>					
Fundraising & Publicity		10,650	-	10,650	8,080
<i>Charitable expenditure</i>					
Night Shelter		-	105,186	105,186	115,887
Laundry		-	4,704	4,704	4,916
Interim Property Management		-	-	-	3,622
Management & Administration		8,021	-	8,021	4,537
Total Resources Expended	2	18,671	109,890	128,561	137,042
Net Incoming Resources					
- Net Income (Shortfall) for the year	3	68,378	(100,381)	(32,003)	38,379
Gross Transfers between Funds		(98,802)	98,802	-	-
Net Movement in Funds		(30,424)	(1,579)	(32,003)	38,379
Total Funds at 31st March 2003		71,135	5,512	76,647	38,268
Total Funds at 31st March 2004	10	40,711	3,933	44,644	76,647

Movement in funds are disclosed in Note 10 to the financial statements.

West London Churches Homeless Concern
Annual Report 2003/04

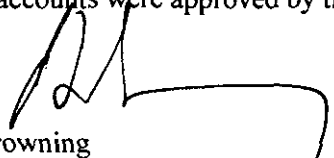
Balance Sheet

as at 31st March 2004

	Notes	2004 £	2003 £
Tangible Assets			
Fixed Assets	4	652	-
Current Assets			
Cash at Bank and in Hand		46,898	93,008
Debtors	7	3,990	2,643
		<u>50,888</u>	<u>95,651</u>
Creditors: amounts falling due within one year	8	<u>6,896</u>	<u>19,004</u>
Net Current Assets		43,992	76,647
Net Assets	9	<u>44,644</u>	<u>76,647</u>
Unrestricted Funds		40,711	71,135
Restricted Funds	11	3,933	5,512
Total Funds	10	<u>44,644</u>	<u>76,647</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 15th July 2004 and signed on its behalf by:


P. Browning
Director and Trustee

West London Churches Homeless Concern
Annual Report 2003/04

**Notes forming part of the Financial Statements for the year ended
31st March 2004**

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) and the Companies Act 1985, so far as applicable to the charitable company. In preparing the financial statements the charity follows 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 recognised 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 as follows:

Computer Equipment: 25% straight line basis.

Items of equipment are capitalised where the purchase price exceeds £250. Capital equipment purchased during the year ended 31 March 2004 amounted to £870 (2003 - 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 as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Details of the nature and purpose of each fund are set out in note 11.

West London Churches Homeless Concern
Annual Report 2003/04

2. Total Resources Expended

	Fund Raising & Publicity £	Night Shelter £	Laundry £	Management and Administration £	2004 Total £	2003 Total £
Staff Costs (Note 5)	10,222	77,185	-	-	87,207	81,839
Recruitment & Training	70	2,482	-	-	2,553	2,675
Catering	-	13,458	-	-	13,458	16,362
Shelter Equipment	-	3,673	-	-	3,673	6,646
Cleaning & Laundry	-	896	4,704	-	5,600	5,582
Communications	-	1,016	-	955	1,971	1,849
Rent	-	-	-	-	-	230
Premises	-	-	-	1,557	1,557	1,271
Office Costs	-	170	-	643	813	250
Van Expenses	-	4,794	-	-	4,794	8,264
Travel Expenses	-	382	-	-	382	117
Repairs & Maintenance	-	-	-	-	-	585
Volunteer & Guest Exp	-	107	-	-	107	202
Health & Safety	-	47	-	-	47	274
Security	-	-	-	128	128	5,280
Printing, Post & Stationery	558	347	-	265	1,169	957
Bookkeeping & Admin	-	-	-	3,555	3,555	3,335
Insurances	-	630	-	-	630	630
Audit	-	-	-	500	500	500
Depreciation	-	-	-	218	218	-
Bank Charges	-	-	-	201	201	194
	<u>10,650</u>	<u>105,186</u>	<u>4,704</u>	<u>8,021</u>	<u>128,562</u>	<u>137,042</u>

3. Net Incoming Resources for the Year

Stated after charging:

	2004 £	2003 £
Depreciation	218	-
Auditor's remuneration	500	500

West London Churches Homeless Concern

Annual Report 2003/04

4. Fixed Assets

	2004 £	2003 £
Computer Equipment		
Additions at cost	870	-
Cost at 31 st March 2004	870	-
Depreciation:		
Charge for year	218	-
Aggregate depreciation at 31 st March 2004	218	-
Net Book Value at 31 st March 2004	652	-

5. Staff Costs and Trustees' Remuneration

Staff costs were as follows:

	2004 £	2003 £
Salaries and Wages	80,430	69,414
Social Security	6,777	4,945
Seconded Staff	-	7,480
	87,207	81,839

During the twenty week period in which the Night Shelter was in operation, the average weekly number of employees was 15 (2003 - 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 in the year under review, or the previous year.

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

6. 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.

West London Churches Homeless Concern
Annual Report 2003/04

7. Debtors

	2004	2003
	£	£
Income Tax repayment due on Donations	2,094	2,643
Sundry Debtors	1,518	-
Prepayments	378	-
	<u>3,990</u>	<u>2,643</u>

8. Creditors: Amounts Falling Within One Year

	2004	2003
	£	£
Taxation and Social Security	5,379	4,334
Other Creditors and Accruals	1,517	14,670
	<u>6,896</u>	<u>19,004</u>

9. Analysis of Net Assets between Funds

	General Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
Fixed Assets	652		652	
Current Assets	46,955	3,933	50,888	95,651
Current Liabilities	(6,896)		(6,896)	(19,004)
	<u>40,059</u>	<u>3,933</u>	<u>44,644</u>	<u>76,647</u>

West London Churches Homeless Concern

Annual Report 2003/04

10. Movement in Funds

	<i>1 April 2003</i> £	Incoming Resources £	Outgoing Resources £	Transfers £	31 March 2004
Restricted Funds					
Night Shelter	-	8,409	(105,186)	96,777	-
Laundry	5,512	1,100	(4,704)	2,025	3,933
Total Restricted Funds	<u>5,512</u>	<u>9,509</u>	<u>(109,890)</u>	<u>98,802</u>	<u>3,933</u>
Unrestricted Funds					
General Fund	71,135	87,049	(18,671)	(98,802)	40,711
	<u>76,647</u>	<u>96,558</u>	<u>(128,561)</u>	<u>-</u>	<u>44,644</u>

11. 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.