

Open Door

Exmouth

ANNUAL REPORT 2019



OPEN DOOR EXMOUTH

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT & FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

CHARITY NO: 1094599
COMPANY NO: 4543199

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Legal and Administrative Information

Status and Objects

The organisation is a charitable company limited by guarantee, number 4543199, incorporated in England and Wales on 24th September 2002 and registered as a charity, numbered 1094599, on 14th 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.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2019).

The objectives of the charity are a) to relieve persons who are in conditions of need or hardship or who are aged or sick and to relieve the distress caused thereby in Exmouth in the county of Devon and in such other parts of the United Kingdom or the world as the Trustees may from time to time see fit; and b) to advance education by such means as the Trustees may consider appropriate including by means of establishing and operating any educational establishment or establishments in the said location and in such other parts of the United Kingdom or the world as the Trustees from time to time think fit; and c) to demonstrate the Christian faith in accordance with the ethos statement appearing in the schedule hereto in the said location and in such parts of the United Kingdom or in the world as the Trustees may from time to time think fit.

Management Committee

Directors who served during the year:

Mr D Fulls – Chair	Mrs L Burgess
Mrs K Ranft	Mr P Chalkley
Mrs S Parnell	Mrs S Rees
Mr D Rees	

Secretary: Mrs S Parnell

Treasurer: Mrs L Burgess

Registered Office and Operation Address: Church Street, Exmouth, EX8 1PE

Independent Examiner: James Bick F.C.A, 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

FINANCIAL REVIEW

The income generated for the year was £219,171. The expenditure for the year totalled £202,305. This resulted in a net gain for the year of £16,866.

Reserves

The reserves held at 31st December 2019 totalled £96,579, broken down between Unrestricted Funds of £83,987 and Restricted Funds of £12,592.

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 £83,987.

Restricted reserves are made up of funds received for specific purposes as laid down by the donor. Expenditure which meets this criteria is charged to the fund, together with a fair allocation of management and support costs. These year end reserves totalled £12,592, broken down as follows:

Youth Projects: £6,602	Men's Shed: £4,127
Child Contact Centre: £1,563	Other: £300

The trustees continue to monitor the level of reserves the charity holds. We aim to hold unrestricted funds to support 6 months running costs for core activities. These have been identified as £101,000.

Please refer to note 15 in the notes to accounts for a detailed breakdown of the reserves and their movement for the year.



CHAIRMAN'S STATEMENT

This picture shows just what we mean when we say, 'Open Door, at the heart of our community'. In response to our Reverse Advent Calendar Campaign, we received hundreds of donations, from local individuals, schools, churches, banks, hairdressers, shops, cafes, and other organisations - bag after bag, and box after box came in! And these are our wonderful staff and volunteers working together to sort and package it all up to send out to local individuals and families in need. 101 food and toiletries hampers and a further 86 Christmas presents given out at our Christmas Tea event. Truly inspirational.

You'll notice a new style to our Annual Report this year - still the same facts and figures, but with more photos and more quotes. We wanted to bring our report to life, to really show the difference we're making and not just tell of it. **Six projects (plus a new pilot project!), 1,034 individuals supported, Open Door at the very heart of our community.**

Thank you all for being a part of it.

A handwritten signature in black ink, appearing to read 'Daryl Fulls', written over a horizontal line.

DARYL FULLS

Chair of Trustees, Open Door Exmouth



**RATED 4 OR 5
STARS BY 94% OF
OUR CAFÉ
CUSTOMERS**

COMMUNITY CAFÉ

The Community Cafe is a safe place for everyone. In a recent survey we found that 52% of our customers come in 3 times a week, and 76% come twice a week. In 2019, we saw over 10,000 customers through the doors and served 7,250 meals. We gave 572 meals away for free to the homeless and families in financial crisis during school holidays and we provided 1:1 support, advice and counselling to 395 individuals, 64 of whom were homeless. Our telephone was used 156 times for benefits enquiries, the internet used 119 time for job applications and accommodation searched and we issued 221 food larder vouchers for people in financial crisis.

As well as our in house support, this year we have also welcomed One Small Step, advising about health, Creative Minds, offering informal art therapy sessions, Exeter Community Energy, providing impartial energy advice, and Young Devon, supporting under 25s who are homeless or at risk of. We've also welcomed local community groups to meet, including a macular group, a learning disability group, and we work closely with West of England College and Robert Owen Communities ROC to welcome volunteers with disabilities to help with their enablers. It is a Community Cafe in the truest sense, run for the community, by the community, at the heart of our community!

"Wonderful place. Lovely staff. 5 star service."

OVER 10,000 CUSTOMERS

"IT MEANS A LOT TO ME THAT YOU KNOW I'M NOT ALL BAD"

395 INDIVIDUALS SUPPORTED

"I came into Open Door, I was living in a tent and feeling low. I met with a support worker and left feeling very positive. The support from Open Door has been invaluable. I am now living in a caravan."

**572 MEALS GIVEN FOR FREE TO
HOMELESS AND FAMILIES IN
FINANCIAL CRISIS**

"I can't begin to explain how much your help meant to me and my daughter at a time when we were really struggling. Thank you very much for all the lovely food you sent us. It was amazing, and such a blessing."

MEN'S SHED

2,650 VISITS

2019 has been the year of the extension for Men's Shed! While a core team have enabled the shed to continue to run as normal, we've also had an amazing building team who have constructed a new workshop and a storage/office/social area, both of which will increase capacity of the project and help ensure it's long term security. We are truly thankful to the Exeter Chiefs Foundation and East Devon District Council for funding the extension and look forward to our official opening in Spring 2020.

"It has been a life saver having something to attend each week."

"I would have gone mad if I hadn't come to the Shed as I would be at home on my own looking at four walls."

And a wife thanked us for having her husband attend who has mild Alzheimer's as it gives her a break each week.

NIGHTSHIFT

In 2019, Nightshift...

Emotionally supported 15 people.
Called emergency services 12 times.
Took 7 people to a safe place to sober up.
Provided first aid on 9 occasions.
Called 2 taxis to get people home safely.
Defused 1 potentially violent situation.
Gave out space blankets, flip flops, sleeping bags, water or hot drinks on 46 occasions.
Picked up 405 glasses and bottles to keep the streets safe from broken glass.

"kind and patient care"



PILOT PROJECT: COMMUNITY CRAFT ROOM

According to the Campaign to End Loneliness, 9 million people in the UK (almost a fifth of the population) say they are always or often lonely.

Our Men's Shed project has proven to be a great way to combat loneliness among men, so we decided to pilot a similar project open to both genders: the Community Craft Room. It is based at Clayton House Community Centre (also the location of Men's Shed), with the idea being that it offers the same principle as Men's Shed with practical projects to learn and share skills over, creating a relaxing environment to connect with other people. We've made it open to both genders and are offering a variety of crafts and activities, to appeal to varied interests, and welcoming feedback to shape the activities offered.

The Community Craft Room opened in September 2019, and in the first few months welcomed 23 people through the doors. We look forward to seeing how this project develops!

- A positive, uplifting atmosphere
- A safe space to talk
- Learning skills
- Making friends
- Valuable 'me time'
- Reducing isolation
- Improving mental health



CHILDREN & FAMILIES

285 CHILDREN SUPPORTED WITH THEIR
EMOTIONAL AND MENTAL WELLBEING

40 parents supported

"I was relieved I was able to come and not feel judged by anyone."

11,000 'drop in' visits

"This centre has been brilliant. You have always been there to talk to. The girls love coming. If it wasn't for centres like this, so many children would have nowhere to go."

33 students celebrated for resilience, inspiration, determination, friendship and courage.

"Thank you for all you do to support the students, often those that really need that additional help and support."

CHILD CONTACT CENTRE

This year brought significant change at our Contact Centre as Marion Ley retired as Project Leader and we welcomed Claire White as our new leader. We are truly thankful for the legacy that Marion leaves having set up the project and helped so many families over the years and we are excited for the future as Claire takes the project forward.

In 2019, we facilitated contact for 10 families and 14 children, with many of them moving to contact in the community...

One family came to us after the child not seeing the father for 15 months. There was a lot of stress and anxiety initially but the child and father reunited and had a great session together. After seeing the impact of that on the child, the family came back the next session with big smiles on their faces, saying they'd worked things out and would not need us anymore, as our referral and interview process, and the session itself, had helped them both to recognise what was best for the child and to work out strategies for future success.

ICE PROJECT

It's been a busy year for the ICE Team, providing mentoring for 49 students, The Hub open every break and lunchtime and a new Hub on the second school site, logging over 11,000 visits in total, the ICE Awards in Spring, celebrating 33 inspirational children and their families, Transition Work in Summer, helping 64 Year 6 students from 6 local primary schools prepare for the move to secondary school and reducing associated anxiety, a 38% increase on 2018 numbers, a programme of RE lessons and events reaching 440 students in the Autumn and an ICE Christmas Quiz hosted by some of our ICE Hub students!

- Tackling issues including low self esteem, friendships, home-life problems, bullying, physical health, emotional and mental wellbeing, sexuality, parental illness, separation, homework

"The Hub is a safe place I can go where I feel listened to and supported."

"Thank you for inviting my son to the special Transition Day. It has really put his mind at ease. He came home with a big smile. Thank you to you all."

"The ICE Awards was a really special event and you did a fantastic job of making the students feel properly recognised and celebrated. It was genuinely inspiring."

HAVEN

Our Haven project continues to offer a huge amount of support to young people experiencing poor mental health, supporting 58 children and young people in the last year across the three support groups: primary, secondary and young carers.

We have seen children's confidence levels improve, attitudes towards eating improve, and positive relationships forming among the group and also between children and their parents as understanding of mental health and coping strategies grows in both. Topics covered include: Stress, Worry, Fear, Anxiety, Hopes and Dreams, Relaxation, Joy, Anger, Keeping mentally healthy, Kindness, How helping others helps us, Sharing, School & Exam stress, and a range of coping strategies and Self Care,

including art therapy.

We have also been pleased to support over 40 parents through our monthly peer support and advice group for parents and carers. During the Summer Holidays we invited parents to come along and join in with a Haven session to understand what their children are doing. As one parent commented, "Now I understand why they love coming so much, it's so fun!"

At the end of 2019, we sadly said goodbye to our Haven Project founder and leader, Jenna Burnett, but we were delighted to welcome Barbara Appleby as our new Project Leader, an experienced psychotherapist, and Rachel Cock as our Support Worker, and we are very excited to see how the project develops as we go forward.



Independent Examiner's Report to the Trustees of Open Door Exmouth

I report on the accounts of Open Door Exmouth for the year ended 31 December 2019, which are set out on pages 13 to 17.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



James Bick FCA
Chartered Accountant
18A Littleham Road
Exmouth
EX8 2QG

Date.....19/5/20.....

Statement of Financial Activities 31st Dec. 2019

Incoming Resources from generated funds	Note	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
		£	£	£	£
Voluntary Income	10	105,887	59,895	165,782	137,624
Activities for generating funds		1,415	750	2,165	1,498
Incoming Resources from charitable activities	11	39,932		39,932	38,860
Other incoming resources		11,292		11,292	13,089
Total Incoming Resources		158,526	60,645	219,171	191,071
Resources Expended					
Charitable Activities	12	127,715	41,877	169,592	171,434
Cost of generating voluntary income		15,077	17,636	32,713	20,019
Total Resources Expended		142,792	59,513	202,305	191,453
Movement in total funds for the year - Net Income/ (Expenditure) for the year		15,734	1,132	16,866	-382
Total funds at 1st Jan. 2019		68,253	11,460	79,713	80,095
Total funds at 31st Dec. 2019		83,987	12,592	96,579	79,713

Balance Sheet
As at 31st December 2019

	Note	2019	2018
		£	£
Fixed Assets			
Tangible Assets	14	6,285	3,384
Current Assets			
Prepayments & Debtors	2	2,311	2,519
Cash at Bank		93,848	83,112
		<u>96,159</u>	<u>85,631</u>
Creditors			
Amount falling due within one year			
Accruals	3	-875	-850
Creditors	3	-4,990	-5,271
Prepaid income		0	-3,181
Net Current Assets		96,579	79,713
Total funds of the Charity			
Unrestricted Funds - General	15	83,987	68,253
Restricted Funds	15	12,592	11,460
		<u>96,579</u>	<u>79,713</u>

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

The directors acknowledge their responsibility for complying with requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

The financial statements were approved by the Board on 17th March 2020.

On behalf of the Board,

A handwritten signature in black ink, appearing to read 'Linda Burgess', is written over a faint, light blue circular stamp.

Linda Burgess

Date: 17/03/2020

Treasurer

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 31st December 2019.

Note 1: Accounting policies

a. The financial statements are presented in pound sterling (£) and rounded to the nearest pound (£) and have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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 SORP (FRS 102) and the Companies Act 2006. The charity meets the definition of a public benefit entity under FRS 102.

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.

l. Debtors are measured at their recoverable amounts, the amount that the charity anticipates it will receive from a debt or the amount it has paid in advance for goods and services.

m. Liabilities are measured at their settlement amount and recognised for the amount that the charity anticipates it will pay to settle the debt or amount it has received as an advance payment for goods or services it must provide.

Provisions for liabilities are measured at the best estimate of their settlement amount.

Note 2: Debtors

There were Trade Debtors £528 (2018 £0). Accrued Income was £0 (2018 £3,181). Prepayments amounted £1,783 (2018 £2,519)

Note 3: Liabilities

Accruals for the year amounted to £875 (2018 £850). Creditors for the year amounted to £4,990 (2018 £5,271).

Note 4: Staff Costs

Total wages paid during the year were £124,116. Employer national insurance paid was £5,386. Employer contributions to pension schemes was £6,502.

No employee received emoluments in excess of £60,000 during the period. The average weekly number of employees during the year calculated on the basis of full-time equivalent was 6.

Note 5: Trustee Remuneration

The following Trustees received remuneration:

Open Door Exmouth paid Peter Chalkley £5,928 as a Project Leader.

Note 6: Trustee Expenses

No trustee expenses were incurred during the year.

Note 7: Related Party Transactions

The following related party transactions were:

Daryl Fulls – owner of Scribble & Ink and trustee of Open Door Exmouth received £2,708 for supplying stationery to Open Door Exmouth. There was no outstanding balance.

The total amount of donations received without condition from trustees or other related parties were £2,200.

Note 8: Pensions

Open Door Exmouth operated a defined contribution pension plan with the Peoples Pension. The cost for the period was £6,502 with administration fees of £476. There were no outstanding or prepaid contributions at the balance sheet date.

Note 9: Taxation

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

Note 10

Voluntary Income	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	£	£	£	£
Grants from Charitable Trusts	34,981	40,802	75,783	71,991
Private Donations & Gift Aid	51,886	18,093	69,979	44,013
Income Tax Recov'd - Gift Aid	4,097		4,097	3,445
Religious Ests. - Local	14,923	1,000	15,923	18,175
	<u>105,887</u>	<u>59,895</u>	<u>165,782</u>	<u>137,624</u>

Note 11

Incoming Resources from Charitable Activities	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	£	£	£	£
Hire of Premises	13,230		13,230	13,696
Café Sales	26,702		26,702	25,164
Income from Events	0		0	0
	<u>39,932</u>		<u>39,932</u>	<u>38,860</u>

Note 12

Resources Expended Charitable Activities	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	£	£	£	£
Wages & Salaries (See below)	91,305	32,771	124,076	129,387
Youth Worker Trainee costs	3,275		3,275	3,650
Café food costs	1,886	7,242	9,128	8,936
Motor Expenses	554		554	595
Repairs and Maintenance	3,148		3,148	5,189
Volunteer Training & Exps.	883	429	1,312	2,555
General Expenses	6,741	258	6,999	5,915
Depreciation	2,707		2,707	1,305
Charitable Contbns.	756		756	791
Governance Costs (Note 13)	16,460	1,177	17,637	13,111
	<u>127,715</u>	<u>41,877</u>	<u>169,592</u>	<u>171,434</u>

Note 13

Governance Costs	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	£	£	£	£
Utilities	6,615	130	6,745	5,976
Printing & Stationery	2,661	47	2,708	3,305
Charges & Subscriptions	1,104		1,104	931
Computer Costs & Consum.	4,261	1,000	5,261	1,053
Insurance	979		979	896
Ind. Examiner Fees	840		840	950
	<u>16,460</u>	<u>1,177</u>	<u>17,637</u>	<u>13,111</u>

Note 14

Tangible Fixed Assets	Fixtures & Fittings	Equipment	Total
	£	£	£
Cost			
Opening Balance 01/01/19	27,787	20,532	48,319
Additions in Year	0	5,608	5,608
Closing Balance at 31/12/19	<u>27,787</u>	<u>26,140</u>	<u>53,927</u>
Depreciation			
Opening Balance 01/01/19	27,787	17,148	44,935
Charge for the Year	0	2,707	2,707
Closing Balance at 31/12/19	<u>27,787</u>	<u>19,855</u>	<u>47,642</u>
Net Book Value 31/12/19	0	6,285	6,285

Note 15**Movement in funds**

Restricted Funds	At 01/01/2019	Incoming Resources	Resources Expended	At 31/12/2019
	£	£	£	£
Café	0	7,242	7,242	0
Child Contact Centre	0	5,102	3,539	1,563
Youth Project Funds	8,279	24,995	26,672	6,602
Men's Shed	3,181	22,006	21,060	4,127
Other	0	1,300	1,000	300
Total Restricted Funds	11,460	60,645	59,513	12,592
Unrestricted Funds				
General	68,253	158,526	142,792	83,987
Total Unrestricted Funds	68,253	158,526	142,792	83,987
Total Funds	79,713	219,171	202,305	96,579