

Annual Report and Accounts

2010–
2011



WEST LONDON CHURCHES
HOMELESS CONCERN



*Offering Shelter,
Support and Hope
to Those in Need*

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West London Churches Homeless Concern (WLCHC) runs an emergency winter night shelter and year-round services to support homeless men and women in West London. Thirty-five men and women access our shelters every night during the coldest months of the year, and many more share cooked evening meals. We also offer showers, laundry facilities and second-hand clothing from our base in Chelsea. A caseworker is on hand to help our guests obtain I.D., find more permanent housing, apply for jobs, access health care and set up bank accounts.

Ethos: We are Open to All

We occupy a unique place in the night shelter circuit; as one of the last “direct-access” night shelters, no referral is necessary. We don’t ask background questions; we don’t ask for ID. This no-questions open-door policy enables us to help both the most vulnerable members of our society and the newly homeless.

If someone has recently lost a job or suffered a relationship breakdown, he or she can turn up at our shelters without having to wait for assessment by statutory services. Our emergency shelters give people in desperate times immediate access to shelter and showers, before their homelessness becomes entrenched.

Men and women who have been homeless for a long time may have a variety of reasons for being unwilling or unable to work with statutory services. Mental health problems can make it a real challenge to show up for appointments. Lost or stolen identification is often a barrier. Other homeless people are simply mistrustful of the process. These people tend to slip through other support nets; they need not slip through ours.

Our no-questions, open-door policy allows us time and space to develop **relationships and trust**. This is a crucial step in helping our guests re-integrate back into society.

“The anonymity was important when I first came here. The taking of details adds tension. Here, everyone is more relaxed.”
- homeless guest

Ethos and Objective

Ethos and Objective, cont.

Objective:

WLCHC's main objective is the **relief of poverty among homeless people** in the Royal Borough of Kensington & Chelsea, The London Borough of Hammersmith and Fulham, and the surrounding area by the provision of accommodation, advice, and assistance.

To achieve this aim, WLCHC provides various services highlighted in the pages to come.



“ We offer respect and the idea that all people have dignity and value. ”

Partnerships:

In pursuit of our charitable objective, we co-operate with other charities, organizations and agencies.

Our partner churches, listed on page 5, provide much appreciated venue space and volunteer teams. We also work with the Astell Foundation, a charity that supports formerly homeless men and women in their move to privately-rented accommodation, by identifying suitable candidates for their programs. The London-based homeless outreach charity Streetlytes prepared and helped serve meals for our Monday night shelter.

We continue to work closely with other non-statutory agencies and are members of Housing Justice. WLCHC is an active member of the London Winter Shelters Forum and we continue to share our experiences and expertise with other night shelters.

“ We welcome people as guests, rather than as ‘clients’ or ‘service users’.”

Our winter season has been busy again this year, and we are seeing an increase in the numbers of people seeking a place in our shelters. People have spent longer on our waiting list because the shelter was full. While we do our best to offer food to those for whom there is no room and to signpost them to other support, we are also seeing an increase in attendance of the drop-in day centres at Chelsea Methodist Church and at our partner church St. Paul’s Onslow Square (who run a drop-in centre on the days we are closed). Some who may have sought to use our shelters and have found us full have not come back and either sought help elsewhere or continued sleeping rough.

Our charity is one of the few which continues to have an open door policy, welcoming all who come rather than offering space only to those who have been referred to us. This means that as hostel places diminish within the boroughs we operate, and as other homeless charities work only with referrals, then there are an increasing number of people who do not have recourse to public funds who are literally left out in the open.

The ethos of the charity since its beginning has continued to be that we are open to all, we welcome people as guests, rather than as ‘clients or service users’. We offer respect and the idea that all people have dignity and value. Even though we are a Christian foundation we do not proselytize, so people of all faiths or none are welcome, we allow our faith to speak through our actions with people.

Our volunteer base has increased again this year. We find our volunteers come back year on year because of the value we offer our guests, and the way in which our volunteers are respected by them.

This year the trustees have had to consider the

Chairman’s Message

growing need for support during the coming winter months, which has led us to consider widening our activities and finding more bed spaces each night for our next winter season both within Hammersmith & Fulham and Kensington & Chelsea.

The capping of housing benefits and the reduction in the percentiles of benefit means that some landlords will offer fewer private sector rented places as it becomes unprofitable. The reduction in hostel places and the increase in the age limits for offering shared accommodation to people from 25 to 35 will all have their effect upon homelessness. Whilst the Clearing House initiative with housing associations will offer more spaces, these may be of limited tenure with residents encouraged to move on after two years.

As a charity we feel that the need is still ‘knocking on our door’. I say a big thank you to all of our supporters, funders and volunteers, and to all of the staff and local churches who continue to make this work possible.

- Reverend Michael Sawyer



Night Shelter

We are one of the largest and longest running winter night shelter projects in London and the only one offering emergency winter accommodation in the boroughs of Kensington & Chelsea and Hammersmith & Fulham.

This year's season ran from 8 November 2010 to 17 April 2011, a total of 161 days. On each of these nights, we provided warm, safe overnight shelter for at least 35 guests; on nights when it dipped below zero (17 nights this season) we opened our doors to as many guests as we could safely accommodate. We also provided warm meals to those who arrived but could not access the shelters because we were already full. Those who did have an overnight space were also given a cooked breakfast before heading out for the day.

The shelter rotates to a different church venue every night of the week. Sleeping bags and mats are provided. Our male and female guests sleep in different areas.

Guests, volunteers, and staff speak of the unique hospitality found at the WLCHC shelters. "The atmosphere within the shelters - and outside - has been largely peaceful and incredibly relaxed," said project manager Richard Fitzgerald. "What has been evident from my time in the project is that there is a real care, compassion and empathy with the guests, who are genuinely treated with patience, dignity and respect from the volunteers and workers."

We do not set a time limit on the amount of time our guests stay with us; some stayed all season, others only a day or two. One hundred thirty-five different people occupied just over 6,000 bed spaces this season. While here, many guests form friendships with each other.



Our van ferries supplies between venues as the shelter rotates to a different church hall every night of the week.

FAST FACTS 2010-2011



13,000 meals served



6,002 bed spaces provided



161 shelter nights



135 different overnight guests



17 sub-zero nights

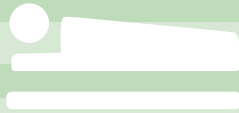


Churches that Hosted Shelters in 2010-11 Winter Season

Barnes Methodist Church
 Chelsea Methodist Church
 St Luke's and Christ Church, Chelsea
 Holy Trinity Brook Green
 Rivercourt Methodist Church
 St Barnabas Kensington
 St Columba's Church of Scotland
 St John's Church, World's End
 St Paul's Church, Onslow Square
 St Simons Rockley Road

Bed spaces provided:

	Total	Male	Female
Nov	838	798	41
Dec	1277	1213	64
Jan	1098	1002	96
Feb	1063	962	101
Mar	1123	1006	118
Apr	603	530	71
Total	6002	5511	491



Number of dinners provided:

November	1,272
December	1,926
January	1,799
February	1,702
March	1,790
April	960
Total	9,449



Number of incidences where individuals unable to access shelter because already full

November	214
December	286
January	384
February	247
March	197
April	50
Total	1,378



It's possible to wake up feeling refreshed and ready for the new day, feeling positive because of the caring ambience.

- homeless guest



Day Centre

Our daytime services are available year-round from our headquarters at Chelsea Methodist Church on the King's Road in Chelsea. Here, we provide laundry facilities, showers and a drop-in advice clinic with our caseworker.

The **laundry** is open every Tuesday and Thursday morning year-round and enables our guests to wash and dry their clothes and sleeping bags. The service is provided by one paid member of staff and volunteers.

Showers are available for guests three days a week. Thanks to in-kind donations, we provide towels, shampoo and soap, razors, shaving cream and sanitary items for female guests.

Guests have access to second-hand **clothing** donated to the charity. Clothes and shoes are sorted and redistributed by our laundry manager Steve Tetlow to those who need them.

Our guests have told us how important these facilities are for increasing their sense of self-worth. "People are more willing to talk to me when I'm clean," commented one guest.

These services are complemented by others that take place year-round at the Chelsea Methodist Church. The most significant is the church's Narthex cafe, which provides a lunch-time cafe with coffee and sandwiches (donated by Pret-A-Manger and EAT) three days a week. A doctor visits the day centre once a week, and this free service has also been invaluable to our guests. Others take free art classes on site.

This season has again seen an increase in traffic at the day centre. We now support around 80 homeless (or formerly-homeless) men and women on the days we are open.



"As well as the normal flow of new users, we are noticing more people coming to us for the first time as a direct result of the current economic climate— having lost work and related housing," says Narthex Cafe manager Steve Braddick. "So at a time when the charitable sector in general is under extreme pressure ... it gives me great pleasure to report that at least in this part of London the homeless are receiving a top quality service."



Steve Tetlow oversees laundry facilities

Visitors to both our night shelter and our day centre can get help from our caseworker Neil Parkinson. We were extremely glad to welcome Neil back after a year spent travelling. He is very highly regarded by both guests and staff alike.

Neil helps our guests access accommodation and other services, eg: drug and alcohol support, mental health services and specialist advocacy projects. He also helps guests obtain I.D., register with a GP and dental services, find employment and set up benefit claims. He reports on this year's progress, below.

Casework

More and more guests are using the case work service since we started it 2005. This season, 184 different guests were seen for some form of advice and assistance, an increase of over 40% from two years ago. Over twice as many meetings with guests were held. Also, a higher percentage of women than in the past accessed assistance, and for the first time, I had homeless families coming for advice.

The unusual nature of our shelters, as a free provision with no requirement for agency referrals or move-on plans, means that we are inevitably accessed by a disproportionate number of guests with no current access to public funds, who have few other options available to them.

None the less, over 50 of our guests had some form of positive outcome (see chart) that we know of, whether that be a move on into stable accommodation or a return to their country of origin. It's largely been a positive year.

We believe the role of the charity in all of these positive outcomes cannot be underestimated: whether it is in providing the stability of food and shelter to allow guests to sort out benefits, find jobs or save

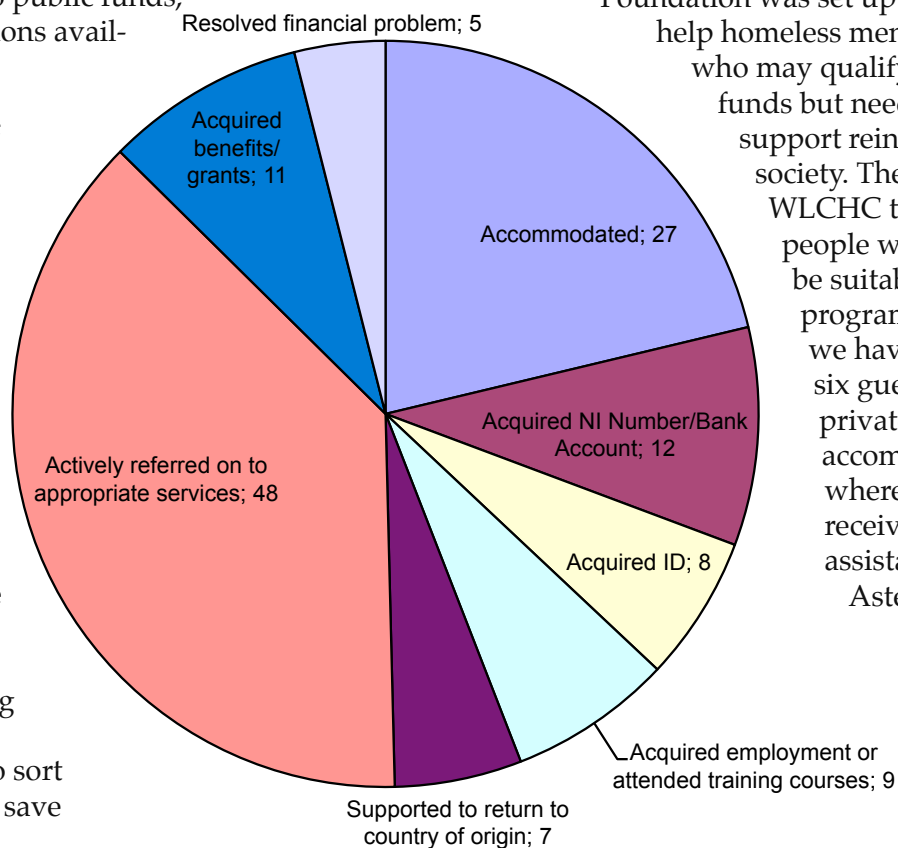
for deposits to get themselves out of their homeless situation, or through the active involvement of the casework service.

Strong working relationships with local services, particularly Kensington & Chelsea's Social Inclusion Team, have played a vital role in this work. However, the Local Authority commissioned services can do nothing for the portion of our guests who can not show they have a local connection to the area.

A partnership with the Astell Foundation has also resulted in positive outcomes. The Astell

Foundation was set up in 2009 to help homeless men and women who may qualify for public funds but need additional support reintegrating into society. They have asked WLCHC to identify people who would be suitable for their programs. This year, we have directed six guests into privately rented accommodation where they will receive ongoing assistance from Astell.

Continued on page 8





For the first time, I had homeless families coming to me for advice.



Neil Parkinson helped 27 guests find permanent accommodation this year

Continued from page 7

As in previous years, European residents from the A10 countries (the Eastern European 2004 EU accession countries plus Bulgaria and Romania) -- Latvians in particular -- made up the biggest single group to access the casework service. As usual, work centred around supporting people to be work-ready: getting National Insurance numbers, bank accounts, CVs, English and construction skills courses.

We had many guests who were very proactive in this area (possibly causing the notable increase in outcomes relating to employment & training). Yet despite several success stories, many still struggled to find work, undoubtedly reflecting the state of the job market in the country generally.

We also supported seven A10 nationals with their wish to return to their home country.

The restrictions placed on nationals from eight of the A10 countries expired in May 2011, and they now enjoy the same eligibilities as other EU nationals. This may open up many more options for supporting these guests into accommodation in the future. Romanians and Bulgarians remain under the same stringent restrictions in terms of their access to both public funds and the labour market, however.

The lack of entitlements due to issues with immigration was a difficulty affecting around 10% of guests. We found that they are often in a limbo of destitution pending the outcome of various Home Office processes. Two guests had been granted

status in this country but had lost the documents to prove it. The impenetrability of the United Kingdom Border Agency was the chief among many frustrating instances of guests being left homeless by the sluggishness of official process.

High alcohol consumption remained a common theme for many of our guests, but again we found very few cases of drug use. Both physical and mental health problems are also extremely common. However, whilst guests frequently requested support around their physical health, relatively little casework was done supporting guests around alcohol use or mental health, as the casework service must remain relatively reactive given limited resources. Additional staff support with case work could mean we were able to take a more proactive role in trying to engage guests regarding these issues.

Continued on page 9

184 guests seen for advice/assistance

Male: 145 (79%)
Female: 39 (21%)



21% of guests seeking advice were female

As hostel spaces in the local boroughs have decreased, and as we approach increasingly fierce protection of limited resources by statutorily funded services, it seems likely that the current trend of higher demand on our services will continue. Already we receive daily calls from all parts of London from homeless people and workers desperate to find a space, although over 60% of those assisted still had a recent local connection to the West London area.

It is hard to predict all of the challenges and changes that we are likely to face, but it is clear that we have been most effective when building strong relationships with other organisations—often small community based projects—and that it is to this sector that the burden for any increased demand for homeless services is likely to fall in the immediate future.

Neil Parkinson

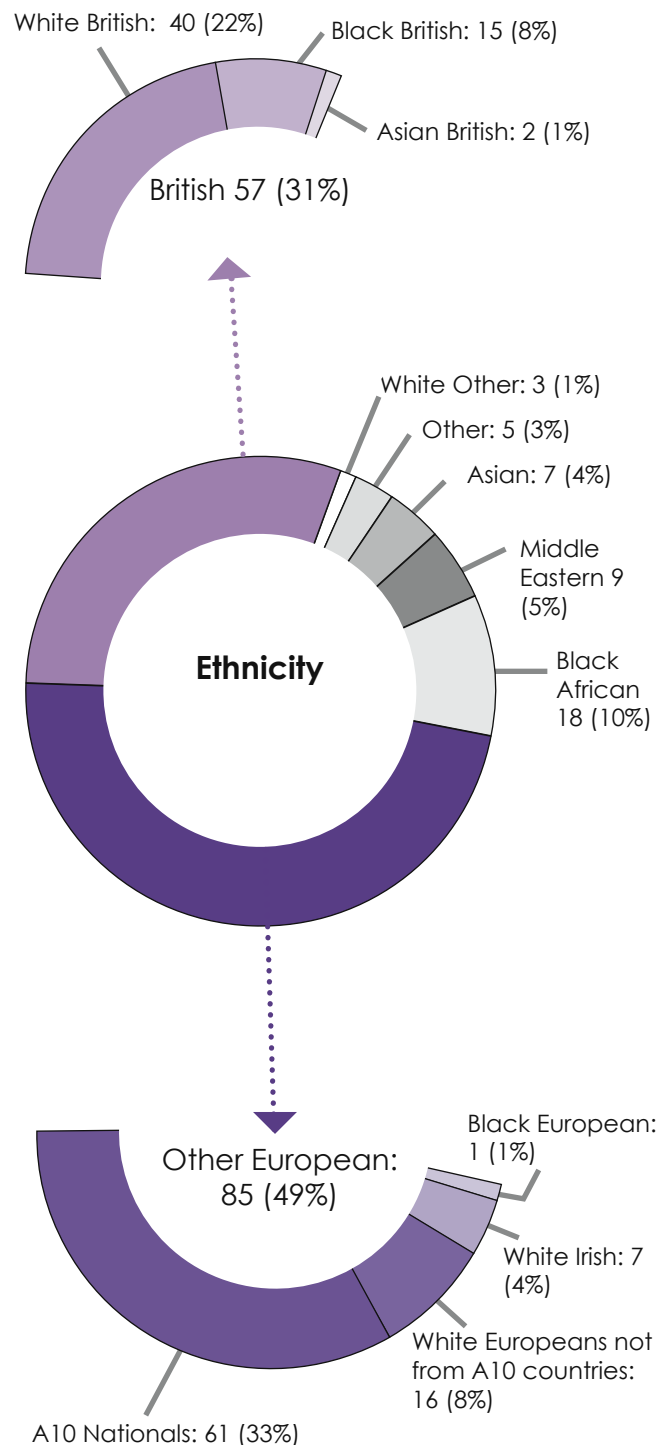
Casework Continued

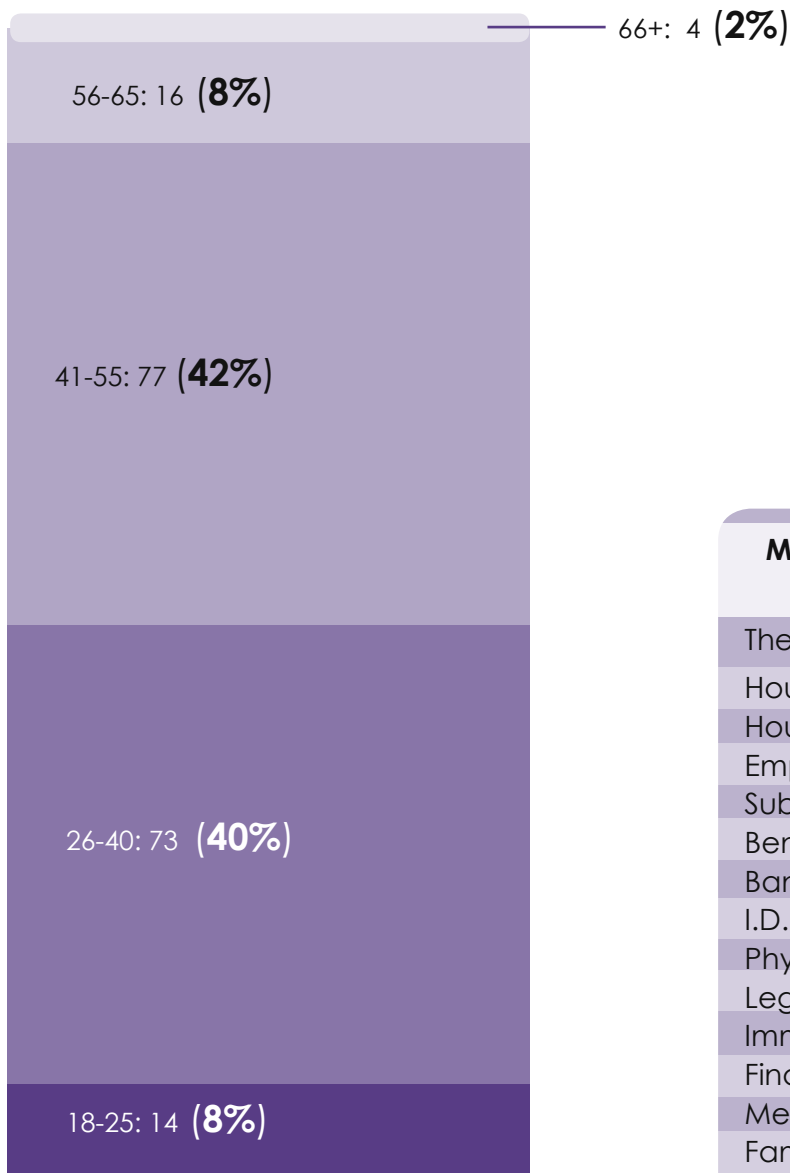
Area of Recent Local Connection

Kensington & Chelsea:	57 (31%)
Hammersmith & Fulham:	16 (9%)
Westminster:	25 (14%)
Other West London:	15 (8%)
Other London:	18 (10%)
Outside London:	21 (11%)
Outside UK:	20 (11%)
Unknown:	12 (6%)
Total:	184

Primary Support Need

Alcohol:	39 (21%)
Physical Health:	33 (18%)
Mental Health:	28 (15%)
Criminal:	13 (7%)
Immigration:	19 (10%)
Drug Use:	4 (2%)
Gambling:	3 (2%)
Learning Difficulties:	1 (1%)
Total:	184





* no under 18s seen as primary seekers of support although three helped as dependents of guests

Age *

Main Focus of meetings held with guests for advice/assistance

The Presenting Issue:

Housing:	279
Housing Support:	73
Employment & Training:	144
Substance Use:	7
Benefits:	111
Bank Account/NI Number:	55
I.D.:	37
Physical Health:	38
Legal/Involvement with police:	23
Immigration:	19
Financial:	35
Mental Health/Emotional Support:	8
Family/Return Home:	23
Other:	34

Total number of contacts with guests for advice/assistance: 772

Work Carried Out:

Contacts with other agencies on behalf of guests:	568
Letters written & forms completed on behalf of guests:	126
Accompanied to appointments/ to access other services:	16
Guests visited in hospital/ accommodation:	17
Formal referrals made to other services:	54
Advice given on housing/ other options:	136

People who find themselves sleeping rough are some of the most vulnerable, marginalised and socially-excluded members in our society. They struggle with a range of challenges, including addictions and mental or physical health problems. Often the breakdown of a relationship—perhaps the death of a parent or separation from a partner—will compound the problem.

According to recent government statistics, the Royal Borough of Kensington & Chelsea contains the fifth highest number of rough sleepers in the country. In Ham-smith & Fulham, the number of applications accepted by the council as “homeless and in priority need” more than doubled from the first quarter of 2010 to the same time period in 2011.

Although a substantial percentage of our guests are not of British nationality, about 60% have a “recent local connection” to West London -- meaning they had lived in West London for at least the past 3 months upon first contact.

The following stories give some background on a few of our homeless guests. Some names have been changed to protect anonymity.

A Student's Story

Simon, 24, is a mathematics student who found himself without a place to live after his girlfriend broke up with him. Originally from Bulgaria, Simon came to the UK after volunteering in a child-aid and sanitation project in Mozambique. But when things didn't work out with his relationship, he had no money and didn't know where to turn.

Simon didn't qualify for other shelters, but after sleeping on the streets for a few weeks, he found out about WLCHC, moved his way up the waiting list, and stayed in the shelters about two months this past season.

“ People think homeless people are all begging on the streets and almost all are dealing with drugs. That's not true. Homelessness doesn't just affect druggies. There's a lot of prejudice and misconceptions. ”
- Homeless guest

Simon appreciates the good conversation and the general atmosphere of the shelters and day centre. He mentions how staff went the extra mile to help him with stationery and bus fare to get to university. “They seem to genuinely want to help. I really like that.”

Things are better now. Simon managed to save some money by working part-time repairing computers. He's staying with friends and looking for a room to rent. WLCHC, he said, “had a direct impact on how I'm doing.”



We homeless keep emotions inside. But the problems are not gone. That's why you need to talk with somebody.... It's too hard.



A Jobseeker's story: Artis

When 27-year-old Artis arrived in the UK, he joined a growing wave of Latvians leaving their home country in search of a better life. (Three years into Latvia's economic crisis, unemployment exceeds 20%.)

Artis arrived with very little English in mid-2010. After sleeping on a train, his wallet and I.D. were stolen. Calls to the Latvian Embassy and the Red Cross turned out futile.

Eventually, he found out about WLCHC, and after explaining his situation to our caseworker Neil, Artis was able to use the shelter address to register at the library and get a card. The road to rebuilding an identity had begun.

Neil helped him obtain a National Insurance number and set up a bank account. Crucially, Neil also suggested Artis go to the Crisis Centre

where he could work towards obtaining a Construction Industry Skills card, the first step in finding construction work.

Artis has some leads, but he's still looking for work. For now, he sleeps rough in the neighbourhood (during the winter months, he slept in the shelters for about 3 weeks). He practises his English and seven months on is enthusiastically trying out new phrases, like "not my cup of tea." Eventually, Artis wants to "buy a photo camera and finish a photo course."

"It's good when somebody gives you food, clothes, and a shower. But it's very easy to [get stuck] in this situation," Artis says. "You need to do something with yourself as well.... God just shows the way. After, it's up to you. If you don't do something yourself, nothing changes."

A Family Man's Story

Milos, a Czech national, came to the UK looking for work several years ago. He frequented the day centre on and off for around three years, but slept rough when between jobs.

In the Summer of 2010, he started to sell the Big Issue. With Neil's support, Milos registered as a self-employed vendor, giving him some entitlement to Working Tax Credit (WTC). Neil helped him to make a claim and accompanied him to appointments.

While this was happening, Milos mentioned he was in the process of reconciling with his wife and children. They had lived in Cardiff for several years but had recently been recalled to the Czech Republic as she was legally required to seek permission for the children to leave the country. Permission had now been granted, but they had lost their accommodation in Cardiff while back in the Czech Republic. They wanted to come and join Milos.

Neil advised Milos that it would be inappropriate for them to come while he was still rough sleeping, but Neil and Milos looked into rental prices in cheaper areas of the city and agreed on a plan that seemed affordable once his WTC came through.

Neil arranged for Milos to send money to his family so that they could come to London and, on one of the few work days between Christmas and New Year, approached the Local Authority with all the necessary documents prepared. Considered as priority need because of the children, the family were placed in some temporary accommodation on the other side of London while a homeless application was being considered.

Despite having good working English, Milos finds phone calls and official paperwork difficult. So Neil helped him with a variety of forms, including family Tax Credits, Housing Benefit, small earnings exemptions, tax returns and schools applications for the children, aged 9 and 11.

After four months the Local Authority made a decision to accept a duty to house the family long-term. They currently remain in their temporary accommodation waiting for a move to a permanent home.

The College Lecturer's Story

Paul was a college lecturer in the west of England when he started to suffer from an illness characterised by blackouts and amnesia. He would 'lose' days at a time and find himself wandering around the countryside when he should have been at work. He was hospitalised for a period and struggled to carry out the tasks necessary to maintain everyday life, leading to the loss of both his job and his home.

Still suffering from illness, Paul travelled around the country sleeping in his car but eventually lost this also and ended up sleeping on the street.

When Paul came to London, he seemed better but he needed to rebuild his life. He had no money and his benefit claim was taking a long time to be processed because he was struggling to provide evidence of his financial affairs. He was able to sleep at our night shelters whilst this was being dealt with, where Neil met him and was able to discuss his options for accommodation.

Once Paul's benefits were sorted, Neil referred him to partner charity the Astell Foundation. They were able to support him to move into a flat. The flat was barely furnished so Neil helped Paul apply for a Community Care Grant so that he could buy necessary items to make it a functional home, whilst Astell are providing ongoing support to help him return to employment.

Plans for the Future

Last season the shelter was heavily oversubscribed. To combat this we are expanding the service in the coming season.

Two problems compound the situation. First: our guests are staying noticeably longer at the shelter than in past years. Individuals looking to get into the shelter are therefore having to wait longer periods until an opening becomes available.

Second, more people are showing up at our doors than we can accommodate. We turn away up to 25 people a night, on top of the many more whom we have been already forced to turn away by phone.

With a stable infrastructure already in place, we think we are well placed to expand our network to run two concurrent shelter circuits.

We also plan to hire a second caseworker to support the invaluable work that Neil provides for our guests.

Furthermore, we intend to maintain our existing activities, continuing to work in partnership with the churches that house our shelters and the Chelsea Methodist Church, which acts as hub and home to our day centre.

“ We receive daily calls from all parts of London from homeless people and workers desperate to find a space.
- Neil Parkinson ”



detail of painting donated by former homeless guest

Reserves Policy

As part of the annual review of our reserve policy, WLCHC assesses the financial risks surrounding our future ability to provide our services to the homeless of west London.

For the reasons outlined below, WLCHC aims to hold at all times, in cash or short term deposits, 65-85% of its annual budgeted operational costs. This reserve is to ensure that the charity can continue to operate in the face of unforeseen, short-term events that reduce the charity's fundraising capability or increase its running costs.

First, although we are consistently astounded by the generosity of our donors, in the current economic climate of uncertainty and government spending cuts, we do anticipate that some income sources may reduce, especially at a time when there will be greater competition for financial support.

Second, experience has taught us that losing our senior project manager at the start of our annual fundraising campaign would have a significant impact on our fundraising capacity. As we aim to carry no excess staff costs, we do not carry back up for him/her during the summer 'fundraising season', and we cannot risk making a hurried appointment to meet that short term fundraising need.

The trustees consider the reserves policy to be set at a sensible level, in the case of such an event, to deal with the charity's affairs in an orderly and practical way.

This year, healthy reserves have allowed us to set our 2011-2012 budget at a level that reflects our plans to expand the shelter circuit to meet growing demand, while maintaining reserves in line with our policy stated above.

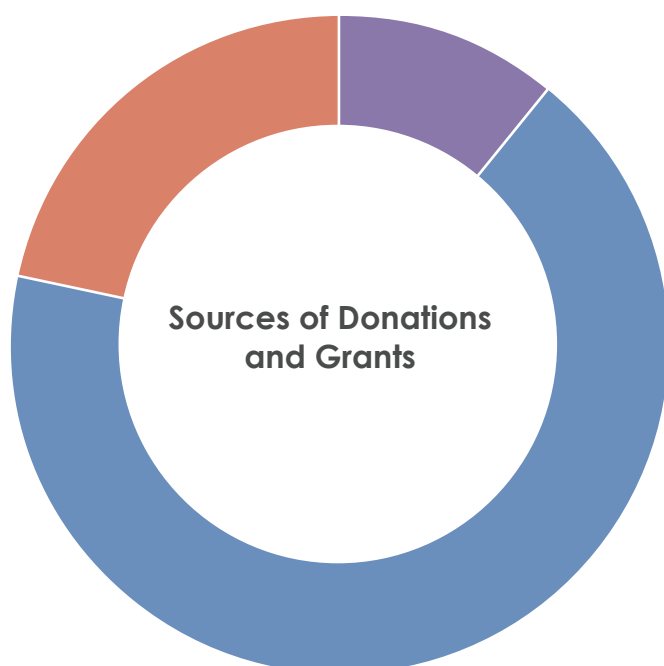
We had another financially sound year. Total expenditures for the year ending 31 March 2011 were £199,154. Funds raised during the same period covered this with income of 252,207.

Each year, we aim to raise our full operating budget. Our annual **fundraising** target was achieved this year, as in the past, through a combination of grants, individual giving, church donations and events. No statutory funding is sought by the charity. Churches provided 11 percent, 67% came from charitable trusts and 22% from individual donations.

Details of contributions received and outgoing expenditures are provided in the Financial Statements section of this report. As our shelter space and volunteers are provided at no cost to the charity, the main cost was in relation to staffing (£152,979).

At 31 March 2011 the total reserves carried forward were £261,310 (2009/2010 - £208,257) of which restricted funds amounted to £23,267 for the salary of the senior project manager, £4,192 for laundry services and £1,610 for van expenses. The remaining £232,241 is held as unrestricted reserves.

The many **donors** who helped us this year are listed at the back of this report. We are deeply grateful for their generosity and their contributions, whether in cash or in kind by way of food donations, the free loan of premises, the participation of their volunteers or their involvement in a fundraising event. Together they have made it possible for WLCHC to continue its work for another year.



- 11% Churches
- 22% Individual Donations
- 67% Charitable Trusts and other Charities

Auditor's Report

Independent Auditor's Report to the Members of West London Churches Homeless Concern

We have audited the financial statements of West London Churches Homeless Concern for the year ended 31 March 2011 which comprise the Statement of Financial Activity, the Balance Sheet, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the requirements of the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees' Responsibilities set out annual report, the trustees (who are also the directors of the 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.

Our responsibility is to audit 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 (APB'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 charity'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.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2011 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.

Opinion on other requirement of the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial 31 March 2011 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 charity has not kept adequate accounting records, 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 trustees' 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 and the Trustees' Annual Report in accordance with the small companies' regime.

Andrew P C Fox (Senior Statutory Auditor)
for and on behalf of George Hay & Company
Chartered Accountants & Statutory Auditors
83 Cambridge Street
Pimlico
London SW1V 4PS

Date:

Statement of Financial Activities

(Including Income and Expenditure Account)
for the year ended 31 March 2011

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
Incoming Resources					
Voluntary Income-Donations and Grants	2	189,755	51,000	240,755	241,580
Fundraising events		10,978	-	10,978	23,019
Investment Income - Bank Interest		474	-	474	1,174
Total Incoming Resources		201,207	51,000	252,207	265,773
Resources Expended: cost of generating funds					
Cost of generating voluntary Income	3	9,293	-	9,293	8,519
Fundraising event	3	698	-	698	14,325
Charitable Activities	3	133,004	51,593	184,597	181,270
Governance Costs	3	4,566	-	4,566	3,533
Total Resources Expended		147,561	51,593	199,154	207,647
Net Incoming Resources					
Net income/(expenditure) for the year		53,646	(593)	53,053	58,126
Reconciliation of Funds					
Total funds brought forward		178,595	29,662	208,257	150,131
Total Funds carried forward		232,241	29,069	261,310	208,257

Balance Sheet, as at 31 March 2011

	Notes	£	2011	£	2010	£
TANGIBLE ASSETS						
Fixed assets	8			1,610		2,870
CURRENT ASSETS						
Cash at bank and in hand		260,489			199,254	
Debtors	9	21,628			22,355	
Total Current Assets		282,117			221,589	
CREDITORS: Amounts falling due within one year	10	(22,417)			(16,202)	
NET CURRENT ASSETS				259,700		205,387
NET ASSETS	11			261,310		208,257
Unrestricted Funds	12			232,241		178,595
Restricted Funds	12			29,069		29,662
TOTAL FUNDS				261,310		208,257

Financial Statements, cont.

Notes to the Financial Statements

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have applied consistently throughout the year and in the preceding year.

Basis of Accounting

The financial statements have been prepared on a going concern basis under the historical cost convention and in accordance with Accounting and Reporting by Charities – Statement of Recommended Practice (SORP 2005) issued in March 2005 as revised in May 2008, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the provisions applicable to smaller companies subject to the small companies regime under the Companies Act 2006.

The Charity meets the relevant conditions and the size criteria for treatment as a small company. Consequently, the Charity is exempt under the terms of the Financial Reporting Standard No 1 from publishing a cash flow statement.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income when appropriate:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the Charity, are recognised when the Charity becomes unconditionally entitled to the grant.

- Donated services and facilities are included at the value to the Charity only where this can be quantified. The value of the nightly shelter venues provided at no charge by churches is not quantified and has not been included in these accounts. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

Resources Expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT that cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include audit fees and costs linked to the strategic management of the Charity
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time or estimated usage basis as set out in Note 3.

Fixed Assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £250 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 4 years.

Operating Leases

Rent payable under operating lease is charged in the Statement of Financial Activities on a straight line basis over the lease term.

2. Donations and Grants

	Unrestricted £	Restricted £	2011 Total £	2010 Total £
Churches	23,129	3,460	26,589	38,885
Charitable Trusts and Other Charities	114,558	47,540	162,098	141,226
Donations	52,068	-	52,068	61,469
Total	189,755	51,000	240,755	£ 241,580

3. Resources Expended

	Basis of Allocation	Cost of Generating Funds £	Night Shelter £	Key Working/Case-work £	Laundry £	Governance £	Total £
Costs directly allocated to activities							
Staff costs (note 5)	Direct		82,175	24,603	10,642		117,420
Caseworker's expenses	Direct			612			612
Fundraising event	Direct	698					698
Recruitment & training	Direct		4,765				4,765
Catering	Direct		13,649				13,649
Cleaning & Laundry	Direct		440		5		445
Travel expenses	Direct		190				190
Van expenses	Direct		4,449				4,449
Insurances	Direct		1,029				1,029
Audit	Direct					2,400	2,400
		698	106,697	25,215	10,647	2,400	145,657
Support costs allocated to activities							
Premises	Usage	197	3,064	197	393	79	3,930
Management staff	Time	7,112	24,891	1,778	711	1,067	35,559
Printing, post & Stationery	Usage	1,284	737	189	19	-	2,229
Bookkeeping & admin	Usage	226	3,901	916	141	979	6,163
Communications	Usage	159	556	79	-	-	794
Computer	Usage	183	640	92	-	-	915
Professional subscriptions & fees	Usage	-	-	-	-	-	-
Repairs & maintenance	Usage	30	488	30	61	-	609
Sundry expenses	Usage	59	919	59	118	24	1,179
Bank charges	Usage	43	670	43	86	17	859
Depreciation	Usage	-	1,260	-	-	-	1,260
		9,991	143,823	28,598	12,176	4,566	199,154

Expenditure on Charitable Activities (Night Shelter, Casework and Laundry) is made from both restricted and unrestricted funds.

4. Net Incoming Resources for the Year

Stated after charging:

	2011 £	2010 £
Depreciation	1,260	630
Auditors' Remuneration (solely for audit services)	2,400	1,410
Accounting and other services	5,443	4,230

5. Staff Costs

Staff costs were as follows:

	2011 £	2010 £
Salaries and wages	141,434	140,636
Social security costs	11,545	12,149
Total	£152,979	£ 152,785

During the 20 week period in which the Night Shelter was in operation, the average weekly number of employees was 16 (2010: 19).

For the remainder of the year, the average weekly number of employees, calculated on a full time equivalent basis were 4 (2010: 4).

No employee received remuneration greater than £60,000 during the year or the previous year.

6. Trustee Remuneration and Related Party Transactions

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

No Trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the Charity during the year or the previous year.

7. Taxation

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

8. Tangible Fixed Assets

	Motor Vehicles £	Office Equip- ment £	Total £
Cost of equipment			
At 1st April 2010	3,500	3,596	7,096
Additions	-	-	-
At 31 March 2011	3,500	3,596	7,096
Depreciation			
At 1st April 2010	630	3,596	4,226
Charge for the year	1,260	-	1,260
At 31st March 2011	1,890	3,596	5,486
Net Book Value			
31st March 2011	£ 1,610	-	£ 1,610
31st March 2010	£ 2,870	-	£ 2,870

9. Debtors

	2011 £	2010 £
Gift Aid - Income tax re-payment due to donations	3,690	7,816
Sundry debtors	17,181	13,831
Prepayments	757	688
Total	£ 21,628	£ 22,335

10. Creditors: amounts falling due within one year

	2011 £	2010 £
Taxation and social security	5,776	4,133
Other creditors and accruals	16,641	12,069
Total	£ 22,417	£ 16,202

11. Analysis of Net Assets between Funds

	Unrestricted Funds £	Restricted Funds £	2011 Total Funds £	2010 Total Funds £
Fixed assets	-	1,610	1,610	2,870
Current assets	254,658	27,459	282,117	221,589
Current liabilities	(22,417)	-	(22,417)	(16,202)
Total	£ 232,241	£ 29,069	£ 261,310	£ 208,257

12. Movement in Funds

	1st April 2010 £	Incoming Resources £	Outgoing Resources £	Transfers £	31st March Transfers 2011 £
Unrestricted Funds					
General fund	178,595	201,207	147,561	-	232,241
Restricted Funds					
Night Shelter	-	16,100	16,100	-	-
Senior project manager	22,600	34,900	34,233	-	23,267
Van	2,870	-	1,260	-	1,610
Laundry	4,192	-	-	-	4,192
Total restricted funds	29,662	51,000	51,593	-	29,069
Total Funds	208,257	252,207	199,154	-	261,310

Unrestricted Funds

Unrestricted Funds are the Funds which the trustees uses in accordance with the objects of the Charity

Restricted Funds

The Night Shelter Fund is specifically to meet the cost of providing and staffing night shelter accommodation for the homeless, and any expenses incurred in providing such accommodation.

The Laundry Fund is specifically to meet the cost of providing laundry facilities for homeless people, and any expenses incurred in providing such facilities.

Casework is specifically to meet the costs of providing assistance and referral services to night shelter guests.

13. Operating Lease Commitment

The Charity has an operating lease commitment of £6,000 per annum in respect of annual rents.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on 22 July 2011 and were signed on its behalf by:

H. Llewelyn, Treasurer

Structure, Governance & Management

Constitution

West London Churches Homeless Concern (WLCHC) is a registered charity and company limited by guarantee and is governed by its Memorandum and Articles of Association. The company was incorporated on 17 March 2000 and registered as a charity on 6 November 2000.

Appointment of New Trustees

New trustees are recruited on a periodic basis and are appointed in accordance with clauses 30-32 of the Articles of Association. Induction and training of new trustees is carried out by the trustees with support from the Senior Project Manager.

Governance, Committee Structure and Decision Making

The charity is run by a board of trustees that meets on at least a quarterly basis (approximately eight times a year). A standing committee of five Trustees meets as required to attend to any urgent items.

The work of the board of trustees is supported by a number of sub-committees responsible for overseeing specific areas of activity. All significant strategic, financial and managerial decisions are made at the board level and operational decisions are delegated to the sub-committees. Key staff members and volunteers regularly attend the trustee and relevant sub-committee meetings.

The trustees determine which operational decisions can be made by the Senior Project Manager and delegate accordingly.

Risk Assessment

The trustees have recognised that there are risks to which the charity is exposed. Systems have been established to mitigate known risks, including financial controls, employment procedures, agreements with participating churches and volunteer training.

Statement of trustees' responsibilities

The trustees, who are directors for the purposes of company law and trustees for the purposes of charity law, are responsible for preparing the Annual Report and the

financial statements in accordance with applicable law and regulations.

The trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

The financial statements give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for the period ending 31 March 2011. In preparing these financial statements, the trustees have:

- selected suitable accounting policies and then apply them consistently;
- made judgments and estimates that are reasonable and prudent;
- prepared the financial statements on the going concern basis.

The trustees keep proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity, enabling them to ensure that the financial statements comply with the Companies Act 2006. They also safeguard the assets of the company and hence take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees maintain the integrity of any corporate and financial information included on the charity's website.



Statement of disclosure of information to auditors

The trustees of the charity who held office at the date of approval of this annual report confirm that:

- so far as they are aware, there is no relevant audit information, or information needed by the company's auditors in connection with preparing their report, of which the company's auditors are unaware; and
- they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

The trustees who served during the year and up to the date of this report are set out on page 25.

Approved by the trustees and signed on their behalf by:
Michael Sawyer (Chair)

Statement of Public Benefit

The trustees consider that the activities of the charity (described in the sections entitled "night shelter", "day centre" and "casework") provide benefit to our guests and the wider West London Community.

The board of trustees regularly monitors and reviews the success in meeting its objective of reducing poverty in the homeless in the boroughs within which we operate. The trustees confirm that the activities of the charity described in this report are undertaken in pursuit of its aim.

22 July 2011



Guests and volunteers enjoy dinner at St. Paul's in Onslow Square

Staff & Volunteers

WLCHC would not be able to function without its large and dedicated group of volunteers. Each venue provides its own volunteer team – giving us a total of more than 300 volunteers over the winter shelter period.

The volunteers help set up the shelters, cook, serve food and sit and eat meals with the shelter guests. It is their involvement and approach that makes the shelters special.

The trustees also give their time voluntarily and without remuneration.

All of this voluntary man-power allows us to run the operations with minimal staff: a year-round Senior Project Manager and Caseworker, and during the winter months two additional Project Managers and a pool of 14 overnight Project Workers.

“No doubt, there are times when I’m in the office and I would like to go home, put my feet up. But when I get down to the shelter, I thoroughly enjoy it. I’ve never once regretted going down there. Being able to help is a privilege.”
- Nigel Roberts, volunteer



volunteers prepare a meal at Chelsea Methodist Church

“The staff and volunteers helped me feel less of a pariah.” -homeless guest

Trustees, Senior Management & Advisors

Trustees, who are also directors of the company, give their time voluntarily and without remuneration. They were, for the time under review:

Paul Cowley
 Anita Jackson (resigned October 2010)
 Johnathan Heawood (appointed April 2010)
 Stacy Jansz (appointed April 2010)
 Melissa Kerschen
 Brian Leathard
 Hugo Llewelyn
 Shuna Mason
 Barry Perinparaja (resigned August 2010)
 Judith Roberts
 Michael Sawyer (Chair of Trustees)
 Amanda Sheppard (resigned April 2010, reappointed January 2011)
 John Sinik (appointed October 2010)
 Pam Tetlow

Senior Management:

Daniel Strickland (Senior Project Manager to March 2011)
 Steven Platts (Project Manager promoted to Senior Project Manager March 2011)

Professional Advisors:

Auditor:

George Hay & Company
 83 Cambridge Street
 London SW1V 4PS

Banker:

HSBC, 22 Victoria Street
 London SW18 0NJ

“When I was informed of no formal referral process or background checks, I wondered what I was coming into – but it works! And it is brilliant – it has been an incredible experience, I’ve learnt a lot and it has been a privilege to work with so many dedicated people and to meet so many guests.”

- Project Manager Richard Fitzgerald

“This church, they try their very best. You’ve got clothes, showers, housing. And they have an art class. I like to do my art there.... And if they can, they’ll help you find a solution.”
 - 34 year old homeless artist

Thank You

We would like to express our heartfelt thanks and eternal gratitude to the Trusts & Foundations, Churches, Schools, Companies, Organisations and the many individuals whose contributions made it possible to continue our work during the year. Here we acknowledge just some of our supporters.

Trusts and Foundations

Albert Hunt Trust
Alexander Rose Memorial Fund
Allchurches Trust Limited
Anchor Foundation
Armourers & Brasiers' Gauntlet Trust
Beatrice Laing Trust
Chelsea Non Ecclesiastical Charities
Christopher Isobel Fleming Memorial Fund
Cotton Trust
Coutts Charitable Trust
The Daisy Trust
Daughters of the Cross
De Laszlo Foundation
Dischma
Ealing Churches Winter Night Shelter
Garfield Weston Foundation
Gibbs Charitable Trust
Girdlers' Company Charitable Trust
The Goldsmith's Company
Henry Smith Charity
Hiscox Foundation
Inner London Magistrates' Court's Poor Box
John Searle Will Trust
Leathersellers' Company Charitable Fund
Lionel Wigram Memorial Trust
Marsh Christian Trust
The Phoenix International Charity
Pret Foundation
Rank Foundation
Ron & Lyn Peet Trust
Rowan Charitable Trust
Royal Hospital Chelsea
Souter Charitable Trust
Stella Symons Charitable Trust
Strand Parishes Trust
StreetSmart
Tolkien Trust
Towerbrook Foundation
Truemark Trust
WA Young Charitable Trust
Westminster Foundation
Woodroffe Benton Foundation
Woodward Trust
Worshipful Co of Horners

Religious Institutions

Ahmadiyya Muslim Ass UK
All Saints Church Tooting
All Souls Church
**Barnes Methodist Church*
Brentford Free Church
Buddapadipa Temple
Carmelite Priory
Chelsea Deanery Synod
**Chelsea Methodist Church*
Christ Church Camberwell Church of Our Lady of Fatima
Church of Our Most Holy Redeemer
Church of the Holy Apostles
East Hill Baptist Church
First Church of Christ, Scientist
German Christ Church
Grantshouse Houndswood & Reston Church of Scotland
Greek Orthodox Church
Grosvenor Chapel
**St Luke's and Christ Church, Chelsea*
Holy Apostles Pimlico
Holy Redeemer
**Holy Trinity Brook Green*
Kensington United Reformed Church
Methodist Central Hall
Methodist Church Westminster
Notting Hill Methodist
Our Lady of Delours Servite Church
Putney Methodist Church
**Rivercourt Methodist Church*
Servite Friars
Southfields Christian Fellowship
**St Barnabas Kensington*
St Christopher's Hanwell
**St Columba's Church of Scotland*
St Dionis Church
**St John's Church, World's End*
St Luke's Redcliffe Gardens
St Mary Abbots
St Mary's Barnes
St Marys Cadogan
St Michael & St George
**St Paul's Church, Onslow Square*
St Peters Church
**St Simons Rockley Rd*
St Stephen & St Thomas
Twickenham Methodist Church

Schools

Cameron House School
Harrodian School
Ravenscourt Primary School
Garden House School
Holy Trinity C of E Primary School
Kensington Prep School
Christchurch School
Thomas' London Day School Nursery, Battersea
Lady of Victory School

Companies

A&N Media
Money Corp Group
Peter Jones
Sciteb Ltd.
Scorpio Partnership
Waitrose

** Churches in italics served as nightshelter venues*

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How To Help



John Sinik performs with Johnny and the Appleseeds in aid of WLCHC

WLCHC provides shelter, support and hope to some of West London's most vulnerable men and women. We are open to all, and we do not proselytize. To help keep our doors open, we rely on the generosity of individuals, churches, trusts and foundations. Here are some ways to help.

Volunteer

Volunteers set up our shelters, cook, serve food and dine with our guests.

Donate

You can make a on-off or regular donation online or by post. We also appreciate donations of clothing, shoes, canned food, and toiletries.

Fundraise

Some of our supporters have raised money for us by sponsored runs or by organizing events like coffee mornings, cake sales, yard sales, concerts and theatrical production. Others have elected WLCHC as their company's Charity of the Year.

Please contact us.
wlchc@wlchc.eclipse.co.uk



Elle Capella (Madeline Morrow, Erin Roth, Leigh Elliott, Marianne Aston and Angela Brandhuber) have regularly supported WLCHC.

“
They’ve fed me,
they’ve clothed me.
They’ve kept me sane.”
- homeless guest

Front cover features detail from painting of guests shown waiting for the shelter to open on King's Road. The artist is a former guest of WLCHC shelters and has donated the painting to Chelsea Methodist Church.

West London Churches Homeless Concern

Registered charity no. 1083203
company limited by guarantee
(Company no. 3950659)

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