



# Wintercomfort for the homeless

Annual report and financial statements  
for the year ended 31 March 2024

Overstream House, Victoria Avenue, Cambridge CB4 1EG.

Company registration number 02615905.

Charity registration number 1003083

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## Report of the Chair of Trustees

In the 12 months since our last annual report, homelessness statistics in England have shown a concerning rise. The government reported that 3,898 people were sleeping rough on a single night in autumn 2023, a 27% increase from 2022. It also reported the number of households in temporary accommodation has reached an all-time high, with 112,660 households, including 146,800 children, living in such conditions by the end of 2023.

Wintercomfort's own data reflects these troubling trends. In 2023/24, we supported 707 individuals in crisis, marking a staggering 55% increase in two years (2022/23 - 615 people and 2021/22 - 456 people). The cost-of-living crisis, rising mortgage rates, a shortage of social housing, and high rents have all significantly contributed to this surge in homelessness.

To address the needs of those newly affected by economic difficulties, at the beginning of 2023 Wintercomfort went mobile. Partnering with the local community - including foodbanks, churches, and housing providers, and funded by the National Lottery Community Fund (NLCF), our outreach work has enabled our Project Workers to deliver regular drop-in clinics at these organisations. This initiative has allowed us to reach a further 197 people during 2023, including those previously unaware of or hesitant to use our services. We are immensely grateful to the NLCF for their continued support of this much needed service.

As always Wintercomfort remains dedicated to supporting individuals experiencing or at risk of homelessness by offering essential welfare services and opportunities for social, learning, and work engagement. Our work, whether at Overstream House or elsewhere, helps people achieve positive, long-lasting change and realise their potential. This work would not be possible without our dedicated team of compassionate and hard-working professionals, led by our Chief Executive Officer Sarah Halls. I am immensely proud of what has been achieved this year.

I would also like to extend my gratitude to my fellow Board members for their time and expertise, ensuring the organisation remains robust and sustainable in the context of funding constraints and increasing demand. Finally, a heartfelt thank you to all our volunteers, funders, and supporters. Your commitment and generosity enable us to deliver our vital and much needed services to those most in need.

Thank you.

**Jane Dominey**

**Chair of Trustees**

*“Wintercomfort picked me up when I lost all hope. I have a home of my own now and I am getting help for my mental health”*

*A Service User receiving counselling.*

## Report of the Chief Executive Officer

Over the past year, Wintercomfort has continued to deliver essential services to individuals experiencing homelessness and those at risk of losing their homes. During the year we supported 707 people in crisis. We helped 80 people who were homeless gain accommodation and provided tenancy support to a further 130 people who were at risk of losing their homes.

Additionally, we enabled 231 individuals to learn basic skills, provided job skills training to 95 participants, and we helped 73 people to attain accredited and non-accredited qualifications. Notably, during the year, 25 people secured paid employment, many through our own social enterprise, Overstream Clean & Garden. We provided financial and debt advice to 229 people and supported 195 individuals to access over 400 poverty relief grants.

In addition to practical advice and training, we delivered extensive emotional and wellbeing support. Our in-house counsellors provided one-to-one counselling to 60 individuals, and 206 people received additional mental health support. Furthermore, our sports and social inclusion programme engaged 100 participants, helping to alleviate the immense loneliness and isolation that nearly always accompanies the trauma of homelessness.

Wintercomfort remains the only day service in Cambridge that delivers this depth and breadth of service. We understand that homelessness is multifaceted, and we fully appreciate that providing someone with accommodation alone will not solve the problem. It is only by addressing people's individual barriers and equipping them with the skills and self-confidence needed for independent living, that people will achieve long-lasting positive change.

I'm tremendously proud of our team at Wintercomfort. Their unwavering commitment and professionalism has truly transformed the lives of those we support. I also extend my sincere gratitude to our funders, corporate supporters, community groups, and individual donors who have generously supported and fundraised for us throughout the year. Your contributions are invaluable and deeply appreciated.

With very best wishes

**Sarah Halls**

**CEO**

*"I'm now in a place where I can make a fresh start. Thanks to the support I've had through Wintercomfort. I am starting to move on with my life."*

*A Service User*

## Trustees report

### Beneficiaries of the work of Wintercomfort for the homeless.

Wintercomfort exists to help adults who are rough sleeping, vulnerably housed and/or at risk of homelessness.

The charity's beneficiaries include many individuals facing multiple disadvantages with problems including substance misuse, poor mental and physical health and contact with the criminal justice system as well as homelessness.

The charity does not work directly with children (but does support adults who are parents). It does not provide specialist provision in the areas of mental and physical health (assessment and treatment), and asylum and immigration (but does support individuals who have no recourse to public funds).

#### **Adults who are rough sleeping or vulnerably housed in Cambridge.**

People who are homeless are amongst the most chronically excluded and marginalised individuals in our society. There are several types of homelessness, all of which Wintercomfort supports:

**Rough sleeping:** living and sleeping in outside conditions often with little to no shelter.

**Statutory homeless:** this is when local authorities have deemed a person to have a 'priority need' and that it is the council's duty to house them; this is usually in hostels, shelters, and other forms of temporary accommodation.

**Hidden homeless:** people who may be considered homeless but whose housing situation is not "visible" on the streets or in official statistics. This can include people living with friends or family, sofa surfing, living in a vehicle or squatting.

**People at risk of homelessness:** this category of homelessness means someone at significant risk of being pushed into homelessness such as people in low paid jobs, living in poverty and poor quality or insecure housing.

Those who are homeless or vulnerably housed face multiple disadvantages. They have limited access to basic needs such as food and hygiene and are highly vulnerable to exploitation and violence. Those we help often have poor physical and/or mental health. Some are battling alcohol or drug dependencies, and many have low educational attainment and little to no training or work experience, but nearly all want to find a job.

All will have suffered some level of significant trauma including job loss, eviction, severe poverty, family breakdown, leaving an institution such as care or prison or fleeing domestic abuse. Many of those we work with have experienced childhood trauma and have little or no knowledge of what a healthy, caring relationship is. They have a severely fractured or no support network and are extremely isolated and alone. All these issues make it so much harder for them to develop healthy relationships, improve self-confidence, gain employment, or build a better future for themselves, without significant support.

## Trustees report

### Case Study: John's Story

**John is 29. He has 5 A Levels, a degree and a master's degree in chemical engineering. He has never experienced alcohol or drug dependency. He is ambitious, focused, and positive.**

John came to Cambridge in February 2023, to attempt to reconnect with his father who was in rapidly failing health. A father who had been violent and abusive to his children and former wife and who had been absent in John's life since he was 6 years old.

When John arrived in Cambridge, he quickly found work and began a new relationship, soon after moving in with his new girlfriend. Unfortunately, the relationship didn't last, and John moved into hotel accommodation as a temporary solution while he looked for a room to rent in a shared house. He hadn't anticipated how difficult it would be to find affordable accommodation. Realising that he needed to retain enough money for a deposit and first month's rent, John was faced with the harsh reality of having to leave his hotel room and sleep rough whilst continuing his search. Living on the streets, John was unable to sleep for nights on end.

*"I took to turning up at work at 6am before everyone arrived and then staying until 6pm, long after everyone else had gone home. No-one questioned this – colleagues just thought I was working hard. I'd stay as late as possible and then I'd leave and just walk around throughout the night and then go back to work in the morning. I didn't feel I could tell anyone."*

At this point, John wasn't aware of the support available to him but did contact the council. He was told that he would be eligible for a 0% deposit loan under the Rent Deposit Scheme.

Unfortunately, though, the lack of sleep and hardship of rough sleeping began to impact upon his job. Too embarrassed to explain what he was going through, he made mistakes at work and ultimately, was dismissed.

This change in circumstances meant that John was no longer eligible for the Rent Deposit Scheme. With no income he couldn't afford a place to live. With no place to live, he couldn't find new employment. He was trapped in a vicious cycle with no obvious way out.

John's fortunes took a turn for the better when he was told about Wintercomfort by an advisor at the Job Centre. With the team's support he managed to find a place in a shared house and soon after, to find new employment. Wintercomfort was able to provide the emotional and practical support that he needed at a time when he felt hopeless and alone. Despite the huge range of advisory services that Wintercomfort can offer, sometimes, it's the simple act of human kindness and compassion which makes the difference.

*"I used to be someone who would walk past someone on the street and look the other way – feeling helpless when faced with someone in need. I'm different now. I know that this could happen to anyone and that everyone who faces homelessness is simply a person who has fallen on hard times."*

*That's what is so different about Wintercomfort. There is such a human element here. Every interaction is professional but really human. Even when there are difficult situations here, everyone is dealt with such care and respect. I wouldn't be where I am today without their support."*

## Trustees Report

### Objectives and activities.

Our charity was founded in May 1991, over 31 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 the people we support but also strive to facilitate lasting and proactive change in their lives.

### OUR MISSION

- Wintercomfort supports those with experience, or who are at risk, of homelessness by offering essential welfare services and social, learning and work opportunities to enable people to achieve their potential and to make positive, long-lasting changes to their lives.

### OUR VISION

- To be welcoming, non-judgemental, offering a safe and secure place for people to access welfare, support, advice and learning in a trusted environment 7 days a week.
- To be service user focussed and deliver high quality services.
- To equip staff and volunteers with the tools and training they need to deliver excellence in everything that we do.
- To develop diverse income and funding streams to ensure that Wintercomfort is not reliant on any one source of funding and ensure that we have sufficient reserves to be sustainable.

### OUR VALUES

- To be non-judgemental, inclusive, respectful of others, compassionate and caring.
- To be flexible, innovative, and responsive.
- To empower people to help themselves, champion personal development, and positive change.

Wintercomfort is the only information, advice, training, and support centre for those who are homeless or vulnerably housed in Cambridge. We offer vital activities designed to provide learning, training and improve self-esteem; empowering those we support to move out of homelessness, as well as a free daily welfare service. Because those we help often have multiple issues, it is essential that we take a person-centred, trauma-informed approach. We are open seven days a week. Wintercomfort provides several services from its city centre location and out in the community.

## Trustees Report

### Objectives and activities.

**Housing support and prevention service:** We offer comprehensive housing advice and practical assistance to help individuals navigate the housing pathway. Once accommodation is secured, we provide ongoing support to ensure tenancy stability, including education and guidance on managing bills, cooking and budgeting. Additionally, a home furnishing fund is available to assist with essential white goods and soft furnishings. For those struggling to maintain their accommodation, we provide tenancy support, addressing issues such as overcrowding, rent arrears or poor living conditions.

**Employment, training, and volunteering:** We offer a range of services to help individuals gain vocational qualifications, improve their CVs, enhance literacy and numeracy skills, conduct job searches, and prepare for interviews. Our social enterprise, Overstream Clean & Garden, a professional cleaning and gardening business, provides training and paid employment opportunities. Additionally, individuals can gain work experience and earn food hygiene accreditation by volunteering in our commercial kitchen. We supply specialist work attire and, where appropriate, provide work references to support career advancement.

**Money and debt advice:** Delivered by experienced Money and Debt Advisors, this service offers practical guidance on benefit entitlements, rent arrears, money management, debt resolution, creditor negotiations, and repayment planning. Our goal is to equip individuals with the knowledge and skills necessary to reduce their debts and manage their finances more effectively.

**Counselling and therapy:** We offer 1:1 counselling to all service users, available in person or via telephone. Our highly qualified counsellors provide support on a wide range of issues, including addiction recovery, low to moderate depression and anxiety, health anxieties, accommodation concerns, abuse, childhood trauma, family breakdown, parenting, bereavement, and relationship issues.

**Health and wellbeing:** We assist with GP registrations and access to dental treatment, accompany service users to medical appointments to advocate for them when necessary. We provide referrals to drug and alcohol support services. Additionally, we offer access to a specialist sexual health and hepatitis clinic, as well as a monthly footcare clinic.

**Women's only service:** Our accredited Independent Sexual Violence Advisor provides 1:1 emotional support and accommodation assistance for women. We refer individuals to a broad range of general and gender-informed services, including counselling and practical support, to help them maintain their dignity. We supply toiletries, sanitary items, clean clothes, and offer advice on staying safe, alongside access to physical and mental health support and personal development plans. Additionally, we host regular group activities, such as evening sessions, coffee mornings, cooking classes, sports activities, and arts and crafts. We encourage peer support so they can help each other, improve their social skills, and feel more empowered by knowing they are not alone in their experiences.

## Trustees Report

### Objectives and activities.

**Non-UK national support:** Including support for those at risk of exploitation and trafficking through modern slavery, support with official documentation, help with immigration services including legal advice, translation services and English language tuition.

**Social inclusion and sports:** Including a weekly men's group, cooking group, museum visits, fishing trips, outings, and gardening. We also offer daily and weekly sports & exercise programmes including individual fitness plans.

**Digital inclusion:** We offer free access to computers at the centre alongside support to use online services and improve digital skills as required. We help people to set up online banking, manage benefits, access healthcare services, create email accounts and to use social media and other platforms to promote inclusion and connectivity.

**Welfare support:** Includes a free daily breakfast and lunch for rough sleepers. There is daily access to showers, toiletries, laundry services, free clothing, and footwear, helping people to maintain a sense of dignity and self-respect. Food and fuel vouchers are provided, along with sleeping bags and mobile phones and data top-ups where necessary.

**Outreach work:** This year we have increased our presence within the local community, delivering outreach advice clinics at housing providers foodbanks and other community spaces. We want to ensure those we have not reached before and those who may not have considered using Wintercomfort, either because of stigma, fear or because they assume Wintercomfort only offers support to those sleeping rough, have access to our services.

In setting the objectives of the Charity, the Trustees have due regard for the public benefit guidance set out by the Charity Commission.

### How did we meet our objectives?

#### LEARNING, DEVELOPMENT AND EMPLOYMENT

Throughout 2023/24, 73 people (2022/23: 64) gained accredited or non-accredited qualifications, this included Construction Skills Certification Scheme (CSCS) and Institution of Occupational Safety and Health (IOSH) Managing Safety Scheme, Colour Coding of Cloths and Infection Control, Health and Safety, Introduction to Cleaning, Manual Handling, Sharps Handling, Washroom Hygiene and Housekeeping. 70 people (2022/23: 43) volunteered with Overstream Clean & Garden or within our commercial Kitchen. 95 (2022/23: 83) people gained work ready skills including writing CVs, learning job seeking skills and interview techniques. 113 people (2022/23: 55) people gained knowledge around maintaining employment including time keeping, money management and appropriate behaviour in the workplace and 25 (2022/23: 32) gained paid employment, mainly within Overstream Clean & Garden, the hospitality sector, or the construction industry.

## Trustees Report

### How did we meet our objectives?

#### **HOUSING SUPPORT AND PREVENTION SERVICE**

During 2023/24, our Housing Support and Prevention Service provided accommodation support and advice to 302 people (2022/23: 250) and we supported 80 people to gain accommodation (2022/23: 92) In addition, we supported a further 130 people to maintain their tenancy (2022/23: 130).

At the beginning of 2023, our Housing Support and Prevention Team started offering new drop-in clinics at food banks and community spaces to reach a broader audience who might not have accessed our services before. Through these clinics, we have been able to deliver more preventative work, helping people maintain their current accommodation and address issues such as rent arrears, debt, and housing disrepair. We have also been able to sign post people to other places for support.

During the year we have developed a successful relationship with Law Stop ([www.lawstop.co.uk](http://www.lawstop.co.uk)). They support people entitled to Legal Aid, providing advice and support to help them navigate the legal system in the areas of housing, community care, public law and education. Our Housing Advisor has been working closely with them, referring people to them to access legal aid. In addition, their housing specialists attend some of the drop-in sessions we are doing out in the community, and they visit Overstream House on a monthly basis, to provide drop-in advice and support.

For those needing to secure accommodation, we explained their options and supported them closely through the housing pathway. For particularly vulnerable individuals, mainly those with mental health issues, we made phone calls on their behalf or attended meetings with them. When applicable, we encouraged people to register and bid on Home-Link. Through our Streets to Home Partnership (funded by Cambridgeshire County Council), we worked closely with housing providers to ensure that people's rights were respected, and the accommodation offered was the most appropriate for their needs. Throughout the year, our Housing Advisor participated in the Housing First Panel, providing recommendations on suitable candidates for the programme.

Once individuals moved into accommodation, we continued to offer support, providing them with white goods and soft furnishings through our furnishings fund when needed, and helping them apply for poverty relief grants. During the year, we assisted 195 people in securing 404 poverty relief grants (2022/23: 114). We provided weekly support until they were able to manage independently, recognising that sustained support is crucial to prevent them from risking their tenancy and repeating the cycle of homelessness, which often occurs when support is withdrawn too quickly.

Alongside practical advice, we offered ongoing emotional support to ease the transition from life on the streets and help people feel connected to their new communities, thereby improving their chances of successful integration and sustained tenancies.

## Trustees Report

### How did we meet our objectives?

#### **COUNSELLING AND WELLBEING**

This year we delivered 1:1 counselling to 60 people (2022/23: 31). As part of our work, it is essential people can access free mental health support, from an organisation they know, trust, and feel comfortable with.

The cost-of-living crisis has had a considerable impact on people's wellbeing, and they are reporting feeling more anxious about the future. Issues around debt, food and fuel poverty are becoming more of a regular talking issue with our counsellors. In addition, other subjects which service users are coping with include substance misuse, childhood trauma, family/relationship breakdown, poverty, depression, anxiety and worry about their accommodation and future life. For the women, childhood trauma, unhealthy adult relationships, past and present sexual abuse, and domestic violence play a significant contribution to their counselling needs. Impressively 100% of those who received counselling this year self-reported an increase in confidence and wellbeing. In addition, of those who were struggling with alcohol or drug addiction, 100% self-reported a reduction in usage or are now abstaining completely. All acknowledge that the counselling has played a significant part in their progress.

In addition to our counselling, the overall wellbeing of the people we support remained paramount. During the year, 655 (2022/23: 336) people received some form of medical/wellbeing support. Acting as a hub for other partner services, we were able to host monthly foot care clinics, lung clinics, Hep C and HIV testing, twice weekly Drug and Alcohol drop-in sessions, weekly visits from the DDSP (supporting people with mental health and drug addiction) and regular visits from the Access Surgery Team. All partner services have reported that the ability to host clinics and visits at Wintercomfort is of significant value in achieving engagement in their services. Where necessary, our team supported people to make and attend appointments with other healthcare providers including dentist appointments and encouraging people to registers with the Access Surgery. Overall, a large proportion of people reported an increase in physical and mental wellbeing from working with Wintercomfort.

#### **WOMEN'S SERVICE**

During the year, we worked with 165 (2022/23: 145) women who were homeless or vulnerably housed. Throughout the year 554 key working sessions took place either face to face or via telephone or Zoom. These 1:1 sessions focus on a variety of different issues including emotional support, personal development, life skills, money management, housing advice, family issues, isolation and loneliness, mental wellbeing, sexual abuse and violence, health anxieties, job skills and benefit advice. At present, the cost-of-living crisis and the worry about paying bills and buying food, continues to dominate much of these conversations. During the year we helped secure 86 different poverty relief grants for 61 women.

## Trustees Report

### How did we meet our objectives?

Peer support is incredibly beneficial to this group and chatting whilst taking part in activities such as the cooking sessions and the evening sessions provides great support to the women.

Domestic abuse and sexual violence remained a prominent and serious issue for the women we supported and during 2023/24, 31 women were supported in this area. As part of their personal development plan, we worked closely with each individual, supporting them to develop self-worth and to understand the difference between a healthy relationship and one that is coercive and abusive. Our Senior Women's Project Worker is trained in supporting women who are/have experienced abuse, and we worked closely with Cambridge Women's Aid, Independent Sexual Violence Adviser (ISVA) and the Police to ensure they were fully supported.

*"It's great to be able to learn some new skills and to add another string to my bow. The team in the kitchen are so friendly and helpful and it's been great being involved with something productive and being able to give something back. If I can get some experience that might lead to work, then that's even better!"*

*A Service User*

### **SOCIAL INCLUSION AND SPORTS**

During the year our Project Workers worked with a 100 people on 831 occasions (2022/23: 158 people on 1,693 occasions). Activities undertaken included the gym, badminton, swimming, cycling, walking, aerobics, circuits and racket sports. There were also some sessions exclusively for women, including boxercise.

This year we saw the launch of our first men's group. This group has been co-produced and offers a unique and supportive environment that addresses the specific needs and challenges faced by men, supporting their overall wellbeing and personal development. Sessions include a variety of activities, ranging from Play Station 4, to drawing, poetry and board games. The men's cooking club is also on at the same time, which provides a great complement. Every session the group sits down to eat a meal together. Attendance has been highly promising so far and the team is keen for the group to grow and evolve based on what the men want to do.

### **NO RECOURSE TO PUBLIC FUNDS (NRPF)**

During the year we provided (via IR Immigration Law), free legal advice to 77 people who had NRPF (2022/23: 77). Project Workers along with our translator worked with this cohort to explain the rights that pre-settled and settled status provides, as well as the general conditions for acquiring settled status. Significant time has been spent acquiring the necessary paperwork such as passports and National Insurance numbers, and we have attended meetings with individuals if we felt additional support was required. We have also worked closely with this group to secure paid employment as private rental is often their only housing option.

## Trustees Report

### How did we meet our objectives?

#### Wintercomfort's Outcomes

- 80 individuals gained accommodation through advice and support from our Housing Support and Prevention Service.
- 130 individuals maintained their tenancies through advice and support from our Housing Support and Prevention Service.
- 1,113 key working session took place.
- 526 counselling sessions were provided.
- 206 individuals received mental health support
- 25 individuals gained employment.
- 231 individuals took part in basic skills workshops.
- 73 individuals gained accredited/non accredited qualifications.
- 70 individuals volunteered within Overstream Clean & Garden or in our commercial kitchen.
- 95 attended work ready 1-2-1s sessions.
- 113 individuals took part in maintaining employment training.
- 229 people received financial support and advice
- 165 women benefitted from our bespoke women's only service.
- 90 non-UK nationals received free, high quality legal advice and support.
- 195 people benefitted from applications for 404 financial grants.
- 180 individuals received some form of medical / wellbeing support, e.g., foot care clinics, lung clinic, HIV testing, sexual health, dentist, and GP.

*"I've worked really hard to get where I am and get over the set-backs I've faced. I feel really happy with the way life is coming together for me now."*

*A Service User.*

## Trustees Report

### Achievements and Performance.

#### Attendance information

During this financial year Wintercomfort supported 707 (2022/23:615) people who were homeless or vulnerably housed, an increase of 15% from last year. Over the year, people visited Wintercomfort 9,088 times (2022/23:11,139).

| Statistic                   | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|-----------------------------|---------|---------|---------|---------|
| Total number of individuals | 476     | 456     | 615     | 707     |
| Total number of visits      | 5,767   | 7,540   | 11,140  | 9,088   |

| Statistic                     | Q1<br>2023/24 | Q2<br>2023/24 | Q3<br>2023/24 | Q4<br>2023/24 |
|-------------------------------|---------------|---------------|---------------|---------------|
| Total people supported        | 222           | 348           | 378           | 344           |
| Visits to centre              | 1,853         | 2,063         | 2,749         | 2,423         |
| Breakfasts & lunches served   | 1,983         | 1,824         | 2,418         | 1,518         |
| Average visits per individual | 8.3           | 13.7          | 14.3          | 7.6           |

#### Employees

Wintercomfort operates an equal opportunities recruitment programme. Over the year, circa 45% (2022/23: 45%) 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 an important role in providing Wintercomfort's services for those who are homeless or vulnerably housed. As a charity, we know and appreciate the value, skills, and experience that volunteers can bring. In addition to our 7 volunteer Trustees, last year Wintercomfort worked with 3 volunteers from the local community on a regular basis, and more corporate volunteers on a less regular basis. All volunteers are recruited to the needs of the charity and the people we support. They all have a comprehensive induction, training, and on-going support from their designated Project Worker. All volunteers are enhanced DBS checked and trained in safeguarding of vulnerable adults (SOVA).

We are so privileged to have such a wonderful team of committed and gifted volunteers who work tirelessly every week to support the most vulnerable people in our society. 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 people in Cambridge who are struggling with homelessness. We could not deliver our services without our volunteers, and we are immensely grateful to them.

## Trustees Report.

### Fundraising aims and achievements.

Thanks to the generosity of our supporters our total income for the year was £1,058,389, excluding investment and Social Enterprise income (£162,904).

The 2023 Christmas Appeal was a great success, raising just over £100,000.

On Friday 1<sup>st</sup> March, we held our fundraising Sleepout event at Abbey Stadium, working in partnership with Cambridge United Community Trust. 115 brave souls from across the city spent the night sleeping outside on the terraces in what was a cold, uncomfortable but very humbling experience. We were very grateful for the support of many local businesses including Astrazeneca, Green and Purple, Hill Group, Kameo Recruitment, Redgate, Sitec and Cambridgeshire County Council. The event raised an impressive £29,496 which was split evenly between the two charities after expenses.

Trusts and foundations fundraising has been highly competitive, and we are extremely grateful and fortunate to have such a good level of regular and loyal supporters. Our income generation strategy has always been to have a diverse number of income streams, to ensure we are never reliant on just one channel of funding. We will also continue to invest time and resources into our social enterprise, Overstream Clean & Garden.

Wintercomfort's current fundraising team consists of two part-time consultants who specialise in major grant funding bids, as well as a full-time Fundraising Manager and a part-time Communications Lead. In 2023/24 thanks to the generosity of our supporters, fundraising costs equated to 6% (2022/23: 6%) of all our income which we believe is an excellent return on investment.

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 Regulator. We have adhered to the fundraising standards and have not received any fundraising complaints.

## Trustees Report

### Financial review and results for the year

The financial results show a surplus for the year of £125,816 (2022/23: surplus £11,840). Revaluation gains/(losses) in the year were £162 (2022/23: £ (15,820)), excluding which the net outturn would have been a surplus of £125,654 (2022/23: surplus £27,660).

#### Income

Income was £1,221,293 for 2023/24, which is an increase of £95,265 on the previous year (£1,126,028). Of this, £623,091 (2022/23: £600,635) was given for specific projects whilst the remaining £598,202 (2022/23: £525,393) was given or raised for unrestricted use. Income for the year includes £4,300 of Gifts in Kind.

The outturn for the year was better than anticipated due to several factors:

- Trust & Grant income exceeded budget by a considerable margin: actual speculative Trust income for the year was £177k, 63% better than budget (£109k). Some grants received under this heading are one-time payments that will not be repeated. Specifically, the Santander cost of living grant (£20k) and the National Lottery cost of living grant (£33k). Taking this into account speculative Trust income exceeded budget by £15k (14%).
- Overstream Clean sales exceeded budget by £27k due to new contracts not anticipated when the budget was set, which was based on actuals for 2022-23. The target for 2024-25 has been based on actuals for 2023-24 as the new contracts will remain in place for this year.
- Bank interest income was £18k higher than budget, a result of the organisation using a higher interest rate bearing account.
- Wintercomfort received legacy income of £25k during the year. The budget was £5k.
- Corporate income was £13k ahead of budget.

#### Expenditure

Total Expenditure for the year (£1,095,639) is line with 2022/23 (£1,098,368)

The largest item of expenditure is staff costs (circa 70% of total cost). Underlying staff costs for the year have been lower than budget due to:

- Short term savings on temporarily vacant posts until they have been recruited.
- The salary cost savings have been partially offset by additional overtime expenditure (to cover for colleagues off sick) and SSP.

Staff costs for 2023/24 (£740,426) are higher than 2022/23 (£720,626) due to a 3% pay rise from October 2023.

Despite the impact of inflation, the remaining costs for 2023/24 (£355,213) are lower 2022/23 (£377,742) due to:

- Reduced depreciation charges, £22,603 (2022/23: £32,055)
- Lower cost of Gifts in kind, £4,300 (2022/23: £40,016)

## Trustees Report

### Financial review and results for the year (continued)

#### 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 £93,935 (2022/23: 93,773). These investments increased in value by £162 during the year.

#### Funds and Reserves

Within restricted funds are £96,506 of costs which will fund future activities of the charity (2022/23: £89,593).

| The charity held the following funds at 31 March (£'s) | 2024             | 2023           |
|--|------------------|----------------|
| Restricted funds                                       | 96,506           | 89,593         |
| Designated funds:                                      | 232,018          | 237,148        |
| - Designated strategic fund                            | 90,000           | 90,000         |
| - Designated fixed assets fund                         | 128,097          | 133,227        |
| - Designated building fund                             | 13,921           | 13,921         |
| Remaining free reserves                                | 710,771          | 586,738        |
| <b>Total</b>   | <b>1,039,295</b> | <b>913,479</b> |

Restricted funds are used only for the purposes specified by the donor or grant giver, details of which are given in note 15 to these financial statements. 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.

The designated fixed assets fund represents the book value of the building owned by Wintercomfort and from which its services are run, and the equipment used by the charity. This is designated because these assets are essential to the running of the charity and the funds are not readily available for other purposes.

The designated building fund remains to assist in funding building works and improvements to the premises.

Free reserves are held by the Trustees to ensure continuity of service should the charity experience any unexpected changes in circumstances. We currently have seven months, and we aim to have between six to nine months expenditure cover and therefore believe our Reserves are sufficient to meet the future needs of the Charity.

## Trustees Report

### Financial management and policies

#### **Reserves policy**

The Trustees of Wintercomfort aim to oversee and manage a level of reserves 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 Trustees report on page 16.

#### **Investment policy**

The Trustees have decided to retain short term funds in cash reserves which are in low-risk interest bearing deposit accounts, to provide for seasonal fluctuations in operating cash. Funds not required to meet this liquidity need are held in 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 44.

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. All Trustees are SOVA trained and have an enhanced DBS.

## Trustees report

### Governance and management

#### **Management**

Decisions about matters of 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 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. Pay is benchmarked against equivalent roles in similar sized UK charities, considering 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 5c to the accounts.

#### **Staff remuneration**

Salaries are reviewed annually and uplifted as appropriate and sustainable.

#### **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

#### **Future plans and activities**

Wintercomfort's main aim is to continue to support the homeless and vulnerably housed in Cambridge. Over the years our organisation has evolved and adapted to meet the changing needs of the homeless community. We will continue to do this by listening to our service user views through our Service User Forums and through our 1:1 key working sessions.

Collaboration is at the heart of helping people to progress. As an organisation, we have worked hard to build excellent relationships with all local stakeholders, especially our fellow partners on the Streets to Home partnership. Continuing to deliver a joined-up approach that best supports people's needs whilst ensuring there is no duplication of service remains paramount.

We know that securing paid employment is one of the most sustainable routes out of homelessness. Over the next few years, we will continue to operate Overstream Clean and Garden social enterprise, to provide training and work opportunities for our service users.

## Trustees report

Due to the cost-of living crisis, we know we will continue to see an increase in people needing our support. Our biggest challenge will be raising the much-needed funds to meet this increasing demand. We have always endeavoured to have a robust Income Generation Strategy, and to not be overly reliant on one channel of income. As part of 2024 to 2027 Income Generation Strategy, we will work hard to develop new funding partnerships, especially within the corporate community and individual donors, to ensure that we continue to help people who are in crisis move forward positively and secure a place to live.

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

The Trustees consider that the most significant risks currently facing the charity, and their mitigating factors 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, Trustees and volunteers working with service users including enhanced DBS (Disclosure & Barring Service) checks for all staff, Trustees and volunteers.
- Safeguarding training for staff and volunteers commensurate with their roles and responsibilities and all Trustees– regularly repeated every 3 years.
- Clear procedures so that staff are aware of how to report concerns.
- Robust risk and safeguarding assessment practices.

## 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

The auditors, Goodman Jones LLP, have indicated their willingness to continue in office and a motion proposing re-appointment will be proposed at a meeting of the Trustees. 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 2019).

Signed on behalf of the Trustees 1<sup>st</sup> October 2024.  
Jane Dominey (Chair).



## 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 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, 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 2024 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 Charities Act 2011 and 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 Auditors' 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 United Kingdom, including the Financial Reporting Council'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

In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

## Matters on which we are required to report by exception.

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

## 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.

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.

## Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 Auditors' 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and sector, we identified that the principal risks of non-compliance with laws and regulations related to sector regulations and unethical and prohibited business practices, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, the Charities Act 2011, Charity Commission and sector regulations, and UK Tax Legislation. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements including the risk of override of controls). Appropriate audit procedures in response to these risks were carried out.

These procedures included:

- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Reading minutes of meetings of those charged with governance;
- Obtaining and reading correspondence from legal and regulatory bodies including HMRC;
- Identifying and testing journal entries;
- Challenging assumptions and judgements made by management in their significant accounting estimates.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members; and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

## Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's Trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

*Goodman Jones LLP*

### **Goodman Jones LLP**

Chartered Accountants

Statutory Auditors

1<sup>st</sup> Floor, Arthur  
Stanley House

40-50 Tottenham  
Street

W1T 4RN

Date: 18-11-24

Goodman Jones LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006

Statement of financial activities for the year ended 31 March 2024  
(Incorporating an Income and Expenditure Account)

|   | Notes | Unrestricted<br>general<br>funds<br>2024<br>£ | Unrestricted<br>designated<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|---|-------|---|--|----------------------------------|-----------------------------|-----------------------------|
| Income from:                                |       |   |  |                                  |                             |                             |
| Donations                                   | 3a    | 405,905                                       | -  | 4,300                            | 410,205                     | 414,515                     |
| Charitable activities                       |       |   |  |                                  |                             |                             |
| Welfare service                             | 3b    |   | -  | 289,218                          | 289,218                     | 220,964                     |
| Learning & Development activities           | 3b    |   | -  | 314,760                          | 314,760                     | 309,973                     |
| Social enterprise                           | 3b    | 115,529                                       | -  | 14,813                           | 130,342                     | 125,273                     |
| Other trading activities                    | 3c    | 44,206  |  | -                                | 44,206                      | 50,658                      |
| Investment income                           |       | 32,562  | -  | -                                | 32,562                      | 4,645                       |
| <b>Total Income</b>                         |       | <b>598,202</b>                                | <b>-</b>   | <b>623,091</b>                   | <b>1,221,293</b>            | <b>1,126,028</b>            |
| Expenditure on:                             |       |   |  |                                  |                             |                             |
| Raising funds                               |       | 74,188  | -  | -                                | 74,188                      | 64,786                      |
| Charitable activities                       |       |   |  |                                  |                             |                             |
| Welfare Service                             |       | 76,651  | -  | 286,605                          | 363,256                     | 407,975                     |
| Learning & Development activities           |       | 165,826                                       | -  | 314,760                          | 480,586                     | 455,269                     |
| Social Enterprises                          |       | 162,796                                       | -  | 14,813                           | 177,609                     | 170,338                     |
| <b>Total Expenditure</b>                    | 4&5   | <b>479,461</b>                                | <b>-</b>   | <b>616,178</b>                   | <b>1,095,639</b>            | <b>1,098,368</b>            |
| Net income/(losses) before investment gains |       | 118,741                                       |  | 6,913                            | 125,654                     | 27,660                      |
| Net losses on investments                   | 7     | 162   | -  | -                                | 162                         | (15,820)                    |
| Net (Expenditure)/income for the year       |       | 118,903                                       | -  | 6,913                            | 125,816                     | 11,840                      |
| Transfers between funds                     | 15    | 5,130   | (5,130)  | -                                | -                           | -                           |
| Net movement of funds                       |       | 124,033                                       | (5,130)  | 6,913                            | 125,816                     | 11,840                      |
| Total funds at 1 April                      |       | 586,738                                       | 237,148  | 89,593                           | 913,479                     | 901,639                     |
| <b>Total funds at 31 March</b>              |       | <b>710,771</b>                                | <b>232,018</b>                                   | <b>96,506</b>                    | <b>1,039,295</b>            | <b>913,479</b>              |

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 2024

| Company number 02615905                        | Notes | 2024             |                  | 2023             |                |
|--|-------|------------------|------------------|------------------|----------------|
|  |       | £                | £                | £                | £              |
| Fixed assets                                   |       |                  |                  |                  |                |
| Tangible assets                                | 6     |                  | 128,097          |                  | 133,227        |
| Investments                                    | 7     |                  | 93,935           |                  | 93,773         |
|  |       |                  | <u>222,032</u>   |                  | <u>227,000</u> |
| Current assets                                 |       |                  |                  |                  |                |
| Debtors  | 8     | 78,529           |                  | 76,276           |                |
| Cash at bank and in hand                       |       | 929,253          |                  | 726,887          |                |
|  |       | <u>1,007,782</u> |                  | <u>803,163</u>   |                |
| Creditors: amounts falling due within one year | 9     | (86,768)         |                  | (63,480)         |                |
| Creditors: deferred income                     | 10    | (103,751)        |                  | (53,204)         |                |
|  |       | <u>(190,519)</u> |                  | <u>(116,684)</u> |                |
| Net current assets                             |       |                  | 817,263          |                  | 686,479        |
| Net assets                                     | 14    |                  | <u>1,039,295</u> |                  | <u>913,479</u> |
| Unrestricted funds                             |       |                  |                  |                  |                |
| General funds                                  | 15    | 710,771          |                  | 586,738          |                |
| Designated funds                               | 15    | 232,018          |                  | 237,148          |                |
|  |       | <u>942,789</u>   |                  | <u>823,886</u>   |                |
| Restricted funds                               | 15    |                  | 96,506           |                  | 89,593         |
|  |       |                  | <u>96,506</u>    |                  | <u>89,593</u>  |
| Total funds                                    | 15    |                  | <u>1,039,295</u> |                  | <u>913,479</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 Charity was entitled to exemption from audit under section 477 of the Companies Act 2006. The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006. However, an audit is required in accordance with section 144 of the Charities Act 2011. The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements were approved by the Board of Trustees on 1<sup>st</sup> October 2024 and signed on their behalf by:

*J Dominey*

J Dominey (Chair of Trustees)

*I Barker*

I Barker (Treasurer)

## Statement of cash flows for the year ended 31 March 2024

|  | Notes | 2024<br>£       | 2023<br>£       |
|--|-------|-----------------|-----------------|
| Cash flows from operating activities:  |       |                 |                 |
| Net cash (used by)/provided by operating activities                            |       | <u>219,839</u>  | <u>88,561</u>   |
| Cash flows from investing activities:  |       |                 |                 |
| Proceeds from the sale of property, plant and equipment                        |       | -               | -               |
| Purchase of property, plant and equipment                                      | 6     | <u>(17,473)</u> | <u>(13,491)</u> |
| Net cash used in investing activities  |       | <u>(17,473)</u> | <u>(13,491)</u> |
| Change in cash and cash equivalents in the reporting period                    |       | 202,366         | 75,071          |
| Cash and cash equivalents at the beginning of the reporting period             |       | <u>726,887</u>  | <u>651,816</u>  |
| Cash and cash equivalents at the end of the reporting period                   |       | <u>929,253</u>  | <u>726,887</u>  |
| <u>Reconciliation of net income to net cash flow from operating activities</u> |       |                 |                 |
| Net income for the reporting period (from SOFA)                                |       | 125,816         | 11,840          |
| Adjustments for:   |       |                 |                 |
| Depreciation charges   | 6     | 22,603          | 32,055          |
| Losses/(Gains) on investments  | 7     | (162)           | 15,820          |
| Losses/(Gains) on disposal of tangible assets                                  |       | -               | -               |
| Decrease/(increase) in debtors   |       | (2,254)         | (17,924)        |
| Increase/(decrease) in creditors   |       | <u>73,836</u>   | <u>46,770</u>   |
| Net cash (used by)/provided by operating activities                            |       | <u>219,839</u>  | <u>88,561</u>   |

### Analysis of changes in net debt

|                 | At start of<br>year<br>£ | Cashflows<br>£ | At end of<br>year<br>£ |
|-----------------|--------------------------|----------------|------------------------|
| Cash in hand    | 624,284                  | 211,723        | 836,007                |
| Notice deposits | <u>102,603</u>           | <u>(9,357)</u> | <u>93,246</u>          |
| Total           | <u>726,887</u>           | <u>202,366</u> | <u>929,253</u>         |

## Notes to the accounts

### 1. Accounting Policies

#### General Information.

Wintercomfort For the Homeless is a charitable company, limited by guarantee and registered in England and Wales, whose registered office is Overstream House, Victoria Avenue, Cambridge, CB4 1EG. The charity's objects are stated in the Trustees Report on page 8.

#### 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), the Companies Act 2006 and the Charities Act 2011. 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. The Financial Statements are prepared in Sterling, the functional currency of the charity, and monetary amounts in these financial statements are rounded to the nearest £. Wintercomfort's legal status is shown on page 44.

#### Going concern

The Trustees have assessed whether the use of the going concern basis is appropriate and have made this assessment for a period of at least one year from the date of approval of the financial statements. The Trustees have concluded that there are no material uncertainties about the charity's ability to continue as a going concern and that the organisation's financial performance and 2024-25 budget and financial plans are robust and deliverable. In addition, the reserves position is sufficient to mitigate any adverse financial risks within the next twelve months from the date these financial statements were approved.

#### 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 income 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 specific 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 meeting the attached 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.

## Notes to the accounts

### 1. Accounting Policies

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

#### Donated goods and services

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

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

#### Expenditure

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 based on 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. Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable, and the cost or value of the asset can be measured reliably.

Land and buildings include the costs of enhancements to the buildings after acquisition. The land element is not depreciated.

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 |

## Notes to the accounts

### 1. Accounting Policies

#### 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 most of the value added tax incurred on expenditure.

### 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 and Cambridgeshire County Council. Further detail on the nature and scope of these grants is given in Note 15. All grants relate to revenue expenditure and are recognised in the periods over which the related costs are recognised

## Notes to the accounts

| 3a. Income from donations                                     | 2024           | 2023           |
|---|----------------|----------------|
|   | £              | £              |
| <b>Restricted</b>   |                |                |
| Donated goods: food, second-hand clothing & consumables       | 4,300          | -              |
| Donated goods: refurb of showers at Overstream House by MACE. | -              | 40,016         |
| Total restricted  | <u>4,300</u>   | <u>40,016</u>  |
| <b>Unrestricted</b>   |                |                |
| Donations from individuals                                    | 146,840        | 137,227        |
| Donations from companies and other organisations              | 33,453         | 20,939         |
| Unrestricted income from trusts and foundations               | 81,834         | 65,609         |
| Appeal donations  | 108,905        | 106,541        |
| Gift Aid  | <u>34,873</u>  | <u>44,183</u>  |
| Total unrestricted  | <u>405,905</u> | <u>374,499</u> |
| Total Donation Income   | <u>410,205</u> | <u>414,515</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 £178,133 (2022/23: £174,860).

## Notes to the accounts

### 3b. Income from charitable activities

For the year ended 31 March 2024

|                                   | Welfare        | Learning & development | Social enterprise | Total 2024     |
|-----------------------------------|----------------|------------------------|-------------------|----------------|
|                                   | £              | £                      | £                 | £              |
| Learning & development programme  | 48,996         | 114,324                | 14,813            | 178,133        |
| Pathways & progression projects   | 60,870         | 91,305                 | -                 | 152,175        |
| Housing support                   | 54,059         | -                      | -                 | 54,059         |
| Digital & Financial Empowerment   | 18,919         | 28,378                 | -                 | 47,297         |
| Access & outreach project worker  | 16,000         | 24,000                 | -                 | 40,000         |
| Employment programme              | 3,002          | 4,503                  | -                 | 7,505          |
| Restart Programme                 | -              | 1,500                  | -                 | 1,500          |
| Women's project                   | 9,799          | 14,700                 | -                 | 24,499         |
| Service User Small Grants         | 20,614         | -                      | -                 | 20,614         |
| Counselling Costs                 | 35,259         | -                      | -                 | 35,259         |
| Service Manager                   | 4,000          | 6,000                  | -                 | 10,000         |
| Health & Wellbeing project worker | 3,000          | 4,500                  | -                 | 7,500          |
| Migrant Project                   | 1,000          | -                      | -                 | 1,000          |
| Sports project worker             | 3,000          | 4,500                  | -                 | 7,500          |
| Sports Program                    | 8,000          | 12,000                 | -                 | 20,000         |
| Tenancy Advisor                   | 4,700          | 7,050                  | -                 | 11,750         |
| Total restricted                  | <u>291,218</u> | <u>312,760</u>         | <u>14,813</u>     | <u>618,791</u> |
| Social enterprise                 | -              | -                      | 115,529           | 115,529        |
| Total                             | <u>291,218</u> | <u>312,760</u>         | <u>130,342</u>    | <u>734,320</u> |

## Notes to the accounts

### 3b. Income from charitable activities

| For the year ended 31 March 2023  | Welfare        | Learning & development | Social enterprise | Total 2023     |
|-----------------------------------|----------------|------------------------|-------------------|----------------|
|                                   | £              | £                      | £                 | £              |
| Learning & development programme  | 48,343         | 112,800                | 13,716            | 174,860        |
| Pathways & progression projects   | 38,951         | 58,427                 | 15,966            | 113,344        |
| Housing support                   | 27,675         | 7,200                  | -                 | 34,875         |
| Financial Support                 | 8,000          | 12,000                 | -                 | 20,000         |
| Digital & Financial Empowerment   | 20,493         | 30,739                 | -                 | 51,232         |
| Moving forward project            | 3,320          | 4,980                  | -                 | 8,300          |
| Access & outreach project worker  | 16,000         | 24,000                 | -                 | 40,000         |
| Employment programme              | 13,726         | 23,590                 | -                 | 37,316         |
| Catering Training                 | -              | 1,250                  | -                 | 1,250          |
| Women's project                   | 9,200          | 13,800                 | -                 | 23,000         |
| Service User Small Grants         | 20,131         | -                      | -                 | 20,131         |
| Equipment funding                 | 4,292          | 6,437                  | -                 | 10,729         |
| Health & Wellbeing project worker | 2,000          | 3,000                  | -                 | 5,000          |
| Migrant Project                   | 1,000          | -                      | -                 | 1,000          |
| Sports project worker             | 3,000          | 4,500                  | -                 | 7,500          |
| Tenancy Advisor                   | 4,833          | 7,250                  | -                 | 12,083         |
| Total restricted                  | <u>220,964</u> | <u>309,973</u>         | <u>29,682</u>     | <u>560,619</u> |
| Social enterprise                 | -              | -                      | 95,591            | 95,591         |
| Total                             | <u>220,964</u> | <u>309,973</u>         | <u>125,273</u>    | <u>656,210</u> |

## Notes to the accounts

|  |               |               |
|--|---------------|---------------|
| 3c. Income from other trading activities                     | 2024          | 2023          |
|  | £             | £             |
| Fundraising Events   | 35,554        | 39,239        |
| Internal cleaning recharge from Overstream Clean and Garden. | 7,601         | 10,395        |
| Other activities   | 1,051         | 1,024         |
| At 31 March  | <u>44,206</u> | <u>50,658</u> |

All income from other trading activities was unrestricted.

### 4. Analysis of expenditure on charitable activities

| For the year ended 31 March 2024 | Direct costs<br>£ | Staff costs<br>£ | Support costs<br>£ | Depreciation<br>£ | Donated Items<br>£ | Total<br>2024<br>£ |
|----------------------------------|-------------------|------------------|--------------------|-------------------|--------------------|--------------------|
| Charitable activities            |                   |                  |                    |                   |                    |                    |
| Welfare                          | 66,981            | 236,225          | 47,052             | 8,698             | 4,300              | 363,256            |
| Learning & Development           | 51,629            | 354,315          | 62,996             | 11,645            | -                  | 480,585            |
| Social enterprise                | 13,220            | 149,901          | 12,228             | 2,260             | -                  | 177,609            |
| Raising funds                    | 74,189            | -                | -                  | -                 | -                  | 74,189             |
| Total                            | <u>206,019</u>    | <u>740,441</u>   | <u>122,276</u>     | <u>22,603</u>     | <u>4,300</u>       | <u>1,095,639</u>   |
| For the year ended 31 March 2023 | Direct costs<br>£ | Staff costs<br>£ | Support costs<br>£ | Depreciation<br>£ | Donated Items<br>£ | Total<br>2023<br>£ |
| Charitable activities            |                   |                  |                    |                   |                    |                    |
| Welfare                          | 72,568            | 231,358          | 51,139             | 12,895            | 40,016             | 407,975            |
| Learning & Development           | 29,005            | 347,036          | 63,273             | 15,955            | -                  | 455,269            |
| Social enterprise                | 12,188            | 142,232          | 12,712             | 3,206             | -                  | 170,338            |
| Raising funds                    | 64,786            | -                | -                  | -                 | -                  | 64,786             |
| Total                            | <u>178,547</u>    | <u>720,626</u>   | <u>127,124</u>     | <u>32,055</u>     | <u>40,016</u>      | <u>1,098,368</u>   |

## Notes to the accounts

### 4a. Analysis of support costs

| For the year ended 31 March 2024 | Welfare              | Learning & development | Social enterprise    | Total 2024            |
|----------------------------------|----------------------|------------------------|----------------------|-----------------------|
|                                  | £                    | £                      | £                    | £                     |
| Governance (note 5)              | 2,582                | 3,457                  | 671                  | 6,710                 |
| Office costs                     | 7,601                | 10,177                 | 1,975                | 19,753                |
| Finance                          | 13,453               | 18,012                 | 3,496                | 34,961                |
| I.T. & Telephones                | 4,948                | 6,625                  | 1,286                | 12,859                |
| Professional advice              | 3,527                | 4,722                  | 917                  | 9,166                 |
| Premises and utilities           | 14,940               | 20,003                 | 3,883                | 38,826                |
| <b>Total</b>                     | <b><u>47,051</u></b> | <b><u>62,996</u></b>   | <b><u>12,228</u></b> | <b><u>122,275</u></b> |

Support costs are allocated on the percentage of time spent by staff on each activity.  
Finance costs include irrecoverable vat amounting to £18,819 (2022/23: £20,500).

### 4b. Analysis of support costs

| For the year ended 31 March 2023 | Welfare              | Learning & development | Social enterprise    | Total 2022            |
|----------------------------------|----------------------|------------------------|----------------------|-----------------------|
|                                  | £                    | £                      | £                    | £                     |
| Governance (note 5)              | 5,077                | 6,282                  | 1,262                | 12,621                |
| Office costs                     | 6,514                | 8,059                  | 1,619                | 16,192                |
| Finance                          | 14,622               | 18,091                 | 3,635                | 36,348                |
| I.T. & Telephones                | 5,058                | 6,259                  | 1,258                | 12,575                |
| Professional advice              | 3,244                | 4,013                  | 806                  | 8,063                 |
| Premises and utilities           | 16,624               | 20,568                 | 4,132                | 41,325                |
| <b>Total</b>                     | <b><u>51,139</u></b> | <b><u>63,273</u></b>   | <b><u>12,712</u></b> | <b><u>127,124</u></b> |

### 5. Governance costs

|                  | 2024                | 2023                 |
|------------------|---------------------|----------------------|
|                  | £                   | £                    |
| Audit fees       | 6,640               | 12,350               |
| Trustee expenses | <u>70</u>           | <u>271</u>           |
| At 31 March      | <b><u>6,710</u></b> | <b><u>12,621</u></b> |

### 5a. Net movement in funds for the year

|  | 2024   | 2023   |
|--|--------|--------|
|  | £      | £      |
| This is stated after charging:                   |        |        |
| Depreciation on fixed assets owned               | 22,603 | 32,055 |
| Profit on disposal of tangible fixed assets      | -      | -      |
| Other operating leases - equipment (see note 12) | 1,911  | 1,200  |
| Audit fees                                       | 6,640  | 12,350 |

## Notes to the accounts

|                                       |                |                |
|---------------------------------------|----------------|----------------|
| 5b. Staff costs and numbers           | 2024           | 2023           |
|                                       | £              | £              |
| Staff costs were as follows:          |                |                |
| Salaries, wages and other staff costs | 675,680        | 658,220        |
| Social security costs                 | 51,114         | 48,748         |
| Pension contributions                 | <u>13,632</u>  | <u>13,658</u>  |
| At 31 March                           | <u>740,426</u> | <u>720,626</u> |

All staff were paid at or above the Living Wage of £10.42 per hour during the year ended 31<sup>st</sup> March 2024.

5c. Full-time equivalent number of employees during the year was as follows:

|                               |             |             |
|-------------------------------|-------------|-------------|
| Charitable activities         | 18.1        | 18.8        |
| Management and administration | <u>5.0</u>  | <u>4.6</u>  |
| At 31 March                   | <u>23.1</u> | <u>23.4</u> |

The average headcount during the year was 39.7 (2022/23: 39.2). No employee received emoluments of more than £60,000 in either the current or prior years. Staff costs of the Senior Management Team (see page 44) during the year totalled £196,963 (2022/23: £197,652) including £3,704 employer's pension contributions (2022/23: £4,180).

## 6. Tangible fixed assets

|                                 | Land and buildings | Plant and machinery | Total          |
|---------------------------------|--------------------|---------------------|----------------|
| Cost                            | £                  | £                   | £              |
| At 1 April 2023                 | 379,285            | 168,185             | 547,470        |
| Additions                       | 3,300              | 14,173              | 17,473         |
| Disposals                       | -                  | -                   | -              |
| At 31 March 2024                | <u>382,585</u>     | <u>182,358</u>      | <u>564,943</u> |
| Depreciation                    |                    |                     |                |
| At 1 April 2023                 | 277,025            | 137,218             | 414,243        |
| Charge for the year             | 7,195              | 15,408              | 22,603         |
| Disposals                       | -                  | -                   | -              |
| At 31 March 2024                | <u>284,220</u>     | <u>152,626</u>      | <u>436,846</u> |
| Net book value at 31 March 2024 | <u>98,365</u>      | <u>29,732</u>       | <u>128,097</u> |
| Net book value at 1 April 2023  | <u>102,260</u>     | <u>30,967</u>       | <u>133,227</u> |

## Notes to the accounts

|   |                  |                  |
|---|------------------|------------------|
| 7. Investments                                    | 2024             | 2023             |
|   | £                | £                |
| Corporate bond fund investments:                  |                  |                  |
| Market value as at 1 April                        | 93,773           | 109,593          |
| Revaluation                                       | <u>162</u>       | <u>(15,820)</u>  |
| Market value as at 31 March                       | <u>93,935</u>    | <u>93,773</u>    |
| Investments are UK based and comprise:            |                  |                  |
| Invesco Perpetual Corporate Bond                  | 47,758           | 45,517           |
| M&G Gilt and Fixed Interest Fund                  | <u>46,177</u>    | <u>48,256</u>    |
|   | <u>93,935</u>    | <u>93,773</u>    |
| Historical cost                                   | <u>100,000</u>   | <u>100,000</u>   |
| 8. Debtors  | 2024             | 2023             |
|   | £                | £                |
| Trade debtors                                     | 37,363           | 29,674           |
| Other debtors                                     | 34,377           | 39,072           |
| Prepayments                                       | <u>6,789</u>     | <u>7,530</u>     |
| At 31 March                                       | <u>78,529</u>    | <u>76,276</u>    |
| 9. Creditors: Amounts falling due within one-year | 2024             | 2023             |
|   | £                | £                |
| Trade creditors                                   | 18,578           | 12,012           |
| Taxation and social security                      | 27,803           | 17,275           |
| Other creditors and accruals                      | <u>40,387</u>    | <u>34,193</u>    |
| At 31 March                                       | <u>86,768</u>    | <u>63,480</u>    |
| 10. Creditors: Deferred income                    | 2024             | 2023             |
|   | £                | £                |
| At 1 April  | 53,204           | 37,956           |
| Received during the year                          | 257,377          | 209,435          |
| Released to income during the year                | <u>(206,830)</u> | <u>(194,187)</u> |
| At 31 March                                       | <u>103,751</u>   | <u>53,204</u>    |

Deferred income relates to performance-based trust and foundation grant income given for the delivery of specific projects but which the charity is not yet entitled to at the balance sheet date.

### 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 £13,632 (2022/23: £13,658). Employer contributions totalling £1,289 (2022/23: £1,093) were payable to the fund at the balance sheet date.

## Notes to the accounts

|                      |      |      |
|----------------------|------|------|
| 12. Operating leases | 2024 | 2023 |
|                      | £    | £    |

The Charity has commitments under non-cancellable operating leases for office equipment which are payable:

|                      |              |              |
|----------------------|--------------|--------------|
| Within one year      | 1,911        | 1,200        |
| In two to five years | 7,463        | -            |
| At 31 March          | <u>9,554</u> | <u>1,200</u> |

## 13. Related parties

Trustees received no remuneration in the year (2022/23: £nil). During the year expenses amounting to £70 were paid to one Trustee (2022/23: £271 to one Trustee). In the same period the Trustees donated a total of £12,500 including gift aid (2022/23: £8,830). No restrictions were attached to these donations.

## 14. Analysis of net assets between funds

| As at 31 March 2024            | General funds  | Designated funds | Restricted funds | Total funds      |
|--------------------------------|----------------|------------------|------------------|------------------|
|                                | £              | £                | £                | £                |
| Fixed assets – tangible assets | -              | 128,097          | -                | 128,097          |
| Fixed assets – investments     | 93,935         | -                | -                | 93,935           |
| Net current assets             | <u>616,836</u> | <u>103,921</u>   | <u>96,506</u>    | <u>817,263</u>   |
|                                | <u>710,771</u> | <u>232,018</u>   | <u>96,506</u>    | <u>1,039,295</u> |

| As at 31 March 2023            | General funds  | Designated funds | Restricted funds | Total funds    |
|--------------------------------|----------------|------------------|------------------|----------------|
|                                | £              | £                | £                | £              |
| Fixed assets – tangible assets | -              | 133,227          | -                | 133,227        |
| Fixed assets – investments     | 93,773         | -                | -                | 93,773         |
| Net current assets             | <u>492,965</u> | <u>103,921</u>   | <u>89,593</u>    | <u>686,479</u> |
|                                | <u>586,738</u> | <u>237,148</u>   | <u>89,593</u>    | <u>913,479</u> |

## Notes to the accounts

### 15a. Movement of funds in year to 31 March 2024

|  | 1 April<br>2023 | Income           | Expenditure        | Transfers/<br>Gains &<br>Losses | 31 March<br>2024 |
|--|-----------------|------------------|--------------------|---------------------------------|------------------|
| <b>Employment &amp; learning service</b> |                 |                  |                    |                                 |                  |
| Learning & development programme         | -               | 178,133          | (178,133)          | -                               | -                |
| Employability programme                  | -               | 7,505            | (7,505)            | -                               | -                |
| <b>Moving forward project</b>            |                 |                  |                    |                                 |                  |
| Migrant project                          | -               | 1,000            | (1,000)            | -                               | -                |
| <b>Housing support service</b>           |                 |                  |                    |                                 |                  |
| Housing support service                  | -               | 54,059           | (54,059)           | -                               | -                |
| Tenancy advisor                          | -               | 11,750           | (11,750)           | -                               | -                |
| <b>Sports activity</b>                   |                 |                  |                    |                                 |                  |
| Sports project worker                    | -               | 7,500            | (7,500)            | -                               | -                |
| Sports program                           | 15,000          | 20,000           | (20,000)           | -                               | 15,000           |
| <b>Other funds</b>                       |                 |                  |                    |                                 |                  |
| Progression project                      | -               | 152,175          | (152,175)          | -                               | -                |
| Service Manager costs                    | -               | 10,000           | (10,000)           | -                               | -                |
| Women only service                       | -               | 24,499           | (24,499)           | -                               | -                |
| Access & outreach project worker         | -               | 40,000           | (40,000)           | -                               | -                |
| Digital & Financial Empowerment          | 34,155          | 47,297           | (47,297)           | -                               | 34,155           |
| Restart Programme                        | -               | 1,500            | (1,500)            | -                               | -                |
| Counselling costs                        | -               | 35,259           | (35,259)           | -                               | -                |
| Health & Wellbeing Project Worker        | -               | 7,500            | (7,500)            | -                               | -                |
| Support activities                       | 15,305          | 20,614           | (13,701)           | -                               | 22,218           |
| Driving lesson fund                      | 477             | -                | -                  | -                               | 477              |
| Donated goods & services                 | <u>24,656</u>   | <u>4,300</u>     | <u>(4,300)</u>     | -                               | <u>24,656</u>    |
| Total restricted funds                   | <u>89,593</u>   | <u>623,091</u>   | <u>(616,178)</u>   | -                               | <u>96,506</u>    |
| <b>Designated funds</b>                  |                 |                  |                    |                                 |                  |
| Designated strategic fund                | 90,000          | -                | -                  | -                               | 90,000           |
| Designated fixed assets fund             | 133,227         | -                | -                  | (5,130)                         | 128,097          |
| Designated building fund                 | <u>13,921</u>   | -                | -                  | -                               | <u>13,921</u>    |
| Total designated funds                   | 237,148         | -                | -                  | (5,130)                         | 232,018          |
| <b>General funds</b>                     | <u>586,738</u>  | <u>598,202</u>   | <u>(479,461)</u>   | <u>5,292</u>                    | <u>710,771</u>   |
| Total unrestricted funds                 | <u>823,886</u>  | <u>598,202</u>   | <u>(479,461)</u>   | <u>162</u>                      | <u>942,789</u>   |
| Total funds                              | <u>913,479</u>  | <u>1,221,293</u> | <u>(1,095,639)</u> | <u>162</u>                      | <u>1,039,295</u> |

## Notes to the accounts

### 15b. Movement of funds in year to 31 March 2023

|  | 1 April<br>2022 | Income           | Expenditure        | Transfers/<br>Gains &<br>Losses | 31 March<br>2023 |
|--|-----------------|------------------|--------------------|---------------------------------|------------------|
| <b>Employment &amp; learning service</b> |                 |                  |                    |                                 |                  |
| Learning & development programme         | -               | 174,860          | (174,860)          | -                               | -                |
| Employability programme                  | -               | 37,316           | (37,316)           | -                               | -                |
| <b>Moving forward project</b>            |                 |                  |                    |                                 |                  |
| Moving forward project                   | -               | 8,300            | (8,300)            | -                               | -                |
| Migrant project                          | -               | 1,000            | (1,000)            | -                               | -                |
| <b>Housing support service</b>           |                 |                  |                    |                                 |                  |
| Housing support service                  | -               | 34,875           | (34,875)           | -                               | -                |
| Tenancy advisor                          | -               | 12,083           | (12,083)           | -                               | -                |
| <b>Sports activity</b>                   |                 |                  |                    |                                 |                  |
| Sports project worker                    | -               | 7,500            | (7,500)            | -                               | -                |
| Sports program                           | -               | 20,000           | (5,000)            | -                               | 15,000           |
| <b>Other funds</b>                       |                 |                  |                    |                                 |                  |
| Progression project                      | -               | 103,604          | (103,604)          | -                               | -                |
| Stepping forward                         | -               | 9,740            | (9,740)            | -                               | -                |
| Women only service                       | -               | 23,000           | (23,000)           | -                               | -                |
| Access & outreach project worker         | -               | 40,000           | (40,000)           | -                               | -                |
| Digital & Financial Empowerment          | -               | 51,232           | (17,077)           | -                               | 34,155           |
| Catering Training                        | -               | 1,250            | (1,250)            | -                               | -                |
| Equipment funding                        | -               | 10,729           | (10,729)           | -                               | -                |
| Health & Wellbeing Project Worker        | -               | 5,000            | (5,000)            | -                               | -                |
| Support activities                       | 12,201          | 20,131           | (17,027)           | -                               | 15,305           |
| Driving lesson fund                      | 477             | -                | -                  | -                               | 477              |
| Donated goods & services                 | <u>24,656</u>   | <u>40,016</u>    | <u>(40,016)</u>    | -                               | <u>24,656</u>    |
| Total restricted funds                   | <u>37,334</u>   | <u>600,635</u>   | <u>(548,376)</u>   | -                               | <u>89,593</u>    |
| <b>Designated funds</b>                  |                 |                  |                    |                                 |                  |
| Designated strategic fund                | 90,000          | -                | -                  | -                               | 90,000           |
| Designated fixed assets fund             | 151,792         | -                | -                  | (18,565)                        | 133,227          |
| Designated building fund                 | <u>13,921</u>   | -                | -                  | -                               | <u>13,921</u>    |
| Total designated funds                   | 255,713         | -                | -                  | (18,565)                        | 237,148          |
| <b>General funds</b>                     | <u>608,592</u>  | <u>525,393</u>   | <u>(549,992)</u>   | <u>2,745</u>                    | <u>586,738</u>   |
| Total unrestricted funds                 | <u>864,305</u>  | <u>525,393</u>   | <u>(549,992)</u>   | <u>(15,820)</u>                 | <u>823,886</u>   |
| Total funds                              | <u>901,639</u>  | <u>1,126,028</u> | <u>(1,098,368)</u> | <u>(15,820)</u>                 | <u>913,479</u>   |

## Notes to the accounts

### 15c. Movement of funds:

| Restricted funds                         | Explanation  |
|--|--|
| Employment and learning service          | Support to gain employment by providing work experience, vocational qualifications, vocational training, education, employability training as well as paid employment opportunities through our social enterprise Overstream Clean and Garden. |
| Moving forward project                   | This project supports migrant service users with outcomes around employment and training, legal advice, language skills and accommodation.   |
| Housing support service                  | Housing advice service supporting people to maintain their tenancies and provide assistance to those moving from homelessness to housing.  |
| Sports activity                          | Providing a variety of sporting activities to reduce isolation and improve physical and mental wellbeing.  |
| Women only service                       | A variety of support services focused on women.  |
| Foodbank                                 | To support the provision of meals for the homeless in Cambridge  |
| Reaching Out Project                     | Working out in the community to reach a wider audience of those are homeless or vulnerably housed.   |
| Social enterprise supervision & training | To support supervisory services and training towards vocational qualifications and employability in Overstream Clean and Garden.   |
| Digital and financial empowerment        | To support the homeless and vulnerably housed, to develop their financial literacy and gain essential digital skills to access appropriate mainstream financial services online.   |
| Catering training                        | Providing training in catering skills and qualifications to help gain employment in the catering industry.   |
| Equipment funding                        | Equipment to help improve the lives of those who are homeless or vulnerably housed.  |
| Health and wellbeing services            | Providing practical and emotional support including professional counselling to improve both physical and mental wellbeing.  |
| Support activities                       | The provision of small grants to individuals for specific items from various sources such as CCF, CEA, MEAM, Staywell, Street Aid.   |
| Driving Lesson fund                      | To provide driving lessons for service users.  |

## Notes to the accounts

### 15c. Movement of funds: (continued)

| Restricted funds             | Explanation   |
|------------------------------|---|
| Donated goods and services   | Gifts in kind.  |
| 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, such as a pandemic/Covid resurgence.   |

## Notes to the accounts

### 16. Analysis of statement of financial activities figures to 31 March 2023

|   | Notes | Unrestricted<br>general<br>funds<br>2023<br>£ | Unrestricted<br>designated<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|---|-------|---|--|----------------------------------|-----------------------------|-----------------------------|
| Income from:                                |       |   |  |                                  |                             |                             |
| Donations                                   | 3a    | 374,499                                       | -  | 40,016                           | 414,515                     | 438,277                     |
| Charitable activities                       |       |   |  |                                  |                             |                             |
| Welfare service                             | 3b    |   | -  | 220,964                          | 220,964                     | 148,949                     |
| Learning & Development activities           | 3b    |   | -  | 309,973                          | 309,973                     | 242,888                     |
| Social enterprise                           | 3b    | 95,591  | -  | 29,682                           | 125,273                     | 156,588                     |
| Other trading activities                    | 3c    | 50,658  |  | -                                | 50,658                      | 58,644                      |
| Other income                                | 3d    | -   | -  | -                                | -                           | 3,584                       |
| Investment income                           |       | 4,645   | -  | -                                | 4,645                       | 79                          |
| <b>Total Income</b>                         |       | <b>525,393</b>                                | <b>-</b>   | <b>600,635</b>                   | <b>1,126,028</b>            | <b>1,049,009</b>            |
| Expenditure on:                             |       |   |  |                                  |                             |                             |
| Raising funds                               |       | 64,786  | -  | -                                | 64,786                      | 65,765                      |
| Charitable activities                       |       |   |  |                                  |                             |                             |
| Welfare Service                             |       | 169,761                                       | -  | 238,214                          | 407,975                     | 355,126                     |
| Learning & Development activities           |       | 174,789                                       | -  | 280,480                          | 455,269                     | 446,131                     |
| Social Enterprises                          |       | 140,656                                       | -  | 29,682                           | 170,338                     | 174,591                     |
| <b>Total Expenditure</b>                    | 4&5   | <b>549,992</b>                                | <b>-</b>   | <b>548,376</b>                   | <b>1,098,368</b>            | <b>1,041,613</b>            |
| Net income/(losses) before investment gains |       | (24,599)                                      |  | 52,259                           | 27,660                      | 7,396                       |
| Net losses on investments                   | 7     | (15,820)                                      | -  | -                                | (15,820)                    | (7,012)                     |
| Net (Expenditure)/income for the year       |       | (40,419)                                      | -  | 52,259                           | 11,840                      | 384                         |
| Transfers between funds                     | 15    | 18,565  | (18,565)   | -                                | -                           | -                           |
| Net movement of funds                       |       | (21,854)                                      | (18,565)   | 52,259                           | 11,840                      | 384                         |
| Total funds at 1 April                      |       | 608,592                                       | 255,713  | 37,334                           | 901,639                     | 901,255                     |
| <b>Total funds at 31 March</b>              |       | <b>586,738</b>                                | <b>237,148</b>                                   | <b>89,593</b>                    | <b>913,479</b>              | <b>901,639</b>              |

## 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                    | Jane Dominey (Chair)<br>Joanne Crellen (appointed as Secretary 9 <sup>th</sup> May 2023)<br>Christine Leonard (resigned as Secretary 9 <sup>th</sup> May 2023)<br>Roderick Cantrill (resigned 12 <sup>th</sup> December 2023)<br>Jo Kibble (resigned 4 <sup>th</sup> July 2023)<br>Ian Barker (appointed as Treasurer 3 <sup>rd</sup> October 2023)<br>Anne Pollintine<br>Emma Barker (appointed 19 <sup>th</sup> March 2024)<br>Andrew Archer (appointed 19 <sup>th</sup> March 2024)<br>Matthew Mckeague (appointed 3 <sup>rd</sup> October 2023) |
| Chief Executive Officer     | Sarah Halls   |
| Senior management team      | Chris Goldsmith – Finance Manager<br>Sarah Foreman – Services Manager (resigned 9 <sup>th</sup> June 2023)<br>Agnieszka Gada – Services Manager (appointed 9 <sup>th</sup> May 2023)<br>Melody Brooker – Fundraising and Communications Manager<br>(resigned 17 <sup>th</sup> January 2024)<br>James Holden – Fundraising Manager (appointed 26 <sup>th</sup> March 2024)   |
| Bankers                     | Royal Bank of Scotland<br>21 Petty Cury<br>Cambridge<br>CB2 3NE   |
| Auditors                    | Goodman Jones LLP,<br>1 <sup>st</sup> Floor Arthur Stanley House,<br>40-50 Tottenham Street<br>London W1T 4RN   |