



Breaking the cycle of homelessness



ANNUAL REPORT

2018/2019

www.elmbridgerentstart.org.uk
Registered Charity Number: 1156746



Elmbridge Rentstart is a **homelessness charity** working in Surrey. We offer prevention advice to people who are vulnerably housed; we house and support those who are homeless. Our reach extends beyond our local community as we work closely with national bodies including Crisis and Homeless Link.

Over the last year we have given advice to 384 people and have gone on to house 154 clients. Having a stable home enables a more fulfilling life. **92% of those we housed last year are still housed and enjoying a more stable future.**

Those we support often have complex needs, in the last year 31% were rough sleepers, 45% had mental health issues, 7% had criminal records and 29% faced drug or alcohol problems. Together these issues mean that our clients need support, not only to find a home, but to establish themselves and reengage with society.

Over the last year awareness of our work has increased, 70% of our clients have approached us directly rather than being referred via another agency. This is partly due to increased outreach by our team, but also the additional focus we have put into our website and social media to try and ensure that those who need us, know about us.

We currently have a small staff team of nine, supported by a team of volunteers enabling us to form strong connections with the people we support and ensure that everything we deliver is client focused and client led.

“Not only did you save my life, you saved me from me. I thank you for everything I have, it’s all because of Rentstart that I am where I am today.”

“A huge thank you. From the moment we met my life has continued to improve, I am very grateful to all of you at Rentstart, the work you do really makes a difference. I really hope one day to be in a position to repay the kindness you have all shown at such a difficult time for me.”



Photo is not related to quote above

Living on the Streets

In the last 12 months we have expanded our work with rough sleepers.

We continue to see local people sleeping rough and have a dedicated team of two outreach workers (as of 2019) who work with our local rough sleeping clients. Our staff team have lived experience of rough sleeping which enables them to engage with clients who may traditionally not want to seek out support.

Locally, there is very limited provision in terms of services for rough sleepers, with temporary night shelters only available in the winter months. Our aim is to work with these clients to house them into stable private rented accommodation to enable them to start re-engaging and moving on in life.



Carole, a volunteer at our daytime Hub

A new service for 2018/19 was the launch of our **Daytime Hub**.

In January 2019 we opened our new Hub service in partnership with Transform Housing, Elmbridge Council and Walton Charity. We wanted to give people a safe and warm space to spend their daytime hours and have been able to operate our new Hub service with a combination of trained staff and local volunteers.



We have seen that in addition to providing the basics of food, warmth and clothing it is also giving us the opportunity to work with clients on life skills. **The Chelsea Foundation** have recently started to support us and are helping out at the Hub on a weekly basis running exercise and cooking sessions as we look to develop this offer to clients further.

“Thank you to everyone who kept the Hub up and running, this place has become like a second home. I have felt more confident within myself and as if there is hope for my future after all. This place has made it more manageable to be homeless and I feel less embarrassed by my situation.”



Caroline, a volunteer at our daytime Hub

Not everyone we meet is “visibly” homeless, many have no fixed address, but are sleeping on friends’ sofas, moving around every few weeks. Others find that they need to move out of their accommodation, often due to relationship breakdowns, but cannot get together a deposit, rent in advance or in many cases find a landlord who is willing to accept them.

As soon as someone gets in touch with us, we meet with them to understand their situation and to match them with a suitable property. We can provide a deposit guarantee and rent in advance removing key obstacles and preventing people from ending up sleeping rough.

Our client support is well-respected by the landlords we work with. Landlords know that our clients will be supported, offered help and training, along with a listening ear, and are happy to take on clients that they may otherwise not have considered in their rental properties.



“This has been, by far, my happiest week in a long time.”

Training, volunteering and employment

We know that housing people is not the end of the story. We continue to work with every housed client to help them move on to secure work, training or volunteering options, helping them to establish financial security where they no longer need our support.

92% of our clients are still housed this year, compared to **75%** in 2018 which demonstrates the quality of our client support.

Supporting our clients makes a real difference both practically and emotionally. We ask our clients about their mental well-being, and can see the difference that support can make:

56% of clients recorded an increase in self-care in living skills

78% of clients reported an increase in emotional/mental health

94% of clients reported an increase in their ability to manage a tenancy

78% of clients reported an increase in their ability to manage money

67% of clients reported an increase in their ability to manage social relationships

Of the 154 people we housed, 28% are now in work and 32% are saving every month towards their own deposit when they are able to move on from our support.

This area of our work is led by our Support Workers but can be delivered by people from across our community. Local companies come to meet with our clients to talk about CVs and interviews, local education providers work with us to access appropriate training courses that open up new opportunities. We also run our own savings scheme, where we ask our clients to commit a small amount each month as they look towards saving up their own deposit for the future.



Freedom2Work

Freedom2Work began in April 2016, a pioneering project with the aim of making lasting changes in the lives of adults experiencing both homelessness and unemployment. Freedom2Work has been funded by Commonwealth Housing over the last two years.

We created this project in response to unstable housing, fluctuating benefits and lack of training and support which we could see was creating obstacles for people already struggling to keep their heads above water and find sustainable employment. We set out to tackle this issue by providing stable housing in the private rented sector, targeted support for getting back to work via a dedicated project worker, and a unique match-funded saving programme to provide a tangible means of moving on when the time is right. The project has been supported by Commonwealth Housing and evaluated by DeMontfort University with the aim of making our model replicable to other organisations in the UK.

Around 20 clients are supported at any given time on the project and must agree to save up to £40 monthly towards their future. The project is client led and takes place in the properties that we manage, to enable us to give more direct support. This year we were also able to offer our clients access to our daytime Hub supported by the Chelsea FC Foundation, which has provided a weekly meeting place for clients to learn skills, play sport, and share a meal together.



■ We have helped **77** clients access a stable home and move forward with their lives

■ **77%** of tenancies have ended successfully, with clients moving on into the private rented sector

■ **79%** have sustained or entered into full time or part time employment

■ **49%** have taken up volunteering opportunities during their journey back to work

■ **83%** have attended workshops or events that have been run by us or our linked supporting agencies in relation to work, debt support, health, and employment.

■ Over **£14,000** of match funded saving has taken place, providing our clients with a tangible means of moving forward into independence.

“Commonweal have been so pleased to work with Elmbridge Rentstart supporting their work on the Freedom2Work project. Rentstart’s flexibility and imagination in how best to support residents making that transition from benefits to employment has been crucial to the project’s successes. Their willingness to work with Commonwealth and our expert external evaluator, Prof. Jo Richardson, to review and reflect on what they do and how they work is fantastic.

We are an action-learning organisation, with the aim of supporting partners to develop and test housing solutions to social injustices. We then seek to share that learning so others can replicate what works or learn from what doesn’t. It has been a privilege for us to take on such valuable learning about how to support vulnerable people past the financial cliff-edge of starting a job or moving home, through collaborating on this fantastic initiative with Elmbridge Rentstart.”



Property work

Our aim is to house our clients in the private rented sector, which is a long-term solution, although some clients need to move via more supported accommodation as they work towards this goal.

We were finding ourselves unable to house our clients due to a lack of suitable local property, and to counter this have been taking on our own properties for over two years where we act as the landlord.

At the end of March 2019, we had seen great success with this; we are managing over 90 bed spaces (compared to 49 the year before). We collect rents, guarantee the tenancy and support the clients to ensure successful tenancies. This increase in our property management work has meant that we have more properties available to our clients, and quite simply can house more clients.

This is a real growth area for us. Crisis reported (2019) the biggest cause of homelessness is the ending of shorthold tenancies – accounting for 78% of the rise in homelessness from 2011-2017. They go on to state that **unless the private rented sector becomes a more affordable option the numbers of homeless people will continue to rise.** Our area has significant issues with high rents, competition for properties and a lack of property stock for single people and sharers. We are not unique in this.



We are working with local landlords to make the private rented sector accessible. We do not charge our clients fees, rent in advance or ask for deposit guarantees. We do support each client to mitigate risk and ensure successful tenancies.

We are able to house people who cannot walk into a high street letting agency, they do not have the funds or the credit scores to take on their own tenancy. Landlords will work with us as we create

stable tenancies and remove risks. Our landlords let to us at slightly below market rate as we remove the “hassle” involved in letting their property. This enables us to generate a surplus to pay for the staff involved in managing this work (as reflected in our accounts). We want to develop this new approach to private renting into a wider operation and are actively investigating expanding this work in the year ahead.

“ I've been working with Rentstart for the last seven years, I have 17 small self-contained flats and Rentstart handle 11 of them and I can't wait for them to take over managing the others as they become vacant - that's how good they are. It's a great charity and gets people in a home and eventually the workplace. The other plus is they have a great team supporting them in the office and if anything needs doing maintenance-wise they've got a great team of people who are not only reliable and trustworthy but are very reasonable priced. I'm really happy with their service.”

One of our landlords 2019



Sarah's story

Sarah's journey started back in 2017. She had experienced abuse, lost confidence, and was made homeless when her relationship ended, living on the streets for a time. She came into contact with another Rentstart client who quickly became a friend and brought her to see us.

Our first step was to find Sarah a home. Once housed, Sarah then began coming along to events and engaged with all the support she was offered. Despite Sarah falling into rent arrears with us, we helped her to repay her debt on a manageable savings programme. Sarah then engaged with an 'employment academy' in London that we referred her to, attending daily for 12 weeks.

She achieved a City and Guilds qualification and began to grow in confidence. Sarah continued engaging with Rentstart, volunteering at our daytime Hub and supporting other clients in a situation she had first-hand experience of.

In early 2018, she celebrated becoming 'debt free', and secured a job as a florist. While the job didn't work out, it gave her confidence to try for different opportunities, and Sarah soon secured a full-time job in recruitment.

Recently Sarah volunteered to cook for 12 other clients at one of our events, demonstrating her ability to cook delicious vegan food. Her friend told us "If you had seen Sarah back then, she wouldn't have even come to the Hub, let alone cook for everyone. You should be proud of how far she has come – and that's down to you at Rentstart."

Sarah is now in a position where she can save on a regular basis and is a different woman to the one who came through our doors back in 2017.



Our Community

Another key focus for us last year was to form greater connections with our local community. We were delighted to be chosen as the Mayor of Elmbridge's charity for 2018/19 and can now report that the Mayor and her team of volunteers helped us to raise an astonishing £53,000 from local community supporters. We want to convey sincere thanks to all involved with this extraordinary effort.

We would also like to thank all of our community who have been involved this year, from taking part in sponsored runs, to flower arranging, duck racing and helping out at bucket collections at local train stations – your support has made a huge difference.

We have also expanded our team of volunteers this year and would like to thank all those who have renovated properties, mentored clients and those who are now volunteering for us at our daytime Hub service providing support and advice.

We have also been involved in some very positive PR over the last year. Due to our Outreach Worker's experience and empathy he has been interviewed on national TV and radio – he has appeared twice on BBC2's Victoria Derbyshire show and was asked by Crisis to front an article for BBC news.

“ To everyone at the Rentstart office, we would not be where we are now without your amazing help and support. We look forward to repaying that by helping at the Hub. ”



“ It is not an exaggeration to say that without the fantastic media work the Rentstart team did before last year's budget we would have been far less confident about the £20million the chancellor committed to Help to Rent projects such as Rentstart. ”

Looking forwards

Our report this year shows us where we can do more to have real impact. We have three main aims for the year ahead:

- To investigate and take expert strategic advice around our growing property work. This area of our work is expanding rapidly and making a real difference to our ability to house our clients in quality private rented housing. We have a vision of this side of our work being able to be replicated beyond our current geographical area and wish to look to identify exactly what is needed to make this a self-sustaining and replicable project.
- To expand our service to clients. Our daily contact with clients has led to feedback as to the types of support they would like to see us offer. As of April 2019, we are about to launch a new programme of activities including cooking, art and sports activities as we look to build confidence and self-esteem in our clients which in turn will help them to feel confident in seeking training and employment.
- To continue to review our work with clients whom we are specifically targeting with additional support around finding and sustaining work. We are in year three of a pilot scheme funded by Commonweal Housing and are now starting to look at how this project could be replicated elsewhere in the country.

Thank you

We would like to thank all of our funders and volunteers, from our local supporters and companies to the larger trusts and corporations who support our work. Over the last year we have developed new and important community links, with local companies helping us with volunteering through to our intrepid fundraising volunteers who have taken part in our runs or helped us to collect money at local stations. We truly appreciate every single one of you!



Reports and Financial Statements for the Year Ended 31st March 2019

LEGAL & ADMINISTRATIVE INFORMATION

Constitution

The company was registered with Companies House in December 2013 and with the Charity Commission in April 2014 when Elmbridge Rentstart Ltd in its original form transferred its assets and liabilities to Elmbridge Rentstart (UK) Ltd. The new charity started trading effectively as of 1st April 2014.

Companies House number is 08819740.
Charity Commission number is 1156746.

Directors and Trustees

Nigel Pacey *Chairman*

Julian Rye *Secretary*

Paul Tiller *Treasurer*

Paul Doe MBE

Christine Pockson

Each Trustee is a Member of the company as is Citizens Advice, Esher and District. Each Member's liability is restricted to £10 should the company need to be wound up. Trustees are recruited by contact with local organisations and by personal recommendation, having regard to the skills required by the Board. Before taking up their duties, they are inducted by current trustees and the Chief Executive on all aspects of the Charity's work. In addition some of our homeless clients work directly with the Board and the Chief Executive to help review procedures and policies as well as practical administrative matters. The Chief Executive runs the Charity on a day to day basis, under the supervision of individual Trustees covering different aspects of operation. Most expenditure requires two bank signatories to authorise payments, in the case of debit cards additional controls are in place.

Banks:

CAF Bank, 25 Kingshill Avenue, West Malling ME19 4JQ

HSBC, High Street, Walton on Thames KT12 1DD

Chief Executive: Helen Watson

Registered Offices:

5 The Quintet, Churchfield Road,
Walton on Thames, Surrey, KT12 2TZ

Independent Examiner:

Ms J M Swain B.Sc. (Hons) FCCA

JM Solutions
48, Rothschild Drive, Sarisbury Green, Southampton SO31 7NS



REPORT OF THE DIRECTORS/ TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

The Trustees are pleased to present their report together with the financial statements of the Charity for the 12 months ended 31 March 2019.

Legal and Administrative information set out on pages 1 and 2 forms part of this report. The financial statements comply with current statutory requirements of the Charity Commission and Companies House.

Objects of the Charity

The Charity is established for the relief of poverty and distress and the protection of health among persons within the borough of Elmbridge and adjoining boroughs who are homeless or at risk of becoming homeless by providing and assisting in the provision of housing, advice, support and practical assistance and by such other means as the trustees may in their absolute discretion think fit.

Organisation

The Charity is run by its members (as Trustees) in general meetings. Power may be delegated to one or more Trustees or groups of Trustees to manage the employees of the Charity and its day to day operations, subject to the overall supervision of the Trustees in general meeting. The Trustees meet in general meeting five times a year to review progress and take corrective action as required. This year the trustees have adopted a code of governance based on the Charity Commission's own code.

Investment Powers

Under its Rules, the Charity has power to invest any part of its funds in accordance with the Charity Commission guidelines.

Report of Activities

Elmbridge Rentstart (UK) Ltd is a non-profit making organisation. Our state of affairs and financial results for the year are as shown by these accounts. We operate from an office in Walton on Thames, Surrey.

The Unrestricted Income and Expenditure Fund, which finances our running costs, shows a small loss for the year of £7,838 (2018 surplus £23,082). The Fund totaled £60,675 at 31 March 2019 (2018 £68,513).

Our aim remains to house and support local homeless people. We not only house our clients, we provide rent in advance, deposits and then on-going training and support (with a focus on financial literacy and employment) that enables them to become established and move on with their lives.

It is important to note that our accounts show a very significant increase in both income and expenditure, these present a slightly skewed view of our Charity. As mentioned later in this report we have taken on direct management of rental properties in order to be able to provide enough quality housing for our clients. This means that we are collecting in rents, and then paying them out to property owners. Of our total expenditure of £857,555, £524,945 is related to our property work and £314,632 reflects our client support work costs.

Over the last 12 months we have given advice to 384 people and have gone on to house 154 people. We are continuing to see clients who have very complex needs, with 45% of our clients having mental health conditions.

Of the 154 housed:

- 31% had been rough sleepers
- 45% have mental health issues
- 7% have a criminal record
- 29% have drug and/or alcohol issues
- 92% are still housed

Over the last year awareness of our work has increased, 70% of our clients have approached us directly rather than being referred via another agency (e.g. Citizen's Advice or the Council) This is partly due to our increased outreach by our team, but also the additional focus we have put into our website and social media to try and ensure that those who need us, know about us. The last 12 months have also seen us benefit from local community support, particularly our work with the Mayor of Elmbridge who very generously selected us to be her Charity of the Year, generating not only funds but increased local interest and support of our work.

We must also mention our day time Hub service which we opened in partnership with Transform Housing, Elmbridge Borough Council and Walton Charity in January 2019. This is still a new service, which is providing day time support to local rough sleepers and the vulnerably housed. We are looking to continue and expand our Hub and have seen that this service is not only providing relief but also connecting us with more local people who are in need of housing and advice.

The most significant factor in our increased ability to house our clients is our expanding property work. In response to the lack of suitable and available property in our local area we have been taking on an increasing number of properties which we manage ourselves. At the end of March 2019, we were managing 90 bed spaces (compared to 49 bed spaces managed at the end of March 2018). We collect rents, guarantee the tenancy and support the clients to ensure successful tenancies. This increase in our property management work has meant that we have more properties available to our clients, and quite simply can house more clients.

To conclude, we have had a year of development – we have expanded our property work enabling us to house clients more effectively and 92% of our clients are still housed, (75% in 2018) which demonstrates the quality of our client support. Many have made significant progress, with 28% now in work and 32% saving a small amount each month towards their own deposit. On top of this we are now better known amongst our local community and are starting to attract new levels of both practical and volunteering support.

The Trustees are most grateful to all of our staff, volunteers and funders, without whom our work would not be possible.

Reserves policy

Reserves need to be held to enable an orderly winding down of the Charity's affairs in the event that adequate funding no longer is available. The Trustees have resolved that the Unrestricted Income and Expenditure Fund should be held at a level of between 25% and 50% of total annual expenditure (excluding property management expenses and claims). At 31 March 2019, the Fund held £60,675 (2018 £68,513) in unrestricted reserves as well as £30,281 (2018 £29,651) within the guarantee fund which is unrestricted. This means that our total unrestricted reserves stand at £90,956 (2018 £98,164.) This equates to 27% (2018 37%) of our current annual running costs (excluding property management expenses).

The Rent Guarantee Fund totals £39,346 (2018 £39,541) (See note 9) of which £9,065 (2018 £9,890) is restricted. We are holding other restricted reserves of £52,984 (2018 £36,104) which are to be spent on specific projects during 2019/20.

Risk Management

The Trustees regularly review the risks to which the Charity is exposed. A detailed risk analysis was carried out during the year. The principal areas of risk are as follows:

- Loss of key management
- Excessive guarantee claims
- Loss of office accommodation
- Loss of core funding
- Risk to staff in dealing with clients

The Trustees are satisfied that appropriate action has been taken to minimise the risks to the Charity and its staff.

Future Development

Our future development will focus on three areas:

- To investigate and take expert strategic advice around our growing property work. This area of our work is expanding rapidly and making a real difference to our ability to house our clients in quality private rented housing. We have a vision of this side of our work being able to be replicated beyond our current geographical area and wish to look to identify exactly what is needed to make this a self-sustaining and replicable project.
- To expand our service to clients. Our daily contact with clients has led to feedback as to the types of support they would like to see us offer. As of April 2019 we are about to launch a new programme of activities including cooking, art and sports activities as we look to build confidence and self-esteem in our clients which in turn will help them to feel confident in seeking training and employment.
- To continue to review our work with clients whom we are specifically targeting with additional support around finding and sustaining work. We are in year three of a pilot scheme funded by Commonweal Housing and are now starting to look at how this project could be replicated elsewhere in the country.

Trustees

Details of Trustees are set out on page 2 of this report. All members are Trustees and therefore there are no elections to the Trustee Board. There have been no changes in the trustees during the year.

Public Benefit Statement

The Trustees are satisfied that these activities are carried out for the public benefit, having due regard for the guidance given by the Charity Commission. All Board Members give their time freely and no remuneration was paid to Board Members. The Charity has Trustee liability insurance cover.

Trustees' Responsibilities in relation to the Financial Statements

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the financial statements comply with the Charity Commission. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examination

Ms Joan Swain has agreed to carry out an Independent Examination of the accounts for the year ended 31st March 2019.

ON BEHALF OF THE TRUSTEES

Julian Rye – Secretary

Date: 22.5.2019

Report of the Independent Examiner at 31 March 2019

I report on the financial statements of Elmbridge Rentstart (UK) Limited charity number 1156746 for the year ended 31 March 2019 as set out on pages 1 to 16.

Respective responsibilities of the Charity and Examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (The Charities Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- examine the accounts under section 145 of The Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act) and
- to state where particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no material matters have come to my attention which give me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records; or;
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or;
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

Joan Swain

Independent Examiner:

Joan Swain B.Sc.(Hons) FCCA

Association of Chartered Certified Accountants

Dated: 22.5.19

Ms J M Swain B.Sc.(Hons) FCCA

JMSolutions

48, Rothschild Drive, Sarisbury Green, Southampton SO31 7NS

STATEMENT OF FINANCIAL ACTIVITIES Including INCOME & EXPENDITURE ACCOUNT YEAR ENDED 31 MARCH 2019

Incoming Resources

	Note	Restricted 2019	Unrestricted 2019	Total 2019	Total 2018
Statutory Funding		11,686	21,940	33,626	26,240
Charitable Trust Income		187,946	42,624	230,570	199,236
Donations		0	29,262	29,262	26,946
Total Charitable Contributions and grants		199,632	93,826	293,458	252,422
Income from investments (bank) interest		300	280	580	815
Income from Rental properties		0	572,364	572,364	360,163
Total Incoming resources		199,932	666,470	866,402	613,400

Resources Expended

Charitable Activities	3	180,574	134,058	314,632	243,550
Cost of Generating Funds		0	17,478	17,478	20,136
Governance and Support costs		0	500	500	300,734
Expenditure from Rental properties	4	2,673	522,272	524,945	1,183
Total Resources Expended		183,247	674,308	857,555	565,603

Net (resources expended)		16,685	(7,838)	8,847	47,797
Incoming resources					

Total Funds Brought Forward		75,645	68,513	144,158	96,361
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Total Funds Carried Forward		92,330	60,675	153,005	144,158
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BALANCE SHEET AT 31 MARCH 2019

	Notes	31 March 2019	31 March 2018
		£	£
Fixed Assets			
Motor car	12	4,340	0
Current Assets			
Debtors	6	3,416	6,922
Cash At bank and in hand	5	156,654	143,494
		<u>160,070</u>	<u>150,416</u>
Creditors			
Amounts falling due within one year	7	11,405	6,258
Total Net Assets		153,005	144,158
Financed by:			
Guarantee Fund			
Restricted Fund	9	<u>9,065</u>	<u>9,890</u>
Unrestricted Fund		30,281	29,651
		39,346	39,541
Income and Expenditure Funds			
Restricted Funds	8	<u>52,984</u>	<u>36,104</u>
Unrestricted Funds	8	60,675	68,513
		113,659	104,617
Total Funding		153,005	144,158

Note: total unrestricted funds are £90,956 at 31st March 2019 (£98,164 at 31st March 2018)

STATEMENT OF CASH FLOWS YEAR ENDED 31st MARCH 2019

	2019	2018
Cash Flows from operating activities		
Net cash provided by (used in) operating activities	£19,080	£43,113
Interest from bank deposits	£580	£815
Purchase of tangible fixed assets	(£6500)	0
Change in cash and cash equivalents in the reporting period	£13,160	£43,928
Cash and cash equivalents at the beginning of the period	£143,494	£99,566
Cash and cash equivalents at the end of the period	£156,654	£143,494

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2019	2018
Net income (expenditure) to net cash flow from operating activities	£8,847	£47,797
Net income from investments	(£580)	(£815)
Adjustments for:		
Depreciation charges	£2,160	0
(Increase)decrease in debtors	£3,506	(£5,726)
Increase (decrease) in creditors	£5,147	£1,857
Net Cash provided by (used in) operating activities	£19,080	£43,113

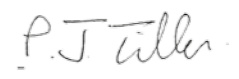
For the year ending 31.03.2019 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to smaller companies and in accordance with the Charity Commission as gross income is less than £1,000,000.

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

Signed:

Chairman 

Treasurer 

1. Accounting Policies

Accounting Concept

The financial statements have been prepared in accordance with the Charity Commission guidelines under the Charities Act 2011.

Basis of Accounting

The financial statements have been prepared in accordance with accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS102 and the Companies Act 2006.

Tangible fixed assets

Furniture, computers and office equipment are written off in the year of purchase unless they are individually over £1000 and will serve for more than 3 years.

Taxation

The Charity has been accepted by the HM Customs & Excise as having charitable status. Accordingly, no charge to tax arises on these accounts

Investment income

Investment income represents gross income derived from investments held and is accounted for on a received basis.

Donations and other forms of voluntary income

Income from donations, fundraising and other voluntary income are accounted for on a received basis.

Basis of allocation of costs

The allocation of costs between the various headings is determined by the members of the Charity based on their experience of the Charity's operations. Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Pensions

The Charity introduced an Auto Enrolment pension scheme on January 1st 2016 with NEST as the provider. The charity contributes 1% of salary to the scheme. As of April 1st 2018 the employer's contribution will be 2%.

Claims

Claims have been recognised on an arising basis.



2. Analysis of Income

Restricted Income

	2018/2019	2017/2018
Awards for All	0	8,800
Berkeley Foundation	25,000	0
Commonweal Housing	30,000	40,000
Community Foundation for Surrey (Step Change)	20,000	8,640
Deposit Protection Scheme	4,000	10,000
Elmbridge Borough Council (Outreach)	7,500	0
Elmbridge BC/Walton on Thames Charity – The Hub	8,372	0
Henry Smith Charity	45,000	0
Lloyds Bank Foundation	16,000	24,000
Mrs Smith & Mount Trust	0	5,000
Office of the Police and Crime Commissioner	0	5,000
Oliver Borthwick Memorial Trust	5,000	0
Rayne Foundation	15,000	15,000
St James Place Charitable Foundation	0	10,000
Walton on Thames Charity	0	15,000
Rent in Advance Fund	6,430	2,136
Other Grants	17,330	21,000
Interest re Guarantee Fund	300	500
Total	199,932	165,076

Unrestricted Income

	2018/2019	2017/2018
Property Management Income	572,364	360,163
Albert Hunt Trust	5,000	0
Community Fundraising and other donations	29,262	26,946
Elmbridge Borough Council	21,140	23,740
Garfield Weston Foundation	20,000	20,000
Runnymede Borough Council	800	3,000
Santander Foundation	0	5,000
Grants less than £5,000	17,625	9,160
Interest Income	279	128
Total	666,470	448,137
Grand Total Income	866,402	613,213

3. Analysis of Expenditure

	Restricted	Unrestricted	Total	Total
Salaries	169,100	80,311	249,411	193,541
Travel/Training	0	7,804	7,804	5,844
Office costs	200	15,640	15,840	9,273
Communications & IT	0	15,339	15,339	22,367
Rent	0	8,516	8,516	7,500
Insurance	0	2,923	2,923	625
Project Expenses	6,500	1,365	7,865	2,485
Fundraising	0	10,701	10,701	8,846
Community fundraising	0	6,777	6,777	11,290
Property Management expenses	2,673	522,272	524,945	300,734
Rent in advance	3,950	0	3,950	1,590
Claims	824	0	824	325
Depreciation	0	2,160	2,160	0
Governance	0	500	500	1,183
Total	183,247	674,308	857,555	565,603

4. Support Costs

	2018/2019	2017/2018
Independent Examiner fee	500	500
Other	0	1,090
Total	500	813

5. Cash at bank and in hand

	2018/2019	2017/2018
Cash at bank –operating funds	117,228	103,852
Cash at Bank – guarantee fund	39,346	39,541
Cash at Bank Client Account	1	1
Cash in hand	79	100
Total	156,654	143,494

6. Debtors

	2017/2018	2016/2017
Prepaid Expenses	3,416	2,922
Other	0	4,000
Total	3,416	6,922

7. Creditors

	2018/2019	2017/2018
Other Creditors	11,405	6,258
Total	11,405	6,258

8. Restricted and Unrestricted Funds Analysis

	Balance 31-Mar-18	Income	Expense	Balance 31-Mar-19
Awards for All	8,800	0	8,800	0
Berkeley Foundation	0	25,000	5,000	20,000
Commonweal Housing	0	30,000	30,000	0
Community Foundation for Surrey	0	20,000	11,300	8,700
Deposit Protection Scheme	0	4,000	4,000	0
Elmbridge BC Outreach Program	0	7,500	7,500	0
Elmbridge BC/Walton Charity (The Hub)	0	8,372	8,372	0
Guarantee Fund	39,541	630	825	39,346
Henry Smith Charity	0	45,000	30,000	15,000
Lloyds Bank Foundation	3,000	16,000	19,000	0
Office of the Police and Crime Commissioner	5,000	0	5,000	0
Oliver Borthwick Memorial Trust	0	5,000	5,000	0
Rayne Foundation	0	15,000	15,000	0
Rent in Advance (incl Walton Charity & DPS)	6,804	6,430	3,950	9,284
Santander Foundation	5,000	0	5,000	0
Tudor Trust	7,500	0	7,500	0
Other	0	17,000	17,000	0
Total Restricted Funds	75,645	199,932	183,247	92,330
Unrestricted Funds	68,513	666,470	674,308	60,675
Total	144,158	866,402	857,555	153,005



9. Guarantee Fund

The Guarantee Fund is part restricted and part unrestricted in its application. The restricted fund may, under the terms imposed by the donors, only be used in meeting claims under guarantees. Funds from the Unrestricted Income & Expenditure Fund have been allocated to the Guarantee Fund by the Trustees. Accordingly such funds may be used for other purposes at the discretion of the Trustees. Claims are paid from the restricted fund in the first instance.

The total value of rent deposit guarantees issued during the year was £49,475 (2017 £32,006). At 31 March 2018, the value of guarantees outstanding was £22,555 (2017 £17,030). Claims may be made against the outstanding guarantees in the current year.

10. Trustees expenses

There were no expenses claimed by trustees.

11. Paid employees

No employees received employee benefits for the reporting period in excess of £60,000. The employer's contributions to the employees' pensions totaled £3,107 in the year (2018 £1,266). This cost is included in the salaries cost on the SOFA. The basis for allocating between Restricted and Unrestricted funds is allied to the value of the grants received and agreed budget and whether or not the grant is specific to a particular project. The average number of employees was 9 (2018: 8).

12. Tangible fixed assets

	Motor vehicles	Totals
COST	£	£
At 1 April 2018	0	0
Additions	<u>6,500</u>	<u>6,500</u>
At 31 March 2019	<u>6,500</u>	<u>6,500</u>
DEPRECIATION		
At 1 April 2018	0	0
Charge for year	<u>2,160</u>	<u>2,160</u>
At 31 March 2019	<u>2,160</u>	<u>2,160</u>
NET BOOK VALUE		
At 31 March 2019	4,340	4,340
At 31 March 2018	0	0



Breaking the cycle of homelessness





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Charity no. 1156746