



Wintercomfort for the homeless

Annual report and financial statements
for the year ended 31 March 2020

Overstream House, Victoria Avenue, Cambridge CB4 1EG

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Report of the Chair of Trustees

I am enormously proud to be the Chair of Trustees for Wintercomfort, the work and support provided by Wintercomfort is vital to support one of the most marginalised groups in our society.

Homelessness in the UK has increased at an alarming rate over the last decade. A total of 4,266 people were deemed to be sleeping rough in England on a single 'typical' night in Autumn 2019, overall since 2010 homelessness has increased by 141%. The East of England hold 11% of the national total for rough sleepers. The Covid-19 crisis is likely to continue this trend despite short term measures taken by national government.

Wintercomfort is a local charity that has been established for nearly 30 years supporting the homeless. We still exist because homelessness still exists. It is unacceptable that anyone should have no alternative option than to sleep on the streets or live in poor quality temporary accommodation in Cambridge.

Wintercomfort supports men and women who are homeless or vulnerably housed by offering them vital welfare services 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.

Despite the challenges homeless people face the majority want to work, either now or in the future. Our two social enterprises; Food4Food, a catering business, and Overstream Clean, a cleaning service, provide much needed work experience, employment, training, qualifications and volunteering opportunities for those with experience of homelessness.

One of our greatest successes is that 47% of the staff now at Wintercomfort have previously benefitted from our services ("service users") and 49% have had experience of homelessness.

We have a highly professional, committed, motivated and dedicated team at Wintercomfort led by our Chief Executive Officer Sarah Halls. The Wintercomfort Board and I are determined to be part of an organisation that is entirely focussed on enabling our service users to achieve positive change in their lives.

Finally, a request, the issue of homelessness is not going to disappear and we need your support as an individual, business, funder or local organisation to maintain our vital services, enabling lasting change to be a reality for homeless individuals.

Thank you.

Sarah Foreman

Chair of Trustees

Wintercomfort believe passionately that everybody should be given a chance to positively change their circumstances, develop themselves and contribute to the wider community.

Report of the Chief Executive Officer

Our service has been accessed by 814 people in 2019/20, a 2.6% fall on the previous year which is explained by the impact of Covid-19 as we were restricted to rough sleepers only prior to the temporary closure on 25th March. We deliver services to the homeless in Cambridge seven days a week to meet demand and the number of visits this year to Overstream House (our day centre) was the highest ever recorded at just over 22,000. This is also reflected in the increased number of people we supported per day - an average of 63 in 2019/20 compared to 58 homeless people per day in 2018/19. In March 2020, the coronavirus pandemic resulted in the temporary cessation of our social enterprises and restrictions on our usual mode of working. Thankfully we were able to adjust quickly and maintained our core services for welfare and support which is testament to the commitment of the whole staff team

Our services cover basic needs and a range of support services to help homeless people with housing advice, personal recovery, rebuilding health and wellbeing and to gain qualifications, work experience and to find a job. Rebuilding self-esteem is key.

At Wintercomfort we see people by their potential, not their position.

49% of Wintercomfort employees have had experience of homelessness. Some work for our social enterprises having completed training programmes, others work delivering our welfare services. These experiences enable them to act as positive role models for their peers, demonstrating that change is possible and that with support they can get their lives back on track.

Our fundraisers have worked really hard to generate income from diverse income streams including trusts, corporates and individuals to ensure that we can continue to support some of the most marginalised and socially isolated people in Cambridge. We are extremely grateful to all of our donors, supporters and funders without whom none of our work is possible. This year we received an unexpected legacy from a long-time friend and supporter and one of the founding members of Wintercomfort, Philomena Guillebaud, who we will miss enormously.

Finally, I am indebted to our wonderful staff team who are extremely professional, dedicated and talented. They work very hard to support our service users to enable them to make positive, lasting changes to their lives.

Thank you

Sarah Halls

Chief Executive Officer

Wintercomfort supported 41 people back into employment this year helping our service users back into mainstream society.

Strategic report

Beneficiaries of the work of Wintercomfort for the homeless

Rough sleepers and the homeless have complex needs and face multi-disadvantages. Those who we help often have poor physical and/or mental health and struggle with alcohol and/or drug dependencies. Many have criminal records, low educational attainment levels and poor numeracy and literacy. Individuals are usually long-term unemployed and often have limited job skills. They are isolated, often living on the margins of society, having lost contact with friends and family. Homelessness is rarely the result of simply having nowhere to sleep. For the people who use Wintercomfort, it tends to be the result of complex and often cumulative events e.g. job loss, eviction, addiction, leaving an institution, abuse or just an inability to cope.

Case study – Nick’s Story

Nick first started coming to Wintercomfort back in February 2017; it was the second time that he found himself street homeless having relocated from London some months previously.

“I was fine this time round, I knew how the process of homelessness goes, this time I was determined to keep on top” says Nick. “I had my backpack and the basics covered, I found a safe good spot to sleep, I had heard of Jimmy’s so I made my way into the city centre. Others in the homeless community kept telling me about comfort of winter, eventually I figured it out and started coming to Wintercomfort”.

Alongside working in one of the University College Kitchens, “I keep myself busy and I have always worked”, with the support of Amanda (Wintercomfort’s housing advisor), “I have been looking at accommodation to get off the street. I am reaching a certain age [55] which means my chances of qualifying for social housing are now increasing, so who knows hopefully this time next year I’ll be set up somewhere. Amanda has been an excellent addition to the team here and her advice has been top quality”.

Nick has volunteered with Wintercomfort consistently “I have been welcomed at Wintercomfort - every day the team do so much to make it a place to belong and I like contributing to the work that happens here. I have spoken on a few media opportunities, been part of interview panels for staff recruitment and taking photos for Wintercomfort communications”.

Nick said: “Without the existence and support of Wintercomfort during this difficult period of my life I don’t know where I would be. I tend to be independent and solve my own issues, Wintercomfort has taught me to take support and has given me a place to belong”.

On Christmas Day 2019 Nick met Chris Mann from BBC Radio Cambridgeshire at Wintercomfort, needless to say they hit it off straightaway, as Nick tends to do with most people he encounters. Chris nominated Nick to take part in BBC Radio Cambridgeshire’s The Residency show. The show has been produced and presented by Nick, “We’ve been looking at the stigma of homelessness and I’ve been interviewing loads of people from the homeless community, it’s been really interesting and I hope it will support better understanding of homelessness locally, alongside promoting Wintercomfort of course”.

Trustees' report

Objectives and activities

Our 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.

Our charity was founded in May 1991, over 29 years ago, 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 strive to facilitate lasting and proactive change in their lives.

Wintercomfort is a day centre in Cambridge supporting those who are homeless or at risk of losing their home. Primarily it is a place where people can go to get warm, take a shower, receive a free hot meal and stay safe. In addition to meeting their immediate needs, Wintercomfort also offers a variety of services to encourage service users to seek long term and positive change. Through the support of our trained staff and volunteers, our aim is to enable our service users to reach their potential and, where possible, secure permanent housing and achieve an independent lifestyle.

We seek to communicate and educate the public about homelessness through our community fundraising work working with local groups and schools.

Wintercomfort see people by their potential, not their position, and aim to improve the quality of life of homeless people providing support, education, training and access to employment.

Trustees' report

Objectives and activities

How do we meet our objectives?

Welfare Services

We are open seven days a week and support on average 63 people per day. From Overstream House we provide:

- A free cooked breakfast for rough sleepers; tea, coffee, toast and cereal are free to all.
- Showers, laundry, toiletries and a clothes store facility, available daily.
- Specialist external agencies who come into the centre each day to support individuals in accessing housing, benefit advice, debt advice, drug and alcohol recovery support, and primary/secondary health care provision.
- A variety of health and wellbeing services via our specialist project worker and other services by professionals such as footcare, hairdressing, hepatitis C and HIV testing.
- A hot lunch or occasionally a sandwich lunch.
- A social network and a sense of community gained through attendance of our welfare service, which has a positive effect on people's mental health, along with the companionship and emotional support received.
- Project workers hold one-to-one key-working sessions with service users to develop individual personal development plans that are regularly reviewed and updated.

Wintercomfort's welfare service provides a safe place with much needed companionship and a sense of community.

Learning & Development Opportunities

Wintercomfort offers over fifty different services to support personal development, including: job skills workshops, CV writing, job searching, interviews skills and general advice and guidance. These opportunities support individuals to raise their aspirations for the future and to take the next steps towards integration into mainstream society.

We provide basic skills workshops such as food hygiene, literacy, numeracy and English courses leading to level one and two accredited functional skills qualifications, allowing vulnerable people to gain new skills and confidence. This work is essential and helps to transform lives.

To improve well-being, overcome social isolation and engage service users, 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, 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.

Wintercomfort's learning, training and volunteering activities allow vulnerable people to gain new skills and confidence.

Trustees' report

Objectives and activities

How do we meet our objectives? (continued)

Social Enterprises

We have two social enterprises: Food4Food, which is a catering business and Overstream Clean, a cleaning and gardening service. These activities provide much needed work experience and accredited learning and contribute financially to our core services.

This year we employed 27 people in the social enterprises and have seen a 9% increase in sales income to £160k. The increase came from the cleaning service where we gained on-going contract work.

We were also able to invest in new transport equipment for both the buffet and cleaning activities, through generous grant funding.

Overstream Clean also improved the means by which cleaning staff log their working hours, becoming more accurate and flexible. We offer free cleaning training to service users, teaching them about all aspects of the job including safe use of chemicals, manual handling and appropriate cleaning protocols for areas with differing hygiene risks.

Our social enterprises offer extended and progressive opportunities to help service users bridge the gap between training, volunteering and employment.

Partnership working

Wintercomfort works with over 40 partner organisations to broaden our service provision, ensure we provide a holistic approach and as many opportunities for service users as possible. Partnerships and activities include:

- The Cambridge Street and Mental Health Outreach team hosts four surgeries a week at Wintercomfort to give advice and guidance on accessing appropriate housing-related services.
- Jimmy's Severe Winter Emergency Provision team.
- We work closely with Cambridgeshire Police via the Street Life Working Group.
- Working with health colleagues such as CPFT's mental health teams, Cambridge Access Surgery and specialist respiratory nurses on a weekly basis.
- We are a Time Credit member providing volunteering opportunities for our service users.
- Wintercomfort is a key Foodbank Distribution Partner issuing vouchers to our service users to access emergency food provision when in crisis.
- We work with partners to provide work placements and external volunteering opportunities for our service users, including Cambridge YMCA, Nanna Mexico and Cambscuisine.
- Street Vet visit monthly to give free vet care. Wood Green Animal Shelter holds six-monthly surgeries offering seasonal advice and pet health checks.
- Wintercomfort works with many further education providers and trainers allowing our service users to gain vocational and accredited qualifications

Wintercomfort is a key member of various operational and strategic groups to facilitate better partnership working and develop future policy.

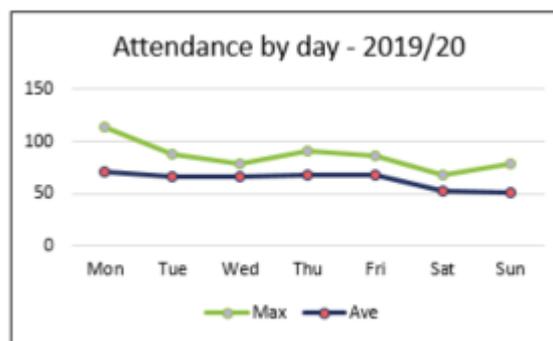
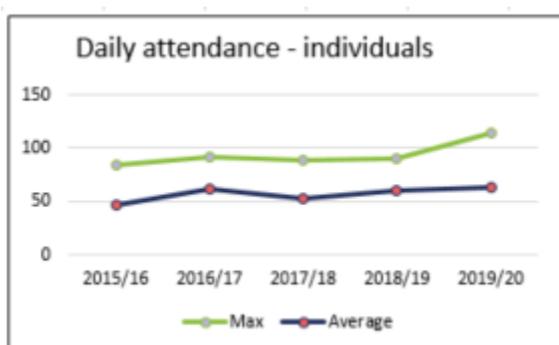
Strategic report

Achievements and performance

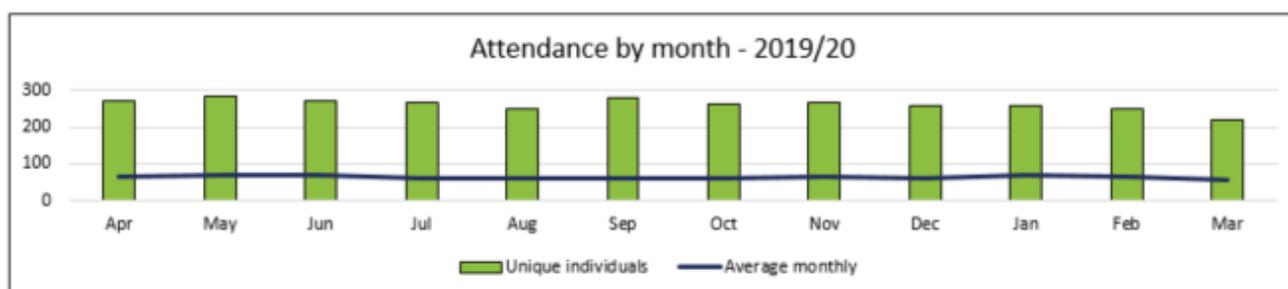
Attendance information

During this financial year Wintercomfort supported 814 people who were homeless or vulnerably housed, a reduction of 2.6% from 836 last year. This fall is explained by the temporary closure, mid-March, of our premises due to Coronavirus. Over the year, these 814 individuals made 22,007 visits to Wintercomfort, an increase of 2.7% on the previous year.

Statistic	2015/16	2016/17	2017/18	2018/19	2019/20
Total number of individuals	700	763	742	836	814
% change	1%	9%	(3%)	12.7%	(2.6%)
Total number of visits	16,864	22,292	18,811	21,427	22,007
% change	10%	32%	(16%)	13.9%	2.7%



Number of:	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Individuals attending centre in each quarter	437	423	416	393
Visits to centre	5,628	5,500	5,491	5,388
Breakfasts served	2,090	2,199	2,112	2,264
Average daily attendance:				
Weekdays	71	66	66	67
Weekends	54	47	48	56



Strategic report

Achievements and performance

Access to learning & development services

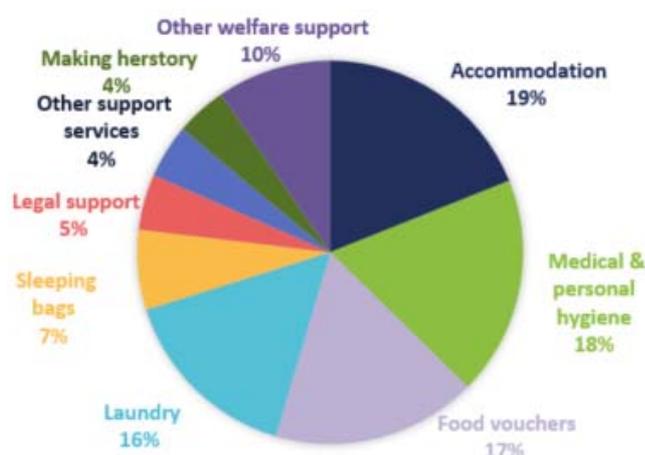
In 2019/20, of the 814 (2019 - 836) visitors to Wintercomfort, 448 (2019 - 509) individuals participated more intensively with our different skill based development activities or support services, some highlights include; 41 people gained employment; 83 participated in sports sessions; 79 people had 1:1 key working sessions; 89 people took part in some form of volunteering. The graph below show the unique individual/service contact count over recent years by service area.

Statistic	2015/16	2016/17	2017/18	2018/19	2019/20
Total number of individuals	408	446	422	509	448
% change		9%	(5%)	21%	(12%)
Total number of interactions	3,869	5,470	4,145	5,433	6,036
% change		41%	(24%)	31%	11%

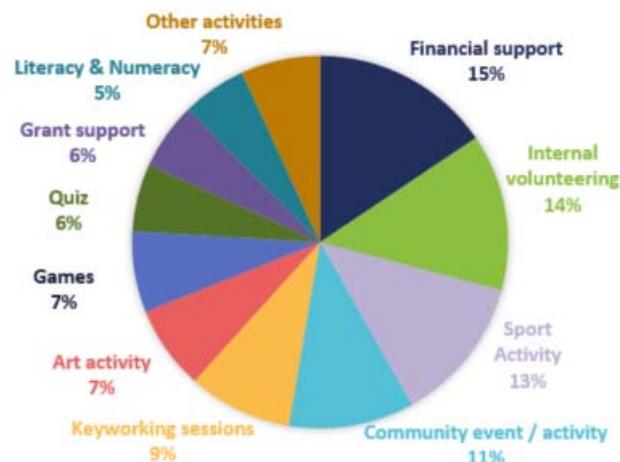
In 2019/20 the 448 people accessed our development and support services on 6,036 occasions (2019 – 5,433) occasions. While we have witnessed a 12% reduction in the number of individuals accessing the learning and development service, we have been able to evidence a 11% increase in engagement of all services. This has been achieved with a refocus from the new Services Manager and a further development of existing and new roles to better suit the needs of our service users. We have developed a more flexible approach to delivering these services in and out of Overstream House and use the principles laid out in trauma informed care and the psychological informed environment.

Basic welfare and support services and the various activities to help build independence and reduce isolation are illustrated below.

Basic welfare and support services



Building independence and reducing isolation

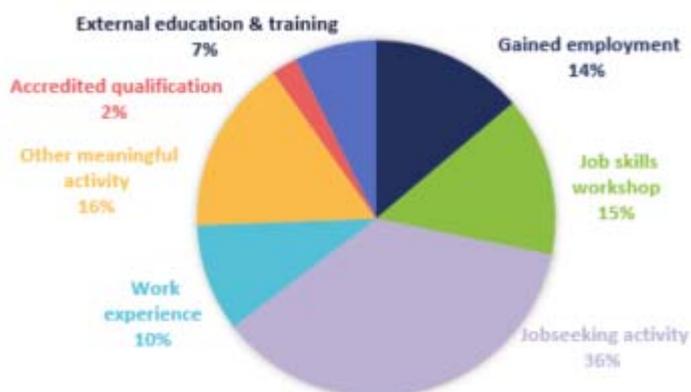


Strategic report

Achievements and performance

Access to learning & development services (continued)

The various activities indicated above support engagement with mainstream society and can lead to employment. Our activities to assist individuals into work are shown here.



We also recognise the need to reach out to the un-engaged, this year 45% of our service users did not take part in any personal development and visited for basic welfare services only. We know these service users to be more chaotic and entrenched in the world of homelessness and accept that more time is needed to work together with other services to bridge this gap in engagement. Furthermore the irregular nature of their attendance means that a longer time-span is needed to evidence outcomes and results. Whilst this non engagement rate was pre Covid-19 we will need to closely monitor non engagement in personal development & support services as we move through 2020 and into 2021.

In mid March the coronavirus pandemic led to the temporary closure of our premises which led to a period of concerted working alongside the City Council and other agencies delivering services safely in compliance with government guidelines.

Initially the emphasis was on ascertaining the extent of the homeless problem and on basic services such as provision of food and hygiene to ensure the safety and well being of vulnerable people. As yet the future landscape for homeless people is unknown however the need for support services such as ours remains as necessary as ever and we continue to operate at Overstream House to provide food for homeless people and remotely for support needs. Going forward into the summer and autumn months we will continue with our one-to-one key working sessions, either via telephone, video meetings or socially distanced where guidelines allow. We will shift our focus on services to support people's recovery out of homelessness following temporary emergency accommodation, this will include a bigger emphasis on; housing advice and tenancy sustainment, employment and volunteering, health and wellbeing including drug and alcohol counselling, social inclusion and general support of all kinds for those in the NRPF (no recourse to public funds) cohort.

Strategic report

Achievements and performance

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).

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. In the last year Wintercomfort has worked with 47 volunteers from the local community on a regular basis. Volunteers come from a wide range of backgrounds with many different skills and enable us to offer a range of activities including foot care clinics 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.

"I started to volunteer at Wintercomfort about two years ago. I really enjoy supporting people and I volunteer one day a week. I help with a variety of jobs but mostly the clothing store and laundry. I have met so many different people and I find it very rewarding to see people that I have helped move forward with their lives. This experience has opened my eyes and helped me to see the world from a different perspective." Leon, Project Worker

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 people in Cambridge. We could not deliver our services without volunteers and we are immensely grateful to them all.

Strategic report

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 and raises funds. In 2019-20 our fundraising costs equated to 9.4% (2019: 9.9%) of our income which we believe is an excellent return on investment for fundraising based work.

There are countless people who continue to support our work with a huge range of fantastic fundraising events; without these amazing supporters we could not provide our excellent services.

Despite fundraising remaining competitive, our fundraising team have risen to this challenge building up and increasing the portfolio of individual supporters, grant & trust funders alongside corporate business supporters. Online giving has continued to grow and perform well and we are resourcing this process to improve our support journey.

In 2019-20 we developed and adopted our new five-year income generation strategy laying out our fundraising ambitions and priorities. The fundraising landscape has become increasingly demanding. Our five-year income generation will ensure we remain to grow and diversify our income streams enabling us to maintain and develop our services. The five-year strategy incorporated our ambitions for traded income through our social enterprises which are proving to be a very valuable income stream.

Wintercomfort's fundraising team comprise part time consultants who specialise in different activities, whether for major grants funding bids, applications to grant makers for specific projects or in maintaining and developing our individual, corporate and community donor base. We honour communication preferences and make a single annual fundraising appeal prior to Christmas each year and otherwise issue a quarterly newsletter to supporters for information only. We strive to reflect the values we have for vulnerable people in our fundraising practices by providing guidance whenever possible. All our fundraising activities comply with the guidelines laid down by the Fundraising Standards Board and we have not failed to adhere to the standards and nor have we received any complaints.

Strategic report

Fundraising aims and achievements

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

The 29 th May 1961 Charitable Trust	The Evelyn Trust
The Albert Hunt Trust	Griffsome Trust
Barnabas Oley's Charity	The Headley Trust
The Batterson Chivers Foundation	Help the Homeless
The Betty Lawes Foundation	The Henry Smith Charity
The Britford Bridge Trust	Homeless Link
Cambridge Central Aid	Sir Jules Thorne Charitable Trust
Cambridgeshire Community Foundation	Anton Jurgens Charitable Trust
Cambridgeshire Adult & Learning Fund	The Laing Family Foundations
Cambridge City Council	John Lewis Foundation
Cambridgeshire County Council	The Leatherseller's Company Charitable Fund
Cambridge Homeless Providers Group	Lloyds Bank Foundation for England & Wales
Cambridge Street Aid	Marsh Christian Trust
Cam Crisis	Mary Sinclair Watson Charitable Trust
CAB Care Crisis Network	Nationwide Community Grants Programme
Charles Chadwyck-Healey Charitable Settlement	Natwest Skills & Opportunities Fund
The Charles Hayward Foundation	Royal London 2019 Fund
City & University of Cambridge Masonic Charitable Trust	The Polonsky Foundation
The Clothworker's Foundation	The Pye Foundation
The Cole Charitable Trust	The National Lottery Community Fund
CCF Job Shop	The Simon Gibson Charitable Trust
The Co-op Local Community Fund	The Sobell Foundation
The Dorcas Trust	The Souter Charitable Trust
Ebyon Trust	StreetSmart Action for Homeless

and the following companies and organisations for kind donations, goods and services:

Barkers Bakery	Mills & Reeve
CambsCuisine	MundiPharma
Cambridge Building Society	Nandos
Cambridge Housing Association	Pret Foundation
Co-operative	Redgate Software
Crash (Construction Charity)	The Rotary Club of Cambridge South
Fine & Country	J Sainsbury plc
Gotham Consulting	Samsung (Cambridge Office)
Help the Homeless	Tendering Pacific
Hopkins Homes	Tesco
John Lewis and partners	The Fire Pit Company
Waitrose and Partners	The Lettings Company
Kimbolton Round Table	Thomas Watts
Marks Spencer	UBS

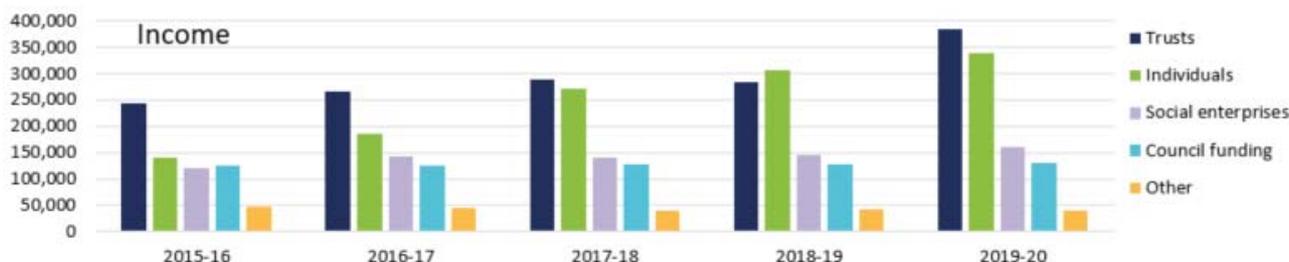
Strategic report

Financial review and results for the year

Our financial aim in 2019/20 was to deliver a surplus and we are pleased to report this was achieved, with a net income before investment gains of £53,909 for the year (2019: £65,726). This will be used to continue to build our reserves toward their target levels and plan for future strategic needs.

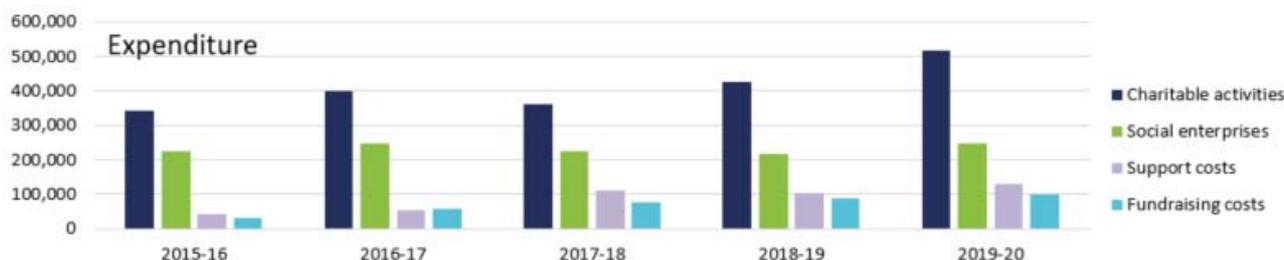
Income

Income was £1,049,320 for 2019/20, which is an increase of £141,536 on the previous year (£907,784). Of this, £459,322 (2019: £408,466) was given for specific projects whilst the remaining £589,998 (2019: £499,318) was given or raised for unrestricted use. Income includes donated goods and services valued at £12,406 (2019: £6,041). The improvement in income came from trust and foundation giving, which is directly for the welfare, learning and development and social enterprise activities, combined with the receipt of legacy income from a founding member of Wintercomfort. At the end of the year the coronavirus pandemic effectively curtailed the activities of our two social enterprises. Income by activity over recent years is shown below.



Expenditure

Total expenditure grew by £153,353 over the previous year (£842,058) to £995,411. The increase was due to staffing costs which provided for higher levels and depth of support to service users and to other staff re-organisation and recruitment costs. In addition, we experienced higher direct costs of supporting rough sleepers and individuals with basic welfare needs such as food, clean clothes, toiletries and laundry provision. During the year premises costs also increased with work to the main hall and IT improvements.



Strategic report

Financial review and results for the year

Review of investment performance

At the end of the year the value of the corporate bond investments (in the Invesco Perpetual Corporate Bond Fund and the M&G Gilt and Fixed Interest Fund) stood at £118,189 (2019: £114,892). These investments increased £3,297 in value over the year and have further increased in value since the year end, despite the downturn in financial markets generally.

Funds and Reserves

The charity held the following funds at 31 March (£'s)	2020	2019
Restricted funds	12,679	8,070
Designated funds	285,993	282,773
- Designated strategic fund	90,000	90,000
- Designated fixed assets fund	182,072	167,773
- Designated building fund	13,921	25,000
Remaining free reserves	440,340	390,963
Total	739,012	681,806

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 strategic reserve provides for major changes to funding and operational matters anticipated in the foreseeable future. Trustees have agreed this could be used as required during the Covid-19 pandemic for future proofing the organisation against a prolonged restriction on the social enterprise activities or on reduced giving levels from individuals.

The designated fixed assets fund represents the cost of the building owned by Wintercomfort and from which its services are run, and the equipment used by the charity. This is because these assets are essential to the running of the charity and the funds cannot be spent elsewhere.

The designated building fund remains to assist in funding building works and improvements to the premises. This year the main floor of Overstream House and washing equipment for service users were upgraded.

Free reserves are held by the Trustees to ensure continuity of service should the charity experience any unexpected changes in circumstances. The Trustees have considered possible risks to the organisation over the medium term especially in the light of the Covid-19 pandemic (see risks on page 39) and consider the existing target of six months expenditure remains appropriate which equates to £490,000. Free reserves are currently £440,340. 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 corporate giving to cover current activities, freeing up unrestricted income to build reserves and protect services.

The Strategic Report is continued on page 37.

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 directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they 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.

Insofar 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.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements.

Auditors

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

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).

Signed on behalf of the Trustees on 21st July 2020 by:

Christine Leonard (Secretary)

Independent auditor's report to the members of Wintercomfort for the homeless

Opinion

We have audited the financial statements of Wintercomfort for the homeless (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2020, and of its 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.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

[continued ...]

Independent auditor's report to the members of Wintercomfort for the homeless (continued)

Other information (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

[continued ...]

Independent auditor's report to the members of Wintercomfort for the homeless (continued)

Responsibilities of trustees (continued)

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of report

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.



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: 30 September 2020

Statement of financial activities for the year ended 31 March 2020
(Incorporating an Income and Expenditure Account)

	Notes	Unrestricted general funds 2020 £	Unrestricted designated funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income and endowments from:						
Donations	3a	404,393	-	12,406	416,799	329,643
Charitable activities						
Welfare service	3b	1,040	-	131,907	132,947	124,950
Learning & Development activities	3b	4,750	-	204,282	209,032	216,571
Social enterprise	3b	159,694	-	110,727	270,421	220,454
Other trading activities	3c	16,098	-	-	16,098	13,530
Investment income		4,023	-	-	4,023	2,636
Total Income & Endowments		589,998	-	459,322	1,049,320	907,784
Expenditure on:						
Raising funds		96,401	-	2,700	99,101	89,988
Charitable activities						
Welfare Service		120,838	4,494	137,004	263,836	224,910
Learning & Development activities		161,475	6,585	204,282	370,842	297,276
Social Enterprises		150,905	-	110,727	261,632	229,884
Total Expenditure	4	529,619	11,079	454,713	995,411	842,058
Net income before investment gains		60,379	(11,079)	4,609	53,909	65,726
Net gains on investments	7	3,297	-	-	3,297	117
Net income for the year		63,676	(11,079)	4,609	57,206	65,843
Transfers between funds	16	(14,299)	14,299	-	-	-
Surplus for the year being net movement in funds		49,377	3,220	4,609	57,206	65,843
Total funds at 1 April		390,963	282,773	8,070	681,806	615,963
Total funds at 31 March		440,340	285,993	12,679	739,012	681,806

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

All income and expenditure derive from continuing activities.

The attached notes form part of these financial statements.

Balance Sheet as at 31 March 2020

Company number 02615905	Notes	2020		2019	
		£	£	£	£
Fixed assets					
Tangible assets	6		182,072		167,773
Investments	7		118,189		114,892
			<u> </u>		<u> </u>
			300,261		282,665
Current assets					
Debtors	8	51,695		85,359	
Cash at bank and in hand		606,323		431,582	
		<u> </u>		<u> </u>	
		658,019		516,941	
Creditors: amounts falling due within one year	9	(76,868)		(48,705)	
Creditors: deferred income	10	(142,400)		(69,095)	
		<u> </u>		<u> </u>	
Net current assets			438,751		399,141
			<u> </u>		<u> </u>
Net assets	14		739,012		681,806
			<u> </u>		<u> </u>
Unrestricted funds					
General funds	16	440,340		390,963	
Designated funds	16	285,993		282,773	
		<u> </u>		<u> </u>	
			726,333		673,736
Restricted funds	16		12,679		8,070
			<u> </u>		<u> </u>
Total funds	16		739,012		681,806
			<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 21st July 2020 and signed on their behalf by:



Foreman (Chair of Trustees)



R Cantrill (Vice-chair of Trustees)

Statement of cash flows for the year ended 31 March 2020

	Notes	2020 £	2019 £
Cash flows from operating activities:			
Net cash provided by operating activities		<u>215,345</u>	<u>53,213</u>
Cash flows from investing activities:			
Purchase of property, plant and equipment	6	<u>(40,604)</u>	<u>(29,004)</u>
Net cash used in investing activities		<u>(40,604)</u>	<u>(29,004)</u>
Change in cash and cash equivalents in the reporting period		174,741	24,209
Cash and cash equivalents at the beginning of the reporting period		<u>431,582</u>	<u>407,373</u>
Cash and cash equivalents at the end of the reporting period		<u>606,323</u>	<u>431,582</u>
<u>Reconciliation of net income to net cash flow from operating activities</u>			
Net income for the reporting period (from SOFA)		57,206	65,843
Adjustments for:			
Depreciation charges	6	25,287	25,683
Gains on investments	7	(3,297)	(117)
Loss on disposal of tangible assets		1,018	2,843
Decrease/(increase) in debtors		33,663	(39,818)
Increase/(decrease) in creditors		<u>101,468</u>	<u>(1,221)</u>
Net cash provided by operating activities		<u>215,345</u>	<u>53,213</u>

Analysis of changes in net debt

	At start of year £	Cashflows £	At end of year £
Cash in hand	331,542	174,128	505,670
Notice deposits	<u>100,040</u>	<u>613</u>	<u>100,653</u>
Total	<u>431,582</u>	<u>174,741</u>	<u>606,323</u>

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 2019) – (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. Wintercomfort's legal status is shown on page 40.

Going concern

The trustees consider that despite the covid-19 pandemic, given the levels of income already secured for the following financial year together with the existing reserves and mitigating actions taken (see page 39), they have secured the immediate future of the charity. The budget for 2020/21 was revised in April 2020 and forecast trading and cashflows are monitored regularly by trustees to ensure Wintercomfort remains operational and a going concern.

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 are recorded at depreciated historical cost and investments are recorded at fair value, being the closing market value rate as shown in note 7. All other assets and liabilities are recorded at cost which is their fair value.

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.

Income

Voluntary income received by way of donations from fundraising activities and unsolicited gifts is included in full in the Statement of Financial Activities when receivable. Performance related grant income is recognised in accordance with performance conditions, while Income for non-performance related grants is recognised when received. Income from social enterprise sales is recognised when the service is performed. Legacies are accounted for when received or when receipt is probable, can be estimated and has been notified before the balance sheet date. Income is 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.

Notes to the accounts

1. Accounting Policies (continued)

Expenditure

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

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.

Fixed assets

Tangible assets are measured at depreciated historical cost. 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% on cost

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.

Debtors

Trade and other debtors are recognised at the settlement amount due and prepayments are valued at the invoice amount which relates to future periods after the year end date.

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.

Taxation

The Charity is exempt from taxation on its income and gains falling within the Corporation Tax Act 2010 as all income and gains are applied to charitable purposes.

In common with many other charities, Wintercomfort is unable to recover the majority of value added tax incurred on expenditure.

Notes to the accounts

2. Critical accounting judgements and accounting estimates

In application of the Charity's accounting policies which are described in note 1, the trustees are required to make judgements, estimates and assumptions. Estimates and associated assumptions are based on historical experience and other factors considered relevant and are reviewed on an ongoing basis. Critical judgements having the most significant effect on amounts recognised in the financial statements are as follows:

- Recognition of charitable income: Judgement may be required to determine the point at which performance related grant conditions have been met;
- Analysis of charitable expenditure: Judgement is required to allocating charitable expenditure and the related support costs to activities as some expenditure relates to more than one activity;
- Impairment of assets: Judgement is required to determine appropriate depreciation methodology and in considering whether carrying values of assets are impaired.

3. Income

The following grant providers are considered government grants: Cambridge City Council, Cambridgeshire County Council and Community Adult Learning Fund. Further detail on the nature and scope of these grants is given in Note 16. All grants relate to revenue expenditure and are recognised in the periods over which the related costs are recognised. At 31 March 2020 there were no unfulfilled conditions and no amounts were carried forward. Further assistance was received from Cambridge City Council in the form of 100% relief on business rates for Overstream House.

3a. Income from donations	2020	2019
	£	£
Restricted		
Grants to support fundraising	-	3,000
Donated goods: food and second-hand clothing	7,706	5,541
Donated services: professional advice	<u>4,700</u>	<u>500</u>
Total restricted	<u>12,406</u>	<u>9,041</u>
Unrestricted		
Donations from individuals	207,845	156,700
Donations from companies and other organisations	47,650	66,945
Unrestricted income from trusts and foundations	67,650	23,444
Appeal donations	52,798	46,132
Gift Aid	<u>28,450</u>	<u>27,381</u>
Total unrestricted	<u>404,393</u>	<u>320,602</u>
Total Donation Income	<u>416,799</u>	<u>329,643</u>

3b. Income from charitable activities

Income from charitable activities is disclosed according to the various programmes for which it is given. Income from local government is restricted and was £135,619 (2019 - £131,194).

Notes to the accounts

3b. Income from charitable activities

For the year ended 31 March 2020	Welfare	Learning & development	Social enterprise	Total 2020
	£	£	£	£
Learning & development programme	35,235	82,214	13,050	130,499
Pathways & progression projects	25,804	38,707	43,007	107,518
Housing support	9,044	13,566	-	22,610
Financial support	4,470	6,704	1,200	12,374
Moving forward project	4,000	6,000	-	10,000
Access & outreach project worker	10,000	15,000	-	25,000
SE supervision & training	-	-	48,870	48,870
Employment programme	2,933	4,400	4,600	11,933
Weekend welfare	2,000	3,000	-	5,000
Women's project	3,020	4,530	-	7,550
Arts & culture	-	3,750	-	3,750
Service user support	17,794	-	-	17,794
Equipment funding	<u>17,607</u>	<u>26,411</u>	-	<u>44,018</u>
Total restricted	<u>131,907</u>	<u>204,282</u>	<u>110,727</u>	<u>446,916</u>
Social enterprise	-	-	159,694	159,694
Other	<u>1,040</u>	<u>4,750</u>	-	<u>5,790</u>
Total unrestricted	<u>1,040</u>	<u>4,750</u>	<u>159,694</u>	<u>165,484</u>
Total	<u>132,947</u>	<u>209,032</u>	<u>270,421</u>	<u>612,400</u>

For the year ended 31 March 2019	Welfare	Learning & development	Social enterprise	Total 2019
	£	£	£	£
Learning & development programme	34,573	80,670	12,805	128,048
Pathways & progression projects	26,118	39,177	30,785	96,080
Project turnaround	10,000	15,000	-	25,000
Moving forward project	8,800	13,200	-	22,000
Access & outreach project worker	8,000	12,000	-	20,000
Vehicle replacement	-	-	17,895	17,895
Weekend welfare	5,539	8,308	-	13,847
Other grants under £10,000	<u>30,572</u>	<u>33,216</u>	<u>12,767</u>	<u>76,555</u>
Total restricted	<u>123,602</u>	<u>201,571</u>	<u>74,252</u>	<u>399,425</u>
Social enterprise	-	-	146,202	146,202
Other	<u>1,348</u>	<u>15,000</u>	-	<u>16,348</u>
Total unrestricted	<u>1,348</u>	<u>15,000</u>	<u>146,202</u>	<u>162,551</u>
Total	<u>124,950</u>	<u>216,571</u>	<u>220,454</u>	<u>561,975</u>

Notes to the accounts

3c. Income from other trading activities	2020	2019
	£	£
Fundraising events	13,022	9,215
Sale of other goods and services	<u>3,076</u>	<u>4,315</u>
Total	<u>16,098</u>	<u>13,530</u>

All income from other trading activities was unrestricted

4. Analysis of expenditure on charitable activities

For the year ended 31 March 2020	Direct costs £	Staff costs £	Support costs £	Depreciation £	Donated Items £	Total 2020 £
Charitable activities						
Welfare	47,451	150,312	47,135	9,232	9,706	263,836
Learning & Development	62,790	225,468	69,058	13,526	-	370,842
Social enterprise	36,301	209,892	12,910	2,529	-	261,632
Raising funds	<u>96,401</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>2,700</u>	<u>99,101</u>
Total	<u>242,943</u>	<u>585,672</u>	<u>129,103</u>	<u>25,287</u>	<u>12,406</u>	<u>995,411</u>
For the year ended 31 March 2019	Direct costs £	Staff costs £	Support costs £	Depreciation £	Donated Items £	Total 2019 £
Charitable activities						
Welfare	37,245	132,259	39,637	9,728	6,041	224,910
Learning & Development	30,953	198,391	54,545	13,387	-	297,276
Social enterprise	33,371	183,480	10,465	2,568	-	229,884
Raising funds	<u>89,988</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>89,988</u>
Total	<u>191,557</u>	<u>514,130</u>	<u>104,647</u>	<u>25,683</u>	<u>6,041</u>	<u>842,058</u>

4a. Analysis of support costs

For the year ended 31 March 2020	Welfare £	Learning & development £	Social enterprise £	Total 2020 £
Governance (note 4b)	1,917	2,808	525	5,250
Office costs	4,939	7,236	1,353	13,528
Finance	11,604	17,002	3,178	31,784
I.T. & Telephones	4,909	7,193	1,345	13,447
Professional advice	3,544	5,192	971	9,707
Premises and utilities	<u>20,222</u>	<u>29,627</u>	<u>5,538</u>	<u>55,387</u>
Total	<u>47,135</u>	<u>69,058</u>	<u>12,910</u>	<u>129,103</u>

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

Finance costs include irrecoverable vat amounting to £7,551 (2019: £8,286).

Notes to the accounts

4a. Analysis of support costs (continued)

For the year ended 31 March 2019	Welfare	Learning & development	Social enterprise	Total 2019
	£	£	£	£
Governance (note 4b)	2,448	3,369	646	6,463
Office costs	5,640	7,762	1,489	14,891
Finance	10,678	14,693	2,820	28,191
I.T. & Telephones	668	919	176	1,763
Professional advice	4,958	6,822	1,309	13,089
Premises and utilities	<u>15,245</u>	<u>20,980</u>	<u>4,025</u>	<u>40,250</u>
Total	<u>39,637</u>	<u>54,545</u>	<u>10,465</u>	<u>104,647</u>

4b. Governance costs	2020	2019
	£	£
Audit fees	5,250	5,750
Trustee expenses	-	<u>713</u>
	<u>5,250</u>	<u>6,463</u>

4c. Net movement in funds for the year	2020	2019
	£	£
This is stated after charging:		
Depreciation on fixed assets owned	25,287	25,683
Loss on disposal of tangible fixed assets	1,018	2,843
Other operating leases - equipment (see note 12)	3,037	4,288
Audit fees	5,250	5,750

4c. Staff costs and numbers	2020	2019
	£	£
Staff costs were as follows:		
Salaries, wages and other staff costs	536,952	468,818
Social security costs	38,547	34,029
Pension contributions	<u>10,173</u>	<u>11,283</u>
	<u>585,672</u>	<u>514,130</u>

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

Charitable activities	18.0	15.9
Management and administration	<u>2.4</u>	<u>2.5</u>
	<u>20.4</u>	<u>18.4</u>

The average headcount during the year was 33.7 (2019 – 30.6). No employee received emoluments of more than £60,000. Staff costs of the Senior Management Team (see page 40) during the year totalled £176,599 (2019 - £165,301) and £3,511 employer's pension contributions (2019 - £4,483). During the year the board of trustees approved a settlement agreement at a cost of £8k for one staff member (2019: nil).

Notes to the accounts

6. Tangible fixed assets

	Land and buildings	Plant and machinery	Total
Cost	£	£	£
At 1 April 2019	378,390	96,653	475,043
Additions	-	40,604	40,604
Disposals	-	(6,424)	(6,424)
At 31 March 2020	<u>378,390</u>	<u>130,833</u>	<u>509,223</u>
Depreciation			
At 1 April 2019	248,923	58,347	307,270
Charge for the year	7,025	18,262	25,287
Disposals	-	(5,406)	(5,406)
At 31 March 2020	<u>255,948</u>	<u>71,203</u>	<u>327,151</u>
Net book value at 31 March 2020	<u>122,442</u>	<u>59,630</u>	<u>182,072</u>
Net book value at 31 March 2019	<u>129,467</u>	<u>38,306</u>	<u>167,773</u>

7. Investments

	2020	2019
	£	£
Corporate bond fund investments:		
Market value as at 1 April	114,892	114,775
Revaluation	<u>3,297</u>	<u>117</u>
Market value as at 31 March	<u>118,189</u>	<u>114,892</u>
Investments are UK based and comprise:		
Invesco Perpetual Corporate Bond	50,811	51,825
M&G Gilt and Fixed Interest Fund	<u>67,378</u>	<u>63,067</u>
	<u>118,189</u>	<u>114,892</u>
Historical cost	<u>100,000</u>	<u>100,000</u>

8. Debtors

	2020	2019
	£	£
Trade debtors	36,849	54,884
Other debtors	6,734	21,320
Prepayments	<u>8,112</u>	<u>9,155</u>
	<u>51,695</u>	<u>85,359</u>

Notes to the accounts

9. Creditors: Amounts falling due within one year	2020	2019
	£	£
Trade creditors	16,391	4,214
Taxation and social security	14,695	12,722
Other creditors and accruals	<u>45,782</u>	<u>31,769</u>
	<u>76,868</u>	<u>48,705</u>

10. Creditors: Deferred income	2020	2019
	£	£
At 1 April	69,095	56,595
Received during the year	232,634	154,047
Released to income during the year	<u>(159,329)</u>	<u>(141,547)</u>
At 31 March	<u>142,400</u>	<u>69,095</u>

Deferred income relates to performance-based trust and foundation grant income given for the delivery of specific projects.

11. 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 £10,173 (2019 - £11,349). Contributions totalling £882 (2019 - £1,087) were payable to the fund at the balance sheet date.

12. Operating leases	2020	2019
	£	£
The Charity has commitments under non-cancellable operating leases for office equipment which expire:		
Within one year	2,467	3,640
In two to five years	<u>-</u>	<u>2,467</u>
	<u>2,467</u>	<u>6,107</u>

13. Related parties

Trustees received no remuneration in the year (2019 - £nil). During the year expenses amounting to £ nil were paid to trustees (2019 - £713). In the same period the trustees donated a total of £12,500 including gift aid (2019 - £6,644). During the year, insurance was purchased to indemnify the trustees against default on their part. The cost of the insurance amounted to £200 (2019: £200). There were no other related party transactions

Notes to the accounts

14. Analysis of net assets between funds

As at 31 March 2020	General funds £	Designated funds £	Restricted funds £	Total funds £
Fixed assets – tangible assets	-	182,072	-	182,072
Fixed assets – investments	118,189	-	-	118,189
Net current assets	<u>322,151</u>	<u>103,921</u>	<u>12,679</u>	<u>438,751</u>
	<u>440,340</u>	<u>285,993</u>	<u>12,679</u>	<u>739,012</u>

As at 31 March 2019	General funds £	Designated funds £	Restricted funds £	Total funds £
Fixed assets – tangible assets	-	167,773	-	167,773
Fixed assets – investments	114,892	-	-	114,892
Net current assets	<u>276,071</u>	<u>115,000</u>	<u>8,070</u>	<u>399,141</u>
	<u>390,963</u>	<u>282,773</u>	<u>8,070</u>	<u>681,806</u>

15. Capital commitments

At 31 March 2020 Wintercomfort had capital commitments for plant and machinery amounting to £ nil (2019 - £16,764).

Notes to the accounts

16i. Movement of funds in year to 31 March 2020

	1 April 2019 £	Income £	Expenditure £	Transfers £	31 March 2020 £
Learning & development programme	-	130,499	(130,499)	-	-
Progression project	-	107,518	(107,518)	-	-
Moving forward project	-	10,000	(10,000)	-	-
Weekend welfare	-	5,000	(5,000)	-	-
Housing support service	-	22,610	(22,610)	-	-
Female only service	-	7,550	(7,550)	-	-
Access & outreach project worker	-	25,000	(25,000)	-	-
Social enterprise supervision & training	-	25,000	(25,000)	-	-
Social enterprise training	-	23,870	(23,870)	-	-
Financial support	-	12,374	(12,374)	-	-
Employability programme	-	11,933	(11,933)	-	-
Support activities	3,873	17,794	(9,465)	-	12,202
Equipment funding	-	44,018	(44,018)	-	-
Arts & culture project	-	3,750	(3,750)	-	-
Vehicle replacement	3,720	-	(3,720)	-	-
Driving lesson fund	477	-	-	-	477
Donated goods & services	-	<u>12,406</u>	<u>(12,406)</u>	-	-
Total restricted funds	<u>8,070</u>	<u>459,322</u>	<u>(454,713)</u>	-	<u>12,679</u>
Designated funds					
Designated strategic fund	90,000	-	-	-	90,000
Designated fixed assets fund	167,773	-	-	14,299	182,072
Designated building fund	<u>25,000</u>	-	<u>(11,079)</u>	-	<u>13,921</u>
Total designated funds	282,773	-	(11,079)	14,299	285,993
General funds	<u>390,963</u>	<u>593,295</u>	<u>(529,619)</u>	<u>(14,299)</u>	<u>440,340</u>
Total unrestricted funds	<u>673,736</u>	<u>593,295</u>	<u>(540,698)</u>	-	<u>726,333</u>
Total funds	<u>681,806</u>	<u>1,052,617</u>	<u>(995,411)</u>	-	<u>739,012</u>

Restricted fixed asset funding relates to amounts provided to purchase a vehicle. Once the asset is purchased the asset transfers to the designated fixed asset fund.

Local government income is shown under note 3b

Notes to the accounts

16ii. Movements of funds in year to 31 March 2019

	1 April 2018 £	Income £	Expenditure £	Transfers £	31 March 2019 £
Learning & development programme	-	128,048	(128,048)	-	-
Pathways and progression projects	-	96,080	(96,080)	-	-
Moving forward project	-	22,000	(22,000)	-	-
Weekend welfare	-	18,847	(18,847)	-	-
Stepping forward project	-	9,890	(9,890)	-	-
Project turnaround	-	25,000	(25,000)	-	-
Access & outreach project worker	-	35,327	(35,327)	-	-
Employment & volunteering project worker	-	10,000	(10,000)	-	-
Social enterprise supervision & training	-	6,250	(6,250)	-	-
Social enterprise training	-	9,311	(9,311)	-	-
Financial support	-	1,200	(1,200)	-	-
Employability programme	-	11,150	(11,150)	-	-
Support activities	675	8,427	(5,229)	-	3,873
Vehicle replacement	3,500	17,895		(17,675)	3,720
Fundraising	-	3,000	(3,000)	-	-
Driving lesson fund	477	-	-	-	477
Donated goods & services	-	<u>6,041</u>	<u>(6,041)</u>	-	-
Total restricted funds	<u>4,652</u>	<u>408,466</u>	<u>(387,373)</u>	<u>(17,675)</u>	<u>8,070</u>
Designated funds					
Designated strategic fund	90,000	-	-	-	90,000
Designated fixed assets fund	167,295	-	-	478	167,773
Designated building fund	<u>25,000</u>	-	-	-	<u>25,000</u>
Total designated funds	282,295	-	-	478	282,773
General funds	<u>329,016</u>	<u>499,435</u>	<u>(454,685)</u>	<u>17,197</u>	<u>390,963</u>
Total unrestricted funds	<u>611,311</u>	<u>499,435</u>	<u>(454,685)</u>	<u>17,197</u>	<u>673,736</u>
Total funds	<u>615,963</u>	<u>907,901</u>	<u>(842,058)</u>	-	<u>681,806</u>

Notes to the accounts

16iii. Movement of funds:

Restricted funds	Explanation
Access & outreach project worker	To provide support for vulnerable adults.
Arts & culture project	An arts, culture and music programme.
Driving lesson fund	The provision of driving lessons.
Employability programme	To enable project workers to providing job skills workshops.
Employment & volunteering project worker	To help individuals who have experienced homelessness to undertake volunteering and work placement opportunities.
Equipment funding	To provide a variety of vehicles and equipment for the social enterprises.
Female only service	A variety of support services focused on women.
Financial support	To help individuals better understand and manage their money.
Fundraising	Contribution towards fundraising costs to leverage income and thereby improve service provision.
Housing support service	Housing advice service supporting people to maintain their tenancies and provide assistance to those moving from homelessness to housing.
Learning and development programme	To support delivery of welfare, learning and personal development activities. Our agreement requires us to: Offer a welfare and learning and development service a minimum of 5 days or 35 hours per week, of which 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 employment.
Moving forward project	This project supports migrant service users with outcomes around employment and training, legal advice, language skills and accommodation.
Progression and pathways projects	The pathways project ended in September 2018 and in January 2019 it was replaced by the progression project. The progression project focuses on outcomes on basic skills, volunteer work experience, employment and substance misuse. The pathways project supported a structured pathway of learning, volunteering and work experience opportunities leading to employment.
Project turnaround	A pilot programme for service users identified as ex-offenders to provide peer support through mentoring sessions and practical skills focussed on voluntary work and paid employment.
Social enterprise training	A programme of training and adult learning and skills in cleaning and food production.
Social enterprise supervision & training	A programme to provide meaningful training and work opportunities within the cleaning sector.

Notes to the accounts

16iii. Movement of funds: (continued)

Restricted funds	Explanation
Stepping forward project	Life coaching and support to build social networks, reduce isolation and limiting opportunities for damaging behaviour.
Support activities	The provision of small grants (generally under £250) to individuals for specific items from various sources such as Ebyon Trust, CCF, CEA, MEAM, Staywell, Street Aid.
Vehicle replacement	Provision for replacement of the Overstream Clean van.
Weekend welfare	To help ensure services can be provided seven days per week.
Designated funds	Explanation
Designated building fund	This represents funds accumulated towards the cost of significant building improvement works required to be undertaken in the next three to five years.
Designated fixed assets fund	This fund represents the book value of Overstream House and the equipment owned by the charity
Designated strategic fund	This fund provides for major changes to funding or operational challenges.

Notes to the accounts

17. Analysis of statement of financial activities figures to 31 March 2019

	Notes	Unrestricted general funds 2019 £	Unrestricted designated funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Income and endowments from:					
Donations	3a	320,602	-	9,041	329,643
Charitable activities					
Welfare service	3b	1,348	-	123,602	124,950
Learning & Development activities	3b	15,000	-	201,571	216,571
Social enterprise	3b	146,202	-	74,252	220,454
Other trading activities	3c	13,530	-	-	13,530
Investment income		2,636	-	-	2,636
		<hr/>	<hr/>	<hr/>	<hr/>
Total Income & Endowments		499,318	-	408,466	907,784
		<hr/>	<hr/>	<hr/>	<hr/>
Expenditure on:					
Raising funds		86,988	-	3,000	89,988
Charitable activities					
Welfare Service		98,465	-	126,445	224,910
Learning & Development activities		95,705	-	201,571	297,276
Social Enterprises		173,527	-	56,357	229,884
		<hr/>	<hr/>	<hr/>	<hr/>
Total Expenditure	4	454,685	-	387,373	842,058
		<hr/>	<hr/>	<hr/>	<hr/>
Net income before investment gains		44,633	-	21,093	65,726
Net gains on investments	7	117	-	-	117
		<hr/>	<hr/>	<hr/>	<hr/>
Net income for the year		44,750	-	21,093	65,843
Transfers between funds	16	17,197	478	(17,675)	-
		<hr/>	<hr/>	<hr/>	<hr/>
Net movement in funds		61,947	478	3,418	65,843
Total funds at 1 April		329,016	282,295	4,652	615,963
		<hr/>	<hr/>	<hr/>	<hr/>
Total funds at 31 March		390,963	282,773	8,070	681,806
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Strategic report (continued)

Financial management and policies

Reserves policy

The Trustees of Wintercomfort aim to oversee and manage a prudent level of reserves in order to meet the current and future needs of our beneficiaries, and to do this by establishing reserves for designated matters and free reserves as explained in the strategic report on page 15.

Investment policy

The Trustees have decided to retain short term funds in cash reserves which are risk free, provide for seasonal fluctuations in operating cash flows and cover six months expenditure and to hold medium term investments in corporate bonds and gilt edged securities.

Governance and management

Governing document

Wintercomfort, a company limited by guarantee, is governed by its memorandum and articles of association. Liability of the members in the event of the company being wound up is limited to £1 each.

The Board

The board of trustees is responsible for the strategic governance of the charity and all act in their capacity as trustees as unpaid volunteers. Members of the board who are directors for the purpose of company law who served during the year are set out under legal and administrative details on page 40.

The board meets bi-monthly and receives written reports on all aspects of the charity's work at each meeting. 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 (AGM) 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 2019, Christine Leonard, Rod Cantrill and Anne Pollintine were the longest in office since the election of trustees at the last AGM, they retired at this meeting and were duly re-elected.

Strategic report

Governance and management

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 chief executive officer (CEO) 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 CEO and the other members of the senior management team (SMT) is reviewed by the chair and finance committee and benchmarked against equivalent roles in similar sized UK charities, taking into account geographical variations in cost of living. The CEO and SMT are listed in the legal and administrative section of these financial statements and their employment costs are disclosed in note 5 to the accounts.

Staff remuneration and the living wage

From 1 April 2019 all staff except those on probation periods in the social enterprises were paid a minimum of £9.30/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 came in to force in April 2016.

Pensions

Wintercomfort provides pension arrangements for staff using the National Employment Savings Trust (NEST) plan which was chosen as it caters to small organisations such as ours and provides staff with flexibility and control over their arrangements. Wintercomfort contributes the equivalent of 3% of basic salary for all permanent staff.

Strategic report

Risk and safeguarding

Risk

The trustees have a risk management process to assess risks to which the charity is exposed. This process identifies the types of risks the charity faces, prioritises them and identifies mitigation strategies. 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 chief executive officer. 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 coronavirus pandemic has had a major impact on the way we provide services and impacts on the first two risks identified below. Initially, the income generated by the social enterprise activities was eliminated and subsequently the lockdown measures announced by the Government forced us to close our premises. In response to these challenges we adjusted our service delivery which has involved closer working relationships with the local authorities and other external agencies which is on-going. We launched a Covid-19 appeal and increased fundraising efforts to fund revised working practises, enabling both service users and support staff to maintain contact remotely by phone or electronically. We have continued to provide laundry services by appointment and to prepare nutritious food from our premises for delivery by volunteers to those in temporary accommodation or for collection by those sleeping rough and we will continue to develop our response in partnership with these agencies. In addition, Government assistance through the coronavirus job retention scheme has mitigated the financial impact for our social enterprises. The trustees consider that the most significant risks currently facing the charity and their mitigating factors remain as follows:

Risk	Mitigating factors
Failing to raise the income required to deliver services.	Financial planning, scenario planning, management of reserves, risk mitigation strategies.
Failure to provide appropriate care for service users / abuse of service users.	Safeguarding best practice, policy, procedures, training for staff, volunteers and trustees.
Failure to comply with human resource procedures and / or employment regulations.	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.

Legal and administrative details

Wintercomfort for the homeless (limited by guarantee)

Registered office	Overstream House, Victoria Avenue, Cambridge, CB4 1EG.
Company registration number	02615905
Charity registration number	1003083
Trustees	Sarah Foreman (Chair) Rod Cantrill (Vice-chair) Graham Day (Treasurer) Christine Leonard (Secretary) Joanne Crellen Jane Dominey Anne Pollintine Tim Tyndall
Chief Executive Officer	Sarah Halls
Senior management team	Colin Christy - Finance Manager (retired 10/07/20) Chris Goldsmith – Finance and Business manager (appointed 31/03/20) Donna-Louise Cobban - Services Manager Dominic Bowles - Business Manager (resigned 17/03/20)
Bankers	Royal Bank of Scotland 28 Trinity Street Cambridge CB2 1TB
Auditors	Price Bailey LLP Tennyson House Cambridge Business Park Cambridge CB4 0WZ