

Charity Registration No. 1013060

Company Registration No. 02623071 (England and Wales)

THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022



**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
LEGAL AND ADMINISTRATIVE INFORMATION**

Honorary Life President	Mr T Crolley
Trustees	Mr D Antrobus Ms A Brown (Treasurer) Mr S Collett Mr D Green OBE Mr B Kearsley OBE Mrs C McGuire Ms V Metcalf MBE (Vice chair) Ms S Thomas (Chair) Ms M Woods Dr R Young (Appointed 20 May 2022)
Chief Executive	Mr D Carter
Secretary	Mr D Carter
Charity number	1013060
Company number	02623071
Registered office	Langsdale Street Liverpool L3 8DT
Auditor	BWM Suite 5.1 12 Tithebarn Street Liverpool L2 2DT
Bankers	National Westminster Bank Plc 5 Oxford Street Liverpool L7 7HL Hampshire Trust Bank PO Box 74003 London EC2P 2QR Furness Building Society 51 – 55 Duke Street Barrow-in-Furness Cumbria LA14 1RT
Solicitors	Brabners LLP Horton House Exchange Flags Liverpool L2 3YL

THE WHITECHAPEL CENTRE COMPANY LIMITED BY GUARANTEE CONTENTS

	Page
Trustees' report	1 - 19
Statement of trustees' responsibilities	20
Independent auditor's report	21 - 23
Statement of financial activities	24 - 25
Balance sheet	26
Statement of cash flows	27
Notes to the financial statements	28 - 48

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2022**

The trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Companies Act 2006 and "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)".

The Whitechapel Centre - Focus of Our Work

We believe that every individual should be given the opportunity to change their situation and achieve their potential.

The Whitechapel Centre is a leading homeless and housing charity for the Liverpool City Region.

Since 1975 we've helped some of the most vulnerable and isolated people across the Liverpool City Region who are sleeping rough, living in hostels and supported accommodation, or struggling to manage and maintain their accommodation.

The volume of clients we are working with has increased significantly over the last 5 years, as has the range and complexity of clients' needs. We are responding to this by adapting our existing services and developing new ones that are innovative and meet the changing needs and demands of our clients.

Our Vision is to be an excellent, high profile independent local charity working in partnership to see an end to homelessness, social exclusion and housing poverty in our communities.

To achieve this, **our Mission** is to prevent and resolve homelessness, social exclusion and housing poverty by providing practical, realistic, tailored support so that each person can find a route out of homelessness, maintain a home and achieve their individual potential.

The main objectives and activities for the year continued to focus upon the delivery of effective and innovative services to meet identified housing and related support needs of people who are homeless, socially excluded or experiencing housing poverty.

The strategies employed to assist The Whitechapel Centre to meet these objectives included the following:

- Delivery of effective services that provide immediate help, opportunity and support to enable and effect lasting change and solutions for people most in need.
- Delivery of targeted, person centred services.
- Contributing towards and influencing relevant local and national strategic initiatives, social policy and debates relating to homelessness and housing.
- Challenging exclusion in all aspects of people's lives, supporting initiatives that encourage inclusion, particularly in relation to housing, supported living, health, education, and employment.
- Development and furtherance of joint partnership work with other agencies to ensure more effective service delivery.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

The Whitechapel Centre Services Today

Recognising the diverse routes into and through homelessness The Whitechapel Centre delivers a variety of services in different settings, as shown in the diagram below:



Who do we help?

- **People who are homeless:** Single people and families who are sleeping rough, staying with friends, or living in temporary accommodation.
- **People at risk of homelessness:** People threatened with homelessness due to eviction notices, repossession, rent / mortgage arrears, debt, problems with landlords, overcrowding, accommodation not fit for purpose, and so forth.
- **People in need of housing support:** people struggling to maintain their accommodation.

An overwhelming majority of people we support have additional and often multiple support needs, including mental health problems, substance use problems, alcohol use problems, physical health problems, offending histories and domestic abuse.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Ensuring Our Work Delivers Our Aims

We review our aims, objectives and activities every year. Each review includes a comparative analysis of outcomes and achievements against both organisational aims and objectives and wider contractual targets. This review helps inform our annual operational plan, as well as our longer term strategic plan. It ensures the organisation's services remain firmly focused on meeting our stated charitable aims and objectives and are of direct public benefit.

How Our Activities Deliver Public Benefit

All our charitable activities focus on the provision of highly effective and innovative intervention based services that meet the housing and support needs of people who are homeless or inadequately housed. These activities are undertaken to further our charitable purposes for the public benefit.

Continued Impact of Coronavirus

During 2021/22 the country entered a programme of recovery from Coronavirus pandemic. Services gradually returned to pre-pandemic patterns and methods of operation or entered phased period of transition.

Similar to the outbreak of Covid-19, the recovery process has meant that we have had to adapt our services in order to continue to maintain the health and well-being of clients, staff and partners alike, while gradually returning to pre-pandemic ways of working. As part of the national 'Everyone In' initiative we continued to operate additional accommodation based services such as Staycity Aparthotel and to undertake Homeless Assessments (encompassing people placed in B&B accommodation) and the Homeless Recovery Allocation Panel.

While the opening of Staycity Aparthotel and the use of B&B's was intended as a short term measure, initially for a period of 3 months commencing in March 2020, the nature and impact of the pandemic meant these measures continued into 2021/22. We are still emerging from the pandemic and it was only in September 2021 that we were able to see the closure of Staycity Aparthotel. The highly successful Homeless Recovery Allocation Panel remained in operation until March 2022.

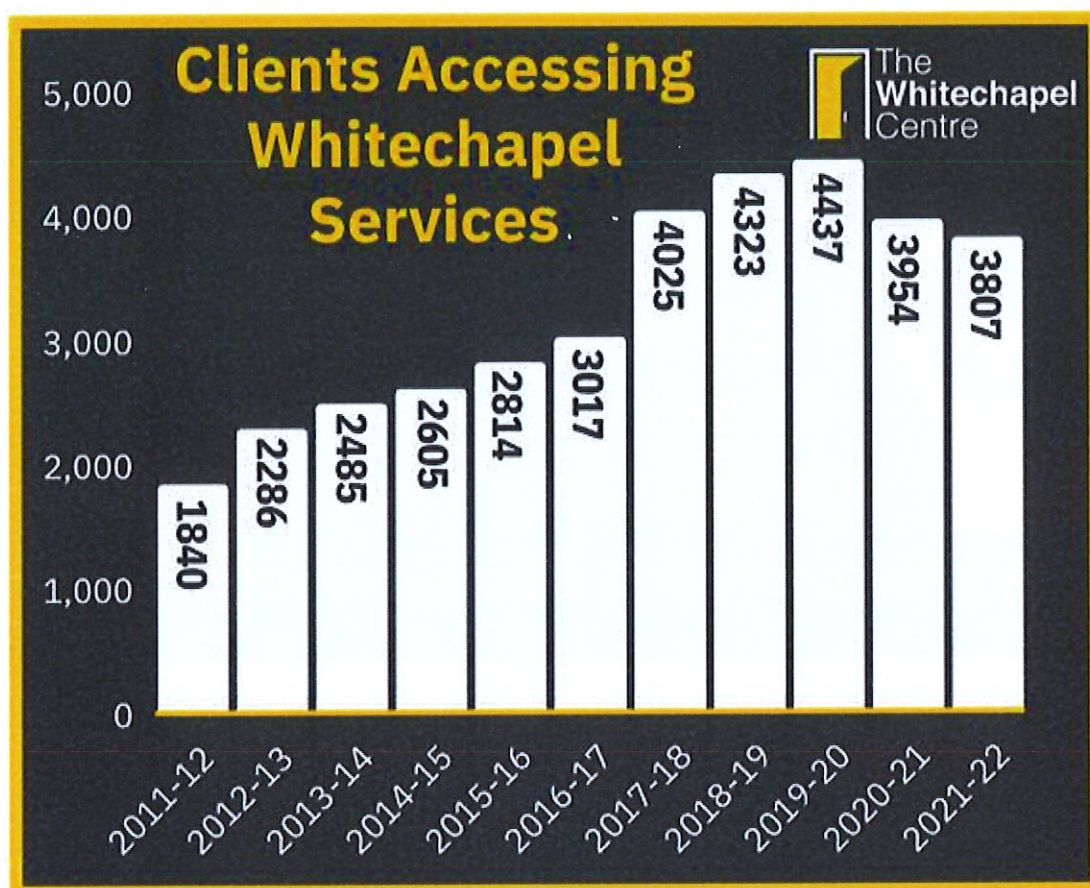
In order to help maintain the health and well-being of clients placed in Staycity Aparthotel or B&B accommodation we provided on-going advice and support, and food parcels / meals where needed and activities; delivering the essential services to help clients sustain their new accommodation.

Our Outreach and other services for rough sleepers, along with our accommodation based services, such as Yates Court, Belvidere Family Centre, Harm Reduction Service and Shared Accommodation have remained open as normal.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Who We Work With

During 2021/22 we worked with a total of **3,807** different individuals or families who were homeless, socially excluded or experiencing housing poverty. This represents a slight decrease on the overall number of people we have supported compared to the previous financial year, as shown in the chart below:



The reasons for the small decrease in the number of people accessing our services during the last 12 months remain varied and complex, but must be seen in the context of the Coronavirus pandemic. Neither homelessness nor housing need is decreasing. During the pandemic we saw a temporary suspension on evictions, coupled with the introduction of the national 'Everyone In' programme. These initiatives helped minimise the impact of the pandemic on vulnerable people in housing need and temporarily helped reduce the number of people finding themselves homeless. With the end of the 'Everyone In' programme and the gradual return to pre-pandemic methods of working, we started to see a gradual increase in people presenting as homeless; a trend that is continuing in 2022.

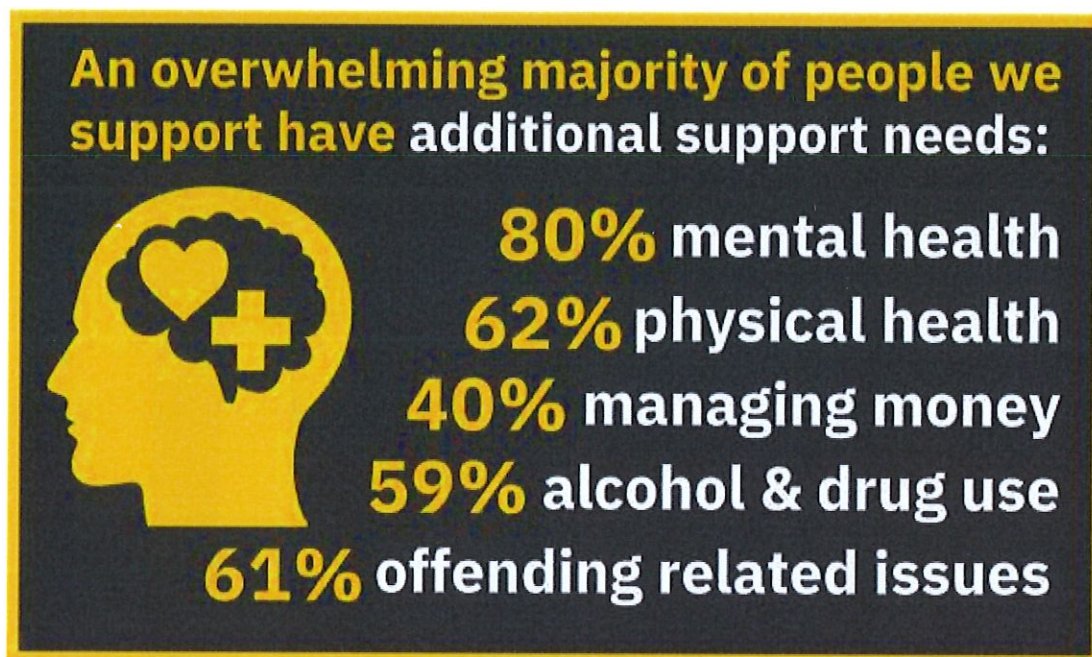
An overwhelming majority of people continue to access our services following a loss of accommodation arising from a relationship breakdown, be this with a partner, family or friends. Behind the breakdown is often a range of other issues, which include:

- **Individual Circumstances:** Additional health and support needs such as poor physical health, mental health problems, substance use problems and offending histories can make some people more vulnerable to homelessness.
- **Structural Issues:** Factors such as poverty, unemployment, welfare reform policies and housing supply can impact on and reduce opportunities in relation to housing.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Structural issues can impact on individual circumstances and vice-versa. For example personal or family relationships can be affected by unemployment, debt and poverty. They may exacerbate relationship issues.

The chart below provides a summary of the main support issues which impact on people's housing needs:



Recognising both the diverse causes of homelessness and the additional support needs of most of our clients, Whitechapel has developed a variety of services that operate in different settings and provide different levels and types of support interventions and bring together an array of different partner agencies to work together to resolve homelessness and related needs. We understand that no single agency can resolve homelessness; for this reason we work in partnership with health, treatment, housing and social organisations, such as Mersey Care, Brownlow Health, We Are With You, registered providers of social housing (Housing Associations) & Supported Accommodation Providers, in order to deliver multi-faceted support that can meet people's needs.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Achievements and performance

Through the range of services we deliver, we have continued to achieve high levels of success, providing the right interventions, at the right time, in order to ensure the following outcomes:



Homeless Resolution

Prior to the Covid-19 pandemic our Hub Homeless Resolution Service provided housing and welfare rights advice to deliver immediate and effective housing interventions to provide a same day solution to homelessness. Anyone who was rough sleeping, at risk of rough sleeping or immediate homelessness, was supported indoors into appropriate accommodation by our team of dedicated Housing Advisers/Support Workers. The service had access to a range of immediate and longer term solutions, including:

1

- Supported Accommodation
- Access to ring fenced beds
- Independent Accommodation – Housing Association or Private Rented Accommodation
- Resources to facilitate reconnection or personalised solutions

During 2020 this service had to adapt and change in order to meet the challenge of the Coronavirus pandemic. Our Enablement Centre, along with Labre House, our overnight service, closed in March 2020 and were replaced with Staycity Aparthotel, emergency and B&B accommodation, running alongside a newly introduced Homeless Recovery Allocation Panel. Access to accommodation solutions was centralised during the pandemic, co-ordinated through Housing Options Services, underpinned by The Whitechapel Centre.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Our staff teams were re-organised in order to deliver an effective emergency response and deployed to work in one of the following areas:

- Staycity Aparthotel – providing emergency supported accommodation (self-contained accommodation for people rough sleeping / at risk of rough sleeping with support on-site 24/7).
- B&B / emergency accommodation – assessment of people's needs and delivery of support and advice to enable people brought indoors through the 'Everyone In' programme to be supported to access and move on to the right accommodation.
- Street Outreach – provision of assertive street outreach including engagement, assessment and delivery of housing solutions.
- Resettlement Support – providing housing related support to enable people matched to independent social housing tenancies via the Homeless Recovery Allocation Panel to move on successfully.

By restructuring our services we were successful in helping **2,259** homeless people to access new accommodation, thereby ending their homelessness.

As the volume of people seeking help to secure new accommodation continued to increase, the length of time people were required to wait for the right accommodation also increased, necessitating further changes to homelessness services.

Our aim is to ensure sustainable accommodation solutions. One of the many ways in which we aim to achieve this is through the provision of wrap around, intensive support, delivered by services such as Pathways and our Rapid Rehousing Navigator Service.

Assertive Street Outreach (Liverpool)

Our Street Outreach Teams take services to the point of need providing crisis intervention and resolution. During the pandemic they undertook and / or facilitated assessments of need with every person identified as sleeping rough / at risk of sleeping rough. They worked with Housing Options to identify emergency and long-term solutions to ensure everyone was brought indoors.

The Team gets alongside people with multiple exclusions, working at their pace to build trust and relationships that motivate people to engage in services and make a change. We provide assertive outreach support to prevent and end rough sleeping and street drinking, and support people to address issues that have led them to rough sleeping.

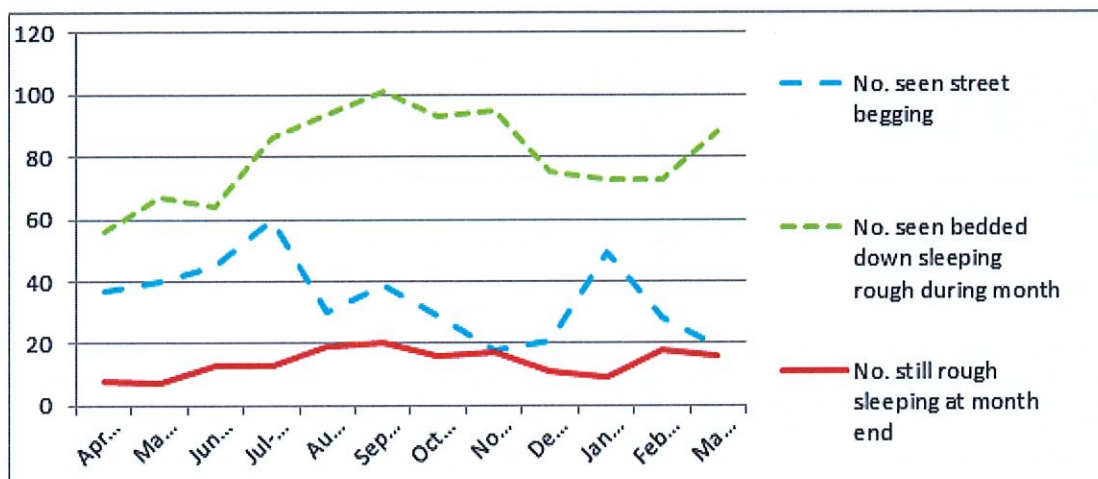
In 2021/22 the Liverpool Outreach Team worked with a total of 515 individuals involved in street related activity, including:

- | | | |
|--------------------------|---|--|
| • Rough sleeping | - | 444 individuals seen out on a total of 3,535 occasions |
| • Street drinking | - | 58 individuals seen out on a total of 112 occasions |
| • Street related begging | - | 182 individuals seen out on a total of 653 occasions |

(Note individuals could be seen and recorded as being involved in more than one street related activity).

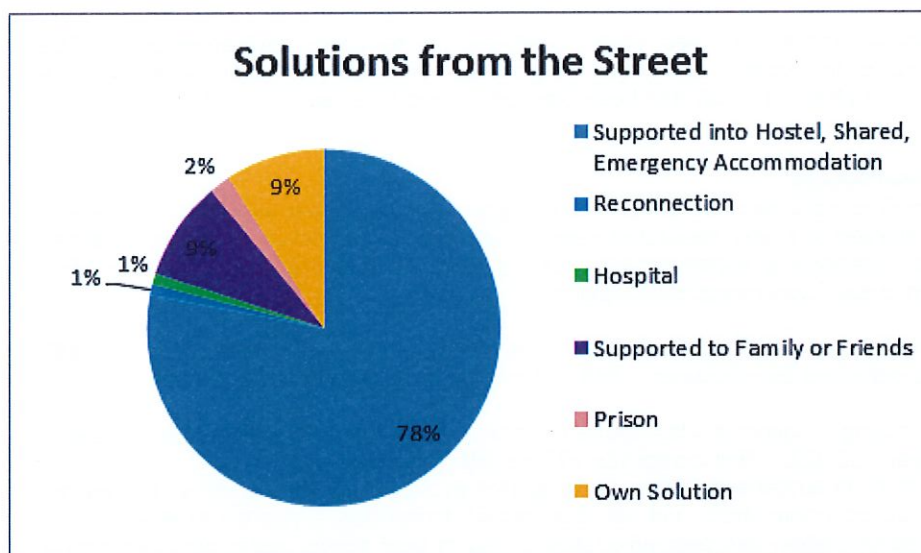
**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

The diagram below provides an analysis of the number of individuals seen out each month engaging in a street activity and the impact that the team has had in supporting these individuals:



Of the 444 individuals seen sleeping rough, almost one third already had accommodation; the pull of addiction and the streets bringing them back out for a night(s). The Outreach Team, alongside our Pathways and Navigator Teams, supported these individuals to return to their accommodation.

Of the 444 clients seen rough sleeping who did not have accommodation already, the Team successfully supported 429 people into new accommodation, to return to former accommodation or into other suitable solutions, as shown in the chart below:



Comparison to 2022/2023: The Assertive Outreach & Response Service was re-procured in March 2022, with Whitechapel successfully retaining the contract. The re-procurement enabled the Street Outreach Team to be expanded so as to provide a true 24/7 response, as well as provide the capacity to respond to the increase in volume of people sleeping rough. During the first 6 months of the new financial year (April – September 2022) the Street Outreach Team has successfully supported 476 people to exit from the street. These outcomes demonstrate the scale of the increase in rough sleeping since the end of the 'Everyone In' programme – a 50% increase in clients seen bedded down sleeping rough.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Of the 476 supported off the street, 464 were positive solutions. The breakdown of solution types, below, shows the majority of people are supported into either Hostels, B&B, shared or supported accommodation.

Solution:	Total April-September 2022
Number of people exited the street	476
Hostel/B&B/Shared/Supported	359
Own solution	52
Reconnection	11
Hospital	8
Prison	12
Family/friends	33

One of the biggest issues faced by the Assertive Outreach and Response service is the dearth of suitable accommodation available to clients. Many of the people supported by the service have multiple and complex needs. With a lack of available move on options from hostels, emergency B&B placements are used but are not usually suitable for this cohort of people; this is something we are working with the local authorities to address for example by increasing supported accommodation options and enhancing move-on into long term social and/or private accommodation.

Some people are not immediately able to take up the offer of accommodation or other solution that we provide. For some individuals, the pull of addiction back on to the streets is too strong; for others we may need to address long term mental health problems before a person feels able to consider coming indoors. It is for this reason that the number of occasions people are seen out is so much larger than the total number of different individuals seen out. However, our Outreach Team does not give up. We continue to go out every day to work with these individuals, gradually building trust and motivation and developing different solutions, so that the person can be supported indoors.

This assertive approach achieves positive outcomes, as demonstrated by the charts and tables above. The charts demonstrate the success of this work - at the end of 31 March 2022 all but 15 of the 444 unique individuals who had been seen out sleeping rough had been brought indoors / had solutions. We continued to work with these 15 people.

Homeless Prevention and Resettlement

Homeless prevention is essential to achieving our Vision, but the global pandemic and associated lockdowns restricted prevention based interventions and redirected some resources to the delivery of homelessness resolution services for people experiencing homelessness. During 2021/22 homeless prevention work has increased, with a gradual return to pre-Covid methods of working.

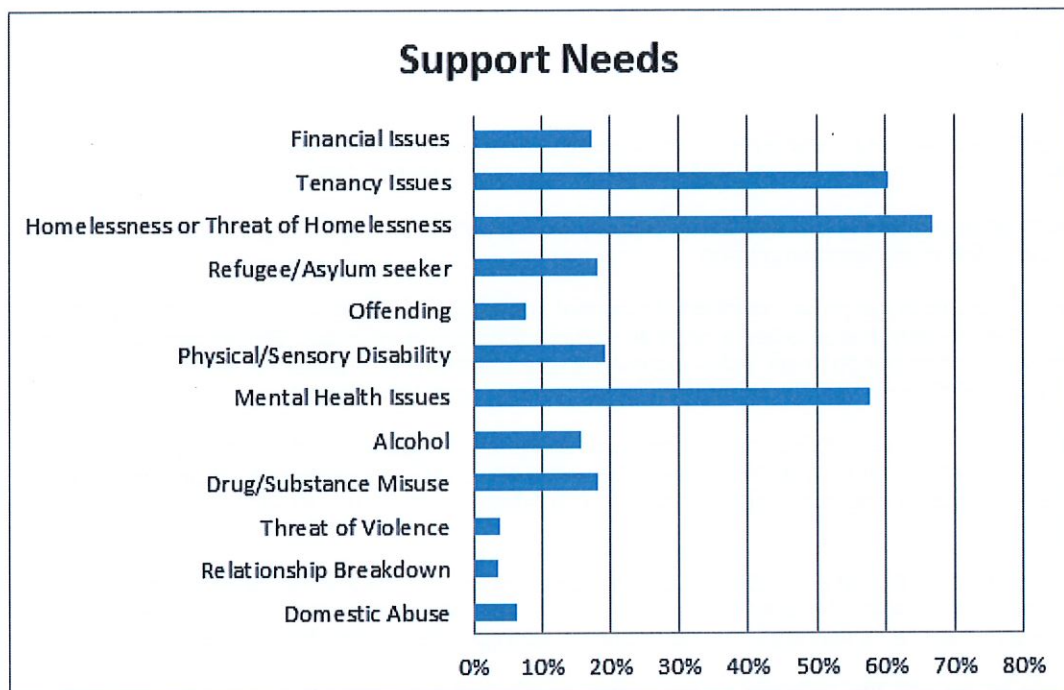
In 2021/22 our various Housing Support and Resettlement Services helped to prevent homelessness for **1,447** people by enabling people to avoid losing their home or to find and resettle in more suitable accommodation.

For example our Liverpool Housing Support & Resettlement Service supported 675 different individuals / households in the financial year 2021/22. This comprises 277 people supported at 'Tier One' – short term interventions delivered mainly through surgeries; 78 people supported at 'Tier 2' level in homeless prevention/tenancy sustainment, mainly through home visits; and 320 individuals/ households supported to resettle from temporary or inappropriate accommodation into accommodation suited to their needs, again delivered mainly through floating support into the person's own home. Note, these figures do not include one-off telephone advice.

The individuals and households we support may seek help based on a particular issue but often there are underlying issues contributing to the housing difficulty. The chart below shows the distribution of needs for clients supported through floating support i.e. Tier Two and Resettlement clients.

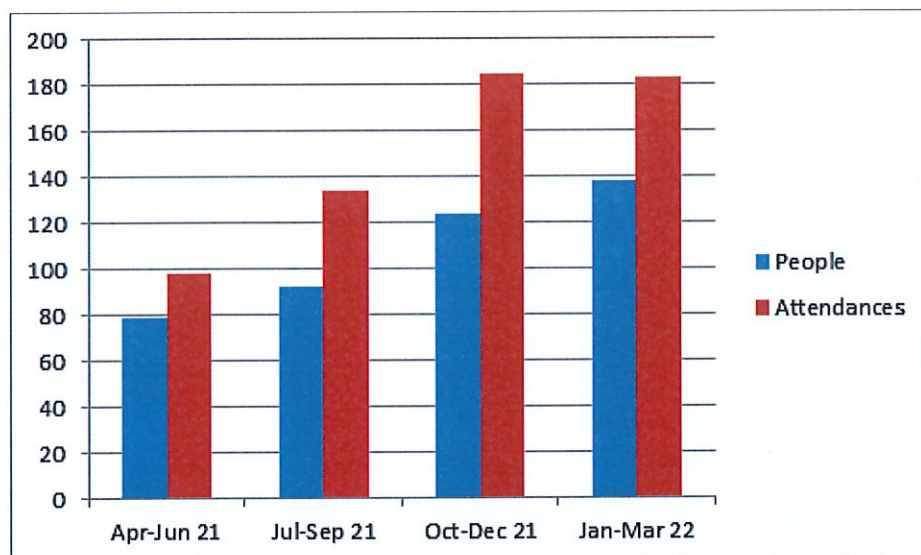
Note that totals sum to multiple times 100% as many people have multiple support needs. As we would expect the most prevalent issues are homelessness/threat of homelessness and tenancy issues. The most significant underlying issue is poor mental health, which affects 58% of clients.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**



We increased the number of surgeries over the year as Covid restrictions eased. This allowed us to see more people face to face who needed support to address issues with their tenancy.

The chart below shows the growth in attendances at local surgeries during the last financial year:



This chart shows the number of different people supported through the drop-in surgeries each quarter. Note the chart shows some people will have attended several times. By the end of the year in Liverpool we were providing 5 surgeries a week at Langsdale Street, 2 surgeries a week at Toxteth Town Hall and 1 surgery a week at Kensington Children's Centre.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Examples of our support include:

Jane:

Jane (name changed) was living in private rented accommodation for which her mother was guarantor. Jane has two teenage daughters, one with mental health issues and the other with a severe disability.

Jane was referred to us by a police officer who had previously worked with the family asking for support and help with rent arrears and to find a new accommodation.

Jane had received a letter from her private landlord stating that she was over £1400 in arrears and her mother, who is guarantor for the property, had received a court order demanding payment in full. The arrears did not add up. Jane has a shortfall in her rent but even if she had not paid the shortfall at all it would not amount to the sum claimed. Jane stated that she had paid the shortfall but in lump sums rather than monthly.

Both Jane and her mother were very distressed and confused by the whole situation and felt that Jane's landlord was trying to force Jane and her family from the property for personal reasons. In addition to the financial issues there were repairs outstanding and the property needed adaptations to meet the needs of Jane's younger daughter.

We liaised with the landlord and it came to light that there had been a clerical error with the landlord and a benefit payment had not been added when it should have been. The current arrears stood only at £50. The landlord advised the court order would be immediately cancelled, and an apology was given to Jane and her mother.

Jane was incredibly happy with the outcome as her mental health had been really suffering because of this situation, and her mother felt the same. We agreed that the next step would be for her to set up a standing order to pay the shortfall monthly so no further arrears accrued and to register on property pool to find a more suitable family home. Jane had prior rent arrears from her previous private landlord after they had failed to provide information when it was requested by the Jobcentre Plus – she received no support and ended up owing much more than the original amount due to fees.

We are now supporting Jane with her Property Pool Plus application, ensuring that she is on the correct banding and that all her details are up to date so we can find the best home for both her and her daughters.

Mark & Sarah:

Mark and his mother Sarah (names changed) presented at one of our Tier 1 surgeries. They explained some of the living conditions they were enduring, no running water, no heating and a lot of disrepair. Mark bought the house 30 years ago with some money left to him, but had been on benefits due to medical & mental illness and was unable to fund any housing repairs.

We arranged to visit Mark and Sarah at their home. It was upsetting to find the conditions that Mark and Sarah had been living in, collapsed floors, collapsed ceilings, the bath completely collapsed through the bathroom floor which led to their water supply being cut off some 8 months before which also left them with no heating. There was a make shift floor which was made up of planks of wood for them to walk over to access the kitchen area. Neither could go upstairs due to the floors being unsafe. Sarah was sleeping on a sofa under a bay window which had previously collapsed on her while she was sleeping.

We immediately contacted adult social care, environmental health and the fire services for help and advice. Within the same week sheltered accommodation was offered to the family. We supported Mark and Sarah to view the accommodation and they accepted. We supported them to obtain new furnishings for their new home and settle in.

Mark and Sarah are now living happily and comfortably in their new home with beautiful surroundings. They have sold their old house.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Accommodation Based Services

Support for Homeless Families

During 2021/22 we successfully supported 77 homeless families into new accommodation via our Family Centres at Belvidere Liverpool and Yates Court Knowsley – this includes 101 adults and 165 children.

Factors contributing to family homelessness included financial / debt issues, relationship breakdown, refugee status, children in need, poor mental health, domestic abuse and substance or alcohol misuse.

Support provided has included working to improve emotional well-being and good mental health, motivation and taking responsibility, social networks and relationships, managing money, self-care and living skills, physical health, substance misuse.

We are committed to building on a psychologically informed approach. We have rolled out training to staff in Adverse Childhood Experiences (ACE) and Managers have recently completed a six month programme of training in Cognitive Analytic Therapy (CAT). This equips Managers to provide reflective practice and build within the staff team additional insight into the experience of clients.

We provide a number of activities for families at both Belvidere and Yates Court including a homework club, yoga, ukulele club, play, drama and mindfulness activities designed to build self-confidence, counter isolation, promote sharing and positive interactions. We support families with cultural events e.g. Christmas and Eid and promote mutual understanding and shared celebration. We aim to use the opportunity of Covid restrictions coming to an end to extend this further and explore opportunities to strengthen links with the community and open up facilities to other services e.g. Fairbridge, YPAS and the Princes Trust

We have given guidance to families around how to access services within the restrictions of Covid. We have ensured access to primary health care, sexual health, drug and alcohol services, smoking cessation, foodbank provision, dental services, free school meal scheme and paying bills online scheme. We have also focused on the needs of children including access to school/ home education resources, homework club, advocacy in accessing any specialist support, access to therapy following trauma, wellbeing through drama and other activities.

Harm Reduction Service

Our Harm Reduction Service continues to provide supported accommodation for men with alcohol and substance misuse issues. We have supported our residents to minimise harm by:

- Providing person centred support, understanding each individual's needs, motivations and interests,
- Offering advice on how to drink or use more safely, along with access to an alcohol nurse and drugs specialist through Brownlow Health and We Are With You,
- Monitoring health and encouraging engagement with GP and hospital services,
- Providing input from neuro-psychology (NeuroTriage) and training for staff
- Providing meaningful activity to keep occupied and build self esteem
- Delivering support with nutrition and medication
- Providing personal care when needed – a care worker is on site 7 days a week

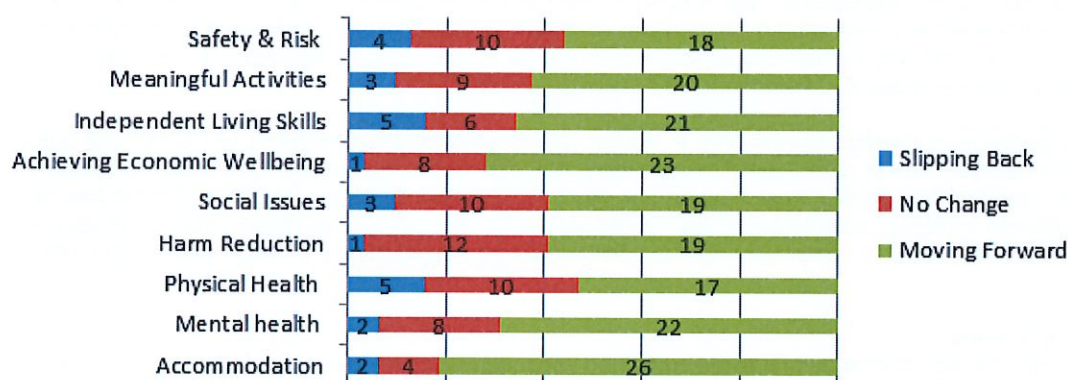
**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

The Project worked with 39 people in 2021/22. During the last 12 months we have achieved a number of outcomes including:

- 27 individuals supported by NeuroTriage – enabling an informed therapeutic response to individual conditions
- 30 individuals engaged with on-site activities through our New Beginnings project, delivering 1,969 activities
- Comprehensive, bespoke end of life provision providing dignity and choice for relevant individuals
- 30 individuals engaged with on-site care provision – 1,286 interventions provided

Every individual in the service agrees a tailored support plan. The chart below provides a summary of the progress made by individuals against key objectives / support needs and the high level of progress made (note the chart is based on reviews with 32 people who were resident long enough to make their review meaningful).

Overall Progress By Area of Support



An example of our support can be seen through client S.

S moved into the project in 2019 after many years rough sleeping. For a number of weeks, he slept on the floor in his room and returned to the city centre to beg for money. Alongside alcohol dependence, S was on a supervised prescription for methadone and continued to use opiates on a daily basis. Over the years he worked with the team to address his lifestyle and began to spend a lot more time at the project.

S was supported to progress from the pre-contemplative stage of his drug addiction and realise the dangerous behaviours he was engaging in with regards to his drug use. The team worked in conjunction with prescribers of the methadone programme to ensure that this was done safely and under careful supervision.

Although S was aware of his problematic alcohol use, his previous traumas prevented him from addressing this. He would often swing through periods of abstinence to bingeing. S had a number of physical health conditions that were exacerbated by a fall resulting in a broken leg. He spent a number of weeks in Aintree hospital receiving rehabilitation care and was able to return to the service where he felt most comfortable.

S became a big presence in the service and engaged in nearly all activities offered to him. Over his time there, he progressed in areas of his support plan from 'stuck' to 'understanding and self-belief'.

Sadly, late in 2021 S was given the news that he was approaching the end of his life and there was no further medical interventions available to him. Initially S was unwilling to talk about his end of life other than making his wishes to end his life in his home at the Harm Reduction Service known. After his diagnosis in hospital, the team worked with the Hospital In-Reach Team and Dr Young to arrange a rapid discharge to allow his wishes to be met and he was able to pass away peacefully and with the right care and support in his home.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Our People

We recognise that our people (employees and volunteers) are essential to the successful delivery of our services and to meeting the needs of the people we serve. We recruit, train and deploy our people according to a strategy that aims to place the right people in the right jobs at the right time. With levels of staff turnover below 2% we are able to provide a consistent and high quality service to the individuals and families we work with.

The overall staff numbers have increased by 4 over the last 12 months. Our headcount breakdown is as follows:

- Male 35%
- Female 65%
- Over 64 5%
- 55 – 64 35%
- 25 – 54 58%
- Under 25 2%

Gender Pay Gap: On 5 April 2022, The Whitechapel Centre showed a mean pay gap of 1.57% in favour of women; and a 1.96% pay gap in favour of women in the median calculation, reflecting the longer length of service held by women in the organisation, meaning they are likely to have benefited from a higher number of salary uplifts (increments).

Staff Engagement: We believe that strong staff engagement helps us to promote individual development and improve the quality of service we can provide for our clients.

Staff Survey: In December 2021 we ran our full staff survey. This year we chose to use Survey Monkey as a tool for distributing the surveys and for collating the results. A total of 85 surveys were returned which provides a response rate of 60%.

The results of the survey were overwhelmingly positive, with no single question returning a negative score.

Maintaining a healthy workforce and a good employment relations environment is key to our success. We work hard to ensure that our work practices involve meaningful dialogue between management and employees at all levels through a range of channels including fortnightly team meetings, monthly supervision, quarterly full staff meetings, informal Tea and Talk meetings and, particularly over the last 12 months, all-staff messages from our Chief Executive Officer.

Effective employee engagement is especially important in maintaining strong service delivery in times of change, such as through the pandemic.

Our aim has always been to continue to support the safe operation of the business and staff team whilst responding quickly and effectively to new and emerging risks. Wherever possible we offered staff the opportunity, and facilities needed, to work from a home base. Our Policy for Managing Health Pandemic, Plan for Managing Health Pandemic and accompanying Covid-19 Risk Assessment enabled staff to adopt safe practice and ensured that if staff did need to cross the threshold of service user's premises/accommodation, they were fully assessed and safe. Alongside this, Personal Protective Equipment was sourced and supplied in line with current infection control and protection procedures and training and guidance documents were developed to support and promote this. Limits were placed on room occupancy of all offices and staff movement between sites was restricted.

Managers undertook individual health and wellbeing risk assessments on all personnel and protected the most vulnerable staff by reassigning them to work that could be completely undertaken from home.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Sickness Absence: It has been an extraordinary 12 months. People have had to continually adapt to new ways of living and working and have been forced to accept a 'new normal'. The 12 months to April 2022 present a more turbulent picture with the effects of Covid having a significant effect on levels of absence particularly over the winter months when levels reached 10.3%. However, in March 2022 the rate of sickness absence was 4.9% (against a benchmark figure of 6%).

We wish to praise and thank our staff for their kindness, flexibility, dedication and care they have provided for our homeless clients during this pandemic; they have gone above and beyond to safeguard the lives of many of the most vulnerable people across the Liverpool City Region. Their dedication continues to save lives.

Financial review

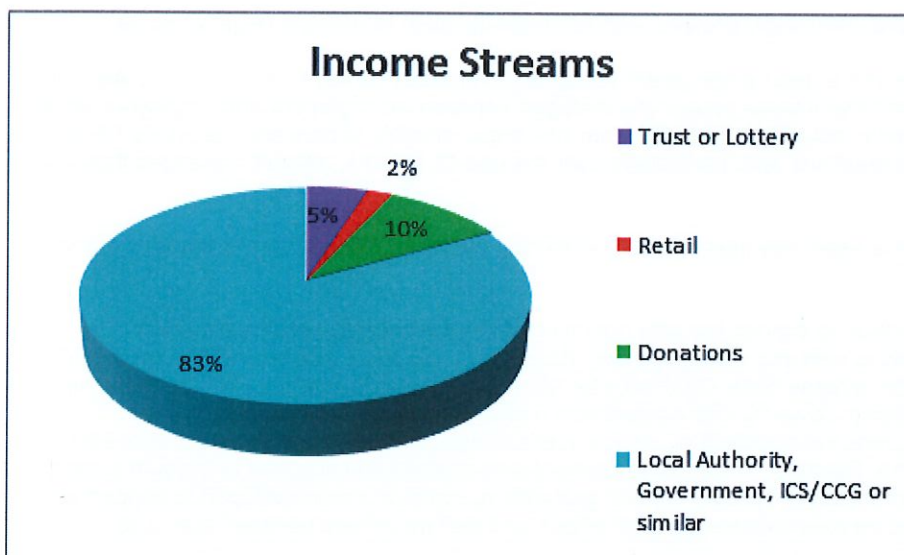
As we started to recover from the pandemic our fundraising target for 2021/22 remained cautious. Covid specific grants and funding opportunities had ended and we were aware that fundraising events remained limited as people were only beginning to stop working from home and return to office premises and venues for fundraising activities continued to apply social distancing measures / limit access capacity. At the same time corporate partners were only beginning to return to office premises and this stifled early opportunities for full corporate fundraising such as cake sales, office dress down days, and so forth.

While we developed new services in 2021/22, which increased the overall proportion of income from local and central government for charitable activities, income from donations and trusts remained as important as ever. Donations and trust funding underpins almost all service provision and ensures more comprehensive service delivery, over and above minimum contractual requirements, ensuring clients pathway through homelessness is more positive.

Fundraised income from donations and trusts enables us to underpin and enhance essential services, such as our Assertive Street Outreach Service, and keep pace with and meet demand.

Despite our cautious start, support for our organisation remained amazing. The chart below shows the generosity of people and trusts – last year 15% of our overall income came from donations and / or trust funding.

The chart below provides a breakdown of income streams during 2021/2022:



**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

As at 31 March 2022, the charity had reserves of £1,879,830 (2021: £1,700,524). Included within these reserves are £44,285 (2021: £nil) of restricted funds (see note 21) and £1,150,000 (2021: £1,150,000) of designated funds (see note 22). Included in designated funds are investments totalling £532,803 (2021: £531,732). The charity had free reserves of £685,544 at 31 March 2022 (2021: £550,524).

Principal funding sources

The principal sources of funding for The Whitechapel Centre during 2021/22 were by way of grant and contract income from Liverpool City Council, Knowsley Metropolitan Borough Council, St Helens Borough Council, Wirral Borough Council, Halton Council, Liverpool City Region Combined Authority and Sefton Metropolitan Borough Council. This income includes income from Adult Services, Public Health and the Department for Levelling Up, Housing & Communities Rough Sleeper Initiative Grants. Further income was received from the Big Lottery, Charles Hayward Foundation and Children in Need.

The Whitechapel Centre also relies on private fundraising, such as public donations, which is used to underpin essential services such as our volunteer programme, rough sleeper outreach services, the delivery of Whitechapel's food services and essential client expenses.

Reserves Policy

The Board of Trustees has examined the company's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible assets held by the company should be between 3 and 6 months of the expenditure, in line with Charity Commission guidance. Budgeted expenditure for 2022/23 is £6,554,502 therefore the target is £1,638,626 to £3,277,251 in general funds. At this level the Board of Trustees feel that they would be able to carry on the company's activities in the event of a significant drop in funding.

At present the total unrestricted reserves fall at the lower end of this target.

The Board of Trustees understands the increased pressure on cash flow resulting from the payment by results for key contracts, such as the Urban Outreach Response Service and payment in arrears for most other contracts. Close financial management continues to be required to prevent cash flow problems.

The Board of Trustees wish to create free reserves. This would enable them to provide seed funding for new projects, as well as underpin existing services and meet key needs. For example the company has seen an increase in the number of people street living, including rough sleepers and street drinkers, including people with no recourse to public funds. While the company continues to seek resources to maximise assertive outreach response provision, taking services out on to the street to deliver instant solutions to homelessness, seed funding would enable us to pilot new and different services and / or methods of working e.g. to cover rent and accommodation costs for people with no recourse to public funds who are seeking employment.

The Board of Trustees is committed to applying principles of full cost recovery to all posts and services within the organisation to help reduce potential risks in the event of losing individual contracts, as well as being mindful of potential pressures to draw upon reserves during the forthcoming year.

Risk management

A review of major risks is undertaken annually by the Board of Trustees. Where appropriate, systems or procedures have been established to mitigate the risks The Whitechapel Centre faces. Where appropriate, the identified risks have been incorporated into the company's Strategic Plan. For example, identified external risks to funding have led to a full review of funding and budgets, and the development of a comprehensive Fundraising Strategy. An internal framework for risk management ensures risks are identified and mitigated through a policy of regular scrutiny, the implementation of policies and procedures and the appropriate authorisation of all transactions and projects. Policies and procedures ensure compliance with relevant legislation and recognised best practice in relation to governance, health and safety, financial management, service delivery and operation. These policies and procedures relate to all staff, volunteers, clients and stakeholders and are reviewed regularly to ensure that they continue to meet the needs of the organisation.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Plans for Future Periods

The principal aims outlined in the organisation's Strategic Plan are to:

- Ensure the organisation is financially secure and appropriately resourced.
- Ensure the long term financial viability of the organisation by rebuilding its Fundraising Strategy, diversifying income streams and securing new contracts
- Develop new services, and continue to deliver existing services, to maximise positive outcomes for homeless and socially excluded people by:
 - Preventing homelessness through effective housing support and advice
 - Resolving homelessness, providing same day solutions that bring people indoors on the day they become homeless
 - Providing the right multi-agency wrap around support and advice that meets peoples' support needs
- Ensure The Whitechapel Centre remains an excellent employer and is recognised as an employer of choice
- Provide suitable and fit for purpose premises
- Expand opportunities for meaningful occupation in relation to education, training, development and employment for clients.

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19 March 1990 and registered as a charity on 21 June 1991. The charity was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association. The term "the company" includes reference to the registered charity, where appropriate.

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mr D Antrobus

Ms A Brown (Treasurer)

Mr S Collett

Mr D Green OBE

Mr B Kearsley OBE

Mrs C McGuire

Ms V Metcalf MBE (Vice chair)

Ms S Thomas (Chair)

Ms M Woods

Dr R Young

(Appointed 20 May 2022)

Mr T Crolley Honorary Life President and Ambassador

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Recruitment and Appointment of the Board of Trustees

The directors of The Whitechapel Centre are also charity Trustees (and for the purposes of charity law and under the company's Articles are known as members of the Council of Management). Under the requirements of the Memorandum and the Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Board of Trustees aims to ensure its members provide a good mix of skills, knowledge and experience in relation to providing governance and management for a charitable homeless organisation. In order to maintain this broad mix of skills, knowledge and experience, members on the Board of Trustees are requested to provide a list of their skills and experience and in the event of particular skills or experience being lost due to retirement, individuals are approached to offer themselves for election to the Board.

Trustee Induction and Training

New Trustees receive a copy of their job description and an information pack about the organisation. In addition each trustee receives a full induction programme, which includes invitation and encouragement to attend short training sessions to familiarise themselves with the charitable company and the context within which it operates. These sessions cover:

- The obligations of the Board of Trustees members.
- The main documents which set out the operational framework for the charitable company including the Memorandum and Articles.
- Resourcing and the current financial position as set out in the latest published accounts and the latest financial / management statements and accounts.
- Future plans and objectives, including the Strategic Plan.

New trustees are invited to attend up to 3 Board meetings and take up a 'tour' of the organisation to meet employees and clients to familiarise themselves with the operational work prior to joining.

Organisational Structure

The Whitechapel Centre has a Board of Trustees (known as the Council of Management under the company's Articles) of up to 20 people who meet at least 4 times each year and are responsible for the strategic direction and policy of the charitable company. At present the Board of Trustees has ten members from a variety of different professional backgrounds relevant to the work of the company.

A scheme of delegation is in place and day to day responsibility for the delivery of the services rest with the Senior Management Team (SMT), consisting of the Chief Executive Officer, four Services Managers, and the Fundraising Manager. The Senior Management Team is responsible for ensuring effective and efficient delivery of services specified, that key performance indicators are met, implementing financial management, day to day operational management of services including implementation of best practice, and staff supervision and development.

The Whitechapel Centre is a real Living Wage employer. The charity follows Local Government (NJC) pay scales. Each role within the organisation has a prescribed pay scale. This also applies to all management roles.

Pay awards, including incremental increases, are agreed by the Board of Trustees annually, and awarded if there are sufficient funds.

Auditor

In accordance with the company's articles, a resolution proposing that BWM be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Small company provisions

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

On behalf of the board of trustees



Ms S Thomas (Chair)

Trustee

Dated: Dec 9th 2022

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2022**

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

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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;
- 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; and
- 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF THE WHITECHAPEL CENTRE**

Opinion

We have audited the financial statements of The Whitechapel Centre (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 charity'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 auditor's 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF THE WHITECHAPEL CENTRE**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF THE WHITECHAPEL CENTRE**

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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

BWM

Louise Casey ACA (Senior Statutory Auditor)
for and on behalf of BWM

22 December 2022

Chartered Accountants
Statutory Auditor

Suite 5.1
12 Tithebarn Street
Liverpool
L2 2DT

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022**

Current financial year

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
<u>Income and endowments from:</u>					
Donations and legacies	3	566,607	-	566,607	701,706
Charitable activities	4	3,454,631	1,552,949	5,007,580	5,366,359
Other trading activities	5	136,620	-	136,620	81,928
Investments	6	1,116	-	1,116	5,336
Other income	7	997	-	997	-
Total income		4,159,971	1,552,949	5,712,920	6,155,329
<u>Expenditure on:</u>					
Raising funds	8	246,212	-	246,212	253,773
Charitable activities	9	3,700,652	1,586,750	5,287,402	5,813,676
Total expenditure		3,946,864	1,586,750	5,533,614	6,067,449
Net income/(expenditure) before transfers		213,107	(33,801)	179,306	87,880
Gross transfers between funds	22	(78,086)	78,086	-	-
Net income for the year/ Net movement in funds		135,021	44,285	179,306	87,880
Fund balances at 1 April 2021		1,700,524	-	1,700,524	1,612,644
Fund balances at 31 March 2022		1,835,545	44,285	1,879,830	1,700,524

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The movement of funds detailed above complies with the requirements for a statement of changes in equity under FRS102.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022**

Prior financial year

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	3	672,172	29,534	701,706
Charitable activities	4	4,397,059	969,300	5,366,359
Other trading activities	5	81,928	-	81,928
Investments	6	5,336	-	5,336
Total income		5,156,495	998,834	6,155,329
<u>Expenditure on:</u>				
Raising funds	8	253,773	-	253,773
Charitable activities	9	4,531,346	1,282,330	5,813,676
Total expenditure		4,785,119	1,282,330	6,067,449
Net income/(expenditure) before transfers		371,376	(283,496)	87,880
Gross transfers between funds		(283,496)	283,496	-
Net income for the year/ Net movement in funds		87,880	-	87,880
Fund balances at 1 April 2020		1,612,644	-	1,612,644
Fund balances at 31 March 2021		1,700,524	-	1,700,524

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The movement of funds detailed above complies with the requirements for a statement of changes in equity under FRS102.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
BALANCE SHEET
AS AT 31 MARCH 2022**

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	14		1		1
Investments	15		532,803		531,732
			<u>532,804</u>		<u>531,733</u>
Current assets					
Debtors	17	1,295,352		405,486	
Cash at bank and in hand		753,710		1,448,283	
		<u>2,049,062</u>		<u>1,853,769</u>	
Creditors: amounts falling due within one year	18	(702,036)		(570,299)	
Net current assets			<u>1,347,026</u>		<u>1,283,470</u>
Total assets less current liabilities			<u>1,879,830</u>		<u>1,815,203</u>
Provisions for liabilities	20		-		(114,679)
Net assets			<u><u>1,879,830</u></u>		<u><u>1,700,524</u></u>
Income funds					
Restricted funds	22		44,285		-
<u>Unrestricted funds</u>					
Designated funds	23	1,150,000		1,150,000	
General unrestricted funds		<u>685,545</u>		<u>550,524</u>	
			<u>1,835,545</u>		<u>1,700,524</u>
			<u><u>1,879,830</u></u>		<u><u>1,700,524</u></u>

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

The financial statements were approved by the Trustees on Dec 9th 2022


.....
Ms S Thomas (Chair)
Trustee

Company registration number 02623071

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
STATEMENT OF CASH FLOWS**

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	27		(694,618)		1,144,444
Investing activities					
Purchase of investments		(1,071)		(5,191)	
Investment income received		1,116		5,336	
Net cash generated from investing activities			45		145
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(694,573)		1,144,589
Cash and cash equivalents at beginning of year			1,448,283		303,694
Cash and cash equivalents at end of year			753,710		1,448,283

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1 Accounting policies

Charity information

The Whitechapel Centre is a private company limited by guarantee incorporated in England and Wales. The registered office is Langsdale Street, Liverpool, L3 8DT.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Funds held by the charity are:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

1.4 Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Income from donations and legacies is included in full in the statement of financial activities when receivable.

Investment income is included when receivable.

Grants and contracts, including grants for the purchase of fixed assets, are recognised in full in the statement of financial activities in the year in which they are receivable. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Fixed assets donated to the charity are included as donation income at market value at the time of receipt. Assistance in the form of voluntary help is not quantifiable, and accordingly not dealt with in the accounts.

Clothing and other items donated for resale through the charity's shop are included as income within other trading activities and are recognised as income when they are sold.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure reflects all amounts paid and accrued during the year. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. All costs are allocated between the expenditure categories of the Statement of Financial Activities (SOFA) on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Raising funds comprise costs associated with attracting income and the costs of trading for fundraising purposes including the charity shop.

Governance costs represent costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

1.6 Tangible fixed assets

All assets costing more than £1,000 are capitalised at cost.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	20% p.a. on cost
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

The trustees consider that monies held on long term deposit should be regarded as a fixed asset investment.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Stocks

Donated items for the charity shops sourced from both individuals and organisations are not included in the financial statements until they are sold at which point they are recognised as income.

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Taxation

The charity benefits from various exemptions from taxation afforded by tax legislation and is not liable to corporation tax on income or gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under Gift Aid. The charity is not able to recover Value Added Tax. Expenditure is recorded in the accounts inclusive of VAT.

1.13 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

1.14 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.15 Retirement benefits

The charitable company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charitable company. The annual contributions payable are charged to the statement of financial activities.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

1 Accounting policies

(Continued)

1.16 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to the statement of financial activities on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2022	2021	2021	2021
	£	£	£	£
Donations and gifts	562,322	494,874	-	494,874
Legacies receivable	-	38,000	-	38,000
HMRC CJRS grant	446	139,298		139,298
Covid grants	3,839	-	29,534	29,534
	<u>566,607</u>	<u>672,172</u>	<u>29,534</u>	<u>701,706</u>

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

4 Charitable activities

	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2022	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2022	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2021
	2022	2022	2022	£	2021	2021	2021	£	2021	2021	2021	£
Services provided under contract	817,835	1,455,533	1,164,596	3,437,964	811,821	2,389,901	1,195,337	4,397,059				
Performance related grants	284,005	1,285,611	-	1,569,616	269,486	699,814	-	969,300				
	<u>1,101,840</u>	<u>2,741,144</u>	<u>1,164,596</u>	<u>5,007,580</u>	<u>1,081,307</u>	<u>3,089,715</u>	<u>1,195,337</u>	<u>5,366,359</u>				
Analysis by fund												
Unrestricted funds	817,835	1,472,200	1,164,596	3,454,631	811,821	2,389,901	1,195,337	4,397,059				
Restricted funds	284,005	1,268,944	-	1,552,949	269,486	699,814	-	969,300				
	<u>1,101,840</u>	<u>2,741,144</u>	<u>1,164,596</u>	<u>5,007,580</u>	<u>1,081,307</u>	<u>3,089,715</u>	<u>1,195,337</u>	<u>5,366,359</u>				

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

4 Charitable activities	(Continued)							
	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2022	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2021
	2022 £	2022 £	2022 £	£	2021 £	2021 £	2021 £	£
Performance related grants								
Children in Need	42,045	-	-	42,045	46,355	-	-	46,355
Comic Relief	-	-	-	-	16,846	-	-	16,846
Move	34,995	-	-	34,995	30,050	-	-	30,050
NRPF Resettlement	-	-	-	-	30,354	-	-	30,354
Older Persons Resettlement	121,965	-	-	121,965	100,461	-	-	100,461
Peer Mentoring	-	-	-	-	5,800	-	-	5,800
Recovery Campus/New Beginnings	60,000	-	-	60,000	39,620	-	-	39,620
Urban Outreach Response Service	-	16,667	-	16,667	-	523,131	-	523,131
City Region Intensive Support	-	233,984	-	233,984	-	156,936	-	156,936
Covid Support	-	-	-	-	-	19,747	-	19,747
Womens Project	25,000	-	-	25,000	-	-	-	-
Rapid Rehousing Service	-	762,864	-	762,864	-	-	-	-
Hospital in-reach	-	88,361	-	88,361	-	-	-	-
Street Lifestyle Outreach	-	183,735	-	183,735	-	-	-	-
	284,005	1,285,611	-	1,569,616	269,486	699,814	-	969,300

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Shop income	135,218	41,401
Covid grants	1,402	40,527
	<u> </u>	<u> </u>
Other trading activities	<u>136,620</u>	<u>81,928</u>

6 Investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Interest receivable	1,116	5,336
	<u> </u>	<u> </u>

7 Other income

	Unrestricted funds	Total
	2022	2021
	£	£
Other income	997	-
	<u> </u>	<u> </u>

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

8 Raising funds

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
<u>Fundraising and publicity</u>		
Other fundraising costs	1,864	-
Staff costs	95,770	100,575
Support costs	12,554	24,518
	<hr/>	<hr/>
Fundraising and publicity	110,188	125,093
	<hr/>	<hr/>
<u>Trading costs</u>		
Other trading activities	3,769	-
Staff costs	70,470	67,639
Support costs	61,785	61,041
	<hr/>	<hr/>
Trading costs	136,024	128,680
	<hr/>	<hr/>
	<u>246,212</u>	<u>253,773</u>

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

9 Charitable activities

	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2022 support and resettlement	Housing support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2022 support and resettlement	Homeless, rough sleeping and street drinking	Supported accommodation	Total 2021
	2022 £	2022 £	2022 £	£	2021 £	2021 £	2021 £	£	2021 £	2021 £	£
Staff costs	1,088,787	2,038,255	972,024	4,099,066	1,111,929	1,879,169	1,015,151	4,006,249			
Project costs	198,152	266,701	52,597	517,450	67,211	1,124,685	25,724	1,217,620			
Travel expenses	24,945	12,390	2,430	39,765	7,291	13,504	1,140	21,935			
	<u>1,311,884</u>	<u>2,317,346</u>	<u>1,027,051</u>	<u>4,656,281</u>	<u>1,186,431</u>	<u>3,017,358</u>	<u>1,042,015</u>	<u>5,245,804</u>			
Share of support costs (see note 10)	115,668	255,847	245,841	617,356	108,237	256,411	199,454	564,102			
Share of governance costs (see note 10)	4,042	8,790	933	13,765	3,770	-	-	3,770			
	<u>1,431,594</u>	<u>2,581,983</u>	<u>1,273,825</u>	<u>5,287,402</u>	<u>1,298,438</u>	<u>3,273,769</u>	<u>1,241,469</u>	<u>5,813,676</u>			
Analysis by fund											
Unrestricted funds	898,352	1,528,475	1,273,825	3,700,652	925,858	2,364,019	1,241,469	4,531,346			
Restricted funds	533,242	1,053,508	-	1,586,750	372,580	909,750	-	1,282,330			
	<u>1,431,594</u>	<u>2,581,983</u>	<u>1,273,825</u>	<u>5,287,402</u>	<u>1,298,438</u>	<u>3,273,769</u>	<u>1,241,469</u>	<u>5,813,676</u>			

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

10 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Premises and other costs	677,000	-	677,000	629,513	-	629,513
Accountancy	-	-	-	6,430	-	6,430
Legal and professional fees	14,000	-	14,000	13,718	-	13,718
Audit fees	-	5,350	5,350	-	3,770	3,770
Accountancy	-	9,110	9,110	-	-	-
	<u>691,000</u>	<u>14,460</u>	<u>705,460</u>	<u>649,661</u>	<u>3,770</u>	<u>653,431</u>
Analysed between						
Fundraising	12,554	-	12,554	24,518	-	24,518
Trading	61,090	695	61,785	61,041	-	61,041
Charitable activities	617,356	13,765	631,121	564,102	3,770	567,872
	<u>691,000</u>	<u>14,460</u>	<u>705,460</u>	<u>649,661</u>	<u>3,770</u>	<u>653,431</u>

The increase in premises and other costs is due to the development and management of new accommodation based services for homeless people, including Yates Court and Shared Accommodation Project.

Support costs are reallocated to expenditure on a use of space/size of service basis.

11 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2022	2021
	£	£
Audit of the charity's annual accounts	5,350	3,770
Non-audit services		
All other non-audit services	9,110	6,430

12 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year (2021-£nil), and no trustees were reimbursed expenses (2021- no trustees were reimbursed expenses).

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

13 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Fundraising	2	3
Shop	5	5
Charitable	145	140
Total	152	148

Employment costs	2022 £	2021 £
Wages and salaries	3,828,841	3,757,129
Social security costs	293,572	278,950
Other pension costs	142,893	138,384
	4,265,306	4,174,463

Average employee numbers excludes employees on zero hour contracts not paid in the month of which there were an additional 7 employees on average (2021 an additional 2 employees on average).

Included in wages and salaries are payments to subcontractors including people from other organisations seconded to or working in partnership with Whitechapel projects such as the Urban Outreach Response Service, which is delivered in partnership with the Basement Advisory Service and the Harm Reduction Service which is delivered in partnership with SHAP Ltd. Partner agency workers amounted to £421,581 (2021 £530,962).

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2022 Number	2021 Number
£60,000 - £70,000	-	1
£70,000 - £80,000	1	-

Contributions totalling £4,095 (2021: £3,137) were made to defined contribution pension schemes on behalf of employees whose emoluments exceed £60,000.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

14 Tangible fixed assets

	Fixtures, fittings & equipment £
Cost	
At 1 April 2021	9,767
At 31 March 2022	9,767
Depreciation and impairment	
At 1 April 2021	9,766
At 31 March 2022	9,766
Carrying amount	
At 31 March 2022	1
At 31 March 2021	1

15 Fixed asset investments

	Monies held on deposit £
Cost or valuation	
At 1 April 2021	531,732
Additions	1,071
At 31 March 2022	532,803
Carrying amount	
At 31 March 2022	532,803
At 31 March 2021	531,732

16 Financial instruments

	2022 £	2021 £
Carrying amount of financial assets		
Debt instruments measured at amortised cost	2,572,724	2,385,501
Carrying amount of financial liabilities		
Measured at amortised cost	369,987	285,459

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

17 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	975,588	165,475
Other debtors	9,141	4,876
Prepayments and accrued income	310,623	235,135
	<u>1,295,352</u>	<u>405,486</u>

18 Creditors: amounts falling due within one year

	Notes	2022	2021
		£	£
Other taxation and social security		106,059	69,839
Deferred income	19	225,990	215,001
Trade creditors		148,190	142,288
Other creditors		27,688	23,821
Accruals		194,109	119,350
		<u>702,036</u>	<u>570,299</u>

19 Deferred income

	2022	2021
	£	£
Other deferred income	<u>225,990</u>	<u>215,001</u>

Deferred income is included in the financial statements as follows:

	2022	2021
	£	£
Total deferred income at 1 April 2021	215,001	175,190
Amounts received in year	194,029	215,001
Amounts credited to statement of financial activities	<u>(183,040)</u>	<u>(175,190)</u>
Total deferred income at 31 March 2022	<u>225,990</u>	<u>215,001</u>

Included in deferred income are receipts which relate to a future accounting period and will be recognised to match the delivery of the service.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

20	Provisions for liabilities	2022 £	2021 £
	Rented accomodation dilapidations	-	114,679
	Movements on provisions:		
			Rented accomodation dilapidations
			£
	At 1 April 2021		114,679
	Utilisation of provision		(114,679)
	At 31 March 2022		-
21	Retirement benefit schemes		

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £142,893 (2021 - £138,384). Total employee and employer contributions of £27,262 (2021, £22,582) were payable to the fund at the balance sheet date and are included within creditors.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

22 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances:

	Balance at 1 April 2020 £	Movement in funds			Transfers £	Balance at 1 April 2021 £	Movement in funds			Transfers £	Balance at 31 March 2022 £
		Income £	Expenditure £				Income £	Expenditure £			
New Beginnings	-	39,620	(85,595)		45,975	-	60,000	(73,117)		13,117	-
MOVE Project and Volunteers	-	30,050	(56,270)		26,220	-	34,995	(76,471)		41,476	-
Peer Mentoring	-	5,800	(12,178)		6,378	-	-	-		-	-
Children in Need	-	46,355	(43,162)		(3,193)	-	42,045	(53,088)		11,043	-
Older Persons (Big Lottery)	-	100,461	(99,878)		(583)	-	121,965	(132,055)		10,090	-
Welfare Rights Service	-	16,846	(41,677)		24,831	-	-	-		-	-
Rapid Rehousing Pathway	-	-	-		-	-	762,864	(721,735)		-	41,129
Urban Outreach	-	523,131	(681,873)		158,742	-	-	-		-	-
Hospital in Reach (Out of Hospital)	-	-	-		-	-	88,361	(85,205)		-	3,156
Street Lifestyle Outreach	-	-	-		-	-	183,734	(183,733)		(1)	-
City Region Intensive Support	-	156,937	(185,354)		28,417	-	233,984	(233,984)		-	-
No Recourse to Public Funds	-	30,354	(33,821)		3,467	-	-	-		-	-
Women's Project	-	-	-		-	-	25,000	(27,361)		2,361	-
Other funds	-	49,280	(42,522)		(6,758)	-	-	-		-	-
	-	998,834	(1,282,330)		283,496	-	1,552,948	(1,586,749)		78,086	44,285

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

22 Restricted funds

(Continued)

New Beginnings (Charles Hayward Foundation & J A Shone Memorial Trust): This service delivers innovative and bespoke learning and enablement activities that promote well-being and help facilitate meaningful move on and personal development.

MOVE Project & Volunteers: (Community Resource Grant, Postcode Lottery & Amazon): delivers high quality training programmes, along with the support, guidance and advice, to enable people to take up meaningful opportunities for voluntary employment, including mentoring. Funding helped cover the salary costs of the Volunteer Manager, along with volunteer and clients expenses. Along with this it helped provide essential food / services, including training courses, for homeless clients.

Peer Mentoring Service (Postcode Lottery & National Lottery Coronavirus Community Support Fund): This service provides peer support for homeless people in order to motivate, inspire and support people on their journey through recovery. In order to protect our Peer Mentors during the Covid-19 pandemic much of the work delivered by this service had to be suspended in 2020/21. The service has since resumed.

Children in Need: our Children and Young Person's Service focuses on the well-being and development of children and young people. The Service ensures homeless children are able to access appropriate health, education, play & leisure services and activities providing opportunities to improve health and wellbeing. The Service provides support to families to move on into their own accommodation to help them settle.

Older Persons Resettlement Service (National Lottery Community Fund): provides housing advice and resettlement support to enable older people to access and / or maintain their own independent accommodation.

Welfare Rights Service (National Lottery Coronavirus Community Support Fund): provides welfare rights advice in order to achieve income maximisation, welfare benefits maximisation, and help to improve / increase financial literacy.

Rapid Rehousing Pathway: Funded by the Department for Levelling Up, Housing & Communities Rough Sleeper Initiative Grant to provide housing advice, intensive support and additional night outreach services to help end rough sleeping in Liverpool.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

22 Restricted funds

(Continued)

Urban Outreach Response Service (Commissioned by LCC and enhanced by funding from the National Lottery Coronavirus Community Support Fund, Crisis, Steve Morgan Foundation Homeless Link (Covid Response Fund and Homeless Winter Transformation Fund): The Service provides assertive outreach, housing advice and intensive support to end rough sleeping / risk of rough sleeping across Liverpool. During 2020 Labre House (night Hub) closed as part of our planned Covid-19 response; this was replaced with the lease of Staycity Aparthotel accommodation, which offered self-contained accommodation for people rough sleeping. The additional grant funding has been received to enhance the Service and ensure a more robust response to Covid-19 to safeguard the lives of some of the most vulnerable people in the region, as detailed below:

- Steve Morgan Foundation: support to adapt our services for homeless people during the pandemic. Funding helped enable us lease self-contained accommodation for rough sleepers during the pandemic. Steve Morgan Foundation has been essential in not only securing the required accommodation, but also providing meals and keeping our staff and clients safe and well.
- Homeless Link Covid-19 Homelessness Response Fund: delivered support to rough sleepers to come indoors /remain indoors during the Covid-19 pandemic, enabling people to self-isolate and remain healthy through the provision of wrap around support and advice.
- Homeless Link Winter Transformation Fund: Funding from MHCLG for cold weather provision. Funding enabled additional accommodation to be leased from 1st December 2020 to 31st March 2021 for the purpose of safely housing rough sleepers in Liverpool.
- Crisis: help towards the cost of essential food, toiletries and other supplies for up to 86 rough sleepers every week who were being supported to self-isolate. Our focus was on clients with no recourse to public funds and individuals who were not able or not in a position where they could budget for such supplies. To this end we provided food for breakfast, dinner and tea.

Hospital In-Reach (Out of Hospital): Funded by the Department of Health & Social Care to provide a multi-disciplinary homeless discharge team to provide clinically led specialist homeless primary care in-reach into hospital, specialist housing and advice and support, along with personal care to ensure safe, co-ordinated discharge from hospital into appropriate accommodation for people experiencing homelessness.

Street Lifestyle Outreach (Pathways): provides an assertive outreach service to support people away from living a street lifestyle into a more settled way of life, whilst addressing addictions and other social issues. The service works in partnership with Addaction, Liverpool City Council and Police to deliver co-ordinated, multi-agency support.

City Region Intensive Support Service: Funded by the Department for Levelling Up, Housing & Communities Rough Sleeper Initiative Grant to provide assertive outreach, housing advice and intensive support to end rough sleeping / risk of rough sleeping across Wirral, Knowsley, Halton and St Helens.

No Recourse to Public Funds: Funded by the Property Hub and National Lottery Coronavirus Community Support Fund to provide housing advice to identify the most appropriate pathway into accommodation and provide intensive support to stabilise each client's housing situation, enabling them to focus on job-seeking / securing regular employment.

Women's Project: Funded by The Pilgrim Trust to deliver targeted, early intervention advice & support to women who are experiencing homelessness.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

22 Restricted funds (Continued)

Other funds include

- Martin Lewis Coronavirus Emergency Fund: support to help provide food, toiletries and essentials to over 100 homeless people each week, enabling people to self-isolate and remain healthy during the pandemic.
- LCR Cares: support to provide food, toiletries and essentials to over 100 homeless people each week, enabling people to self-isolate and remain healthy during the pandemic.
- Morrisons: support to help provide food, toiletries and essentials to over 100 homeless people each week, enabling people to self-isolate and remain healthy during the pandemic.
- Community Foundation & Tesco Bags for Help: support to provide food, toiletries and essentials to over 100 homeless people each week, enabling people to self-isolate and remain healthy during the pandemic.

Transfers of funds

Fund providers have acknowledged that a portion of the funds provided are to be used for contingency and reserve costs which are necessarily incurred to enable these projects to proceed and to enable the trustees to provide an appropriate fund for the future development and financial stability of the Whitechapel Centre generally. Projects which show a deficit at 31 March 2022 require financial support to be given to those projects out of general reserves. The fund providers approve the use of surpluses arising on other projects funded to be used to support these areas.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

23 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds		
	Balance at 1 April 2020	Income	Balance at 1 April 2021	Income	Balance at 31 March 2022
	£	£	£	£	£
Contingency fund	750,000	-	750,000	-	750,000
Premises fund	150,000	-	150,000	-	150,000
Development fund	250,000	-	250,000	-	250,000
	<u>1,150,000</u>	<u>-</u>	<u>1,150,000</u>	<u>-</u>	<u>1,150,000</u>

The *contingency fund* exists to

- Cover staff salaries and associated costs, redundancy payments and sick pay in the event of reduced grant funding
- Help manage cash flow due to delays in receipt of grant funding. Sixty percent (60%) of the organisations grant income is paid quarterly, in arrears. Also, we have a number of contracts that involve payment by results, which causes further delays in payment schedules. The Contingency Fund helps ensure sufficient funds are available to manage this.

The *premises fund* relates to the associated costs and/or sourcing of alternative residential accommodation for clients and office premises for staff in the event of a disaster affecting one or more of our supported accommodation services or service hubs.

The *development fund* will make provision for seed funding for new services and ideas, funding to help transform existing services and funding to cover requirements for social impact bonds. This fund has been used to help develop new accommodation based services for homeless people. Also, it has been used to open a retail outlet that will generate a new income stream for the future.

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

24 Analysis of net assets between funds

Fund balances at 31 March 2022 are represented

by:

Tangible assets

Investments

Current assets/(liabilities)

Provisions

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £
	1	-	-	1	1	-	-	1
	-	532,803	-	532,803	-	531,732	-	531,732
	685,544	617,197	44,285	1,347,026	665,202	618,268	-	1,283,470
	-	-	-	-	(114,679)	-	-	(114,679)
	685,545	1,150,000	44,285	1,879,830	550,524	1,150,000	-	1,700,524

**THE WHITECHAPEL CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

25 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	53,528	447,371
Between two and five years	95,962	160,918
	<u>149,490</u>	<u>608,289</u>

26 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022 £	2021 £
Aggregate remuneration	<u>75,801</u>	<u>72,882</u>

Trustees made donations of £1,975 (2021: £2,066) to the charity during the year.

There were no other related party transactions in the year.

No guarantees have been given or received.

27 Cash generated from operations

	2022 £	2021 £
Surplus for the year	179,306	87,880
Adjustments for:		
Investment income recognised in statement of financial activities	(1,116)	(5,336)
Movements in working capital:		
(Increase)/decrease in debtors	(889,866)	772,508
Increase in creditors	120,748	134,902
Increase/(decrease) in provisions	(114,679)	114,679
Increase in deferred income	10,989	39,811
Cash (absorbed by)/generated from operations	<u>(694,618)</u>	<u>1,144,444</u>

28 Company limited by guarantee

The Whitechapel Centre is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

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