

**wintercomfort**  
*for the homeless*

# **Financial Statements**

FOR THE YEAR ENDED 31 MARCH 2016

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**REPORT OF THE CHAIR OF TRUSTEES**

I am enormously proud to be the Chair of Trustees for Wintercomfort.

I have been in this privileged position since December 2014 but have been a member of the Board of Trustees for nearly four years.

Wintercomfort is a local charity that has been established for over 24 years supporting the homeless, which is a huge national challenge, and we are witnessing unprecedented growth in demand for our services locally.

Needs are increasing as the impact of economic conditions, austerity and welfare changes combined with the shortage of affordable housing solutions filter down to those most in need.

New types of funding are available to replace some of the traditional grants and contracts but positive leadership and courage is required to reconfigure services and seek new alliances. I am determined to be part of an organisation that makes those changes and creates a positive impact on those people's lives.

Wintercomfort supports men and women who are homeless or vulnerably housed by offering them vital welfare service and opportunities for learning and development. Our social enterprises offer valuable employment and volunteering opportunities for homeless people as well as providing income to support our work.

We have a highly professional, committed and dedicated team at Wintercomfort lead by our Director Sarah Halls. In support of the staff the trustees agreed that from April 2016 we would become a Living Wage Employer.

The Wintercomfort Board and team are entirely committed to enabling our service users to achieve positive change in their lives.

Sarah Foreman

Chair of Trustees

## **REPORT OF THE DIRECTOR**

Looking back over the last year gives me a chance to reflect on the achievements of the staff team and service users. The number of people that we support has increased significantly and as a result of service user feedback and generous funders we became a seven day a week service to meet the demand.

Our Social Enterprises have delivered financial and social outcomes, they have played a great part in helping service users to gain work experience and to find a job. As an organisation we supported 56 people into employment which is the best way to help people to get back into mainstream society.

To enable us to show service users that there is a positive way forward, certain roles within the Social Enterprises offer employment only to those with experience of homelessness. As a result 49% of all Wintercomfort employees are ex- service users. They are positive role models for their peers to see that change is a viable possibility and that with our help and support they can get their lives back on track and reach their potential.

Our fundraisers have worked really hard to generate income from diverse income streams to ensure that we can continue to support some of the most marginalised and socially isolated individuals in Cambridge. We are extremely grateful to all of our donors, supporters and funders without whom none of our work is possible.

The Pathways Project funded by Reaching Communities Big Lottery Fund has meant that we have been able to offer more training and work experience and volunteering opportunities. We plan to grow the project and the numbers of people that we are supporting over the next few years.

Looking forward we will need to ensure that we can continue to adapt our services to meet demand and ensure their relevance. We have to focus on our future financial stability and resilience. None of this is possible without our dedicated, professional staff team to whom I am indebted.

Sarah Halls

Director

**TRUSTEES' REPORT****OBJECTIVES AND ACTIVITIES***Mission statement*

Wintercomfort supports those with experience of homelessness by offering essential welfare services and social, learning and work opportunities to enable them to achieve their potential.

**Why does Wintercomfort exist?**

The Department for Communities and Local Government published its sixth annual statistical release of rough sleeping showing an estimated 3,569 individuals slept rough on the night, a 30% increase on the previous year and a 102% increase since 2010<sup>1</sup>. Locally, the sixth annual statistical release shows that Cambridge has experienced 80% increase on the previous year and a 300% increase in rough sleepers between 2010 and 2015. National data<sup>2</sup> highlights the need to provide access to employment and education as one of the top five priorities for homeless people; only 10% currently work and only 23% access education or training programmes.

For over 24 years Wintercomfort has provided a vital, year round service, to the most marginalised and vulnerable members of our community. Our charity was founded in response to a clearly identified need to support those who find themselves homeless and/or vulnerably housed in Cambridge. We now deliver a range of services that don't just meet the potentially life threatening, immediate urgent needs of our service users but also strives to facilitate lasting and proactive change in their lives.

**How do we meet our objectives?***Welfare Services*

Each weekday from Overstream House we provided a hot breakfast and refreshments to on average 58 homeless or vulnerably housed people per day. In addition rough sleepers can take a shower, access a laundry and clothing store and find a compassionate shoulder to lean on. Wintercomfort provides toiletries, towels and a free laundry service to ensure that people can start the day refreshed and clean. Poor hygiene is directly linked to high rates of skin infection and infestation, poor foot health and low self-esteem.

During this time specialist agencies come into the centre to support individuals in accessing housing, drug and alcohol treatment, and primary and secondary health care. A sandwich lunch is provided at mid-day. As a result of increased demand from October 2014 we started to open on Saturday mornings to offer service users access to shower facilities and a continental breakfast. In November 2015 we further extended our opening hours to include Sundays, providing essential welfare services for rough sleepers seven days a week.

Project Workers hold one to one key-working sessions with service users to develop individual personal development plans that are regularly reviewed and updated. The welfare service provides a safe place with

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<sup>1</sup> Dept. for Communities and Local Government. Rough Sleeping Statistics England – Autumn 2015 available from <https://www.gov.uk/government/statistics/rough-sleeping-in-england-autumn-2015>

<sup>2</sup> Homeless Link New Manifesto to End Homelessness available from <http://www.homeless.org.uk/connect/blogs/2015/jan/14/designed-by-experience-new-manifesto-to-end-homelessness>

# wintercomfort

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much needed companionship and a sense of community as well as encouraging individuals to access Wintercomfort's learning and development services.

## *Learning & Development Opportunities*

We host a weekly programme of leisure and recreational opportunities that are always beneficiary led and respond to the interests of service users. Critically these programmes are flexible and informal and include arts and access to culture, games and sports activities, gardening and volunteering opportunities. Homeless and vulnerably housed people have little opportunity for many of these basic activities that we take for granted. For some it is a chance to broaden their skills and knowledge base but for others it is also a real alternative to street based alcohol and drug misuse. These activities help to rebuild self-esteem and self-worth.

A wide range of educational activities are provided such as IT training, one to one literacy and numeracy tuition, cooking workshops, ESOL (English for Speakers of Other Languages) classes, tenancy workshops, jobs club, work placements and employment preparation. Our learning, training and volunteering activities allow vulnerable people to gain new skills and confidence. We believe passionately that everybody should be given a chance to positively change their circumstances, develop themselves and contribute to the wider community.

## *Social Enterprises*

Our social enterprises offer extended and progressive opportunities that enable service users to bridge the gap between training, volunteering and employment. We have two social enterprises: Food4Food which is a catering and café business; and Overstream Clean, a cleaning and gardening service.

Wintercomfort's social enterprises provide much needed work experience and accredited learning, as well as aiming to contribute financially to the delivery of our core services.

## **Case Study**

*J became homeless about 4 years ago after violence from his partner's son forced him to leave home. Jimmy's hostel was full so he ended up sleeping outside for about 2 weeks before managing to get a bed in the hostel. After a spell in supported housing, J became homeless again as he couldn't find work. J had always worked in quite physical jobs and it became quite difficult as he got older and started suffering from back problems.*

*J came to Wintercomfort and as a keen gardener, he spent a lot of time volunteering at the allotment project. In April 2015 he saw an advert for a gardening job at Wintercomfort for their social enterprise, Overstream Clean. He applied, was interviewed and he got the job!*

*"It gave me independence and also got me out and about and meeting people. I had become a bit of a loner. It helped lift me out of my depression and I really enjoyed the work environment. My self-confidence went up too."*

*J later moved on to a job at the Food4Food café working in front of house.*

*"Lots of the customers know my name now. Sometimes it's hard to draw myself away from customers as they keep chatting to me! I love chatting to the customers as they are from all different nationalities and cultures and I love sharing my experiences when I worked and travelled around Europe."*

Wintercomfort works with a number of partner organisations to meet the needs of service users, these include:

- The CRI Cambridge Street and Mental Health Outreach team host five surgeries a week at Wintercomfort to give advice and guidance on accessing appropriate housing-related services.
- The Cambridge Time Bank gives people the opportunity to volunteer in the community and we are now a Time Credits provider for our service users.
- Cambridge Citizens' Advice Bureau's Help Through Crisis network, in which we are a key partner.
- Wintercomfort is a key Foodbank Distribution Partner issuing vouchers to our service users to access emergency food provision when in crisis.
- The Dogs Trust administers their Hope Project providing free veterinary care to rough sleepers and those in temporary accommodation. Wood Green Animal Shelter also holds six-monthly surgeries offering seasonal advice and pet health checks.
- Wintercomfort work with numerous partners to provide work placements and external volunteering opportunities for our service users, including Cambridge YMCA, Cambridge City Council City Rangers, Nanna Mexico and Cambs Cuisine.
- Rainbow Savers Credit Union operates a fortnightly surgery at Wintercomfort to enable our service users to access banking facilities that would otherwise be unavailable to the homeless.
- The Big Issue use Wintercomfort as their local distribution office and in the absence of the Big Issue Foundation we provide support to the vendors selling the Big Issue.
- Wintercomfort works with many further education providers and trainers allowing our service users to gain vocational and accredited qualifications. These include Cambridge Regional College, Parkside Federation, CITB and Cambridgeshire County Council Adult Learning.
- Wintercomfort works closely with other service providers to ensure we deliver a joined up and holistic support service to our service users; on a weekly basis we are in contact with Riverside Housing, Cambridge Cyrenians, Cambridge YMCA, Cambridge Housing Society, Centre 33, Centra Support, Chronically Excluded Adults service, Jimmy's Cambridge and many more.

Wintercomfort is a key member of various operational and strategic groups to facilitate better partnership working and develop future policy. Wintercomfort has attended and fed into a number of initiatives to develop national policy around homelessness and welfare changes including working with Homeless Link, Making Every Adult Matter and Voices from the Frontline.

## **STRATEGIC REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

During this financial year Wintercomfort supported 700 people who were homeless or vulnerably housed; an increase of nearly 5% on the previous year's total of 668. Over the year, these 700 individuals made 16,963 visits to Wintercomfort, an increase of 10% on the previous year. This was in part due to increased numbers using the centre and in part due to increasing our opening times from six days to seven days a week.

The following figures give a snapshot of demand for our services over the past year:

Number of	Q4	Q3	Q2	Q1
	2015- 16	2015-16	2015-16	2015-16
Individuals attending centre in each quarter	373	330	356	362
Visits to centre	4,410	3,886	4,643	4,024
Breakfasts served	1,850	1,799	2,100	1,700
<b>Average daily attendance:</b>				
Weekdays	60	52	63	56
Saturdays	37	30	39	31

Over the year, visitors to the centre participated in around 3,000 hours of support and activities including the following:

Services	Number of times each activity undertaken			Number of individuals participating		
	2016	2015	%age change	2016	2015	%age change
<b>WELFARE</b>						
Accommodation support	239	126	+90%	99	72	+38%
Foodbank vouchers	290	312	-7%	145	160	-9%
Footcare	68	50	+36%	43	34	+26%
Hairdressing	135	120	+13%	78	65	+20%
Laundry	796	New data	N/A	129	New data	N/A
Legal support	68	30	+127%	37	23	+61%
<b>LEARNING &amp; DEVELOPMENT</b>						
Art activity	124	126	-2%	42	36	+17%
External activities (museum visits)	72	94	-23%	30	47	-36%
Job search activities	615	442	+39%	109	136	-20%
Literacy activities	150	142	+6%	58	49	+18%
Sports activities	459	774	-41%	108	118	-8%

Food4Food is our buffet catering and café social enterprise offering people a route in to kitchen work through training and work experience. The programme begins with a friendly, accessible Learn to Cook class, preparing tasty and nutritious dishes each Friday which students can then take away with them. From here, there are options to learn about working in a busy kitchen environment by preparing buffet orders or serving customers in our off-site café. During the year Food4Food served 6,014 buffet customers (2014/15: 4,830) and saw 22 individuals gaining employment, within Food4Food and externally.

Overstream Clean is our cleaning and gardening business. We offer free six week cleaning training courses teaching about all aspects of the job including safe use of chemicals, manual handling and appropriate cleaning protocols for areas with differing hygiene risks. We have a number of regular cleaning and gardening contracts from offices to community centres to residential properties and are able to offer paid employment to many of our course graduates. During the year 29 people took part in the cleaning skills training programme and completed a total of 338 guided learning hours. Nine people gained employment over the year and 3,785 hours of paid work were carried out by the social enterprise.



KEY ACHIEVEMENTS AND PLANS FOR THE FUTURE

What we said we'd do	What we did	What we plan to do in 2016/17
<b>WELFARE</b>		
<b>Hold regular Service User Forums and respond to service user feedback.</b>	<ul style="list-style-type: none"> <li>• Opened on a Saturday and Sunday</li> <li>• Held one Service User survey</li> <li>• Held four Service User forums</li> <li>• Increased number of weekly job skills sessions from two to three.</li> <li>• Offered Skype for service users</li> <li>• Expanded cultural awareness opportunities with a Polish Christmas Dinner.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to develop our service user involvement to shape our services.</li> </ul>
<b>Deliver an effective frontline day centre service</b>	<ul style="list-style-type: none"> <li>• Delivered on over 98% of available days.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor and respond to the need.</li> </ul>
<b>LEARNING &amp; DEVELOPMENT</b>		
<b>Support 30 service users to take part in external volunteering activities.</b>	<ul style="list-style-type: none"> <li>• 23 service users undertook external volunteering for a total of 80 hours.</li> <li>• Became a Time Credits Provider.</li> <li>• Organised a street collection to raise money for a trip to Hunstanton.</li> </ul>	<ul style="list-style-type: none"> <li>• Establish volunteer placements with four new placement providers.</li> </ul>
<b>Support service users in to employment</b>	<ul style="list-style-type: none"> <li>• 18 people passed level 2 food hygiene and 16 people took the test for a CSCS card (target: 15).</li> <li>• 56 people gained employment (target: 25).</li> </ul>	<ul style="list-style-type: none"> <li>• Support 15 individuals to achieve vocational qualifications and 50 individuals in to employment.</li> </ul>
<b>Recruit one apprentice per year</b>	<ul style="list-style-type: none"> <li>• One apprentice recruited.</li> </ul>	<ul style="list-style-type: none"> <li>• Recruit and train one apprentice.</li> </ul>
<b>SOCIAL ENTERPRISES</b>		
<b>Social enterprises to provide a platform for training, work experience and employment for our service users</b>	<ul style="list-style-type: none"> <li>• 68 people participated in Food4Food activities (target: 85)</li> <li>• 30 people have participated in Overstream Clean activities (target: 15).</li> <li>• Overstream Clean has delivered 338 guided learning hours (target: 250).</li> </ul>	<ul style="list-style-type: none"> <li>• Increase access and quality of training</li> <li>• Increase number of guided learner hours.</li> <li>• Aim for 60 people participating in Food4Food and 30 in Overstream Clean.</li> </ul>
<b>FUNDRAISING</b>		
<b>Diversify income streams Improve sustainability</b>	<ul style="list-style-type: none"> <li>• We decreased our reliance on statutory income</li> <li>• Increased income from Social Enterprise Sales</li> <li>• We secured support for three years from Reaching Communities Big Lottery</li> </ul>	<ul style="list-style-type: none"> <li>• Retain existing donors and build on donor relationships to increase individual giving.</li> <li>• Increase awareness to encourage third party fundraising.</li> <li>• Develop more corporate and relationship fundraising.</li> </ul>

**Employees**

Wintercomfort operates an equal opportunities recruitment programme. Over the year, 49% of Wintercomfort's staff team reported having had experience of homelessness. All frontline staff are Enhanced DBS checked and trained in Safeguarding of Vulnerable Adults (SOVA) and 100% of frontline staff delivering learning and training activities are at least Level 3 qualified in teaching and learning.

**Volunteers**

Volunteers play a vital role in providing Wintercomfort's services for homeless people, working with service users, staffing our busy reception or helping with publicity and events. Wintercomfort has over 30 volunteers who come from a wide range of backgrounds with many different skills and enable us to offer a range of activities including foot care clinics, counselling, and hairdressing. All volunteers are recruited to the needs of the charity and the service users. They all have a comprehensive induction, training and on-going support from our volunteer coordinator. All frontline volunteers are DBS checked. Volunteers work tirelessly each week throughout the year as well as at Christmas. We are committed to providing volunteers with a safe, fulfilling and rewarding experience, as well as offering the opportunity to meet new people, experience new things and help to make a real difference to the lives of homeless men and women in Cambridge. We could not deliver our services without volunteers and we are immensely grateful to them all.

*"Wintercomfort has a very friendly and welcoming atmosphere. Almost from the first moment, this helped me to feel like a member of a big family. I definitely feel that this fulfilling experience opened my heart and mind and helped me to see the world from a different perspective." Volunteer*

**FUNDRAISING AIMS AND ACHIEVEMENTS**

Wintercomfort could not provide the range of services that we deliver or help so many homeless and vulnerably housed people without the fundraising and communications work that raises our profile, increases awareness, support and raises funds.

Fundraising continues to be challenging in an ever more competitive environment. However our trust fundraisers have risen to this challenge and have secured a three year grant from Reaching Communities Big Lottery totalling £343,221. We held our third Wake up with Wintercomfort event in October 2015 and saw an increase in the number of participants as well as welcoming returning supporters. As a result of great media coverage we have seen a large increase in the number of individuals wanting to support us by organising fundraising events on our behalf. Shelford and Stapleford scouts organised a sleepout raising in excess of £2,800. Our supporters organised Hopathons, ran marathons, organised tea parties, participated in the Mongolian Rally and even collected money at weddings and funerals.

Awareness of Wintercomfort has also increased with students from Anglia Ruskin and Cambridge University arranging fundraising events such as quizzes and collections. Wintercomfort is starting to become well known in the local community as a charity that supports its supporters and fundraisers; people are increasingly aware of what we do and how we help homeless people.

**FINANCIAL REVIEW AND RESULTS FOR THE YEAR**

Our financial aim in 2015/16 was to again break even or deliver a small surplus. We are pleased to report that this was achieved, with a surplus of £32,359 for the year. This will be used to rebuild our reserves towards their target level and plan for future needs. Total funds carried forward in to the next year are £513,816 (2014/15: £481,457).

We would like to thank the following trusts and grant makers for their generous support:

29 May 1961 Charitable Trust	Lloyds Bank Foundation
Albert Hunt Trust	Local Enterprise Partnership
Batterson Chivers Foundation	Natwest Skills & Opportunities Fund
Beatrice Laing Trust	Newby Trust
Betty Lawes Foundation	Oley Trust
Cambridge Central Aid	Press Relief Fund
Cambridge City Council	Pye Foundation
Cambridgeshire County Council	Radley Charitable Trust
Cole Charitable Trust	Reaching Communities
Ebyon Trust	Rotary Club
Henry Smith Charity	Sir Jules Thorn Charitable Trust
Joseph Rank Foundation	The Sobell Foundation

And the following companies and organisations for kind donations of goods and services:

BAM Construction	CRASH (Construction Charity)
Alpha CRC	Barkers Bakery
LUSH	Marks & Spencer
Pret Foundation	Nandos

**Income**

Our income was £674,968 for 2015/16, which is an increase of £32,546 on the previous year (£642,422). Of this, £356,463 was given for specific projects whilst the remaining £318,505 was given or raised for unrestricted use. Income includes donated goods and services valued at £7,452. These donations comprised primarily second hand clothing and food which was distributed to users of our centre, as well as professional advice relating to architectural plans for potential building renovations. Donation income (including gift aid) for the year was higher than budgeted with individual givers in particular being more generous than expected, although corporate donations were substantially lower than the previous year. Trust income outperformed our target but income from fundraising events was lower than expected.

Income from our social enterprises continued to grow and during the year we took on additional cleaning contracts and also became a preferred catering supplier to Cambridge University. This is beneficial as it can result in larger individual orders, which are more effective for us as a small supplier to produce, than earning the same income from a high number of smaller orders.

## Expenditure

Total expenditure for the year was £641,455, an increase of £29,439 over the previous year (2015/16: £612,016). Increasing our opening hours from six days to seven days a week has resulted in increased costs, particularly in food and utilities. We are also seeing a higher proportion of rough sleepers and individuals with basic welfare needs, so that food, hot water for showers and laundry facilities have been very much more in demand than in previous years.

Expenditure on salaries was higher than 2014/15 as a result of staff receiving salary increases as part of our planned progression towards becoming a Living Wage employer.

The social enterprises continued to expand and higher incomes were matched by higher costs in materials and staff salaries as we were able to offer cleaning operatives increased hours of paid work.

## Review of investment performance

During the year the charity held £111,511 in corporate bond investments in the Invesco Perpetual Corporate Bond Fund and the M&G Gilt and Fixed Interest Fund. These investments lost £1,154 in value over the year, compared with a gain of £7,773 in the previous year.

## Funds and Reserves

The charity held the following funds at 31 March 2016:

	31 March 2016	31 March 2015
<b>Restricted funds</b>	£32,979	£28,759
<b>Designated funds</b>		
- Designated fixed assets fund	£174,539	£182,376
- Designated building renovation fund	£25,000	£25,000
<b>Remaining free reserves</b>	£281,296	£245,322
<b>Total</b>	<b>£513,816</b>	<b>£481,457</b>

Restricted funds are used only for the purposes specified by the donor or grant giver. Designated funds are funds set aside by the Trustees for specific purposes according to the needs of the organisation.

The designated fixed assets fund represents the book value of the building owned by the charity and from which its services are run, and the equipment used by the charity. This is because the equipment, like the building, is essential to the running of the charity and does not represent funds which could be spent elsewhere.

The designated building renovation fund has been created in anticipation of the need for significant building works to improve the fabric of our building in the next three to five years, as highlighted in a recent building survey. The most significant of these is the need to replace the majority of the roof, and work on this began in April 2016. We are grateful for support from BAM Construction and CRASH, the UK construction and property charity for coordinating donations of materials and supervising the work, and also to CRASH and the Evelyn Trust for grants enabling the first phase of the work to proceed. Following remedial works on the roof, the next priorities will be replacing electrical wiring and laying new flooring in the high use areas of the building. The expansion of our services, in particular our food social enterprises, has put increased demand on the dated electrical wiring, and previous problems with underfloor leaks have resulted in damaged flooring. In the interests of the health and safety, and the convenience of our visitors, we aim to start on

these works as soon as possible once we have sufficient funds in place. Further funding is currently being sought from a number of trusts and the Trustees feel that, at present, the existing fund of £25,000 remains appropriate.

## **FINANCIAL MANAGEMENT AND POLICIES**

### **Reserves Policy**

The Trustees of Wintercomfort aim to develop a prudent level of reserves in order to meet the current and future needs of our beneficiaries.

Free reserves are held by the Trustees in order to ensure continuity of service should the charity experience any unexpected changes in circumstances. The Trustees have considered the possible risks to the organisation over the medium term and consider that the existing target of £300,000 remains appropriate. The level of free reserves is currently £281,296 which is a step in the right direction towards this target figure (2014/15: £245,322; 2013/14: £248,400). It is planned to bring the fund up to the target value in the next five financial years, and this goal will be balanced against the likelihood of continued increasing demand for our services and hence increased expenditure over the same period. This will be achieved by attracting trust funding to cover current activities, freeing up unrestricted income to be allocated to replenishing reserves.

### **Investment Policy**

Due to continued uncertainty in world markets the Trustees decided to retain funds with Royal Bank of Scotland plc as a government backed institution, and to hold medium term investments in corporate bonds and gilt edged securities as appropriate based on investment advice.

### **Pensions**

From 1 April 2014 Wintercomfort provided a pension plan for staff. This was more than two years in advance of our auto-enrolment requirement and is part of our commitment to our staff team. The National Employment Savings Trust (NEST) plan was chosen as it catered to small organisations such as ours and provided staff with flexibility and control over their arrangements. We recognise that staff may be living on tight budgets and so employee contributions are optional whilst Wintercomfort contributes the equivalent of 2% of basic salary for all permanent staff. Our Staging Date for auto-enrolment is 1 August 2016, and at present the minimum overall contribution of 2% is being fully met by Wintercomfort.

### **Staff Remuneration and the Living Wage**

During the year the trustees voted to aim for accreditation as a Living Wage employer. From 1 April 2016 all staff except those on probation periods in the social enterprises will be paid a minimum of £8.25/hour, with this figure increasing annually in line with the Living Wage Foundation's determination of cost of living. The Living Wage is higher than the government's National Living Wage which comes in to force also in April 2016.

## **GOVERNANCE AND MANAGEMENT**

### **Governing Document**

Wintercomfort, a company limited by guarantee, is governed by its Memorandum and Articles of Association. The liability of the Members in the event of the company being wound up is limited to a sum not exceeding £1 each.

### **The Board**

The Board of Trustees is responsible for the strategic governance of the charity. In the year ending March 2016 there were nine Trustees serving on the board. Members of the board who are directors for the purpose of company law who served during the year and up to the date of this report are set out on page 35.

The Board meets bi-monthly, at each meeting the Board receives written reports on all aspects of the charity's work. Trustees regularly review the skillsets that would strengthen the Board's overall effectiveness. The Board operates an equal opportunities recruitment policy and Trustees are recruited to provide specific or general skills. New Trustees follow an induction process and are required to spend some time experiencing the different aspects of the charity's activities to gain an understanding of all aspects of the work of Wintercomfort and to meet key members of staff. All Trustees are required to understand their legal obligations in taking on the role of Trustee.

At every Annual General Meeting one third (or the number nearest to one third) of the Trustees retire by rotation, being those who have been longest in office since their last appointment or reappointment. If at the meeting at which a Trustee retires by rotation, the vacancy of the retiring Trustee is not filled he /she shall, if willing to act, be deemed to have been reappointed unless at the meeting it is resolved not to fill the vacancy or unless a resolution for the reappointment of the Trustees is put to the meeting and lost. At the AGM in December 2015, Sarah Foreman, Katie Knapton and Anne Pollintine were reappointed as trustees. The Chair Sarah Foreman, the Treasurer Graham Day and the Secretary Katie Knapton were all willing to stand again for office and all three were elected unanimously.

### **Management**

Decisions about matters of procedure, policies, finances and changes to the way the charity is run are made by the Trustees at bi-monthly Board meetings (on a majority vote with a quorum present of three or one third whoever is the greater). The board delegates certain areas of governance to the Finance Committee. This comprises of the Chair, the Treasurer and other Trustees with relevant financial experience. The Finance committee meets bi-monthly or more often should the need arise.

The day to day running of the charity is delegated to the Director who is responsible for the delivery of the agreed strategy and for ensuring that the charity's policies are adhered to. The pay of the Director and the other members of the Senior Management Team is reviewed annually and benchmarked against equivalent roles in similar sized UK charities, taking in to account geographical variations in cost of living. The members of the Senior Management Team are listed on page 35

## Related Parties

Trustees received no remuneration in the year (2015 - £nil). During the year expenses for attendance at trustee meetings totaling £16 was paid to one of the trustees (2015 - £nil). In the same period the trustees donated a total of £570 including gift aid.

During the year, insurance was purchased to indemnify the trustees against default on their part. The cost of the insurance amounted to £390 (2014: £422).

## RISK AND SAFEGUARDING

### Risk

The trustees have a risk management process in place to assess the major risks to which the charity is exposed. This process identifies the types of risks the charity faces, prioritises them and identifies mitigation strategies to manage the risk. Risk management forms an integral part of all of the charity's strategic management thinking and decisions. All projects and services are risk assessed at the outset as well as being regularly updated. Overall responsibility for ensuring that this process is carried out lies with the Board of Trustees and the Director.

Each month progress against strategic objectives is measured and reviewed and the most significant risks to meeting strategic goals are identified and reported to the board.

The Trustees consider that the most significant risks currently facing the charity and their mitigating factors are:

Risk	Mitigating Factors
<b>Failing to raise the income required to deliver services</b>	Financial planning, scenario planning, management of reserves, risk mitigation strategies
<b>Failure to provide appropriate care for Service Users/ abuse of Service Users</b>	Safeguarding best practice, policy ,procedures ,training for staff, volunteers and Trustees
<b>Failure to comply with Data Protection Act</b>	Ensure all staff aware of requirements, provide training if necessary. Ensure policy and procedures comply with requirements.
<b>Failure to comply with human resource procedures and / or employment regulations</b>	Ensure all policies and procedures reflect statutory requirements and good practice and are regularly reviewed.

### Safeguarding

Wintercomfort works with vulnerable adults and the policies and procedures that have been implemented to ensure the safety and protection of service users include:

- Safe recruitment policies for staff and volunteers working with service users including enhanced DBS (Disclosure & Barring Service) checks for all frontline staff.
- Safeguarding training for staff commensurate with their roles and responsibilities – regularly repeated every 3 years
- Clear procedures so that staff are aware of how to report concerns
- Robust risk and safeguarding assessment practices

**BENEFICIARIES OF THE WORK OF WINTERCOMFORT**

Wintercomfort's service users are some of the most marginalised, isolated members of the community. Typically those who come to Wintercomfort will have experienced one, or a combination of significant negative events in their lives, such as relationship breakdown, job loss or bereavement, which has eventually led to their becoming homeless. Some will have had institutional experience and others will have served in the armed forces or merchant navy. Many will have been in prison or at risk of offending. Rough sleepers will often have poor physical and/or mental health. Many of those who Wintercomfort helps struggle with alcohol and/or drug dependencies and have a history of antisocial/criminal behaviour. Poor literacy and numeracy rates are high. This group suffers from social exclusion and a number of barriers to mainstream learning and employment.

Wintercomfort benefits these individuals directly as well as the wider public by helping to reduce anti-social behaviour and risk of offending. We also educate the public about homelessness by working with schools and other groups.

In addition the general public can benefit from the provision of inexpensive but nutritious food provided by our social enterprise food4food either at our café or from the catering service. Service users volunteer to do gardening work for vulnerable people in the local community as well as clearing public spaces to improve the local environment in partnership with Cambridge City Rangers. Our work helps to prepare people for independent living and employment thus reducing their dependence on the state.

The Trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and planning future activities. The Trustees take into consideration how the future plans contribute to the aims and objectives that they have set.

These accounts 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" (effective 1 January 2015).

**Statement of Trustees Responsibilities**

The trustees (who are also directors of Wintercomfort for the Homeless for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP (FRS102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;



- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

**Auditors**

Price Bailey LLP were reappointed as auditors in the year in accordance with Companies Act 2006.

Signed on behalf of the Trustees on .....

.....

Sarah Foreman  
Chair of Trustees

**AUDITORS REPORT**

We have audited the financial statements of Wintercomfort for the Homeless for the year ended 31 March 2016 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of trustees and auditor**

As explained more fully in the Trustees' Responsibilities Statement set out in the Trustees' Report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

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

**AUDITORS REPORT (continued)****Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016, and of the incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and;
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

**Matters on which we are required to report by exception**

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

- the charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors' report and take advantage of the small companies exemption from the requirement to prepare a strategic report

**Helena Wilkinson BSc FCA DChA (Senior Statutory Auditor)**

for and on behalf of

**PRICE BAILEY LLP**

Chartered Accountants

Statutory Auditors

Tennyson House

Cambridge Business Park

Cambridge

CB4 0WZ

Date:

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2016**

(Incorporating an Income and Expenditure Account)

	Notes	Unrestricted general funds 2016	Unrestricted designated funds 2016	Restricted funds 2016	Total funds 2016	Total funds 2015
		£	£	£	£	£
<b>Income and endowments from:</b>						
Donations and legacies	4a	123,815	-	20,117	143,932	117,574
<b>Charitable activities</b>						
Welfare service	4b	3,768	-	77,501	81,269	110,728
Learning & Development activities	4b	13,750	-	141,750	155,500	144,351
Social enterprises	4b	120,678	-	117,095	237,773	209,184
Other trading activities	4c	54,348	-	-	54,348	58,407
Investment income		2,146	-	-	2,146	2,177
<b>Total Income &amp; Endowments</b>		<b>318,505</b>	<b>-</b>	<b>356,463</b>	<b>674,968</b>	<b>642,422</b>
<b>Expenditure on:</b>						
Raising funds		27,477	-	3,506	30,983	38,204
<b>Charitable activities</b>						
Welfare Service		80,582	-	76,127	156,709	129,233
Learning & Development activities		78,479	-	145,825	224,304	256,127
Social Enterprises		105,804	-	123,655	229,459	188,452
<b>Total Expenditure</b>	5	<b>292,342</b>	<b>-</b>	<b>349,113</b>	<b>641,455</b>	<b>612,016</b>
<b>Net income before investment gains / (losses)</b>		<b>26,163</b>	<b>-</b>	<b>7,350</b>	<b>33,513</b>	<b>30,406</b>
Net gains/(losses) on investments	9	(1,154)	-	-	(1,154)	7,773
<b>Net income for the year</b>		<b>25,009</b>	<b>-</b>	<b>7,350</b>	<b>32,359</b>	<b>38,179</b>
Transfers between funds	13	10,965	(7,837)	(3,128)	-	-
<b>Net movement in funds</b>		<b>35,974</b>	<b>(7,837)</b>	<b>4,222</b>	<b>32,359</b>	<b>38,179</b>
Total funds at 1 April 2015		245,322	207,376	28,759	481,457	443,278
Total funds at 31 March 2016		<b>281,296</b>	<b>199,539</b>	<b>32,979</b>	<b>513,816</b>	<b>481,457</b>

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

The attached notes form part of these financial statements.

**BALANCE SHEET AS AT 31 MARCH 2016**

Company number 2615905

	Notes	2016		2015	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	8		174,539		182,376
Investments	9		111,511		112,665
			<u>286,050</u>		<u>295,041</u>
<b>Current assets</b>					
Debtors	10	17,683		36,137	
Cash at bank and in hand		245,222		192,053	
		<u>262,905</u>		<u>228,190</u>	
<b>Creditors:</b> amounts falling due within one year	11	(35,139)		(41,774)	
		<u>        </u>		<u>        </u>	
Net current assets			227,766		186,416
			<u>        </u>		<u>        </u>
<b>Net assets</b>	<b>12</b>		<b>513,816</b>		<b>481,457</b>
			<u><u>        </u></u>		<u><u>        </u></u>
<b>Unrestricted funds</b>					
General funds		281,296		245,322	
Designated funds	13	199,539		207,376	
		<u>        </u>		<u>        </u>	
			480,837		452,698
<b>Restricted funds</b>			32,979		28,759
			<u>        </u>		<u>        </u>
<b>Total funds</b>	<b>13</b>		<b>513,816</b>		<b>481,457</b>
			<u><u>        </u></u>		<u><u>        </u></u>

The attached notes form part of these financial statements.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees on .....and signed on their behalf by:

.....

S Foreman (Trustee)

.....

G M D Day (Trustee)

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2016**

	2016 £	2015 £
<b>Cash flows from operating activities:</b>		
<b>Net cash provided by (used in) operating activities</b>	<b><u>58,819</u></b>	<b><u>10,238</u></b>
<b>Cash flows from investing activities:</b>		
Purchase of property, plant and equipment	<u>(5,650)</u>	<u>(5,019)</u>
<b>Net cash provided by (used in) investing activities</b>	<b><u>(5,650)</u></b>	<b><u>(5,019)</u></b>
Change in cash and cash equivalents in the reporting period	53,169	5,219
Cash and cash equivalents at the beginning of the reporting period	<u>192,053</u>	<u>186,834</u>
Cash and cash equivalents at the end of the reporting period	<b><u>245,222</u></b>	<b><u>192,053</u></b>
<b><u>Reconciliation of net income/(expenditure) to net cash flow from operating activities</u></b>		
Net income/(expenditure) for the reporting period (from SOFA)	32,359	38,179
<b>Adjustments for:</b>		
Depreciation charges	13,487	17,647
(Gains)/losses on investments	1,154	(7,773)
(Increase)/decrease in stocks	-	1,080
(Increase)/decrease in debtors	18,454	(10,097)
Increase/(decrease) in creditors	<u>(6,635)</u>	<u>(28,798)</u>
<b>Net cash provided by (used in) operating activities</b>	<b><u>58,819</u></b>	<b><u>10,238</u></b>
<b><u>Analysis of cash and cash equivalents</u></b>		
Cash in hand	<u>245,222</u>	<u>192,053</u>
<b>Total cash and cash equivalents</b>	<b><u>245,222</u></b>	<b><u>192,053</u></b>

**NOTES TO THE ACCOUNTS****1. Accounting Policies****Accounting convention**

The financial statements 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 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Wintercomfort meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**Going concern**

The trustees consider that, given the levels of income already secured for the following financial year together with the existing reserves, they have secured the immediate future of the charity and that on this basis the charity is a going concern.

**Income**

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. Donations include income from fundraising activities together with unsolicited income. 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. Legacies are accounted for when received or when receipt is reasonably certain. Incoming resources are analysed according to the activity that produced the resources.

**Donated goods and services**

Donated professional services are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the time contribution of our volunteers is not recognised.

On receipt, donated professional services are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**Expenditure**

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration on each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of time spent on each activity.

**Stocks**

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

The value of donated goods (comprising second hand clothing for distribution) held at the year end is considered negligible and therefore has not been listed as an asset.

**Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**Financial instruments**

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**Fixed assets**

Depreciation is provided at rates calculated to write off the cost of assets over their expected useful life as follows:

Freehold property	2% on cost
Property improvements	5% on cost
Equipment	15% - 25% reducing balance

**Funds**

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. Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes. Restricted funds are to be used for specific purposes as laid down by the grant providers and donors. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

**Investments**

Quoted investments are valued at the balance sheet date, at market value. Revaluation gains or losses are recognised in the statement of financial activities, and attributed to the fund for which the investments are held.

**Pension**

Contributions to employees' personal pension plans are charged to the statement of financial activities in the year in which they become payable. The assets of the scheme are held separately from the assets of the Charity.

**Operating Leases**

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the period of the lease.

**2. Capital Commitments**

At the year end, the organisation had committed to, but not yet commenced, expenditure on roof repairs estimated at £28,280 + VAT.



**3. Transition to FRS 102**

In preparing the accounts the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP (FRS 102) the restatement of comparative items was required.

At the date of transition in applying the requirement to recognise liabilities arising from employee benefits, a liability was recognised for short term compensated absence arising from employee entitlement to paid annual leave and time off in lieu of additional hours worked. The initial liability recognised at the date of transition was for the holiday entitlement arising in the year which was due but not taken. The initial liability was £1,982. No other restatements were required other than recognition of governance costs as part of support costs.

The following grant providers are considered government grants: Cambridge City Council, Cambridgeshire County Council, Community Adult Learning Fund and Local Enterprise Partnership. Further detail on the nature and scope of these grants is given in Note 13. All grants relate to revenue expenditure and are recognised in the periods over which the related costs are recognised. At 31 March 2016 there were no unfulfilled conditions and no amounts were carried forward.

In accordance with the requirements of FRS 102 a reconciliation of opening balances is provided.

The transition date was 1 April 2014.

Adjustments to fund balances:

	<b>1 April 2014</b>	<b>31 March 2015</b>
	£	£
Fund balances as previously stated	445,260	485,455
Short term compensated absences	<u>(1,982)</u>	<u>(3,998)</u>
Fund balances as restated	<u>443,278</u>	<u>481,457</u>

	<b>Unrestricted</b>	<b>Designated</b>	<b>Restricted</b>	<b>Total</b>
<b>At 1 April 2014</b>				
Total funds as previously stated	382	419,071	25,807	445,260
Short term compensated absences	<u>(382)</u>	<u>(1,600)</u>	<u>-</u>	<u>(1,982)</u>
Total funds restated	<u>-</u>	<u>417,471</u>	<u>25,807</u>	<u>443,278</u>
<b>At 31 March 2015</b>				
Total funds as previously stated	249,320	207,376	28,759	485,455
Short term compensated absences	<u>(3,998)</u>	<u>-</u>	<u>-</u>	<u>(3,998)</u>
Total funds restated	<u>245,322</u>	<u>207,376</u>	<u>28,759</u>	<u>481,457</u>

Adjustments to previous year surplus:

	<b>£</b>
Surplus for year to 31 March 2015 as previously stated	40,195
Short term compensated absences	<u>(2,016)</u>
Fund balances as restated	<u>38,179</u>

**4a. Income from donations and legacies**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
<b>Restricted</b>		
Grants to support fundraising	3,600	4,999
Social enterprise corporate sponsorships	5,565	-
Other donations to support specific projects	3,500	500
Donated goods: food and second hand clothing	4,952	-
Donated services: professional advice	<u>2,500</u>	<u>-</u>
<b>Total restricted</b>	<b><u>20,117</u></b>	<b><u>5,499</u></b>
<b>Unrestricted</b>		
Donations from individuals	73,916	60,616
Donations from companies and other organisations	28,444	25,711
Appeal donations	6,746	12,362
Gift Aid	<u>14,709</u>	<u>13,386</u>
<b>Total unrestricted</b>	<b><u>123,815</u></b>	<b><u>112,075</u></b>
<b>Total Donation &amp; Legacy Income</b>	<b><u>143,932</u></b>	<b><u>117,574</u></b>

**4bi. Income from charitable activities for year ending 31 March 2016**

	<b>Welfare</b>	<b>Learning &amp; Develop't</b>	<b>Social Enterprise</b>	<b>Total 2016</b>	<b>Total 2015</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Restricted</b>					
Big Lottery Fund - Awards for All	-	-	-	-	9,880
Cambridge City Council	23,803	55,541	8,816	88,160	117,076
Cambridgeshire County Council	9,847	22,977	3,647	36,472	53,810
Henry Smith Charity	8,000	12,000	-	20,000	20,000
J Paul Getty Jnr Charitable Trust	-	-	-	-	25,000
Joseph Rank Foundation	4,000	6,000	-	10,000	10,000
Lloyds Bank Foundation	-	-	23,850	23,850	23,850
Local Enterprise Partnership	-	-	37,500	37,500	35,000
Natwest Skills & Opportunities Fund	-	4,236	12,708	16,944	-
Reaching Communities	22,729	26,682	19,693	69,104	-
Other grants under £10,000	9,122	9,966	611	19,699	47,376
CCC Community Adult Learning Fund	<u>-</u>	<u>4,348</u>	<u>10,269</u>	<u>14,617</u>	<u>-</u>
<b>Total restricted</b>	<b><u>77,501</u></b>	<b><u>141,750</u></b>	<b><u>117,095</u></b>	<b><u>336,346</u></b>	<b><u>341,992</u></b>
<b>Unrestricted</b>					
Social enterprises	-	-	120,678	120,678	105,426
Other	<u>3,768</u>	<u>13,750</u>	<u>-</u>	<u>17,518</u>	<u>16,846</u>
<b>Total unrestricted</b>	<b><u>3,768</u></b>	<b><u>13,750</u></b>	<b><u>120,678</u></b>	<b><u>138,196</u></b>	<b><u>122,272</u></b>
<b>Total</b>	<b><u>81,269</u></b>	<b><u>155,500</u></b>	<b><u>237,773</u></b>	<b><u>474,542</u></b>	<b><u>464,264</u></b>

**4bii. Income from charitable activities for year ending 31 March 2015:**

	<b>Welfare</b>	<b>Learning &amp; Development</b>	<b>Social Enterprises</b>	<b>Total 2015</b>
<b>Restricted</b>				
Big Lottery Fund - Awards for All	-	9,880	-	9,880
Cambridge City Council	56,920	53,616	6,540	117,076
Cambridgeshire County Council	22,737	24,537	6,537	53,810
Henry Smith Charity	4,000	16,000	-	20,000
J Paul Getty Jnr Charitable Trust	-	-	25,000	25,000
Joseph Rank Foundation	5,000	5,000	-	10,000
Lloyds Bank Foundation	-	-	23,850	23,850
Local Enterprise Partnership	-	-	35,000	35,000
Other grants under £10,000	<u>20,226</u>	<u>20,319</u>	<u>6,831</u>	<u>47,376</u>
<b>Total restricted</b>	<b><u>108,882</u></b>	<b><u>129,351</u></b>	<b><u>103,758</u></b>	<b><u>341,992</u></b>
<b>Unrestricted</b>				
Social enterprises	-	-	105,426	105,426
Other	<u>1,846</u>	<u>15,000</u>	-	<u>16,846</u>
<b>Total unrestricted</b>	<b><u>1,846</u></b>	<b><u>15,000</u></b>	<b><u>105,426</u></b>	<b><u>122,272</u></b>
<b>Total</b>	<b><u>110,728</u></b>	<b><u>144,351</u></b>	<b><u>209,184</u></b>	<b><u>464,264</u></b>

**4c. Income from other trading activities**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Fundraising events	27,098	34,886
Unrestricted income from Trusts and Foundations	27,250	20,700
Sale of other goods and services	-	<u>2,821</u>
<b>Total</b>	<b><u>54,348</u></b>	<b><u>58,407</u></b>

**5ai. Analysis of expenditure on charitable activities for year ending 31 March 2016**

	<b>Direct Costs</b>	<b>Staff Costs</b>	<b>Support Costs</b>	<b>Depreciat-ion</b>	<b>Donated Items</b>	<b>Total 2016</b>	<b>Total 2015</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Charitable activities</b>							
Welfare	32,666	98,023	17,031	5,088	3,901	156,709	129,233
Learning & Development	36,537	155,805	23,471	7,051	1,440	224,304	256,127
Social enterprises	48,997	173,851	3,152	1,348	2,111	229,459	188,452
<b>Raising funds</b>	<u>30,983</u>	-	-	-	-	<u>30,983</u>	<u>38,204</u>
<b>Total</b>	<b><u>149,183</u></b>	<b><u>427,679</u></b>	<b><u>43,654</u></b>	<b><u>13,487</u></b>	<b><u>7,452</u></b>	<b><u>641,455</u></b>	<b><u>612,016</u></b>

**5aii. Analysis of expenditure on charitable activities for year ending 31 March 2015**

	<b>Direct Costs</b>	<b>Staff Costs</b>	<b>Support Costs</b>	<b>Depreciation</b>	<b>Donated Goods</b>	<b>Total 2015</b>
<b>Charitable activities</b>						
Welfare	34,623	77,059	12,392	5,159	-	129,233
Learning & Development	40,018	179,626	25,760	10,723	-	256,127
Social enterprises	53,101	129,346	4,240	1,765	-	188,452
<b>Raising funds</b>	<u>32,608</u>	<u>5,596</u>	-	-	-	<u>38,204</u>
<b>Total</b>	<b><u>160,350</u></b>	<b><u>391,627</u></b>	<b><u>42,392</u></b>	<b><u>17,647</u></b>	<b>-</b>	<b><u>612,016</u></b>

**5bi. Analysis of support costs for year ending 31 March 2016**

	<b>Welfare</b>	<b>Learning &amp; development</b>	<b>Social enterprises</b>	<b>Total 2016</b>	<b>Total 2015</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Governance (note 5c)	6,985	9,449	478	16,912	4,700
Office costs	2,572	3,665	693	6,930	11,183
Finance	3,482	4,825	922	9,229	8,215
I.T. & Telephones	727	1,007	193	1,927	3,434
Professional advice	238	330	63	631	4,589
Premises and equipment	3,027	4,195	803	8,025	10,271
	<u>17,031</u>	<u>23,471</u>	<u>3,152</u>	<u>43,654</u>	<u>42,392</u>

Support costs are allocated on the basis of the percentage of time spent by the staff on each activity.

**5bii. Analysis of support costs for year ending 31 March 2015**

	<b>Welfare</b>	<b>Learning &amp; development</b>	<b>Social enterprises</b>	<b>Total 2015</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Governance (note 5c)	1,374	2,856	470	4,700
Office costs	3,269	6,795	1,119	11,183
Finance	2,402	4,992	822	8,215
IT and Telephone	1,004	2,087	343	3,434
Professional Advice	1,340	2,789	460	4,589
Premises and equipment	3,003	6,241	1,027	10,271
<b>Total</b>	<b><u>12,392</u></b>	<b><u>25,760</u></b>	<b><u>4,240</u></b>	<b><u>42,392</u></b>

**5c. Governance costs**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Audit fees	4,764	4,250
Annual accounts preparation	-	450
Trustee expenses	16	-
Strategic review	12,132	-
	<u>16,912</u>	<u>4,700</u>

**5d. Net movement in funds for the year**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
This is stated after charging:		
Depreciation on fixed assets owned	13,487	17,647
Operating leases (see note 13)	2,717	2,953
Audit fees – current year	4,764	4,250
	<u>20,968</u>	<u>24,850</u>

**6. Staff costs and numbers**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Staff costs were as follows:		
Salaries, wages and other staff costs	394,555	357,493
Social security costs	24,831	26,180
Pension contributions	7,290	5,938
Accrued short term compensated absences	1,003	2,016
	<u>427,679</u>	<u>391,627</u>
	<u><u>427,679</u></u>	<u><u>391,627</u></u>

The full time equivalent weekly number of employees during the year was as follows:

	<b>2016</b>	<b>2015</b>
Charitable activities	16	17
Management and administration	3	2
	<u>19</u>	<u>19</u>
	<u><u>19</u></u>	<u><u>19</u></u>

No employee received emoluments of more than £60,000. The four members of the Senior Management Team received remuneration during the year totaling £120,359 gross salary and £2,407 employer's pension contributions.

Trustees received no remuneration in the year (2015 - £nil). During the year expenses for attendance at trustee meetings totaling £16 was paid to one of the trustees (2015 - £nil). In the same period the trustees donated a total of £570 including gift aid.

During the year, insurance was purchased to indemnify the trustees against default on their part. The cost of the insurance amounted to £390 (2015: £422).

**7. Taxation**

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

**8. Tangible fixed assets**

	Land and buildings £	Plant and machinery £	Total £
<b>Cost</b>			
At 1 April 2015	369,672	116,724	486,396
Additions	-	5,650	5,650
	<u>369,672</u>	<u>122,374</u>	<u>492,046</u>
<b>At 31 March 2016</b>	<u>369,672</u>	<u>122,374</u>	<u>492,046</u>
<b>Depreciation</b>			
At 1 April 2015	217,913	86,107	304,020
Charge for the year	7,640	5,847	13,487
	<u>225,553</u>	<u>91,954</u>	<u>317,508</u>
<b>At 31 March 2016</b>	<u>225,553</u>	<u>91,954</u>	<u>317,508</u>
<b>Net book value</b>			
<b>At 31 March 2016</b>	<u>144,119</u>	<u>30,420</u>	<u>174,539</u>
At 31 March 2015	<u>151,759</u>	<u>30,617</u>	<u>182,376</u>

**9. Investments**

Corporate bond fund investments:	<b>2016 (£)</b>	<b>2015 (£)</b>
Market value as at 1 April 2015	112,665	104,892
Revaluation	(1,154)	7,773
	<u>111,511</u>	<u>112,665</u>
Market value as at 31 March 2016	<u>111,511</u>	<u>112,665</u>
Investments are made up of:		
Invesco Perpetual Corporate Bond	50,948	52,745
M&G Gilt and Fixed Interest Fund	60,563	59,920
	<u>111,511</u>	<u>112,665</u>
Historical cost	<u>100,000</u>	<u>100,000</u>

**10. Debtors**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Trade debtors	11,996	18,073
Other debtors	5,687	18,064
	<u>17,683</u>	<u>36,137</u>

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

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Trade creditors	8,155	9,381
Taxation and social securities	11,248	10,788
Other creditors and accruals	10,735	17,607
Accrued short term compensated absences	5,001	3,998
	<hr/>	<hr/>
	35,139	41,774
	<hr/> <hr/>	<hr/> <hr/>

**12i. Analysis of net assets between funds at 31 March 2016**

	<b>General</b>	<b>Designated</b>	<b>Restricted</b>	<b>Total</b>
	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fixed assets – tangible assets	-	174,539	-	174,539
Fixed assets – investments	111,511	-	-	111,511
Net current assets	169,785	25,000	32,979	227,766
	<hr/>	<hr/>	<hr/>	<hr/>
	281,296	199,539	32,979	513,816
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

**12ii. Analysis of net assets between funds at 31 March 2015**

	<b>General</b>	<b>Designated</b>	<b>Restricted</b>	<b>Total</b>
	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>	<b>Funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<i>Fixed assets – tangible assets</i>	-	182,376	-	182,376
<i>Fixed assets – investments</i>	112,665	-	-	112,665
<i>Net current assets</i>	132,657	25,000	28,759	186,416
	<hr/>	<hr/>	<hr/>	<hr/>
	245,322	207,376	28,759	481,457
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

13i. Movements of funds in year to 31 March 2016

	As at 1 April 2015	Income	Expenditure	Transfers	Revaluation of Investments	As at 31 March 2016
<b><u>Restricted Funds</u></b>						
<b>Welfare &amp; Learning &amp; Development Services:</b>						
Cambridge City Council	-	79,344	(79,344)	-	-	-
Cambridgeshire County Council	-	32,825	(32,825)	-	-	-
Reaching Communities (L&D)	-	49,411	(45,160)	-	-	4,251
Other grants under £25,000	15,616	57,672	(59,283)	(3,128)	-	10,876
<b>Social Enterprises:</b>						
Cambridge City Council	-	8,816	(8,816)	-	-	-
Cambridgeshire County Council	-	3,647	(3,647)	-	-	-
Local Enterprise Partnership	-	37,500	(37,500)	-	-	-
Reaching Communities (Soc. Ent.)	-	19,693	(18,578)	-	-	1,115
Community Adult Learning Grants	-	10,269	(10,269)	-	-	-
Other grants under £25,000	11,925	37,169	(37,169)	-	-	11,925
Restricted donations	-	9,065	(5,565)	-	-	3,500
Grants to support fundraising	1,218	3,600	(3,506)	-	-	1,312
Donated goods and services	-	<u>7,452</u>	<u>(7,452)</u>	-	-	-
<b>Total restricted funds</b>	<b>28,759</b>	<b>356,463</b>	<b>(349,113)</b>	<b>(3,128)</b>	<b>-</b>	<b>32,979</b>
<b><u>Unrestricted Funds</u></b>						
Designated fixed assets fund	182,376	-	-	(7,837)	-	174,539
Designated building renovation fund	<u>25,000</u>	-	-	-	-	<u>25,000</u>
<b>Total designated funds</b>	<b>207,376</b>	<b>-</b>	<b>-</b>	<b>(7,837)</b>	<b>-</b>	<b>199,539</b>
General funds	<u>245,322</u>	<u>318,505</u>	<u>(292,342)</u>	<u>10,965</u>	<u>(1,154)</u>	<u>281,296</u>
<b>Total unrestricted funds</b>	<b>452,698</b>	<b>318,505</b>	<b>(292,342)</b>	<b>3,128</b>	<b>(1,154)</b>	<b>480,837</b>
<b>TOTAL FUNDS</b>	<b>481,457</b>	<b>674,968</b>	<b>(641,455)</b>	<b>-</b>	<b>(1,154)</b>	<b>513,816</b>



13ii. Movements of funds in year to 31 March 2015

	<b>As at 1 April 2014</b>	<b>Incoming resources</b>	<b>Outgoing resources</b>	<b>Transfers</b>	<b>Revaluation of Investments</b>	<b>As at 31 March 2015</b>
<b><u>Restricted Funds</u></b>						
<b><u>Welfare &amp; Learning &amp; Development Services:</u></b>						
Cambridge City Council	-	110,536	(109,339)	-	-	1,197
Cambridgeshire County Council	-	47,273	(47,273)	-	-	-
Other grants under £10,000	10,926	80,425	(76,623)	(809)	-	13,919
<b><u>Social Enterprises:</u></b>						
Cambridge City Council	2,860	6,540	(8,633)	(767)	-	-
Cambridgeshire County Council	-	6,537	(6,537)	-	-	-
Local Enterprise Partnership	639	35,000	(33,390)	(2,249)	-	-
Community Adult Learning Grants	-	2,916	(2,916)	-	-	-
J Paul Getty Jnr Charitable Trust	-	25,000	(25,000)	-	-	-
Other grants under £25,000	-	52,765	(40,840)	-	-	11,925
Restricted donations	-	500	-	-	-	500
Fundraising: Homelessness Transition Fund	11,382	-	(11,382)	-	-	-
Other grants to support fundraising	-	4,999	(3,781)	-	-	1,218
Donated goods and services	-	-	-	-	-	-
<b>Total restricted funds</b>	<b>25,807</b>	<b>347,491</b>	<b>(340,714)</b>	<b>(3,825)</b>	<b>-</b>	<b>28,759</b>
<b><u>Unrestricted Funds</u></b>						
Designated building fund	162,554	-	-	(162,554)	-	-
Designated reserves policy fund	248,399	-	-	(248,399)	-	-
Designated maintenance fund	6,518	-	-	(6,518)	-	-
Designated fixed assets fund	-	-	-	182,376	-	182,376
Designated building renovation fund	-	-	-	25,000	-	25,000
<b>Total designated funds</b>	<b>417,471</b>	<b>-</b>	<b>-</b>	<b>(210,095)</b>	<b>-</b>	<b>207,376</b>
General funds	-	<u>294,931</u>	<u>(271,302)</u>	<u>213,920</u>	<u>7,773</u>	<u>245,322</u>
<b>Total unrestricted funds</b>	<b>417,471</b>	<b>294,931</b>	<b>(271,302)</b>	<b>3,825</b>	<b>7,773</b>	<b>452,698</b>
<b>TOTAL FUNDS</b>	<b>443,278</b>	<b>642,422</b>	<b>(612,016)</b>	<b>-</b>	<b>7,773</b>	<b>481,457</b>

**Purposes of Restricted Fund Balances**

**ORGANISATION-WIDE ACTIVITIES**

Cambridge City Council &  
Cambridgeshire County Council

To support delivery of welfare, learning and personal development activities. Our agreement requires us to:

- Offer a welfare and a learning and development service a minimum of 5 days or 35 hours per week, or which at least 10 hours must be welfare-based.
- Offer activities aimed to build self-esteem, and a strong focus on preparation for employment with annual targets for getting people in to employment.
- Deliver a quarterly monitoring report.

Funding is recoverable by the funder in the event of:

- Failing to deliver the agreed service.
- Dishonesty, negligence or bringing the funders in to disrepute.

Reaching Communities (Big Lottery) To support a structured pathway of learning, volunteering and work experience opportunities leading to employment.

#### **WELFARE / LEARNING & DEVELOPMENT ACTIVITIES**

Other grants To support salaries of Meaningful Activities Project Worker and Services Manager and to fund film and photography projects.

#### **SOCIAL ENTERPRISES**

Community Adult Learning Fund (CAL) To support delivery of training sessions in Overstream Clean and Food4Food learn to cook classes. Grant payments are calculated based on number of guided learning hours delivered, up to an agreed maximum, and paid on receipt of evidence of attendance.

Local Enterprise Partnership (LEP) Awarded funding from the LEP Prize Challenge Fund to set up and run the Overstream Clean social enterprise. Phase 1 funding in 2014 was given to improve and develop the skills of people who are experiencing multiple challenges and struggling to access sustained employment. Phase 2 funding, received in 2015, was awarded to the most successful Phase 1 recipients in order to allow them to further develop their projects.

Other grants To support Cleaning Supervisor/Trainer salary

Restricted donations To support Overstream Clean trainees and to provide a vehicle for the catering business.

#### **Purposes of Designated Fund Balances**

Designated fixed assets fund This fund represents the book value of Overstream House and the equipment owned by the charity.

Designated building renovation fund This represents funds accumulated towards the cost of significant building improvement works required to be undertaken in the next three to five years.

#### **14. Pension commitments**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension charge represents contributions payable by the charity to the fund.

Total employer contributions paid for the year were £7,290 (2015 - £5,938). Contributions totalling £1,114 (2015 - £923) were payable to the fund at the balance sheet date.

## 15. Operating Leases

The Charity has total commitments under non-cancellable operating leases which expire:

	2016 £	2015 £
<b>Office equipment</b>		
Within one year	2,332	2,717
In two to five years	588	2,920
After five years	-	-
	<u>2,920</u>	<u>5,637</u>

## 16. Analysis of Statement of Financial Activities figures to 31 March 2015

	<i>Unrestricted general funds</i> 2015	<i>Unrestricted designated funds</i> 2015	<i>Restricted funds</i> 2015	<i>Total funds</i> 2015
<b>Income and endowments from:</b>				
Donations and legacies	112,075	-	5,499	117,574
Charitable activities				
- Welfare services	1,846	-	108,882	110,728
- Learning & Development Activities	15,000	-	129,351	144,351
- Social enterprises	105,426	-	103,758	209,185
Other trading activities	58,407	-	-	58,407
Investment income	<u>2,177</u>	<u>-</u>	<u>-</u>	<u>2,177</u>
<b>Total</b>	<u>294,931</u>	<u>-</u>	<u>347,491</u>	<u>642,422</u>
<b>Expenditure on:</b>				
Raising funds	23,041	-	15,163	38,204
Charitable activities				
- Welfare services	20,845	-	108,388	129,233
- Learning & Development Activities	131,280	-	124,847	256,128
- Social Enterprises	<u>96,136</u>	<u>-</u>	<u>92,316</u>	<u>188,452</u>
<b>Total</b>	<u>271,302</u>	<u>-</u>	<u>340,714</u>	<u>612,016</u>
<b>Net income before investment gains/(losses)</b>	<b>23,629</b>	<b>-</b>	<b>6,777</b>	<b>30,406</b>
Net gains/(losses) on investments	<u>7,773</u>	<u>-</u>	<u>-</u>	<u>7,773</u>
<b>Net income / (expenditure)</b>	31,402	-	6,777	38,179
Transfers between funds	<u>213,920</u>	<u>(210,095)</u>	<u>(3,825)</u>	<u>-</u>
<b>Net movement in funds</b>	<u>245,322</u>	<u>(210,095)</u>	<u>2,952</u>	<u>38,179</u>
Total funds at 1 April 2014	<u>-</u>	<u>417,471</u>	<u>25,807</u>	<u>443,278</u>
<b>Total funds at 31 March 2015</b>	<u>245,322</u>	<u>207,376</u>	<u>28,759</u>	<u>481,457</u>

**LEGAL AND ADMINISTRATIVE DETAILS****Wintercomfort for the homeless**

Registered office: Overstream House, Victoria Avenue, Cambridge, CB4 1EG

Company registration number: 2615905. Charity registration number: 1003083.

**Trustees**

Sarah Foreman (Chair)  
Graham Day (Treasurer)  
Rod Cantrill (Vice Chair)  
Katie Knapton (Secretary)  
Kirsty Allen  
Ian Nimmo-Smith  
Anne Pollintine  
George Reid  
Joanne Thomas (appointed 15 September 2015)  
Daisy Watling-Darrell (resigned 1 July 2015)

**Director**

Sarah Halls

**Senior Management  
Team**

James Martin - Services Manager  
Rachel Newell - Social Enterprise Manager  
Ruth Boogert - Finance Manager

**Bankers**

Royal Bank of Scotland  
82-88 Hills Road  
Cambridge  
CB2 1LG

**Auditors**

Price Bailey LLP  
Tennyson House  
Cambridge Business Park  
Cambridge  
CB4 0WZ