

# **OPEN DOOR EXMOUTH**

(A company limited by guarantee)

## **Report and Financial Statements**

**For the year ended  
31<sup>st</sup> December 2012**

**Charity No: 1094599  
Company No: 4543199**

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# **OPEN DOOR EXMOUTH**

## **Legal and Administrative Information**

### **Status**

The organisation is a charitable company limited by guarantee, incorporated on 24<sup>th</sup> September 2002 and registered as a charity on 14<sup>th</sup> November 2002.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company, and is governed under its Articles of Association. Under those Articles, all the original Trustees/Directors retired at the first AGM and have submitted themselves for re-election. Thereafter one-third have retired by rotation each year.

### **Management Committee**

Mr D Fulls                    - Chair  
Mr J Wynne                 - Treasurer  
Mr N Harrower            - resigned 20 August 2012  
Mrs C Barker-Bey  
Mr P Chalkley  
Mr M Cox  
Mr B Smith

### **Secretary**

Mrs P Williams            - appointed 30 April 2012  
Mr P Chalkley             - resigned 30 April 2012

### **Registered Office and Operation Address**

Church Street, Exmouth, EX8 1PE

### **Independent Examiner**

Bick Accountants Ltd, Chartered Accountants  
18A Littleham Road, Exmouth, EX8 2QG

### **Bankers**

CAF Bank Ltd  
25 Kings Hill Avenue,  
Kings Hill,  
West Malling,  
Kent ME19 4JQ

# **OPEN DOOR EXMOUTH**

## **Report of the Board of Trustees for the year ended 31<sup>st</sup> December 2012**

The Trustee Board presents its report and the independently examined financial statements for the year ended 31<sup>st</sup> December 2012.

### **Chairman's Report**

This has been another eventful year at Open Door!

The challenges faced by our client groups that we reported on last year continue apace, with yet more on the horizon. Benefit changes this year will impact most of the adult clients we work with in some way, so we are preparing ourselves for an increase in business from early Spring onwards. The District Council have estimated there will be at least 4000 people directly affected by the reduction in Housing Benefit and there will be many others also challenged when Universal Credit arrangements are brought in.

Our amazing volunteer team continually and enthusiastically rises to the challenges they are faced with – befriending and advising clients – signposting them to other organisations better suited to help – and guiding them through the often daunting task of applying for benefits and housing assistance. 2012 has seen some of our long term volunteers leave us but they have been replaced by some new ones who bring their unique blend of skills and experience to us.

The Café kitchen refurbishment was completed this year with support from the Lottery Fund, and the involvement of some very competent engineers who have produced a fully functioning professional kitchen which is a delight to work in. Menus are constantly being revised and updated to warm appreciation from our customers.

The ICE project has developed more slowly than we had hoped during this year but it continues to offer a valued service to the Community College. We remain very optimistic about the future and plans are being worked on that will set up the project on a firmer footing.

The Nightshift project has undergone a process of re-evaluation during the year. The result is that we will combine the two shifts from January 2013, start earlier, and bring the project back under one roof. Volunteer teams remain committed and enthusiastic, and support from other agencies in the night time economy continues to be strong.

The detached youth worker employed last year in partnership with YMCA Exeter is kept busy piloting programmes to engage with young people at risk of offending behaviour or of falling out of the education system. This is a challenging role but we have the support of a wide range of agencies and of the Community College.

The Child Contact Centre continues to thrive. More challenging cases are being referred as reported last year but we continue to see success as families find their way with our

help to begin the journey toward meeting outside the formality of a Centre like ours. It's always heart-warming to see trust begin to grow again.

Much as we regularly face challenges of all kinds Open Door continues to thrive as all those involved share what they know of their Christian faith with each other and have opportunity to demonstrate something of the love of God to those they serve.

The team is amazing: their commitment and dedication is really quite incredible and together with our paid staff we have a wonderful sense of community. I am grateful and privileged to be a part of it.

Daryl Fulls

Chair, Open Door Exmouth Trustee Board

### **Nightshift:**

A survey of volunteers and reported from members of the Night Time Economy has resulted in a decision to change our shift patterns. During the year the Late Shift team had found that later in the night the numbers of people on the streets had decreased significantly, so whilst our presence was useful it was not always needed.

The Early Shift meanwhile had noted some quite busy times during the early evening. As a consequence we will combine the two shifts and operate at the core times of 9.30pm -12.30am but with team members willing to continue until 3.00am if need by CCTV operators. We will continue to operate a base to which we can bring people if they need a safe place for respite. This change will mean that we will be able to staff street patrols every week for the early part of the evening and later as required.

Both shifts during 2012 have maintained our profile as a project committed to the work we do, and we have been on duty consistently regardless of weather conditions. We continue to be amazed that our volunteers remain so enthusiastic and committed; community responses suggest that our 'customers' are amazed and grateful, too.

Regular reporting takes place through our involvement in the Local Action Group where we participate with police, probation, youth services, the local authority and others to develop a safer community for all residents. We are encouraged by our inclusion in this statutory agency forum.

### **Breakout**

The three year funding for the pilot project we received during last year have enable us to pilot a new project with YMCA Exeter under the working title of Breakout, in response to the issues of the excessive drinking culture some young people exhibit. This is now based in the Community College which is where we are able to make the most fruitful contact with young people at risk. The College is very supportive, as are other agencies engaging with this group. We receive referrals for young people considered to be in need of additional support and have provided a mentoring opportunity for them where they can talk through their difficulties. A programme directed toward improving self-esteem has also been rolled out and though numbers have been relatively small, the response has been very positive. We look forward to seeing this work grow, particularly with the demands of young people being required to continue in education up to age 18.

At present this is a shared post with YMCA, who are able to make their resources available to support the project. It serves as part of the training interns receive, for example, which helps us field more workers. As a pilot, though, we anticipate a full review within the next 12 months to establish how this project might proceed and whether there is scope for it to become full time.

### **Child Contact Centre:**

Client numbers have risen and fallen as they have in previous years but we have always run our sessions, right through the year. On occasion there has been a short waiting list, while at other times we have had vacancies. A dedicated volunteer staff team ensures that service quality is of a high order. Regular training and support from team leaders keeps the goal of providing a professional service high on the agenda. The numbers of self-referrals is increasing as expected following legal aid cuts but we have not so far encountered too many difficulties. This is being constantly monitored as we anticipate additional challenges during next year. The referral fee we introduced last year has worked well and helps us be more sustainable.

During the year we have worked with several families whose relationships have been testing for our team. Sometimes the animosity between partners following breakdown has meant serious communication difficulties; occasionally children have suffered directly as a result. So as well as ensuring we provide a safe environment for the children who come to us, we have been involved in helping parents relate more positively for the sake of the children. It has been very rewarding to know that there are now families who can meet without the need for a centre such as ours because they have found a way to overcome their differences and rebuild a level of trust.

Changes to central funding in the Court system and proposed changes to family legislation will have an impact on the way Contact Centres work. Already NACCC is reviewing the accreditation procedures for Contact Centres and is developing processes for self-referral. The lack of background information for applicants has the potential for Centres to be at risk, and the national association is considering how assessments of the suitability of applicants for contact can be made.

### **ICE Project:**

The church based youth workers have maintained the project during the year and we have run the normal clubs and activities. Changes during the year have included ceasing Breakout Café in order to divert resources into schools work and to launch Breakout as a title for our involvement with young people at risk reported above.

Funding challenges for schools work remain and so the longer term future of ICE will need to be considered carefully. A changing environment requires us to adapt our approach to fit more coherently with curriculum demands and with the need to establish clear outcomes. Alternative approaches to ICE involvement in the school and new ideas for measurable community benefits are being developed. The next year will see our role in education being redefined.

The reputation of this project continues to grow. The ICE office has been redecorated and is in regular use as a base for students to access during lesson breaks where staff are ready to give time, attention and support. We have a consistently warm response in the Community College to our teams and to the work we do. Relationships with key staff remain good and the potential exists for exciting developments. This year has also seen

an invitation from the Principal for parents and friends to attend to offer their prayer support.

### **The Café Project:**

Our policy of continued improvement has continued this year. The kitchen has been fully refurbished to a commercial standard with the assistance of the Big Lottery and menu changes offering wider choice have resulted. It has been necessary to continue to subsidise the Café project in order to retain a price structure that offers nutritious food at affordable prices to customers on low incomes. As benefit incomes are affected we expect to see rising numbers accessing the café, but publicising our facility has continued to be a challenge. A number of potential customers are anxious about who else they might meet at the Café, and the image of homeless people remains a challenge. We have experienced no real difficulties with the individuals who have come to us, but the struggle to communicate this remains. Our statistics also reveal that homeless numbers have fallen significantly recently. Partnership working with other agencies has contributed to this reduction and we have established good working relationships with several key staff.

However we continue to look for ways to improve café sales and sustainability. Ideas around using the café facilities as a training base have been discussed but we have not so far found the resources needed to pursue this further. In the interests of sustainability, though, we will continue to look for ways to develop in this area.

Alongside this aspect of the café service we have continued to work with a range of clients to give assistance with issues related to housing, benefits etc. We anticipate a trend toward higher numbers of people needing support and to see the benefit changes implemented this year having a direct impact on people's ability to cope. This finding is borne out by local authority statistics which has identified a significant number of people likely to be directly affected by cuts to Housing Benefits and the introduction of Universal Credit.

During the year we have assisted with the establishing of an independent food bank. Our clients can be referred when appropriate, and customers of the food bank have also been referred to us for more in depth support.

Partnership working is increasingly necessary and we work hard to maintain good relationships with a number of agencies in order to give adequate support to our clients. As always it will be the most vulnerable who will find it the least easy to respond adequately to this changing situation. Funding support for advice agencies is likely to reduce over the next few years and explorations have already begun to formalise relationships between agencies in order to reduce duplication, but there are likely to be challenges ahead as issues around data protection are faced.

Our volunteer teams remain positive and supportive to our clients and work well to resolve problems where they can. A continuing programme of training and review helps to keep everyone alert to potential issues and our support workers are provided with training to keep them up to date with developments. As a number of voluntary agencies are discovering, the expectations of increased professionalism in the sector is not always matched by the desire of volunteers to engage in training or the additional administration involved. This is likely to be a challenge for future recruitment.

## Reserves

The reserves held at the 31<sup>st</sup> December 2012 totalled £80,728 and this is broken down between Unrestricted funds of £64,748 and Restricted funds of £15,980.

Unrestricted reserves are made up of donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds. These year-end reserves totalled £64,748.

Restricted reserves are made up of funds received for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs. These year-end reserves totalled £15,980 broken down as follows:

Rent Deposit Scheme to assist individuals with housing needs	£520
Contact Centre: Equipment Grant	£460
Youth Project Fund	£15,000

The Trustees continue to monitor the level of reserves the charity holds. We aim to hold unrestricted funds to support 3 months running costs for core activities. These have been identified as £18,515

Please refer to note 8 in the notes to the accounts for a detailed breakdown of the reserves and their movement for the year.

On behalf of the Board



11/03/2013

Daryl Fulls, Chair

Date



## Independent Examiners' Report to the Trustees of the Open Door Centre Exmouth

I report on the accounts of the Open Door Centre for the year ended 31 December 2012, which are set out on pages 10 to 14.

### Respective responsibilities of trustees and examiners

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act);
- follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- state whether particular matters have come to our attention.


### Basis of independent examiners' statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

### Independent examiners' statement

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

- 1 which gives me reasonable cause to believe that in any material respect the requirements
  - to keep accounting records in accordance with section 130 of the 2011 Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Acthave not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

  
Mr James Bick FCA  
Senior Statutory Auditor  
For and on behalf of Bick Accountants Ltd  
Chartered Accountants and Statutory Auditor.  
18A Littleham Road  
Exmouth  
EX8 2QG

Date: 13/3/13

**OPEN DOOR EXMOUTH**  
**Financial Statements 31st December 2012**

<b>Incoming Resources from generated funds</b>	<b>Notes</b>	<b>Unrestricted Funds 2012</b>	<b>Restricted Funds 2012</b>	<b>Total Funds 2012</b>	<b>Total Funds 2011</b>
		£	£	£	£
Voluntary Income	3	83,738	580	84,318	137,576
Activities for generating funds		97		97	1,261
Incoming Resources from charitable ;	4	29,106		29,106	35,228
Other incoming resources		991		991	4,113
<b>Total Incoming Resources</b>		<b>113,932</b>	<b>580</b>	<b>114,512</b>	<b>178,178</b>
<b>Resources Expended</b>					
Charitable Activities	5	89,293	9,684	98,977	108,150
Costs of generating voluntary income		7,624		7,624	7,335
Governance costs	6	7,981		7,981	10,103
<b>Total Resources Expended</b>		<b>104,898</b>	<b>9,684</b>	<b>114,582</b>	<b>125,588</b>
<b>Movement in total funds for the year-</b>					
<b>Net Income / (Expenditure ) for the year</b>		<b>9,034</b>	<b>(9,104)</b>	<b>(70)</b>	<b>£52,590</b>
Total funds at 1st January 2012		55,714	25,084	80,798	28,208
<b>Total Funds at 31st December 2012</b>		<b>64,748</b>	<b>15,980</b>	<b>80,728</b>	<b>80,798</b>

# OPEN DOOR EXMOUTH

## Balance Sheet

As at 31st December 2012

	Notes	2012 £	2011 £
<b>Fixed Assets</b>			
Tangible Assets	7	14,004	7,182
<b>Current Assets</b>			
Prepayments		881	870
Cash at Bank		66,443	73,346
		<u>67,324</u>	<u>74,216</u>
<b>Creditors</b>			
<b>Amount falling due within one year</b>			
Accruals		(600)	(600)
<b>Net Current Assets</b>		<u><b>80,728</b></u>	<u><b>80,798</b></u>
<b>Total Funds of the Charity</b>			
Unrestricted Funds - General	8	64,748	55,714
Restricted Funds	8	15,980	25,084
		<u><b>80,728</b></u>	<u><b>80,798</b></u>

The directors are satisfied that the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit in accordance with section 476.

The directors acknowledge their responsibilities for:

- i ensuring that the company keeps accounting records which comply with section 386; and
- ii preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 396, and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008)

The financial statements were approved by the Board on the 28<sup>th</sup> January 2013

On behalf of the Board,

JOHN WYNNE

.....  
John Wynne – Treasurer

26/02/2013

.....  
Date

Company No: 4543199

The annexed notes form part of these financial statements

## OPEN DOOR EXMOUTH

### Notes forming part of the financial statements for the year ended 31<sup>st</sup> December 2012

#### **Note 1**

##### **Accounting policies**

- a. The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value, and in accordance with the Financial Reporting Standards for Smaller Entities (effective April 2008), the Companies Act 2006 and follow the recommendations in *Accounting and Reporting by Charities: Statement of Recommended Practice* issued in March 2005.
- 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. Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.
- d. Incoming resources from investments is included when receivable.
- e. Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.
- f. Resources expended are allocated to the particular activity where the cost relates directly to that activity.
- g. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 4 years. Items of equipment are capitalised where the purchase price exceeds £500.
- h. Investments held as fixed assets are re-valued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities.
- i. 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.
- j. Designated funds are unrestricted funds earmarked by the management committee for particular purposes.
- k. 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, together with a fair allocation of management and support costs.

#### **Note 2**

##### **Taxation**

The charitable company is exempt from Corporation Tax on its charitable activities.

## OPEN DOOR EXMOUTH

### Note 3

Voluntary Income	Unrestricted Funds 2012	Restricted Funds 2012	Total Funds 2012	Total Funds 2011
	£	£	£	£
Grants from Charitable Trusts	38,400	500	38,900	85,016
Private Donations & Gift Aid	20,312	80	20,392	26,584
Income tax Recovered - Gift Aid	4,501		4,501	3,786
Religious Establishment - Local	20,525		20,525	22,190
	<b>83,738</b>	<b>580</b>	<b>84,318</b>	<b>137,576</b>

### Note 4

Incoming Resources from Charitable Activities	Unrestricted Funds 2012	Restricted Funds 2012	Total Funds 2012	Total Funds 2011
	£	£	£	£
Hire of Premises	13,405		13,405	13,255
Café Sales	15,701		15,701	18,643
Income from Events	-		-	3,330
	<b>29,106</b>	<b>-</b>	<b>29,106</b>	<b>35,228</b>

### Note 5

Resources Expended Charitable Activities	Unrestricted Funds 2012	Restricted Funds 2012	Total Funds 2012	Total Funds 2011
	£	£	£	£
Wages and Salaries ( See Below)	50,672		50,672	63,494
Youth Worker Trainee costs	7,325		7,325	9,715
Café Food costs	15,243		15,243	15,952
Motor Expenses	435		435	730
ICE Activities	-		-	278
Repairs and Maintenance	5,233		5,233	5,007
Volunteer training and expenses	850		850	798
General expenses	2,813	9,684	12,497	7,498
Depreciation	6,116		6,116	3,904
Rent Deposit scheme	-		-	-
Charitable Contributions	606		606	774
	<b>89,293</b>	<b>9,684</b>	<b>98,977</b>	<b>108,150</b>

### Employee information:

no employee received emoluments in excess of £50,000 during the period

The average weekly number of employees during the year calculated on the basis of full time equivalent was two and a half

### Note 6

Governance Costs	Unrestricted Funds 2012	Restricted Funds 2012	Total Funds 2012	Total Funds 2011
	£	£	£	£
Utilities	4,831		4,831	5,343
Printing & Stationery	452		452	1,809
Charges & Subscriptions	553		553	592
Computer Costs & Consumables	326		326	484
Insurance	1,219		1,219	1,275
Independent Examiner Fees	600		600	600
	<b>7,981</b>		<b>7,981</b>	<b>10,103</b>

## OPEN DOOR EXMOUTH

### Note 7

Tangible Fixed Assets	Fixtures & Fittings	Equipment	Total
	£	£	£
<b>Cost</b>			
Opening Balance 01/01/12	14,849	8,913	23,762
Additions in Year	12,938	-	12,938
Closing Balance at 31/12/12	27,787	8,913	36,700
<b>Depreciation</b>			
Opening Balance 01/01/12	9,395	7,185	16,580
Charge for the Year	5,767	349	6,116
Closing Balance at 31/12/12	15,162	7,534	22,696
<b>Net Book Value 31/12/12</b>	<b>12,625</b>	<b>1,379</b>	<b>14,004</b>

### Note 8

#### Movement in Funds

Restricted Funds	At 01/01/2012	Incoming Resources	Resources Expended	At 31/12/2012
	£	£	£	£
Rent Deposit Scheme	440	80		520
Contact Centre: Equipment Grant	460	-	-	460
Kitchen Refurbishment Project	9,684	-	9,684	-
Youth Project Fund	14,500	500		15,000
<b>Total Restricted Funds</b>	<b>25,084</b>	<b>580</b>	<b>9,684</b>	<b>15,980</b>
<b>Unrestricted Funds</b>				
Unrestricted Funds General	55,714	113,932	104,898	64,748
<b>Total Unrestricted Funds</b>	<b>55,714</b>	<b>113,932</b>	<b>104,898</b>	<b>64,748</b>
<b>Total Funds</b>	<b>80,798</b>	<b>114,512</b>	<b>114,582</b>	<b>80,728</b>