CENTREPOINT OUTREACH

England & Wales · Charity number 1056296

Details

Status	Registered
Legal form	Charitable company
Company number	03204952
Registered	1996-06-21
Register	View on the Charity Commission register

Contact

Address	Belmont House 15 Red Lion Street Boston PE21 6PZ
Phone	01205360900
Email	admin@centrepoint-outreach.com
Website	www.centrepoint-outreach.com

Activities

Objects: RELIEF OF HOMELESS AND OTHER PERSONS WHO ARE IN NEED,HARDSHIP OR DISTRESS

Activities: The charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups

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Geography

- **Area of benefit:** BOSTON AND SURROUNDING DISTRICT
- Lincolnshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£224,052	£218,761	-	-
2024-03-31	£226,001	£212,602	-	-
2023-03-31	£184,032	£163,091	-	-
2022-03-31	£329,774	£177,788	-	-
2021-03-31	£210,112	£168,504	-	-

Trustees

Name	Role	Appointed
RICHARD OLIVER LOCKE-WHEATON	Chair	
ALISON MARY AUSTIN		
Joanna Criddle		2020-02-05
Michael John Sharp		2021-02-17
Nicola Jane Richardson		2024-02-21
Paul Andrew Clark		2016-10-25
Peter Frederick Lawson		2013-07-31
Rev ALAN LEONARD TAYLOR		2014-04-09
Rev David Stephenson		2024-09-18
Rev Sally Ann Clifton		2021-12-02

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CENTREPOINT OUTREACH

England & Wales - Charity number 1056296

Accounts

CENTREPOINT
OUTREACH

ANNUAL REPORT

2024 - 2025







www.centrepoint-outreach.com

COMPANY NUMBER 3204952 REGISTERED CHARITY 1056296

CENTREPOINT OUTREACH ANNUAL REPORT 2025

CONTENTS

Chairman's Statement Page 3

Chief Executive Officer's Report
- Our Drop-In Page 5
- Homelessness in Boston Page 9
- Partnership Working Page 11
- 'Along With Us' Activities Page 14
- Our Charity Shop Page 18
- Financial and Other Support Page 19
- Strategic Plan Page 20
- Staff Team Page 22
- Conclusion Page 23

Treasurer's Report Page 25

Annual Accounts Page 27

CHAIRMAN'S STATEMENT

As Chairman, it is a true privilege to lead Centrepoint Outreach and to work alongside such a dedicated team of staff and volunteers. Their resilience and compassion enable us to meet the evolving needs of our clients, always striving to be a voice for those who need it most, while maintaining a non-judgmental, empathetic approach.

Despite ongoing challenges, our wonderful team's perseverance has allowed us to celebrate numerous client successes — from securing stable accommodation, accessing essential health services to gaining meaningful employment and engaging with our wellbeing activities "Along With Us." These achievements reflect the lasting impact we make in the lives of those we support. Melanie Burt, in her new role of Drop In and Activities Manager, has also played a vital role in this success, providing unwavering support to both our project workers and volunteers. Her commitment ensures we can deliver meaningful assistance to our most vulnerable clients, helping to sustain the positive outcomes we achieve together.

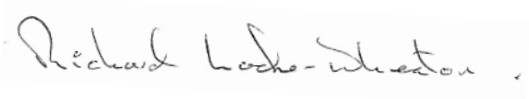
This year also brought change within our shop team. We said goodbye to Claire, and Donna, assisted by our volunteers, did an excellent job of holding the fort until Emma was offered the role of Shop Manager at the very end of March 2025. The shop remains a vital part of our operations, both in terms of income generation and community engagement.

Financial sustainability continues to be a key focus. We are always deeply grateful to our generous funders, big and small, who have continuously funded our core activities for many years. As mentioned last year, we prioritised securing multi-year funding, and I am pleased to report this strategy has yielded positive results. Successful applications to The Mercers' Company and Shine Lincolnshire have provided valuable three-year funding, strengthened our financial foundation and ensured continuity in our services. Moreover, their support affirms the value and necessity of our mission.

I would like to thank all our staff, volunteers, and trustees. Their advocacy and hard work have been crucial in growing our income streams and raising awareness of the importance of our work. I would also like to specifically acknowledge William for his exceptional work leading our fundraising efforts — his dedication and success in grant applications have been instrumental in securing vital support.

We have continued to make steady progress with our premises development. It is increasingly clear that our building requires significant upgrades to better meet the growing and complex needs of our clients. Paul Clark has led this work with clarity, structure, and dedication, and we are grateful for the leadership he continues to provide. Discussions around the feasibility of the next phases and additional funding options are ongoing, and we remain optimistic about the improvements ahead.

Finally, I extend my heartfelt thanks to our volunteers — without whom we could not function — and to our trustees for their continued support and guidance. The dedication of our entire team transforms lives every day. A special thanks to our CEO, Liz Hopkins, whose tireless leadership ensures our mission continues to thrive. Together, we are making a lasting difference in the communities we serve.



Richard Locke-Wheaton
Chairman

CHIEF EXECUTIVE OFFICER'S REPORT FOR THE YEAR ENDED 31 MARCH 2025

INTRODUCTION

This report covers the period from 1st April 2024 to 31st March 2025. The notable features of the year were the large increase in the number of people using our services who were rough sleeping in Boston, coupled with the increasingly complex nature of clients' needs, both of which put pressure on our staff and resources. At the same time, we made great strides with our IT and data collection systems which enabled us to capture more detailed, and more accurate, data. We were also fortunate to secure some multi-year funding which provided welcome stability in challenging times.

This report provides an overview of our work over the year including the many positive outcomes achieved.

OUR DROP IN

"Thank you very much, without your help and support, I would not have had the chance to change. It is now down to me to change; I want to change and then I will be able to give back to you."

Centrepoint Outreach client.

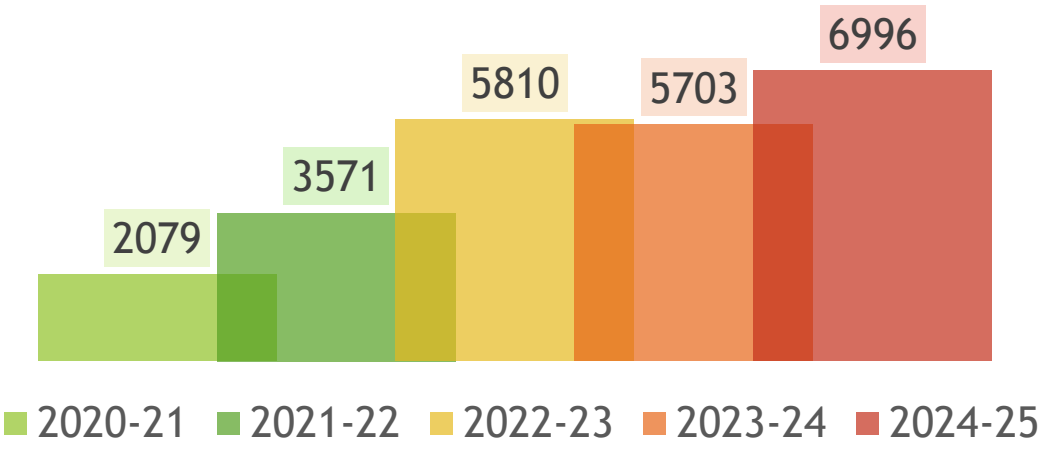


Figure 1: Total drop-in attendance, 2020-21 to 2024-25

It was noticeable how much busier the morning drop-in sessions were compared with the previous year. Figure 1 (above) shows the total number of drop-in attendances increased by 23%, while figure 2 (overleaf) shows an increase of 28% in the number of individuals using our services and 39% in the number of new registrations over the year. The registration process alone takes some time to complete, and at times it was challenging for the project workers to register new clients and support them with their needs when other clients also required their attention.

Perhaps not surprisingly, the increase in the number of visitors to the drop-in also resulted in the project workers receiving more requests for support. During the year 10,719 enquiries were received, an increase of 281% on the previous year. The other noticeable factor was the greater complexity of clients' needs and the corresponding amount of time taken to deal with them.

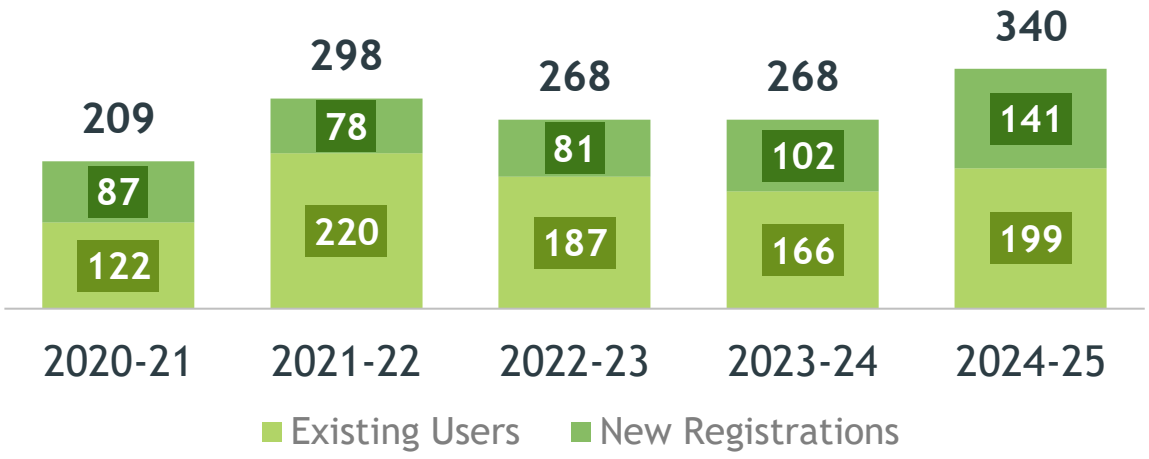


Figure 2: Unique drop-in attendance by registration status, 2020-21 to 2024-25

A breakdown of European visitors to the drop-in by nationality is shown at figure 3 (below). The number of UK nationals increased by 5% meaning that equal numbers of UK nationals and EU nationals visited. We also received visitors from other countries not shown below (2%) including a number of refugees and asylum seekers.

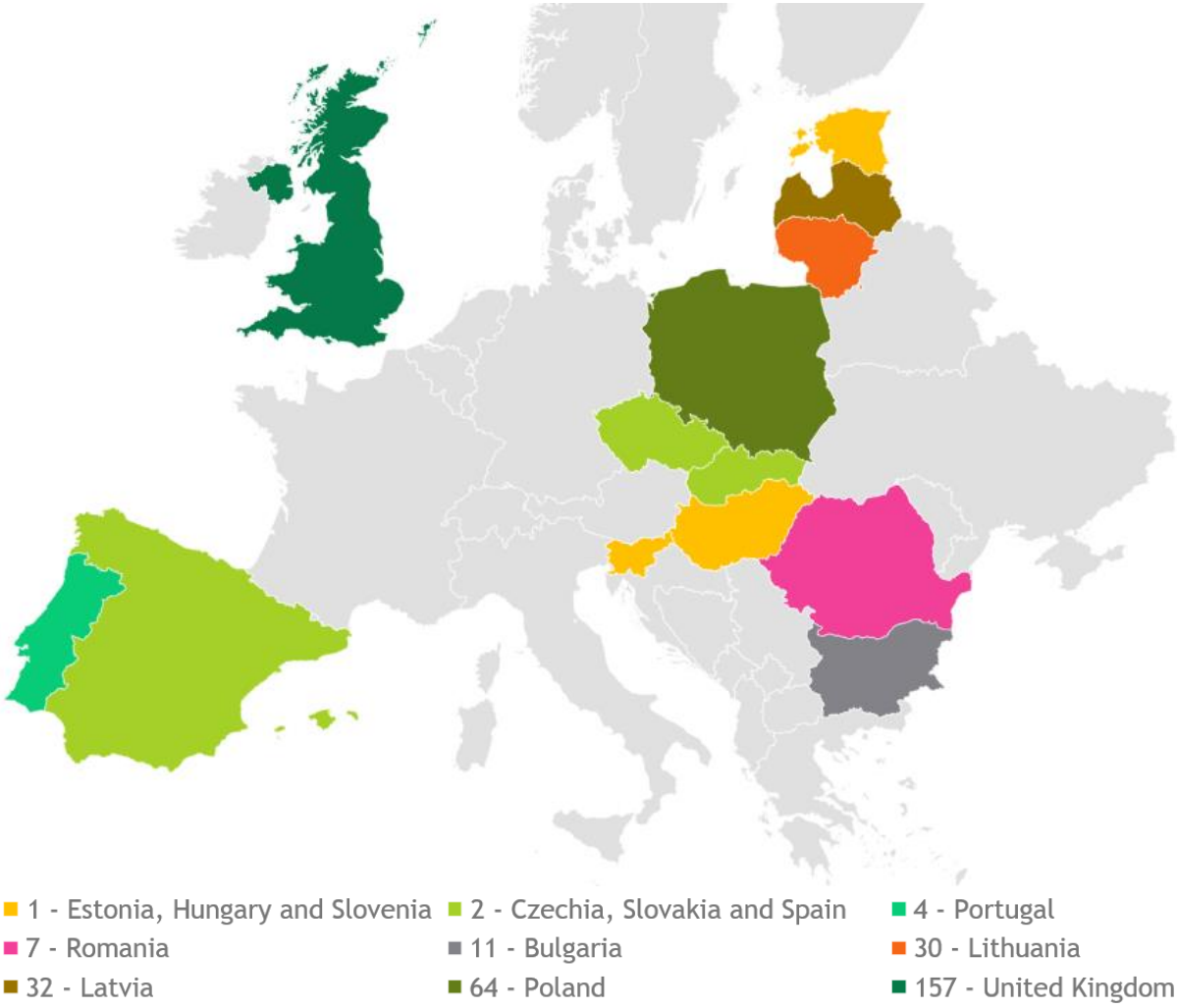


Figure 3: European drop-in users by nationality, 2024-25

Towards the end of the financial year, we began to roll out major changes to our data collection systems, allowing for more precise and comprehensive tracking of both the number of individuals supported and the type of assistance delivered. The project workers are responsible for gathering and entering this data at each drop-in session. Information, such as when a client last visited the drop in, is now readily available at the click of a button, a huge improvement.

SUPPORT PROVIDED IN THE DROP IN

"You get things done here don't you"

Quote from a new client receiving a Foodbank voucher and databank referral

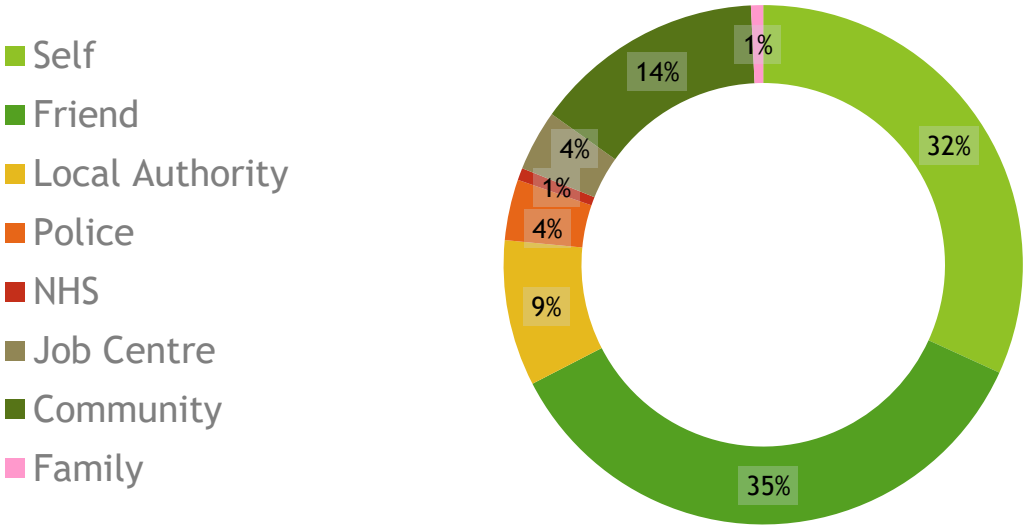


Figure 4: 2024-25 new registrations by referral method

Many of the visitors to our drop in are not having their basic needs met and, although ultimately our aim is to help people move out of the situations they find themselves in, our starting point is to provide the basic essentials. For all clients this involves offering a friendly welcome, hot food and drinks and the support of our project workers. We also provide services specifically for people who are rough sleeping including showers, phone charging, washing and drying of clothing and provision of replacement clothing.



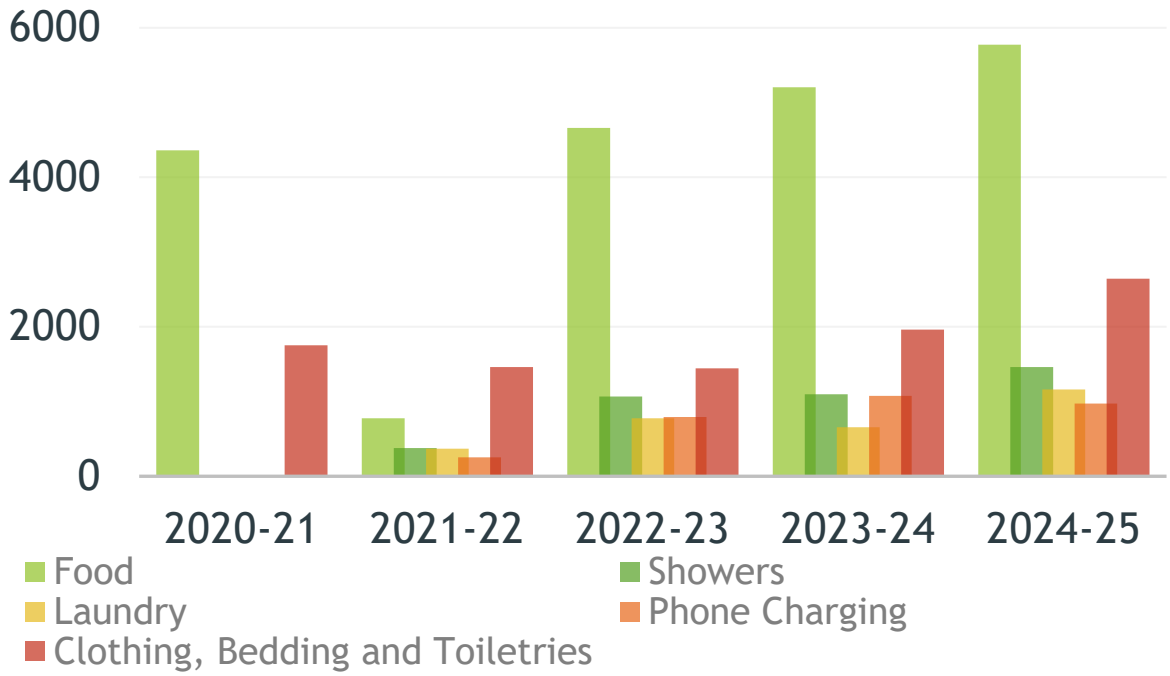


Figure 5: Support with basic essentials provided at the drop-in, 2020-21 to 2024-25

The growth in the number of drop-in visitors resulted in an increase in the provision of basic essentials as can be seen in Figure 5 (above). Our wonderful volunteers prepared and served hot meals on 5775 occasions, an increase of 11% on the previous year.

Our project worker team led by Drop In and Activities Manager, Melanie Burt, worked tirelessly to support clients in need. Figure 6 (below) details the main areas of support they provided during the year together with the percentage of their time spent on each area. The support primarily involved advocacy and casework, one-to-one support and referrals to community partners.

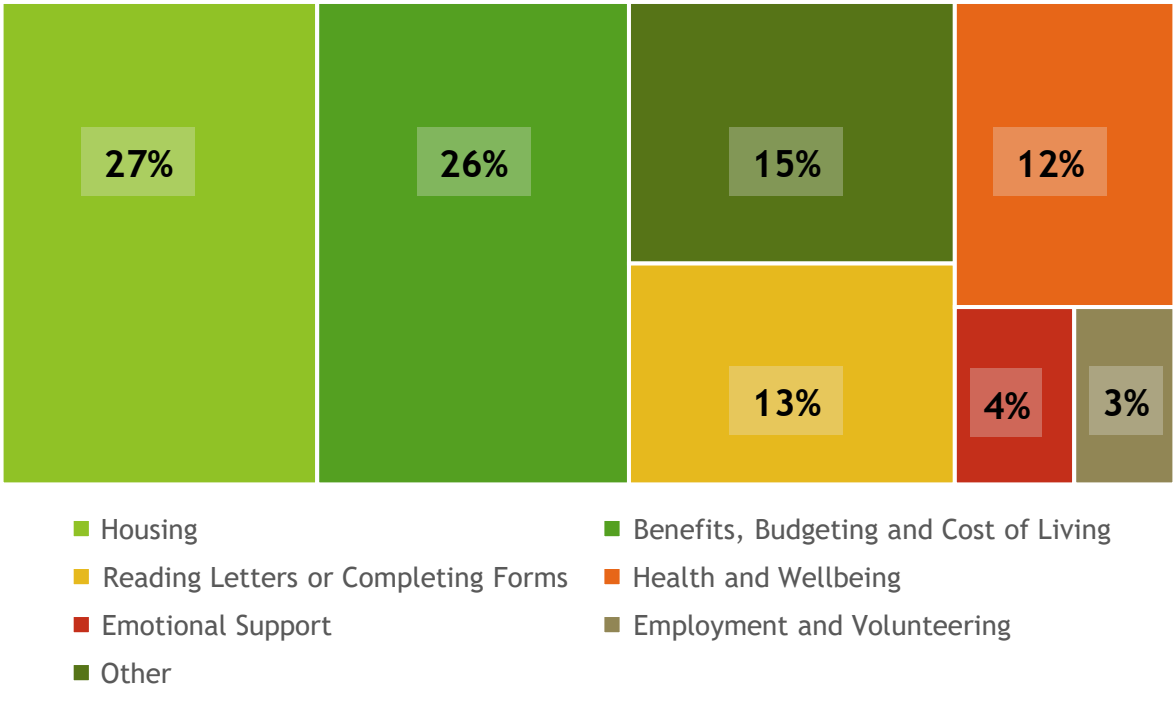


Figure 6: Project worker support by category of need, 2024-25

HOMELESSNESS IN BOSTON AND SUPPORT PROVIDED

"This is the first day since I've become homeless that I've had a smile on my face"

Quote from new client visiting for the first time

Approximately two thirds of visitors to our drop-in during the year were homeless (by which we mean rough sleeping, sofa surfing or in very temporary accommodation). From the very start of the year we noticed an increase in the number of homeless people, particularly rough sleepers, presenting at our drop-in centre. By the end of the year we had supported a total of 222 homeless individuals, an increase of 60% on the previous year.

There was no one single reason for the increase, but it was a national trend and was partly due to the huge shortage of both suitable housing and specialised services providing appropriate support to enable people to maintain a tenancy.

85% of those presenting as homeless were male and 15% were female. This is broadly in line with previous years. In terms of age, the majority (80.9%) of the homeless people using our services were aged between 26 and 55 with 9.2% being between 18 – 25 and 9.5% between 56 – 70.

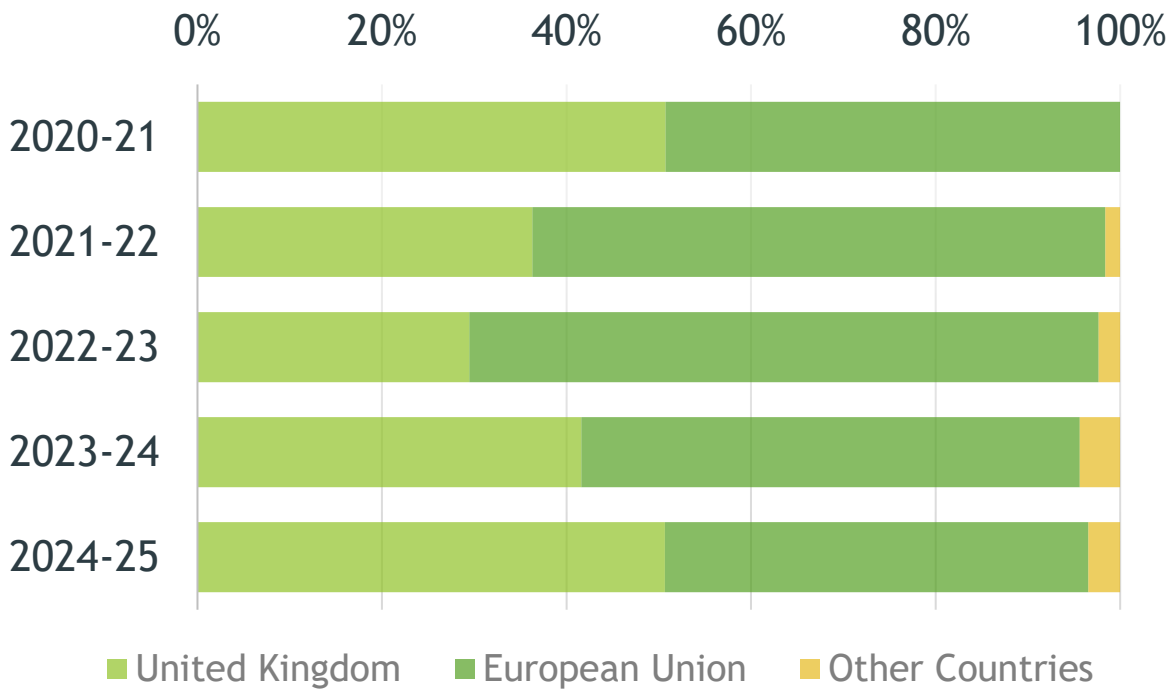


Figure 7: Percentage of homeless presentations by nationality, 2020-21 to 2024-25

In the previous financial year we saw an increase in the number of homeless UK nationals visiting our drop-in and in 2024-25 that upward trend continued with 51% of clients being UK nationals and 46% being EU nationals. 3% of clients came from other countries as shown in figure 7 (above). During the year we began to receive visits for the first time from refugees and these are included in the figure for clients from 'Other Countries'. These individuals had been accommodated while their asylum claims were being processed but upon receiving refugee status they were given notice to vacate their temporary accommodation and were unable to find anywhere else to live.

It is a challenge to maintain accurate statistics as to how many people are rough sleeping. This is partly because people often fluctuate between rough sleeping and sofa surfing, sometimes on an almost daily basis. We make great efforts to ask clients where they are sleeping every time they present at our drop-in so that our records are as accurate as possible.

Once again, the national annual autumn rough sleeping snapshot was carried out by the Council's outreach team undertaking a street count followed by an evidence-based estimate meeting which we attended. This resulted in an estimate of 17 rough sleepers being agreed which was an increase from the 2023 figure of 15. The figure came with the usual caveats; that it is just an estimate and does not claim to reflect the exact number of rough sleepers.

Just as it is hard to provide accurate statistics on the precise number of people rough sleeping it is also hard for us to keep a record of how many rough sleepers are subsequently accommodated. We are now better able to record this information but, nevertheless, we aften do not find out if someone is housed. Nevertheless, during the year we became aware that 53 individuals were accommodated on one or more occasions, an increase of 33% on last year.

During the year we became aware of several clients who had sadly died whilst living on the streets, or without a home, and we were very grateful to Revd Val Ogden for leading a service of remembrance at Centenary Methodist Church to give people an opportunity to remember those who had died and to share their own thoughts and memories. We hope this will become an annual event.

Homelessness

WE SUPPORTED 222 HOMELESS INDIVIDUALS IN 2024-25



Housing

53 INDIVIDUALS WERE ACCOMMODATED



66 Per Month

OUR DROP-IN SAW AN AVERAGE OF 66 INDIVIDUALS PRESENTING AS HOMELESS EACH MONTH



Young and Old

THE AVERAGE AGE WAS 41 THE YOUNGEST WAS 19 & ELDEST WAS 70



Ongoing Help

EACH HOMELESS INDIVIDUAL ATTENDED OUR DROP-IN AN AVERAGE OF 28 TIMES



OUR VAN

Our van operated throughout the year collecting 241 items of furniture for our charity shop and for people being newly accommodated in Boston. We noticed a reduction in donated furniture which we attributed to individuals retaining items for longer, a direct consequence of the ongoing pressure on personal finances and the squeeze on household budgets. In response to this challenge the van began travelling further afield to collect furniture donations. This strategy proved effective, not only increasing the number of items collected but also enabling us to develop new connections in these additional areas.



PARTNERSHIP WORKING

We were extremely pleased with how this area of our work continued to develop and an increasing number of agencies approached us to ask if they could meet their clients in our drop-in centre. Although rough sleepers are frequently labelled as 'hard to reach', our experience demonstrates otherwise: many attend our drop-in centre each day whilst they are living on the streets. When agencies are prepared to come directly to the clients in this familiar environment, these individuals are, in fact, highly accessible.

Most of those experiencing rough sleeping feel a strong sense of belonging at our drop-in centre. As a result, they are far more likely to engage positively with service providers there than in traditional, more formal settings, where they may feel uneasy or out of place. The welcoming atmosphere not only encourages engagement but also helps to build trust, making it easier for agencies to offer support and for clients to access the help they need.

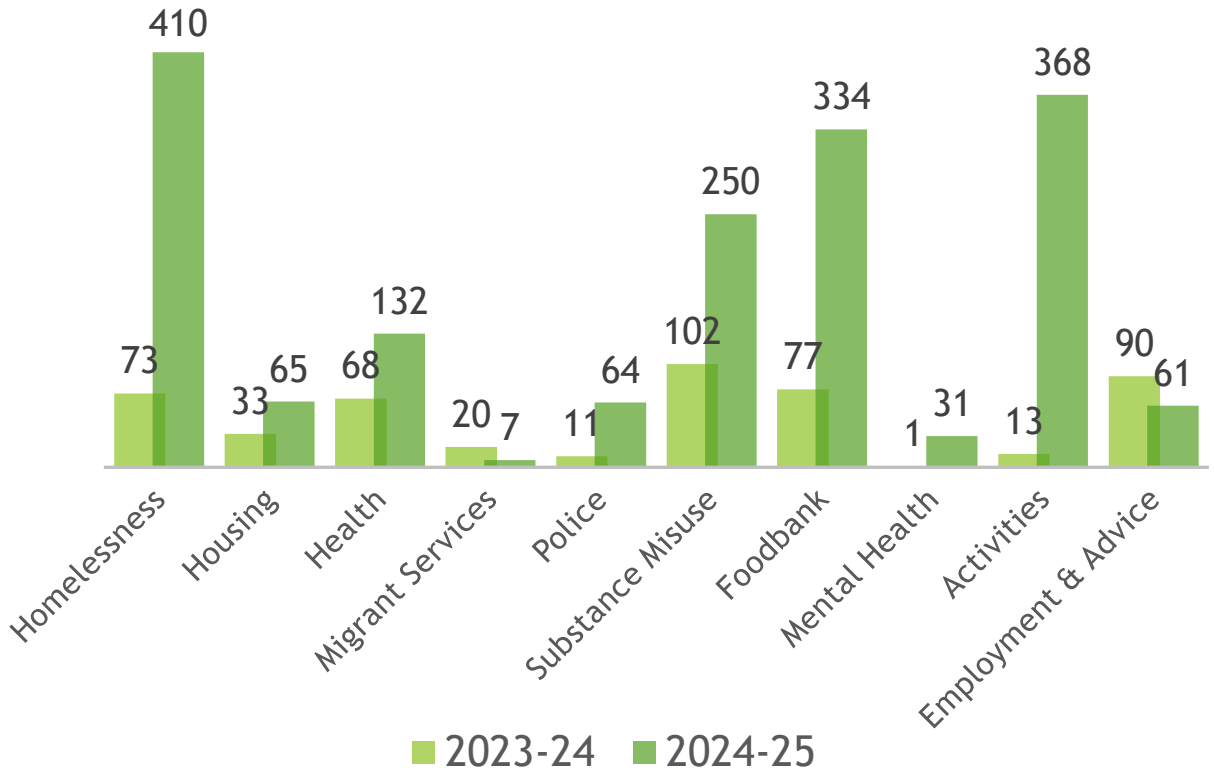


Figure 8: Total partnership and community referrals 2023-24 and 2024-25

Agencies who attended our drop-in for the first time during the year were: -

PRISONER SUPPORT SERVICES whose representative regularly attended the Saturday morning drop-in sessions to support clients who had been released from prison to help them resettle back into the community.

FLOATING SUPPORT - a representative from Framework attended the drop in on a weekly basis to provide floating support with aim of helping people to remain in their accommodation or to support people into accommodation.

HOMELESSNESS COMMUNITY CONNECTOR – this was a new role to provide mental health support to people who were rough sleeping. The role covered a large area of Lincolnshire but, nevertheless, the Community Connector visited when she could to engage with our clients.

FIRST VISION EYECARE – visited on 2 occasions during the year and provided eye tests for 33 individuals. Those found needing them received a free pair of glasses.

Other partner agencies who continued to regularly attend our drop-in and who we worked closely with were the Council's rough sleeping team, local PCSOs, Lincolnshire Recovery Partnership, One You Lincolnshire – Be Smoke Free, the Neighbourhood Team and the HepC Team.

PARTNERSHIP WITH BOSTON FOODBANK

As well as making 334 referrals under the Boston Foodbank e-referral scheme we were also pleased to continue to work in partnership with the Foodbank through a financial inclusion project to provide housing support to clients of the foodbank. During the year we supported 101 individuals and families with a variety of issues including homelessness, housing related debt and benefits.

PARTNERSHIP WITH SHEFFIELD HALLAM UNIVERSITY

Following a positive experience a couple of years ago we were delighted to develop our partnership with Sheffield Hallam University by offering an 8-week 'extended scope' work placement to two occupational therapy apprentices. Both apprentices fitted in immediately and found that there were many links between occupational therapy and the support needed by our clients. They were particularly interested in our activity sessions and each produced an intervention based around one of the activities.







COMMUNITY EVENTS

Whenever possible we try to attend events organised by our partner agencies to develop our community links. During the year these included: -

- **A walking workshop with the police and other community organisations led by an academic from the University of Lincoln around the 'hot spot' areas for crime and anti-social behaviour in Boston. Our premises are situated in one of these areas and we are keen to be part of any initiatives which may lead to improvements.**
- **A Boston Big Local (BBL) event in Central Park for groups supported by funding from BBL over the past 10 years. Visitors were able to take part in an art and craft activity on our stall.**
- **Along with around 100 other agencies we had a stall at the PCN Networking Event at the Princess Royal Sports Arena.**
- **Shine Lincolnshire's Celebrating Communities Event at Skegness**
- **A member of staff and 3 volunteers took part in Big Borough Autumn Clean organised by Boston Borough Council.**
- **Many of the Boston Christmas Festival events.**
- **Boston College Volunteer Fair which led to us liaising with the College's work placement coordinator with a view to taking students for work experience placements.**

With clients' situations becoming ever more complex working closely with partnership agencies is more important than ever to secure the best outcomes for clients. The case study below shows how the partnership approach enabled one client to achieve the outcome he was hoping for.

CASE STUDY – MIROSLAW

Miroslaw's claim for Settled Status had been rejected which meant that he was no longer legally allowed to work or reside in the UK. He had lost the room that he was paying for weekly as he had no income coming in and he had become street homeless. With nowhere to go and no-one to support him he had started drinking alcohol heavily to get through the day.

We provided Miroslaw with clean clothes and supported him with daily hot food and access to our shower and laundry services. Our project workers referred him to the Rough Sleeping Team at Boston Borough Council for help with housing, and the Homelessness Community Connector to talk about his mental health and wellbeing. He was also referred to the Boston Neighbourhood Team for advice with regard to his physical health and Lincolnshire Recovery Partnership in connection with his alcohol dependency.

Miroslaw also began to attend our wellbeing activity sessions. During one session he broke down in tears and told us that the day before he had been physically assaulted by somebody who had stolen his mobile phone and money. We assisted him with reporting the incident to the police who took him to hospital due to the injuries he had sustained.

After he was discharged from hospital, we spoke to Miroslaw about his situation. He was unable to obtain assistance with housing due to his immigration status. Whilst he was considering his options we continued to support him with daily essentials and provided wellbeing and emotional support. The rough sleeping team continued to make welfare checks on him.

Miroslaw eventually asked us to assist him with a Voluntary Return application to the Home Office. We submitted all the relevant paperwork and were told that the process would take up to 12 weeks. At the thought of having to sleep rough for this length of time Miroslaw became deeply depressed and started to drink heavily again. We put him in contact with the Lincolnshire Recovery Partnership (LRP) who attended our drop-in to register him for support with his drinking.

Over 10 weeks, Miroslaw managed to reduce his alcohol intake. We continued to support him and liaised with the Home Office until he was able to return to Lithuania. Two days later he emailed thanking us for everything we had done for him and informing us that he had managed to get a job as a shift manager in a factory.

He said, "Thanks for everything. Now I am happy. I'm safe. My home, my family are happy, and I want to say THANK YOU…"

ACTIVITIES – 'ALONG WITH US'

"Thank you so much for everything, you have gone above and beyond. If you had not have helped me, I don't think I would have been here today, I would have ended my own life."

Centrepoint Outreach Client

Our drop-in provides a baseline to serve people's most essential and immediate needs. The goal of our activities programme is to build on that foundation and help individuals become ready, both physically and mentally, to take the necessary steps to improve their long-term circumstances.

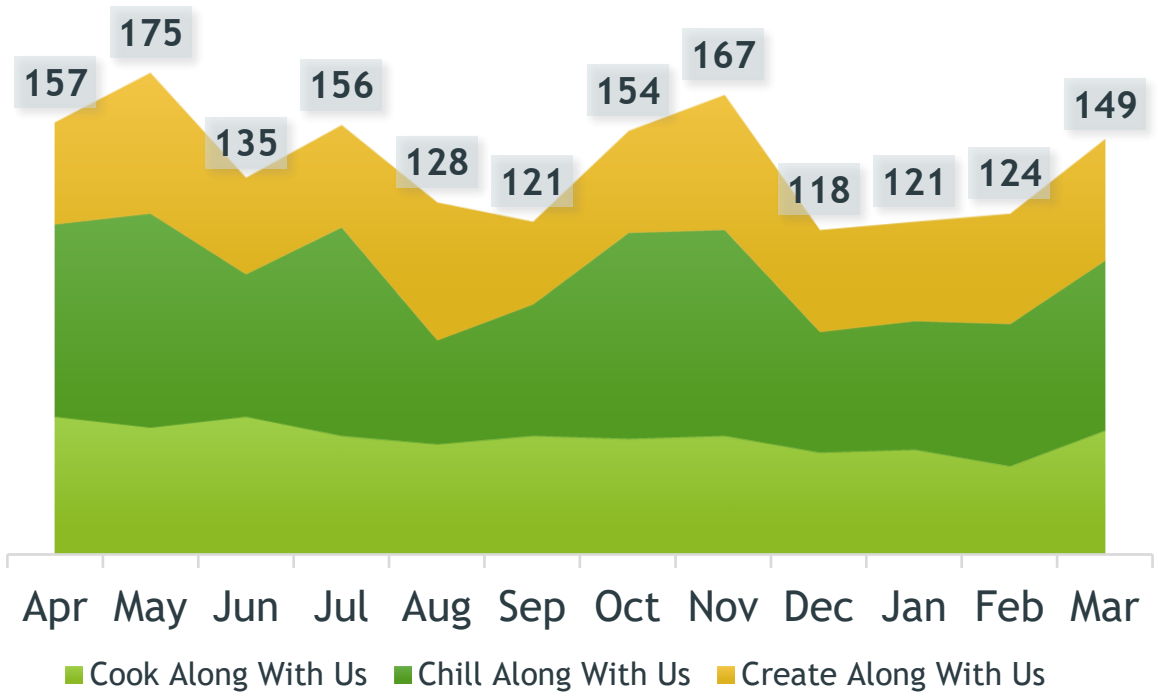


Figure 9: Total monthly activity attendance, 2024-25

Our activity sessions were held each weekday afternoon, built around the themes of Cook, Chill and Create 'Along with Us'. Sessions were designed to be collaborative, client-led, and incorporate 'pathways to wellbeing'; helping our clients build confidence and resilience, develop life skills, express themselves, develop healthy lifestyles and build social support networks. We also encouraged attendees to take up volunteering and to play an active role in the wider community.

Participation	Volunteering	Employment	Wellbeing	Housing
131 INDIVIDUALS TOOK PART, 42% CAME TO FIVE OR MORE SESSIONS	11 PARTICIPANTS TOOK UP VOLUNTEERING IN THE COMMUNITY	20 PARTICIPANTS WENT INTO FULL OR PART-TIME EMPLOYMENT, 4 ENROLLED IN EDUCATION	OVER 80% SAID THEY FELT LESS SOCIAL ISOLATION AND GREATER CONFIDENCE AND RESILIENCE	35 HOMELESS PARTICIPANTS WERE HELPED TO FIND ACCOMMODATION

COOK ALONG WITH US





Our 'Cook Along' sessions were well attended throughout the year, and we were grateful to Centenary Methodist Church for the hire of their kitchen. Clients learned to prepare a wide variety of meals from around the world, including UK and European foods. The sessions were designed to encourage healthy eating, develop life skills and to help clients with their weekly food budget.

In August we introduced an 8-week cooking course, starting with basic kitchen skills and progressing with recipes increasing in complexity. At the end of the course clients received a certificate and an opportunity to undertake level 2 food hygiene training.

Participation	Recipes	Budgeting	Nutrition	Cooking Course
64 INDIVIDUALS PARTICIPATED IN OUR COOKING LESSONS	51 DIFFERENT RECIPES WERE PREPARED OVER THE YEAR	IN ADDITION TO COOKING SKILLS PARTICIPANTS ALSO LEARNED HOW TO COOK ON A BUDGET	RECIPES WERE CHOSEN TO BE SIMPLE, HEALTHY AND CHEAP	14 PARTICIPANTS WERE AWARDED CERTIFICATES FOR COMPLETING THE 'COOK ALONG' COURSE

CASE STUDY - SIMON

Simon was referred to our Cook Along sessions by a friend. He had a learning disability and was experiencing poor mental health. He found it hard to read and follow the recipes and needed one to one support throughout.

We made the recipes easier to understand by increasing the size, simplifying instructions and reading it out step by step during the cooking sessions. An occupational health apprentice saw that Simon needed extra assistance and designed a recipe that used pictures instead of words. We were able to use this for any participants who struggled to follow a written recipe.

Simon enjoyed following the picture recipes to produce a healthy meal. During the Cook Along sessions he started opening up and talking to other individuals in the group. He told us, "I like coming to cooking; it is fun and I can show my mum what I have made". It became apparent that Simon liked to be helpful and feel valued so we suggested that he might like to assist with washing up cups after each session and he jumped at the chance!

We talked with Simon about the possibility of helping him to find some voluntary work in the community and assisted him to apply. He was subsequently offered a volunteering role at another local organisation which he enjoyed so much so that he did not want to leave at the end of his initial session. As well as continuing to attend some of our activity sessions, Simon has continued in this voluntary role and thanked us for making him aware of the opportunity.

CHILL ALONG WITH US





Chill Along sessions are intended to be more relaxed, focused on creating a non-judgmental space for clients to socialise, break down barriers and address social isolation. The sessions provide flexibility to invite outside agencies.

This included working with Shaw Trust, who signed 4 clients up to their back to work programme, with Yorkshire Building Society who provided 'Money Matters' training on recognising financial scams, and a session with Andy from Citizens Advice Mid-Lincolnshire who delivered a gambling related harm workshop. We were also happy to work again with Tom Page who volunteered his time to teach clients to play the ukulele.

Participation

113 INDIVIDUALS CAME TO OUR CHILL ALONG SESSIONS



Music & Games

PARTICIPANTS PLAYED BOARD GAMES, BINGO AND SHARED STORIES AND MUSIC



Gardening

IN THE SUMMER WE HELD SESSIONS AT ST BOTOLPH'S COMMUNITY GARDEN



Inclusion

SESSIONS WERE DESIGNED TO BE INCLUSIVE AND ADDRESS SOCIAL ISOLATION



Party

19 PARTICIPANTS ATTENDED OUR ALONG WITH US CHRISTMAS PARTY



CREATE ALONG WITH US

'Create Along' sessions are all about self-expression, developing skills and hobbies, and working together with others on a project. In September sessions were enhanced by the intervention of an occupational therapy apprentice, who helped to deliver activities around mindfulness art, happy places and a 'Tree of Hope'. Over the course of the year, we also worked with Transported Art to create lanterns for the town's illuminate parade. Participants also made decorations for the Centrepoint Outreach tree at St Botolph's Christmas Tree Festival and created different seasonal decorations for our drop-in throughout the year.





Participation	Craft Activities	Skills	Decoration	Parade
64 INDIVIDUALS PARTICIPATED IN OUR ARTS AND CRAFTS ACTIVITIES 	WE WORKED ON 41 DIFFERENT CRAFT ACTIVITIES OVER THE YEAR 	PARTICIPANTS SHARED THEIR TALENTS AND DEVELOPED CRAFT SKILLS 	PARTICIPANTS DECORATED THE DROP-IN WITH SEASONAL ITEMS 	OUR WORK WAS DISPLAYED AT THE TOWN'S ANNUAL CHRISTMAS PARADE 

CASE STUDY – KRISTINA AND LUKESZ

Kristina began to attend our activity sessions with her husband, Lukesz, who was experiencing low mood and depression.

Over a number of weeks, we noticed that Kristina's mental health had started to decline, and she told us that she and Lukesz had not had heating, hot water, lighting or working sockets in their home for over three days.

We contacted Better Homes, Better Housing who provided some credit top up cards for her electricity and gas. We issued her with a Foodbank voucher and referred her and her husband to Citizen's Advice for help with their debts.

Lukesz then approached us to explain that they were behind with their mortgage payments and that the bank had commenced possession proceedings. We helped them to negotiate a product transfer with lower monthly payments for six months. However, the bank then tried to renege on this agreement and demanded payment of all the arrears. Lukesz and Kristina did not have the capital or means to raise the sum required. We advised them to continue to make the new product transfer payments and other sums due from a previous court hearing. We then signposted them to a legal advice service.

During this time Lukesz and Kristina continued to attend activity sessions as and when they could. They told us that they were feeling happier with the new monthly payments, but they were both feeling depressed and anxious at the uncertainty of their situation with the mortgage lenders.

Months later, Lukesz brought in a Warrant of Possession issued by the mortgage lender. He was distraught and stressed but he did not want to upset Kristina as her mental health was also deteriorating to a place where she struggled get out of bed. We helped them to contact a solicitor for legal advice on the various options available to them. Following this we contacted the mortgage lender's possession department and agreed a new payment plan to cover the outstanding debt, and a product transfer was set in place for a trial period of 6 months. We advised Lukesz and Kristina on the importance of keeping up with the monthly payments to ensure they remained in their property.

Kristina and Lukesz' mental health improved. Kristina started volunteering in the community and Lukasz was able to return to full time work. Lukesz said "We could have lost our home; me and my wife would not cope going through that. Thank you very much for everything, you are all angels, it is a weight that has been weighing me down for a while, I really cannot thank you enough."

OUR CHARITY SHOP






In line with the retail climate nationally, it was another challenging year for our charity shop, but thanks to our generous donors and customers the total sales reached £48,951, a slight increase on the previous year. It was pleasing to see improved sales of clothing and bric a brac items, but furniture sales proved more challenging.

On a positive note, the shop staff took great pride in preparing themed window displays throughout the year and we were pleased to win 2nd prize in the Festive Window competition organised by Boston Borough Council in the run up to Christmas.

In June 2024, our charity shop participated in a Charity Shop Flea Market and fashion show organised by Boston Borough Council. This event offered an excellent platform to showcase our shop to a broader audience and highlight some of the donated items available for sale. Taking part in such community initiatives not only helped to increase awareness of our work but also provided an opportunity to connect with new customers and supporters.

We were pleased to continue our partnership with Linkage Community Trust and were delighted to welcome one of their students as a volunteer. We also provided work experience for local students working towards their bronze level Duke of Edinburgh award.



We have observed a growing trend in financial donations being made through our shop, reflecting the generosity and support of our local community. One particularly heartening example was a donation of £1,000 from a gentleman whose late sister had been a frequent visitor to the shop. He shared with us how much his sister had enjoyed her visits, and that he wished to make a contribution from her estate in her memory. This generous act serves as a powerful reminder of the vital role that charity shops play within the community. Beyond offering affordable shopping, our shop provides a welcoming and supportive environment that can genuinely enhance people's lives and wellbeing.

We were very grateful for the continued supply of generous donations to our shop which ensured that the shelves and rails were always stocked with a variety of good quality items. We are also indebted to all our customers for supporting our charitable work through their purchases.

FINANCIAL AND OTHER SUPPORT

Individuals and organisations donate to us in so many ways whether financially, by giving their time or donating items such as food or clothing for our drop in, or items for our charity shop. We are extremely grateful for all donations whatever form they take. We take our role as custodians of all donations received very seriously to ensure that they are applied in the most appropriate way to support our client group.

We are extremely grateful to the following organisations who supported our work in financial and other ways throughout the year:

ALL SAINTS HOLBEACH
ARGOS BOSTON
ASDA BOSTON
ASDA FOUNDATION
BEACON CHURCH
BILLINGHAY METHODIST CHAPEL
BISHOP OF LINCOLN'S SOCIAL JUSTICE FUND
BOSTON BOROUGH COUNCIL
BOSTON COLLEGE
BOSTON COMMUNITY GROWERS
BOSTON TOWN AREA COMMITTEE
BUCKINGHAM EMERGENCY FOOD APPEAL
CENTENARY METHODIST CHURCH
CLEAN 143
CRASH, THE CONSTRUCTION INDUSTRY CHARITY
DORRINGTON WESLEYAN REFORM CHAPEL
DUNELM
EAST MIDLANDS AMBULANCE SERVICE
FRITHVILLE PRIMARY SCHOOL
HOLY TRINITY CAFÉ
HOLY TRINITY CHURCH BOSTON
HOUSEHOLD SUPPORT FUND
HOWARD EXTON-SMITH
HUNTER'S CREEK NURSING HOME
KIRTON METHODIST CHURCH
KIRTON PRIMARY SCHOOL
LINCOLNSHIRE CO-OP PHARMACY
MEDLOCK CHARITABLE TRUST
NATIONAL GRID COMMUNITY MATTERS FUND
OPTIC-KLEER
PARKSIDE PHARMACY
PLATFORM HOUSING
RAMCO IN SKEGNESS
RINGROSE LAW
SHINE LINCOLNSHIRE
SIBSEY PRIMARY SCHOOL
SKYLARKS ENDOWMENT FUND
SLEAFORD METHODIST CIRCUIT
SPAR LONG SUTTON
SPILSBY METHODIST CHURCH
ST GUTHLAC'S FISHTOFT
ST MARY'S BOSTON
ST MARY'S FRAMPTON
ST MARY'S SWINESHEAD
ST PETER & ST PAUL KIRTON
STICKNEY SURGERY
SWINESHEAD MEDICAL CENTRE
THE LINCOLNSHIRE COMMUNITY FOUNDATION
TESCO BOSTON
THE MERCERS' COMPANY
THE ROTARY CLUB OF BOSTON
THE PARISH OF BOSTON
UNIVERSITY OF THE THIRD AGE
WILLOUGHBY ROAD ALLOTMENTS
WOODGREEN ANIMAL SHELTER
WOODHALL SPA METHODIST CHURCH
WORLDWIDE FRUIT LTD
WORTH WAYNFLETE FOUNDATION
WYBERTON PRIMARY ACADEMY
YORKSHIRE BUILDING SOCIETY
ZION METHODIST CHURCH

We would also like to thank all of the individuals who supported Centrepoint Outreach, anybody who donated anonymously, contributed to larger appeals and collections or who spent money at our charity shop to support our work.






Obtaining financial support to enable us to continue to provide our services is becoming increasingly challenging against a backdrop of rising expenses. We are particularly grateful to those who supported us with core funding which we could apply towards our everyday running costs which made up a significant part of our expenditure.

We are grateful to those individuals or groups who set up monthly standing orders whether directly to our bank account or through Localgiving, Stewardship, PayPal or other donation platforms to support our work. This is much appreciated and is very helpful from a budgeting point of view.

Support received in connection with our building project is referred to in the section of this report relating to the Strategic Plan under the heading 'Premises'.

HOWARD EXTON-SMITH

I am very grateful to Howard Exton-Smith for his continued mentoring support at our quarterly meetings. I was first introduced to Howard in 2014 through a Lloyds Bank Foundation support programme which was meant to last for 3 months. However, at the end of that period Howard generously offered to continue providing support without payment. I am extremely grateful for all the time he has given free of charge, challenging and supporting me in relation to strategic issues.

STRATEGIC PLAN

As in previous years the trustees reviewed progress made against the objectives set out in our Strategic Plan. I have set out below some of the key achievements during the year.

FINANCES AND MARKETING

The key theme under this heading was the need to secure reliable income streams from a variety different sources, wherever possible tapping into multi-year funding. We built this into our Funding Plan and were successful with our application for 3-year core funding to The Mercers' Company Limited as well as our application to Shine's Sustainability Fund for 3-year funding to cover certain aspects of our activity sessions. We also made successful applications for smaller amounts of funding which enabled us to purchase food, clothing and toiletries to support our clients, particularly over the winter period. Thanks to the excellent work done by William Culley in drafting funding applications, we secured grants totalling £108,216.66.

We continued to work on developing the profitability and effectiveness of our charity shop. Sales of furniture in the shop were disappointing but plans to make the shop more of a destination shopping experience were continued with a separate arts and crafts area being created in addition to the existing area for vinyl records.

We tried to make the most out of every donation by continuing with our £1 rail and 20p tubs to give items which had failed to sell at full price a final chance. If any of the items still remained unsold we were able to send many of them for recycling in return for a small payment.

Our trustee and Shop Committee member, Nicola Richardson, helped us to carry out a customer survey on Facebook and followed this up by leading a vision-planning session for shop staff and trustees. At this session we looked at our vision for the shop, what had been achieved so far and the blockers which were preventing us from fulfilling our vision. One of the main blockers we identified was not being in a position to start the building project. However, we also drew up a long list of other steps we could take to improve the situation, particularly in relation to attracting new customers and increasing sales.

We started to display posters in the shop giving details of support provided through the drop-in centre to show shop customers what was being achieved with money raised from shop sales.

To improve our marketing for the charity as a whole we began to post our monthly statistics on Facebook which generated a great deal of interest and helped to raise awareness of our work. We also set up a business page on LinkedIn.

We were very grateful for marketing support received from Tracy Pomfret and her son, Jacob Higgins of Blacksheep Video, who produced a marketing/promotional video for us which we put on social media and our website.

PREMISES

Thanks to the efforts of the Building Committee under the leadership of Paul Clark, substantial progress was made in respect of the building project during the year.

A successful Phase 1 application was submitted to the National Lottery Community Fund (NLCF) and at the end of the financial year we were working on our Phase 2 application.

Our application to the construction industry charity, CRASH, was successful and they offered in kind support through their patrons as well as a financial grant of £20,000.

Holy Trinity Church, Boston made a very generous donation of £12,500 which has been designated for improvement works to the premises but can also be used for core costs if required.

By the end of the year an application for Building Regulation consent had been submitted to the local authority and the structural engineer's written report was awaited. These, and other reports were required before being in a position to obtain final costings and go out to tender.

STAFFING AND VOLUNTEERS

We recruited 9 new volunteers during the year to help throughout the charity. We mainly advertised volunteering opportunities through Facebook but had more success in recruiting through personal contacts or from receiving direct enquiries.

We developed our training programme for staff and volunteers by rolling out free online training courses for staff made available through the LCVS. We also took advantage of training provided by The Mercers' Company in relation to migrants/ asylum seekers which helped to increase our project workers' knowledge of this area. Staff and volunteers also undertook Emergency First Aid at Work and manual handling training as necessary.

Thanks to funding from the Shine Sustainability grant members of staff and volunteers undertook training including Mental Health First Aid, Mental Health Awareness, Suicide First Aid and Suicide Awareness training.

During the year we were pleased to achieve our medium-term goal of having full time administrative and IT support earlier than anticipated. We achieved this by increasing the hours of William Culley whose role involves not only IT and administration but also fundraising for the charity. William's increased hours and expertise enabled us to make good progress with developing the charity's IT system. We finished the year with an improved email system with more storage, had more shared folders which made it easier for staff members to access shared documents as well as having an improved system for capturing statistics and recording outcomes.



OUR STAFF TEAM

STAFF

There were a few staff changes during the year. In April 2024 we welcomed Paula Sargeant as a part-time project worker. Paula brought with her past experience of volunteering in the drop-in and was also already known to many of us from her role as a reader at Holy Trinity Church. Paula slotted in seamlessly to her role working with Melanie Burt, Mark Plummer and Paul Steadman at the morning drop-in sessions.

In February 2025 our shop manager left after almost 12 years in the role. We were extremely grateful to our deputy manager, Donna, for stepping into the role of acting manager whilst we undertook the process to recruit a new manager. Emma Thompson was offered the Shop Manager role in the last few days of the financial year.

In March 2025 our Activities Coordinator, Callum Thomson, left us to move into a full-time position elsewhere. Whilst sorry to see him go, it was great to see Callum taking up an opportunity to progress his career. Following a recruitment process we appointed Paul Steadman as our new activities coordinator at the end of the financial year.

Our whole staff team work relentlessly for the charity in less-than-ideal conditions, due to the limitations of our building. We are all hoping that the building project will be able to proceed soon to improve the working environment. I am so grateful to all the staff for their dedication and willingness to go the extra mile.

VOLUNTEERS

As I say every year, we are indebted to our volunteers for all their support, without which we simply would not be able to provide all our services. We are fortunate to have a very loyal group of volunteers, many of whom have been with us for several years, but inevitably some move on every year and it is becoming noticeably more difficult to recruit new volunteers.

During the year we were supported by 34 volunteers. 8 new volunteers joined us in the drop in and we recruited 1 new volunteer in our shop. Between them our volunteers worked a total of 4,992 hours which equates to £57,108 at the National Living Wage rate. This additional cost would be unaffordable for us which is why we are so reliant on, and grateful for, the support of all our fantastic volunteers. We do our best to ensure that they all get what they are looking for out of the volunteering experience whether that be meeting new people, gaining work experience, working directly with our homeless clients, taking up training opportunities or reducing isolation.

In June 2024 we were delighted to be able to invite all our volunteers to a ‘Thank You’ party at the Blenkin Memorial Hall to celebrate all the support they had given us over the previous year.

TRUSTEES

Our trustees are themselves volunteers and their role involves leading the strategic direction of the charity. In June 2024 Iwona Lebiedowicz stepped down as a trustee. We were extremely grateful to Iwona for her contribution during her 5 years with us, particularly the training she delivered for our staff on cross-cultural awareness and the insight she brought from a business point of view.

In September 2024 we welcomed Revd. David Stephenson, the new Rector at St Botolph's Church, to our trustee board. David brought with him experience of having established food banks in his previous parish and supporting people living in poverty.

I am extremely grateful to all the trustees for all their support during the year and, in particular, to Richard Locke-Wheaton who remained in the role of chair throughout the year. Despite often to be found cruising along the waterways of the UK, the wonders of modern technology ensured that Richard was able to remain fully involved and remained a constant source of support to me during the year.

Our Team	Welcome	Strategy	Contribution	Thank you
WE HAVE NINE MEMBERS OF STAFF AND 34 VOLUNTEERS 	THIS YEAR WE WELCOMED TWO NEW MEMBERS OF STAFF 	OUR TRUSTEES PROVIDED STRATEGIC GUIDANCE AND SUPPORT THROUGHOUT THE YEAR 	OUR VOLUNTEERS CONTRIBUTED 4,992 HOURS OF THEIR TIME 	WE HELD A THANK YOU PARTY TO RECOGNISE THEIR TREMENDOUS CONTRIBUTION 

CONCLUSION

In looking back over the year, one of the key features was the large increase in the number of people rough sleeping in Boston and the strain that this put on our drop in services. This just served to emphasise the need for our building project and I am pleased at the progress we made with that during the year.

Improving the way in which we captured and recorded our statistics made it easier to demonstrate the work we were doing and the outcomes achieved. We also benefited from making successful applications for multi-year funding which meant that we were not living from hand to mouth in quite the same way that we have done in previous years. As I write, however, the national funding situation is becoming ever more challenging with several large funders pausing applications to reassess their strategies. This inevitably means that there will be more people applying for the remaining funding and, in order to continue our work, we can never be complacent.

Elizabeth Hopkins

Elizabeth Hopkins
Chief Executive Officer

TREASURER'S REPORT FOR THE YEAR ENDED 31ST MARCH 2025

The focus during financial year 2024-25 was on nurturing seeds planted in previous years, to provide a harvest that could sustain the growth and development of our support to the most vulnerable members of the community. The number of individuals using the Drop-in Centre and other services offered continues to rise and the facilities as they exist are not efficient or conducive to the comfort of visitors and staff alike.

The efforts of the Finance and Property Committee to bring on the building improvements needed to provide for the homeless were substantial. The search for sufficient finance and support to meet the project was and is continuous into the new year, with staff and trustees applying many hours and effort to the task. The year ended with planning well advanced and a viable project formulated to achieve the desired result. Trustee Paul Clark deserves especial mention for his lead on the project.

Maintaining the existing service was no less challenging as the hospitality industry in general and the charity sector in particular face increased costs through changes in government policy and decreased income.

By 'cutting our cloth' in year the charity had a small surplus of income over expenditure of £5,291, with 9 members of staff. Further changes to government policy in respect of minimum wages will come into effect in the coming year and the pressures to increase income will continue. The charity remains committed to paying the 'Real Living Wage' to our employees.

The administrative team of Liz (CEO), Dixie (Finance Officer) and William (Admin Assistant), provides the bedrock for all that we aim and achieve in providing the finance for our work; we are thankful too for the contribution of the trustees, and volunteers who support the drop-in and shop.

No less important are the prayers of so many of our supporters, which without doubt are being faithfully answered.



Michael Sharp
Treasurer

CENTREPOINT OUTREACH
(LIMITED BY GUARANTEE)

Company Number 3204952 (England & Wales)
Charity Number 1056296

DIRECTORS' AND TRUSTEES' REPORT
AND ACCOUNTS FOR THE YEAR
31 MARCH 2025

Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

CENTREPOINT OUTREACH

CONTENTS

	Page
Company Information	2
Directors' and Trustees' Report	3 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the financial statements	8 - 16

CENTREPOINT OUTREACH

COMPANY INFORMATION

Directors and Trustee:	Mrs AM Austin	
	Mr PA Clark	
	Mrs JM Criddle	
	Mr PF Lawson	
	Mr RO Locke-Wheaton	
	Ms IJ Lebiedowicz	(Resigned 26th June 2024)
	Revd AL Taylor	
	Mr MJ Sharp	
	Revd SA Clifton	
	Mrs NJ Richardson	
	Revd D Stephenson	(Appointed 18th September 2024)
Company Secretary	Mr MJ Sharp	
Registered Office	Belmont House 15 Red Lion Street Boston Lincolnshire PE21 6PZ	
Company Number	3204952 (England & Wales)	
Charity Number	1056296	
Contact Telephone Number	01205 360900	
Independent Examiner	Nicola Lenton FCCA Dexter & Sharpe The Old Vicarage Church Close Boston Lincolnshire PE21 6NA	

DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The directors and trustees present their report and the financial statements for the year ended 31 March 2025. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

Governing document
The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with Companies House.

Objects of the charity
The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Organisation
A board of trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

Review of activities and future developments
The charity has continued its programme of providing a drop in as a meeting point for homeless and other vulnerable people in and around Boston. It operates 6 days a week. At the centre drinks, snacks, a smiling face and a listening ear are on offer. Our project workers, assisted by volunteers are able to provide comfort and professional assistance in dealing with client queries and referring to other agencies. They work on a one-to-one basis with certain clients to empower them to bring about lasting positive changes in their lives.

Our furniture delivery service has continued its job of recycling useful items of household furniture. The charity also maintains a stock of essential items which are distributed by our staff and volunteers to provide basic equipment for setting up a home. As well as providing a daily hot snack we have continued to issue clean clothing and sleeping bags to individuals who are homeless. Our drop in also provides a shower, washroom and phone charging service for people with no access to these facilities.

The charity has continued to provide afternoon activity sessions based around cooking, art and craft and music/board games. These sessions provide life skills training opportunities as well as improved mental health and wellbeing for those taking part. Statistics are maintained to record attendance and case studies are produced to demonstrate outcomes.

The net trading income from the shop was lower than the previous year but, nevertheless, the shop continued to be an important source of unrestricted core funding. The shop is the primary face of Centrepoint Outreach to the general public.

The vision of the charity is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential. To help achieve that vision the charity has continued to work with its strategic plan which is constantly reviewed. As part of this process the trustees introduced a new Funding Plan and have been successful in obtaining longer term funding from various providers. During the year the charity has made good progress in improving its IT and data recording systems which has enabled more detailed statistics to be provided to supporters and potential funders.

Further information regarding results and ongoing projects can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

Risk management
The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

Reserves policy
The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £170,312 against a requirement of £85,413. The trustees are actively researching further sources of income.

Directors and trustees
All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

Public benefit
The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

Statement of trustees' responsibilities
The trustees 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 30th July 2025 and signed by order of the board.

M J Sharp
Company Secretary

CENTREPOINT OUTREACH

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CENTREPOINT OUTREACH

I report on the accounts of the charitable company for the year ended 31 March 2025 set out on pages 6 to 16.

Responsibilities and basis of report
As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



NICOLA LENTON FCCA
Independent Examiner
Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

30th July 2025

CENTREPOINT OUTREACH

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

Notes		Unrestricted £	Designated £	Restricted £	2025 £	2024 £
	Incoming resources					
	Income and resources from generated funds					
	Voluntary Income					
	Donations and legacies	**43,527**	**12,062**	**-**	**55,589**	31,066
	Gift aid and pledges	**935**	**-**	**-**	**935**	3,053
2	Grants received	**66,750**	**-**	**45,962**	**112,712**	139,233
		111,212	**12,062**	**45,962**	**169,236**	173,352
	Activities for generated funds					
	Fundraising ventures	**1,229**	**-**	**-**	**1,229**	1,964
3	Trading income	**48,951**	**-**	**-**	**48,951**	47,880
		50,180	**-**	**-**	**50,180**	49,844
	Investment income					
	Bank Interest	**4,471**	**-**	**-**	**4,471**	2,635
	Other incoming resources	**165**	**-**	**-**	**165**	170
	Total incoming resources	**166,028**	**12,062**	**45,962**	**224,052**	226,001
	Resources expended					
	Cost of generating funds					
	Depreciation, etc.	**3,552**	**-**	**-**	**3,552**	3,552
	Fundraising expenses	**20**	**-**	**-**	**20**	20
3	Trading expenses	**41,210**	**-**	**-**	**41,210**	35,404
		44,782	**-**	**-**	**44,782**	38,976
4	*Costs of charitable activities*	**81,506**	**-**	**44,821**	**126,327**	134,475
	Other costs					
5	Management and administration	**47,652**	**-**	**-**	**47,652**	39,151
	Total expended resources	**173,940**	**-**	**44,821**	**218,761**	212,602
	Net incoming/(outgoing resources)					
	before transfers	**(7,912)**	**12,062**	**1,141**	**5,291**	13,399
	Transfers	**(1,160)**	**-**	**1,160**	**-**	-
	Net movement in funds	**(9,072)**	**12,062**	**2,301**	**5,291**	13,399
	Reconciliation of Funds					
	Balances brought forward as at 1 April 2024	213,868	35,000	120,690	369,558	356,159
	Balances carried forward at 31 March 2025	**204,796**	**47,062**	**122,991**	**374,849**	369,558

All income and expenditure has arisen from continuing activities.

The notes on pages 8 to 16 form part of these accounts

CENTREPOINT OUTREACH
COMPANY NUMBER: 3204952 (LIMITED BY GUARANTEE)

BALANCE SHEET AS AT 31 MARCH 2025

Notes		£	2025 £	£	2024 £
	Fixed assets				
7	Tangible fixed assets		**72,335**		75,887
	Current assets				
8	Debtors	**10,046**		10,267	
	Deposit account	**137,366**		96,920	
	Restricted account	**6,424**		128,768	
	Fixed rate saver	**147,272**		60,000	
	Cash at bank and in hand	**36,441**		24,014	
		337,549		319,969	
9	**Creditors:** amounts falling due within one year	**(35,035)**		(26,298)	
	Net current assets		**302,514**		293,671
			374,849		369,558
	Total assets less current liabilities		**374,849**		369,558
	Capital				
11	Unrestricted funds		**204,796**		213,868
	Designated funds		**47,062**		35,000
12	Restricted funds		**122,991**		120,690
			374,849		369,558

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with FRS102 SORP.

The financial statements were approved by the Board of Trustees on 30th July 2025 and were signed on its behalf by:

Richard Locke-Wheaton
Director

The notes on pages 8 to 16 form part of these accounts

1. ACCOUNTING POLICIES

Basis of preparation of financial statements
The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

Cashflow statement
The charitable company has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement.

Going concern
The financial statements are prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

Taxation
The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

Grants received
Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

1. ACCOUNTING POLICIES continued

Tangible fixed assets and depreciation
Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis
Computer equipment	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant. Any capital item costing below £500 is written off to revenue in the year in which it is incurred.

Income
Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

Fundraising costs/ trading expenses
Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

Governance costs
Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

Unrestricted funds
Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds. Within unrestricted funds are designated funds, where the trustees have provided for specific future risks.

Restricted funds
Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

2. GRANTS RECEIVED

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Boston Borough Council	**6,000**	**-**	**6,000**	6,000
Worth Waynfleet Foundation	**20,000**	**-**	**20,000**	20,000
Medlock Charitable Trust	**8,750**	**-**	**8,750**	20,000
Boston Town Area Committee	**-**	**1,000**	**1,000**	500
The Charity of Sir Richard Whittington	**30,000**	**1,666**	**31,666**	7,607
Boston Big Local	**-**	**-**	**-**	1,500
National Grid Community Matters Fund	**-**	**2,750**	**2,750**	-
The East Coast Community Fund	**-**	**2,794**	**2,794**	34,350
Cost of Living Fund	**-**	**-**	**-**	30,103
Skylarks Endowment Trust	**2,000**	**-**	**2,000**	2,000
The Bishop of Lincoln Social Justice Fund	**-**	**2,500**	**2,500**	-
Boston Borough Council – Household Support Fund	**-**	**2,500**	**2,500**	500
Lincolnshire County Council – Shine Project	-	**25,000**	**25,000**	-
ASDA Foundation Foodbank Fundamentals	-	**1,000**	**1,000**	600
ASDA Foundation Grassroots	-	**800**	**800**	-
Boston Foodbank - Foodbank Project	**-**	**5,952**	**5,952**	5,573
Platform Housing	**-**	**-**	**-**	500
Anonymous	**-**	**-**	**-**	10,000
	66,750	**45,962**	**112,712**	139,233

3. TRADING INCOME AND EXPENDITURE

The charity operates a shop for selling donated goods to generate additional income. The trading results of the year are shown below:

	£	2025 £	£	2024 £
Sales		**48,951**		47,880
Expenditure				
Premises costs	**1,418**		1,577	
Salaries and related costs	**38,418**		32,825	
Other overheads	**1,374**		1,002	
		41,210		35,404
Net trading income for the year		**7,741**		12,476

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
4. CHARITABLE ACTIVITIES				
Salaries	**64,051**	**28,500**	**92,551**	95,921
Rates and water	**954**	**-**	**954**	872
Light and heat	**4,659**	**-**	**4,659**	3,077
Food and requisites	**2,018**	**8,479**	**10,497**	2,746
Motor and travelling	**2,759**	**-**	**2,759**	1,762
Repairs and renewals	**4,511**	**1,070**	**5,581**	21,010
Arts and crafts	**-**	**4,346**	**4,346**	6,980
Telephone	**2,015**	**-**	**2,015**	1,790
Cleaning	**503**	**-**	**503**	80
Training	**-**	**2,426**	**2,426**	202
Sundries	**36**	**-**	**36**	35
	81,506	**44,821**	**126,327**	134,475
5. OTHER COSTS				
Salaries	**34,217**	**-**	**34,217**	24,252
Light and heat	**932**	**-**	**932**	615
Insurance	**4,450**	**-**	**4,450**	4,171
Postage and stationery	**540**	**-**	**540**	459
Telephone	**403**	**-**	**403**	358
Internet costs	**1,652**	**-**	**1,652**	1,615
Licences, fees and subscriptions	**1,948**	**-**	**1,948**	1,534
Independent examiner's fee	**1,860**	**-**	**1,860**	1,560
Computer expenses	**-**	**-**	**-**	-
Bank charges	**179**	**-**	**179**	175
Professional fees	**1,471**	**-**	**1,471**	4,412
	47,652	**-**	**47,652**	39,151

6. EMPLOYEE COSTS

	2025 Total £	2024 Total £
Gross wages and salaries	**158,545**	146,946
Employer's national insurance	**5,044**	4,443
Pension costs	**1,598**	1,609
	165,187	152,998

The average number of employees was 10 (4 full-time and 6 part-time) (2024– 10).
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 4 and 5 above, as the total in note 6 includes shop staff which is included in trading expenses on the Statement of Financial Activities.

No employee received remuneration exceeding £60,000. Key management costs amounted to £33,946. The pension scheme is a defined contribution scheme taken up by 5 employees and operating through NEST.

7. TANGIBLE FIXED ASSETS

	Belmont House £	Van £	Computer Equipment £	Total £
Cost				
At 1 April 2024	**140,837**	**27,362**	**3,676**	**171,875**
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2025	**140,837**	**27,362**	**3,676**	**171,875**
Depreciation				
At 1 April 2024	**67,591**	**27,362**	**1,035**	**95,988**
On disposals	-	-	-	-
Charge for the year	**2,817**	-	**735**	**3,552**
At 31 March 2025	**70,408**	**27,362**	**1,770**	**99,540**
Net book amount				
At 31 March 2025	**70,429**	-	**1,906**	**72,335**
At 31 March 2024	73,246	-	2,641	75,887

8. DEBTORS

	2025 £	2024 £
Gift Aid	**400**	694
Sundry debtors and prepayments	**2,516**	2,202
Other debtors	**7,130**	7,371
	10,046	10,267

9. CREDITORS – amounts due within one year

Deferred income	**26,250**	20,000
Credit card	**1,923**	498
Accruals	**3,582**	3,690
Pension	**351**	243
Taxation and social security costs	**2,929**	1,867
	35,035	26,298

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

The Statement of Financial Activities for the year ended 31 March 2024 is included for comparison purposes.

	Unrestricted £	Designated £	Restricted £	Total £
Incoming resources				
Income and resources from generated funds				
Voluntary Income				
Donations and legacies	**31,066**	-	-	**31,066**
Gift aid and pledges	**3,053**	-	-	**3,053**
Income tax recovered	-	-	-	-
Grants received	**58,500**	-	**80,733**	**139,233**
	92,619	-	**80,733**	**173,352**
Activities for generated funds				
Fundraising ventures	**1,964**	-	-	**1,964**
Trading income	**47,880**	-	-	**47,880**
	49,844	-	-	**49,844**
Investment income				
Bank Interest	**2,635**	-	-	**2,635**
Other incoming resources	**170**	-	-	**170**
Total incoming resources	**145,268**	-	**80,733**	**226,001**
Resources expended				
Cost of generating funds				
Depreciation, etc.	**3,552**	-	-	**3,552**
Fundraising expenses	**20**	-	-	**20**
Trading expenses	**35,404**	-	-	**35,404**
	38,976	-	-	**38,976**
Costs of charitable activities	**48,427**	-	**86,048**	**134,475**
Other costs				
Management and administration	**34,836**	-	**4,315**	**39,151**
Total expended resources	**122,239**	-	**90,363**	**212,602**
Net incoming/(outgoing resources)				
before transfers	**23,029**	-	**(9,630)**	**13,399**
Transfers	**1,742**	-	**(1,742)**	-
Net movement in funds	**24,771**	-	**(11,372)**	**13,399**
Reconciliation of Funds				
Balances brought forward as at 1 April 2023	189,097	35,000	132,062	356,159
Balances carried forward at 31 March 2024	**213,868**	**35,000**	**120,690**	**369,558**

All income and expenditure derive from continuing activities

		2025	2024
		£	£
11.	**UNRESTRICTED FUNDS**		
	Undesignated unrestricted funds	**204,796**	213,868
	Designated funds – Buildings and Facilities Development Fund	**47,062**	35,000

The Trustees are using the current situation to set aside £47,062 in a designated fund to be known as the Buildings and Facilities Development Fund as Belmont House is in need of substantial investment.

12. RESTRICTED FUND

	Balance at 1/4/24	Incoming Resources	Expenditure	Depreciation	Transfer from/ (to) general	Deferred Income	Balance at 31/3/25
	£	£	£	£	£	£	£
Boston Town Area Committee	190	**1,000**	**(804)**	**-**	**-**	**-**	**386**
Donation	120,000	**-**	**-**	**-**	**-**	**-**	**120,000**
The Charity of Sir Richard Whittington	-	**1,666**	**(176)**	**-**	**-**	**-**	**1,490**
National Grid Community Matters Fund	-	**2,750**	**(2,543)**	**-**	**-**	**-**	**207**
The East Coast Community Fund	-	**2,794**	**(2,794)**	**-**	**-**	**-**	**-**
The Bishop of Lincoln's Social Justice Fund	-	**2,500**	**(2,435)**	**-**	**-**	**-**	**65**
BBC – Household Support Fund 6	500	**2,500**	**(2,843)**	**-**	**-**	**-**	**157**
LCC – Shine Sustainability Fund	-	**25,000**	**(26,160)**	**-**	**1,160**	**-**	**-**
ASDA Foundation – Foodbank Fundamentals	-	**1,000**	**(494)**	**-**	**-**	**-**	**506**
ASDA Foundation Grassroots Project	-	**800**	**(620)**	**-**	**-**	**-**	**180**
Boston Foodbank - Foodbank Project	-	**5,952**	**(5,952)**	**-**	**-**	**-**	**-**
	120,690	**45,962**	**44,821**	**-**	**1,160**	**-**	**122,991**

Boston Town Area Committee	Grant to purchase dishwasher, food and supplies for cooking / activity sessions.
Donation	A donation was received for the refurbishment and upgrade of the premises.
The Charity of Sir Richard Whittington	Funding received for staff wellbeing.
National Grid Community Matters Fund	Grant for warm packs, games, art & craft items and tumble dryer.
The East Coast Community Fund	For activities and community engagement.
The Bishop of Lincoln's Social Justice Fund	Grant to purchase items for the rough sleeper winter support programme.
BBC – Household Support Fund 6	To offer support to vulnerable communities.
LCC - Shine Sustainability Fund	Grant to provide activities which promote mental health and wellbeing.

12. RESTRICTED FUND CONTD...

Asda Foundation – Foodbank Fundamentals	Grant to purchase food and basic hygiene items
ASDA Foundation – Grassroots Fund	Grant to purchase food and basic essentials
Boston Foodbank – Foodbank Project	Funding received for the provision of housing support to the clients of Boston Foodbank.

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13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted £	Restricted £	2025 Total £
Tangible assets	**72,335**	**-**	**72,335**
Debtors	**3,354**	**6,692**	**10,046**
Cash at bank	**209,917**	**117,586**	**327,503**
Creditors	**(33,748)**	**(1,287)**	**(35,035)**
	251,858	**122,991**	**374,849**

Unrestricted funds noted above include unrestricted general funds, which represent the free funds of the charity which are not designated for a particular fund.

	Designated Funds £	Unrestricted General Funds £	Total Unrestricted Funds £
Tangible assets	**-**	**72,335**	**72,335**
Debtors	**-**	**3,354**	**3,354**
Cash at bank	**47,062**	**162,855**	**209,917**
Creditors	**-**	**(33,748)**	**(33,748)**
	47,062	**204,796**	**251,858**

14. SURPLUS FOR THE YEAR

This is stated after charging:

	2025 Total £	2024 Total £
Depreciation of tangible fixed assets owned by the charity	**3,552**	3,552
Independent examiner's fee	**1,860**	1,560

15. DEFERRED INCOME

Balance at 1 April 2024	**20,000**
Deferred income in year	**26,250**
Released to SOFA during year	**(20,000)**
Balance at 31 March 2025	**26,250**

16. DONATED GOODS, FACILITIES AND SERVICES

	2025		2024	
	No.	**£**	**No.**	£
Volunteers	**34**	**57,108**	37	61,272

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage.

17. RELATED PARTY TRANSACTIONS

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

One trustee, Revd D Stephenson, is also the Chair of the PCC of the Parish of Boston, from which the charity receives funding.

18. LEGAL STATUS OF THE CHARITABLE COMPANY

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.

CENTREPOINT OUTREACH

England & Wales - Charity number 1056296

Accounts

CENTREPOINT OUTREACH

Annual Report

2023 - 2024



Registered Charity 1056296 | Company Registration 3204952

www.centrepoint-outreach.com

Our vision is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.

Chairman's Statement

It is an honour to continue as Chairman and I feel incredibly privileged to be leading our charity which strives so hard to achieve our vision that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.

I am so grateful for the hard work of our staff and volunteers who continue to adapt our service to help meet the ever-changing needs of our clients, being their voice and maintaining a consistent non-judgmental approach.

This last year has not been without its challenges, but we have also been able to celebrate the successes that some of our clients have achieved. These have included finding accommodation, paid employment, health support and taking part in activity sessions.

During the year we saw the retirement of our Lead Project Worker, Revd Tom Page. He built up a great team spirit amongst staff and volunteers in the drop-in and our clients found him very approachable and caring. We all wish him a relaxed and enjoyable retirement.

With Tom leaving we took the decision to merge the Lead Project Worker and the Activities and Community Coordinator roles into a new management role of Drop In and Activities Manager. Melanie Burt was appointed to the role in March and has continued to develop further links within the community.

We were sorry to lose Revd Lis Ward as a trustee when she relocated to take up a new post in the northwest. However, in February we were delighted to welcome Nicola Richardson to the board, bringing with her many years of training and management skills and expertise.

We regularly report that finances continue to be an ongoing challenge and again we started the year with a budget showing a £70,000 deficit. We successfully applied for several grants including the government's Community Organisations Cost of Living Fund and managed to finish the year with a small surplus. We made the decision to further develop our funding strategy, with the new focus on multi-year funding applications to try and strengthen our financial sustainability. By the end of the year this was starting to produce some positive results.

I would like to take this opportunity to acknowledge the hard work of the staff, volunteers and trustees who take every opportunity to promote the positive work of our organisation. This has undoubtedly helped us develop our successful income sources.

Our charity shop also continues to play a vital role in promoting the work of Centrepoint Outreach and creating an income to support our core costs. Retail has, as in previous years, continued to be a very challenging environment and my thanks go to both our Shop manager, Deputy and all the shop volunteers who do their best to achieve positive trading results.

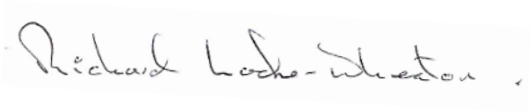
The generosity of our grant funders and donors both large and small has helped us to maintain our financial consistency and provides confirmation that our good work is recognised.

As reported at our last AGM we received an extremely generous donation from two donors, to help us develop our premises. The trustees have made steady progress, reviewing architectural

plans, structural surveys, feasibly of phases discussions and additional funding options explored. I would like to thank our donors for their patience and understanding as we continue to progress with the premises redevelopment. It is without doubt that our building needs upgrading to meet the increasing needs of our clients.

I pay tribute to the commitment and dedication of all those involved in the running of Centrepoint Outreach that make it the success it is and who endeavour to make a difference for the homeless and vulnerable people who use our services.

I would like to thank all our volunteers without whom we could not function, the trustees for their ongoing support, the commitment of all the staff and a special thanks must go to our CEO, Liz Hopkins who continues to work tirelessly on our behalf.



Richard Locke-Wheaton
Chairman

Chief Executive Officer's Report for the year ended 31 March 2024

Introduction

This report covers the period from 1st April 2023 to 31st March 2024. During this time we faced many challenges including an increase in demand for our services, as well as the need to become more financially sustainable. This report details how we sought to overcome these challenges and also highlights many positives including an increase in the number of partner agencies visiting our drop-in centre and the development of our activity sessions which led to improved outcomes for clients.

Homelessness in Boston

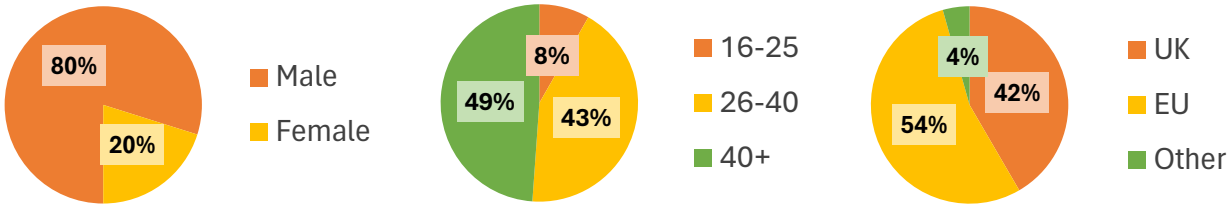


Figure 1: Homeless presentations by gender, age and nationality, 2023-24

During 2023-24 we supported 139 individuals who were homeless which includes people rough sleeping, sofa surfing or in very temporary accommodation. This was an increase of 6.9% on the previous year. Despite the increased number of individuals, we received fewer visits to our drop-in than the previous year. This may have been because some people were able to move into accommodation more quickly than in previous years. Although we often do not find out when people are accommodated, we are aware that during the year 40 people who presented to us as homeless did obtain accommodation on one or more occasion.

As in previous years, the majority of the individuals presenting to us as homeless were male, with the spilt between men and women being 80:20. The average age of homeless people visiting us was 39.8 which was slightly lower than the previous year.

The average age of homeless individuals attending our drop-in was 39.8



One very noticeable change during the year was a 54% increase in the number of homeless UK nationals using our services, as can be seen in Figure 2, overleaf. Overall, this meant that of the homeless people visiting our drop-in 42% were UK nationals and 58% were foreign nationals, mainly from Eastern European countries (the breakdown of the individual countries is also shown in Figure 2). In the previous year only 28.5% of those presenting as homeless were UK nationals with 71.5% being foreign nationals. It is hard to pinpoint the reason for this change but towards the end of the financial year we received several visits from new rough sleeper clients who were UK nationals from other areas of the country. Many had no local connection to Boston which

made it hard for them to obtain support and they told us that they had fled threats of violence in other towns where they had issues with drug debts.

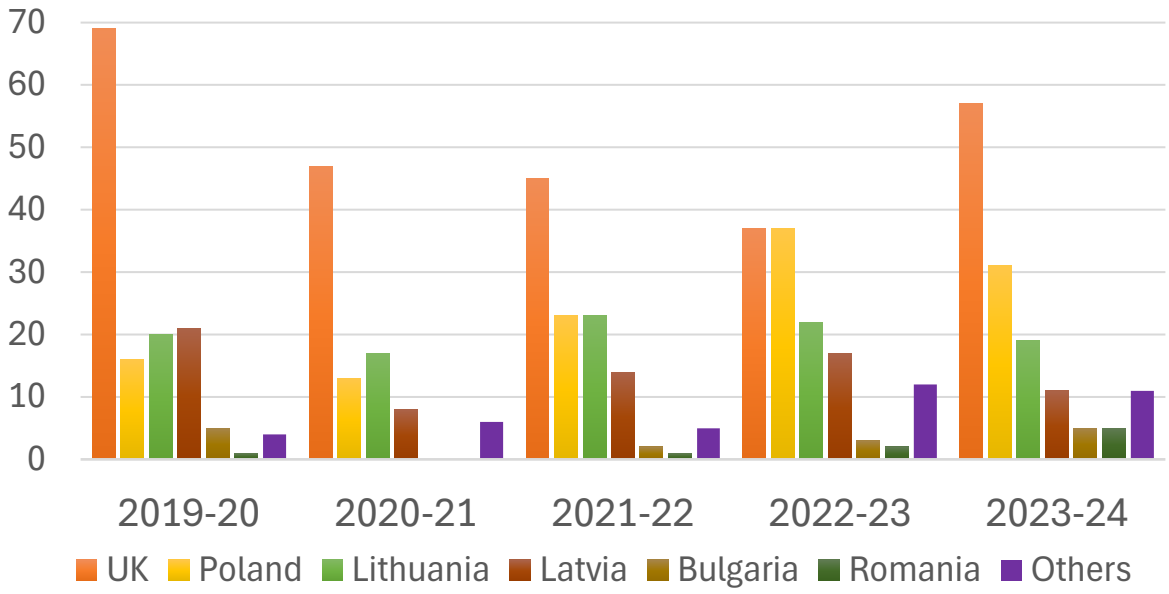


Figure 2: Homeless presentations by country of origin, 2019 - 2024

The other noticeable change was the increase in the number of people rough sleeping in Boston. It is always hard to know precisely how many people are sleeping on the streets but during the year rough sleeping became more visible with several encampments being established in the town centre.

In the annual rough sleeper count 15 individuals were found rough sleeping, an increase of 200% on the previous year when only 5 people were found. We believe that the 15 who were found still did not represent the true extent of rough sleeping within the town. One of our project workers was invited to attend the count as an independent observer which enabled him to see first-hand the realities of life on the streets for many of the individuals using our services.

During some periods of cold weather between December and March the Council activated the Severe Weather Emergency Protocol (SWEP). This enabled some rough sleepers who had been verified to be accommodated in B&B and other emergency accommodation.

During the year we were delighted to be invited to visit Project Compass, a Lincoln-based charity, which supports rough sleepers in the city. We met with Becky and her team and learnt about the weekly Rough Sleeper Action Group (RSAG) meetings which were attended by agencies supporting rough sleepers in Lincoln.

Shortly afterwards, Project Compass and the University of Lincoln organised a meeting in Boston to meet with local partner agencies and discuss the possibility of setting up RSAG meetings in Boston. 100% of the agencies who attended were in favour and Boston Borough Council offered to take the lead. The meetings started in February 2024 on a weekly basis initially. They provided a great opportunity to ensure that rough sleepers willing to engage were receiving support and that no one was falling through the net.

Our Drop-In

Our drop-in continued to open 6 mornings a week (Monday – Saturday) to provide a safe space for homeless and vulnerable people to come for a hot snack and obtain support from our project workers. Our rough sleeper facilities, referred to in more detail on the following page, were available for anyone who was sleeping rough.

During the year approximately 268 individuals visited the drop-in sessions on 5703 occasions.



Our project workers dealt with 2,816 office enquiries



Everyone attending the morning drop-in sessions was required to register with us so that we could ascertain what their needs were. Our project workers were on hand to provide general support and advice to clients including help with accessing benefits, checking progress of Settled Status applications and signposting to partner agencies when more specialist support was required (see figure 4 on page 10).

Our project workers and our wonderful volunteers also provided a great deal of emotional support. Lending a friendly listening ear makes a huge difference to someone when they are feeling isolated and do not know where to turn.

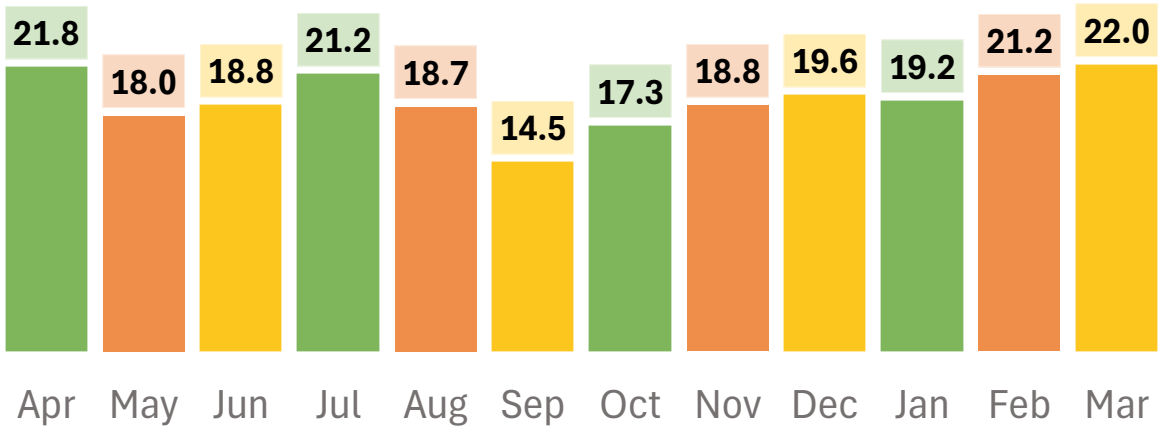


Figure 3: Average daily drop-in attendance, 2023-24

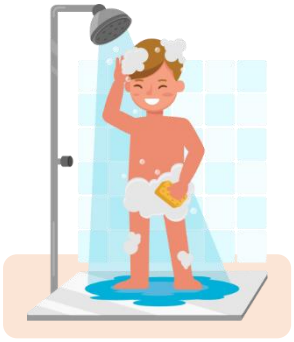
As can be seen from Figure 3 the average number of people attending the drop in each day ranged between 14.5 in September and 22 in March. The lower number in August, September and October may reflect the fact that there is more work available in the agricultural industry at harvest time.

Our drop-in provided 5,207 hot snacks and drinks for rough sleepers and other homeless and vulnerable adults



Support Provided for Rough Sleepers

1,098 showers taken by 108 people



The increase in the number of people sleeping on the streets was reflected in the greater demand for support with food, clothing, bedding, toiletries and showers, all of which were higher than the previous year.

Anyone who was rough sleeping was able to use our shower facility which remained the only such facility in Boston. On average 3 or 4 people had a shower each day, although on occasion this did increase to 7 or 8. We were fortunate to secure a grant from the Alan Boswell Group Charitable Trust to refurbish our shower room during the year.

Our homeless clients were delighted and made comments such as "It's like a hotel" and "It looks very good, I like it!".

657 loads of clothing washed and dried



We continued to wash and dry the clothing of individuals having a shower and we also provided replacement clothing in appropriate cases. Much of the clothing was donated, but we were also able to purchase some items using funding received from Asda Foundation and the Household Support Fund particularly to cover the winter period.

Mobile phones charged on 1,076 occasions



We also provided phone charging facilities for those individuals with no access to an electricity supply and allowed homeless clients to use our premises as a care of address for official mail. Communicating with individuals who are rough sleeping can present a problem for official bodies and our services provide a solution to this. We also assisted clients who needed support with reading or understanding official letters.

187 items of mail collected



"You are good guys; you look after us very well"

- A drop-in client



1,495 items of clothing, 166 items of bedding and 303 items of toiletries provided to rough sleepers





Case Study: 'Steve'

'Steve' first visited our drop-in in July 2023. He had been homeless for over 3 months and was rough sleeping in a small tent on a local riverbank with no shelter. He had serious mental health issues including ADHD, bipolar disorder, severe anxiety and depression which often resulted in him feeling disengaged, and he sometimes threatened violence when he got frustrated with issues regarding his housing situation.

After meeting with Steve, we made a rough sleeping referral to Boston Borough Council's Rough Sleeping Intervention Team who managed to find him rough sleeping whilst on outreach.

Unfortunately, because his situation was not moving along as swiftly as he would have liked, Steve, in a state of stress and anxiety, threatened staff at the council offices and made threats to harm himself resulting in him being taken to Pilgrim Hospital for his own safety.

When Steve felt he was able to engage with us, we were able to provide him with a safe space to talk about his problems and give him support moving forward. We liaised with several organisations such as Boston Borough Council, Steve's doctors and mental health team, Citizens Advice and our local jobcentre to ensure that Steve had the best support available to him.

Unfortunately, no temporary accommodation or emergency accommodation was available. However, we were able to register Steve on Boston Borough Council's housing register. We showed him how to place bids on properties, but due to the shortage of social housing properties there were no suitable properties available.

After talking through Steve's options, which were limited, we made an application to Boston Borough Council for a discretionary housing payment to be made to Steve, which could be used as a deposit for private rent. He was successful in receiving a lump sum, and after doing a lot of online searching, we were able to find Steve a room which he moved into shortly thereafter. We updated his Universal Credit claim to ensure he was receiving all financial support available to him so that he could afford to pay his rent.

Once Steve had settled into his accommodation, he continued to take part in our activity sessions and enjoyed the social networking opportunities this gave him.

Our Van

Our van continued to be out and about during the year collecting donations of furniture. We were fortunate to receive many quality items of furniture which were either delivered to people in need or sold our charity shop.

"The collection people from Centrepoint Outreach today were brilliant - so helpful and kind"

– quote from grateful donor of furniture

We delivered 83 items of furniture to people being accommodated



Partnership Working

During the year we were pleased to be able to increase the number of partner agencies visiting our drop-in centre to support clients. Some examples are listed below: -

70 referrals were made to the Rough Sleeping Intervention team



Rough Sleeping Intervention team

Members of the Rough Sleeping Intervention (RSI) team attended our drop-in sessions when their staffing levels permitted. Their presence in the drop-in was a huge benefit for our rough sleeping clients as they were able meet the RSI team just by walking across a corridor rather than having to attend the Council offices. It also made the referral process easier and over the course of the year we made 70 referrals to the RSI team for 40 individuals. This is different to the graphic.

44 individuals took part in the Be Smoke Free programme



One You Lincolnshire – Be Smoke Free

In June 2023 we were delighted to welcome Monika from the One You Lincolnshire Be Smoke Free team who gave clients the opportunity to sign up for a 12-week programme to help them stop smoking. Monika helped them to do this through goal setting, Nicotine replacement therapy and follow-up support. During the year Monika was able to assist 44 clients.

Boston Foodbank

The cost-of-living crisis meant we continued to receive fewer donations of food and were not able to provide as many daily food parcels to clients. In order to support clients in need of food parcels we signed up to the Boston Foodbank e-referral scheme in May 2023 and made 77 referrals between June 2023 and March 2024.

We helped 70 foodbank clients with their housing issues



We also continued to work in partnership with Boston Foodbank to provide housing advice to clients of the foodbank. During the year we helped 70 clients with the main areas of need being support to go on the housing register, to apply for the housing element of Universal Credit, and help to move to more suitable accommodation.

"Mark doing brilliant help for me because of my vision condition. He has helped me with Universal Credit, housing application and fit note."

- Polish Foodbank Project Client

We Are With You

We Are With You (WAWY) provided a drug and alcohol rehabilitation service in the town during the year 2023-24. Having not previously worked closely with them, we were delighted when they

managed to secure funding to support people who were rough sleeping, and members of their team became regular visitors to our drop-in to support clients with substance misuse issues. We were also grateful to staff members from WAWY who provided Naloxone training to the project workers and also drugs awareness training to the volunteers and project workers.

We made 653 referrals to partner agencies and other services



Neighbourhood Team and Multi-Disciplinary Team meetings

Two members of the Neighbourhood Team visited our drop in once a month to provide physical and mental health support to clients. Even when they were registered with a GP many members of our client cohort did not seek medical help at an early enough stage and having access to a qualified medical professional at our premises was less daunting for them and ensured that they were directed to the most appropriate place for treatment before their condition worsened.

During the year we continued to attend the weekly Multi-Disciplinary Team (MDT) meetings organised by the Neighbourhood Team which not only enabled us to raise any clients we were particularly concerned about healthwise, but also enabled us to contribute to the discussion about other clients known to us who were raised by other agencies present. This wraparound support continued to play a vital role in preventing vulnerable clients from falling through the net.



In September 2023 we had a stand at the Boston PCN and Neighbourhood Team Networking event. This provided an excellent opportunity to network with partner agencies and raise awareness of our work, as well as learning more about theirs.

Migrant Help

We were delighted to have a representative from Migrant Help present in our drop in for one morning a fortnight to support clients with their Settled Status applications.

20 clients had Hep-C tests



Hepatitis C Team

The HepC Team visited our drop-in during the year and 20 clients were tested for Hepatitis C. This condition can be treated once detected and testing is vital to ensure that it is caught at an early stage.

Summary

Figure 4 on page 10 gives details of the numbers of referrals we made to partner agencies for different types of support and additional project worker support provided.

Despite all the partnership working which takes place in Boston there were still some cases where individuals did not receive the support they needed largely because their cases were deemed too complex. In some cases, every organisation approached for support had a reason why they could not help, often due to past or present behaviour. One case involved a young man

who was released from prison with no settled accommodation to move to. Although he did not sleep rough, he ended up moving around between family members and friends because no one would offer him a place in supported accommodation unless he moved out of the area which he did not wish to do. He was clearly extremely vulnerable and a Team Around the Adult meeting was set up to discuss his case but sadly he took his own life before any effective support could be put in place.

Unfortunately, in some cases, despite support being offered the client is not willing to engage with that support. With funds being tight in all areas of the sector, there are sometimes no other solutions on offer, although we and other agencies do continue to try and do our best to provide what help we can. We see many cases of clients who are provided with accommodation but are unable to sustain this due to constant rule breaches which result in them being evicted.

We are always there for clients who find themselves in that situation and welcome them to our drop-in, continuing to provide support to at least ensure that their basic needs are being met until such time as they are ready to engage.

As well as working with partner agencies to obtain the best support for our clients we also took the opportunity to network locally and nationally to keep up to date with issues and initiatives relevant to our work. In this regard we attended Boston Community Leaders' Engagement meetings organised by Boston Borough Council and contributed at a national level at meetings organised by Homeless Link.



Figure 4: Project worker support and referrals to partner agencies, 2023-24

Activities – 'Along With Us'

During the year we continued to deliver and develop our programme of activity sessions. Thanks to a generous grant from the East Coast Community Fund, we were able to recruit a full-time Activities and Community Coordinator on a 1-year contract and Melanie Burt joined us in this role at the beginning of May 2023. Mel's role was not only to deliver activity sessions each weekday but also to build up links with other organisations in the community, obtain more referrals to the sessions and also to encourage more of the homeless individuals attending the morning drop-in sessions to come back in the afternoon. She made an immediate impact in the role and it was not long before we began to achieve our objectives.

31 homeless individuals were accommodated while taking part in the activities programme



32 people moved into paid employment after attending activity sessions



We widened the community aspect by sending out a weekly activity schedule to partner agencies and Mel visited other groups including BEAM (Building Engagement Around Mental Health) which not only promoted the sessions, but also led to increased referrals. Referrals were also obtained through attending Boston Mental Health Partnership Board meetings. Mel also compiled a booklet of all the free and low-cost activity sessions and groups in Boston for clients to refer to.

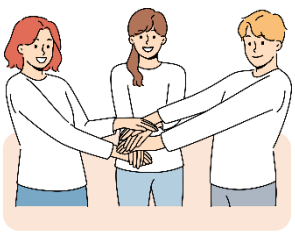
By the end of the year 114 unique individuals had attended 1 or more of the activity session which exceeded our target of 90. 32 people had moved into paid employment and 12 into volunteering positions. Of 60 homeless clients attending activity sessions, 31 managed to secure accommodation. We also recruited 9 new volunteers to assist with activities.

We were fortunate to receive funding from Shine Lincolnshire's Suicide Prevention Fund which covered the cost of hiring the kitchen at Centenary Methodist Church as well as covering some project worker costs, equipment for the sessions and training costs for staff and volunteers. This enabled members of staff to undertake Mental Health Awareness and Suicide Awareness training and for 3 members of staff to undertake a 2-day Mental Health First Aid course.

We were very grateful to Platform Housing for a generous donation which helped us to hold a Christmas party at Centenary Church for all those who had taken part in our activity sessions.

In March 2024 we welcomed Callum Thomson to the team as Activities Coordinator. He took over leading the activity sessions under Mel's supervision and supported by our wonderful team of volunteers.

12 attendees took up volunteering roles in Boston and 9 new volunteers were recruited to help run sessions



Cook Along With Us



These sessions allowed approximately 5 people at a time to learn how to cook simple, healthy food on a budget.

We wanted to help attendees develop resiliency, gain cooking skills to promote independent living and healthy lifestyles and to foster cultural exchange between participants.

Each person was given their own folder in which to keep step-by-step recipes. Costings were also provided to help with budgeting.







Some of the European participants introduced Polish recipes to the group. Examples of the type of meals cooked included vegetable soup, Thai green curry, pork casserole, stuffed peppers and apple crumble.

As our drop-in lacked sufficient space, we were very grateful for the opportunity to hire kitchen facilities across the road at Centenary Methodist Church.

Case Study: 'Frank'

Frank started attending the Cook Along With Us activity sessions in June 2023. He had poor mental health, due to past traumas stemming from his childhood. Frank attempted to take his own life after his wife passed away in 2022.

Frank suffered with anxiety and liked to keep busy so that he did not think about his past.

Working with Frank we looked at all the activity sessions and groups that were available in Boston which he would feel comfortable attending. We concentrated on those that were free to attend or were low cost as he had limited income.

Frank started to attend four different groups or activity sessions in Boston, including more Along With Us sessions at Centrepoint Outreach.

As a result of stepping outside his comfort zone by taking part in different community groups' activities Frank's anxiety improved. He made several new friends and they regularly met up for a coffee.

Frank started to volunteer at the Cook Along Sessions on Thursday afternoons and became more positive about his future.

"I enjoy coming to cooking, it gives me a purpose, something to get up for in the morning." "I enjoy coming to the different activity sessions and helping at the sessions" he said.

Chill Along With Us

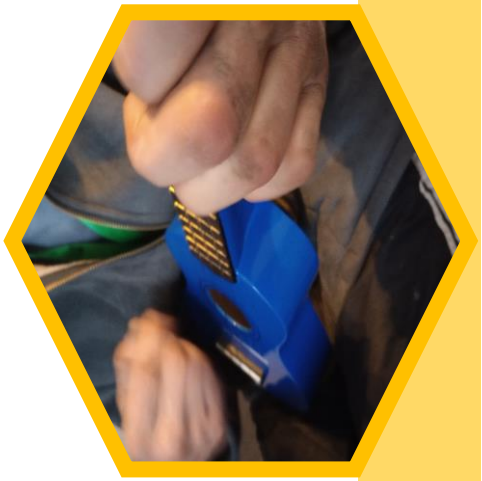
Chill Along With Us sessions were more relaxed, being focused around board games, playing musical instruments such as the ukulele and whole group activities including bingo. The sessions were designed to create an open and non-judgmental space for clients to talk, bond, share problems and experiences.



The sessions were attended by people who were homeless, those who had come for other reasons and also by people of different nationalities. By chatting together they were able to find common ground and better understand each other's situations.

The sessions also helped to reduce feelings of loneliness and isolation among the attendees and we saw friendships develop.

Several participants grew in confidence to the point that they were willing to call the bingo numbers and play a more active role, something which they would not have entertained previously.







Case Study: 'Magdalena'

Magdalena was street homeless when she attended Centrepoint Outreach Drop in, in August 2023, she was shy, extremely nervous and a vulnerable lady to be sleeping rough.

With some encouragement by staff members, Magdalena started attending all the different Along With Us activity sessions, to keep herself off the street and relax in the safe space provided by Centrepoint Outreach. Whilst attending Magdalena enjoyed knitting, cooking and arts and crafts. Over time, she started to engage with other clients, volunteers, staff members and her confidence increased.

Working with Magdalena we looked at the different housing options that were available to her and would suit her immediate needs. She decided that a room in a shared property would be the best option as the bills were all included. We assisted her in completing a Discretionary Housing Payment form so that the local authority could help towards the initial rent deposit and the first weeks rent.

Magdalena moved into a property shortly afterwards and started full time employment. She said "Thank you for all your help."

Create Along With Us

At the Create Along sessions participants undertook art and craft projects including t-shirt design and painting, clay modelling, string art and rock painting. These sessions were developed with the goal of encouraging imaginative thinking, collaborative working and to develop practical skills among attendees. We wanted to help our clients to gain appreciation for and confidence in their talents, take up new creative hobbies and to recognise the different skills and ways they could all contribute to a project.



In November 2023 we were delighted to welcome Transported Art to one of our sessions where they helped participants to make paper fish lanterns which were subsequently carried by Boston High School dancers in the Illuminate Parade at the Boston Christmas celebrations.

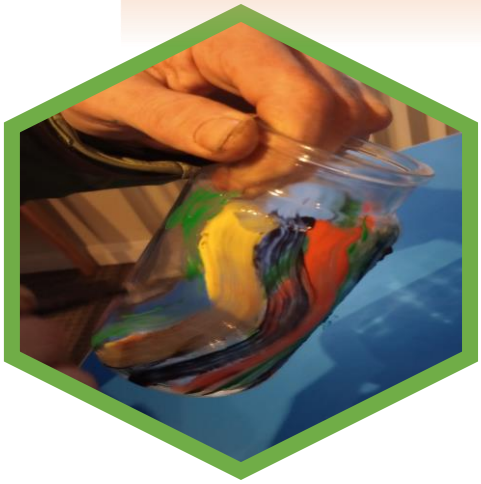
We also made Christmas decorations to go on our tree at the Christmas Tree Festival held in St Botolph's Church.

In the summer months the sessions moved outside to St Botolph's Community Garden where participants undertook art and craft activities as well as helping with the gardening.

Case Study: 'Mariusz'

Mariusz become homeless in June 2023 after separating from his girlfriend. He lost his job as a result of his homelessness and experienced poor mental health. After visiting a drop-in session at Centrepoint Outreach Mariusz was given a leaflet and an explanation about the activity sessions. He became a regular attendee at all the sessions in his words 'to keep my mind off my situation and how it is getting me down'. Mariusz made new friends and really enjoyed drawing at the Create Along sessions. Through accessing the group sessions he was supported to seek employment with an employment agency in order to save enough money to rent a room in a house in multiple occupancy. After a few weeks Mariusz was in full time employment and saving money to rent his own flat in Boston. Mariusz thanked Centrepoint Outreach and the Along with Us activity sessions, "I do not know what I would have done without you being there for me."







Our Charity Shop

Despite the challenging retail environment 2023-24 was a better year for our charity shop which saw an increase of 37.2% in its net trading income for the year compared with the previous year.

Due to the secondary location of our shop we can never be complacent and have to work hard to raise awareness of what we have to offer. As well as producing some excellent themed window displays, our shop staff reached a wider audience by using the shop's Facebook page to make daily posts of items for sale, as well as appealing for items required. Enquiries were made regarding the items advertised for sale and it brought some people into the shop who might not have otherwise visited. We also ran various events during the year such as colouring competitions and a 'Name the Teddy Bear' competition. Whilst not raising large sums in themselves they did generate additional shop sales.



Sales were also boosted by the introduction of a £1 rail for clothes. This proved successful and reduced the amount of unsold clothing being sent for 'ragging'. A strategy was developed to introduce this concept for other items such as bric a brac in an attempt to get the most out of every donation.



We were extremely grateful both for all the wonderful donations we received which helped to keep the shop well-stocked with a wide variety of different items, and also for our loyal customers who purchased those items. The year coincided with the ongoing cost-of-living crisis and many people turned to charity shops as a place to buy good quality second hand items at a fraction of the original cost. In addition, some customers told us that they had taken to purchasing the majority of their clothes from charity shops because they liked knowing that they were re-using something which might otherwise go to landfill, and also because it was more environmentally friendly.



We are always keen to broaden the range of items we sell and at the end of the year we began to sell vinyl records after receiving a donation of a large quantity of singles and albums.



We are very grateful to all the volunteers who freely give of their time to support the shop by helping to sort and price items as well as operating the till and keeping the shop clean and the rails and shelves fully stocked. During the year we were pleased to recruit 3 new volunteers as additions to the team.

Financial and Other Support

We were extremely grateful for all the generous financial support we received during the year without which we could not have continued to provide our services. Expenses continued to increase, particularly the salary bill following a 9.8% increase in the National Living Wage, along with utility and food costs. A successful application was made to the Government's Community Organisations Cost of Living Fund which generated funding of £30,103.83 to support us with increased costs during from October 2023 to March 2024. Amongst other things, the grant helped to cover the majority of the cost of our new drop-in boiler with the balance of £1,500 being covered by Community Chest funding from Boston Big Local. The new boiler was fitted in November 2023, fortunately just in time for winter.

Boston Big Local
Residents Leading Change

We were also very grateful to the organisations which supported us with core funding i.e. general running costs. This type of funding is extremely valuable to us as it means we can apply it where needed at any particular time. The grants made by Medlock Charitable Trust and Worth Waynflete Foundation both had a considerable impact in this regard and we were grateful for the continued support from both organisations.

Worth Waynflete Foundation

We were also grateful for the core funding grant received from Boston Borough Council. As part of their governance process the council appointed an 'observer' to attend our trustee meetings. Following the Council elections in May we were sorry to lose our previous observer, Judy Welbourn, but delighted that she chose to remain with us as a volunteer. In her place we welcomed Councillor Jyothi Arayambath as the new observer. Also during the year, we were pleased to receive visits from four of the new councillors who were all interested in finding out more about our work.

East Coast Community Fund

ALAN BOSWELL GROUP CHARITABLE TRUST

Shine LINCOLNSHIRE

Over the year we were grateful to receive grants from the East Coast Community Fund, Shine Lincolnshire and the Alan Boswell Group Charitable Trust which are referred to elsewhere in this report.

We were very grateful for funding received from the Boston Town Area Committee which enabled us to purchase food for the Cook Along sessions enabling participants to learn how to cook healthy meals with fresh ingredients.

Clean 143 kindly cleaned our windows and gutters free of charge.

CLEAN 143 A FRESH APPROACH TO CLEANING

Tesco Boston kindly supported us with three financial donations to purchase food and other items to provide to clients over the winter period.

Once again we held a Christmas raffle which on this occasions was sponsored by Optik-Kleer The raffle raised £530 to support our charitable work.

Thanks to a grant from the Asda Foundation we were able to provide a Christmas meal for our drop-in clients as well as purchase warm clothing, toiletries and other essential items for our homeless clients.

We were delighted to be chosen as the recipient of monies raised from the annual Boston Santa Fun Run which took place in November 2023. Members of staff and clients took part in the event which was great fun, and which raised £700 to support our work. Watching hundreds of Santas running through Boston on a Sunday morning was quite a sight!



In addition to the grants and donations already mentioned we received many other financial donations both large and small for which we were extremely grateful. Some organisations and individuals donated anonymously, and we were particularly overwhelmed to receive a donation of £10,000 from a local charitable trust which donated in this way. We are hugely grateful to everyone who makes regular or one-off donations by standing order to our bank or via our Localgiving page, Stewardship, PayPal or other donation sites. Regular monthly giving is particularly helpful for us as it assists with budgeting.



As well as financial support we were also grateful for all the other ways in which people helped us during the year including donations of food and other supplies for the drop-in, clothing for rough sleepers as well as donations of items to be sold in our charity shop. Once again, we received very generous donations of tinned and dried food from local schools and churches at harvest time.

I personally continue to benefit from mentoring support from Howard Exton-Smith who I meet with online once a quarter. Howard has generously offered his support free of charge for many years now and I find having the opportunity to discuss strategic and other issues with him of enormous benefit.

We were extremely grateful to Revd Val Ogden at Centenary Methodist Church for allowing us to operate several of our drop-in sessions from the church premises while our drop-centre was closed for the re-fitting works.

Strategic Plan

As they do each year, the trustees carried out a review of the charity's Strategic Plan to assess performance over the previous 12 months against the goals and objectives set out in the plan. Some of the key achievements are set out below: -

Our trustees developed a three-year funding plan to support the charity

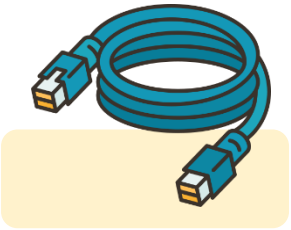


Finance and Marketing

It had become increasingly apparent in the light of rapidly increasing costs that it was no longer feasible to start each financial year hoping that sufficient funds would be generated to cover the expenses. With a view to increasing the sustainability of the charity one of the key short-term goals was to identify additional sources of core funding to reduce reliance on just a few funders.

The trustees also decided to look at applying for multi-year funding in appropriate cases and a 3-year funding plan was developed which listed the funders identified and contained a timescale for applications. During the year applications were submitted to Shine Lincolnshire and The Mercers' Company for multi-year funding. Notification was received in March 2024 that the application to Shine had been successful and shortly after the end of the year we were informed of the success of the application to The Mercers' Company. The plan is to continue and develop this strategy in future years to make the financial situation less precarious and to make budgeting easier.

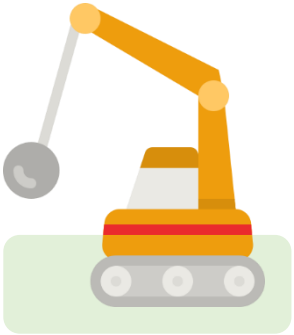
We upgraded out telephones and IT facilities



By the end of the year our goal to develop our use of Office 365 had been partially completed thanks to William Culley who joined us during the year as Administrator. William supported several staff members to use Office 365 and by March 2024 work was underway to set up a system using SharePoint to make sharing documents and files easier.

Substantial progress was made during the year to improve our IT and telephone systems. In July 2023 a new digital telephone system was installed which was a huge improvement on the old system, providing us with modern handsets and voicemail. Following the upgrade there is now just one main number for the charity with callers then selecting the department they wish to speak to.

We devised plans for improving our building



Premises

The additional demand for our services over the year and crowded working conditions at our drop-in highlighted the need for our project to improve and reconfigure facilities at Belmont House and upgrade the building to make it fit for purpose. During the year a structural surveyor inspected the property and reported on his findings. Investigations were made into potential sources of funding for the project and draft applications were prepared.

An urgent short-term goal was to replace the boiler serving the drop-in which was declared to be beyond repair in April 2023 following a series of short-term fixes. The new boiler was eventually installed in October 2023 just in time for the arrival of colder weather. We were fortunate to secure funding to cover the cost from Boston Big Local and the Community Organisations Cost of Living Fund.

Clients and Services

Our short-term goals under this heading related to the continuation of our drop-in services and activity sessions with the ultimate aim of empowering clients to move on in their lives. As can be seen from the relevant sections elsewhere in this report we saw some great outcomes during the year. More of the clients attending the morning sessions returned for the activities in the afternoon. A higher number of participants at the activity sessions moved into volunteering roles or paid employment. To assist us with our reporting requirements to Shine we improved the ways in which we recorded the outcomes of those people attending the activity sessions. This made it easier to produce case studies to demonstrate achievements.

Staffing and Volunteers

One of our short-term goals was to obtain additional funding to assist with running our activity sessions. As mentioned elsewhere in this report funding was secured from the East Coast Community Fund to recruit an Activities and Community Coordinator on a 12-month fixed-term contract. Melanie Burt took on this role and did an exceptional job in leading the activity sessions and building up links in the community which resulted in some great outcomes for clients. Although the funding was only for 1 year it helped us to establish a firm foundation for the future development of our activities.

Another short-term goal was to have a more diverse, better trained and larger volunteer base. Good progress was made with this with two Polish-speaking volunteers joining us in the drop-in who were able to help with translation when required. Some of our volunteers also took up opportunities to undertake training in relation to Food Safety, Mental Health Awareness, Manual Handling and Drug Awareness.

Our staff and volunteers undertook training on food safety, mental health first aid and drug awareness



Our Staff Team

There were a few changes to our staff team throughout the year. As is have mentioned elsewhere Melanie Burt joined us in May 2023 as Activities and Community Coordinator, a post funded for one year. With Tom Page retiring from his role as Lead Project Worker in February 2024 and Emma Dransfield -Harness leaving her role as Project Worker in March 2024, Melanie successfully applied for the role of Drop In and Activities Manager and effected a seamless transfer to take up this position at the beginning of March 2024. Callum Thomson was recruited as Activities Coordinator to assist Melanie from the beginning of March 2024.

In June 2023 Asteri Edevane, our Clerical Support Officer, left to move into a different role elsewhere and his role was filled by William Culley, who initially worked on a freelance basis, but moved into a paid role as Administrator in December 2023. This role not only included general admin tasks but also drafting funding applications and providing IT support.

I am proud of our dedicated staff team members who, whatever their role, do their best to provide excellent service despite numerous challenges, not least the limitations of our building.

Our Volunteers

As always, we were extremely grateful for the support received from our wonderful volunteers during the year. Our volunteers are our lifeblood, without whom Centrepoint Outreach would not have been able to develop as it has done over the years.

During the year we were supported by 37 volunteers who together worked 5,356 hours throughout the charity – in our drop-in, shop, food and clothing stores, at our

"My life had been in ruins for four long years when I approached Centrepoint Outreach seeking voluntary work a year and half ago. I'd become a recluse with severe anxiety and had no hope of ever rebuilding my life, often I didn't see the point in carrying on. Centrepoint Outreach provided me with the opportunity and starting block to reintegrate myself into society, it gave me a purpose and provided me with the beginnings of an identity to build upon. I've now completed a year at college studying to be a counsellor and am progressing to the next level, I've never been happier or more at peace in my life. Centrepoint will forever remain a poignant period in my life, the opportunity that provided me with the will to live. A huge thank you to all the staff for their wonderful support and for the treasured memories of everyone associated with this very special charity."

– ***Drop In Volunteer, June 2023***

Volunteers worked 5,356 hours during the year and the total value of their time amounted to £61,272



activity sessions, on our van and providing admin support. Many volunteers tell us how much they themselves get out of volunteering, and the value of those hours when applying the National Living Wage equated to £61,272, a sum we simply could not afford to pay.

In June 2023 we were pleased to have the opportunity say 'Thank You' to our volunteers at a tea party held at The Len Medlock Voluntary Centre. This gave the trustees a chance to thank the volunteers face to face for their support and also gave the volunteers a chance to meet each other. Most only volunteer on one or two occasions a week and so never meet those who work at other times or in different parts of the charity.

We thanked our volunteers at a party in June



Our Trustees

I am very grateful to the trustees for all their support during the year. It is not an easy time to be a charity trustee with the increasing need for more funding due to increased expenses as well as the challenges posed by our premises.

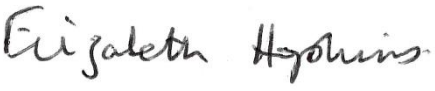
During the year we were sad to say goodbye to Revd Lis Ward when she left Boston to take up a post in Lancashire. Lis was a great support, not only in her role as a member of the Shop Committee, but also in her willingness to volunteer whenever an extra pair of hands was needed.

In February 2024 we were delighted to welcome Nicola Richardson as a new trustee, bringing skills in training and development from her career in business and, before that, in the Civil Service.

I would particularly like to thank Richard Locke-Wheaton who took on the role of Chair in April 2023. It has been great to work with Richard again as not only is he very supportive but also endlessly positive whatever the challenges we face!

Conclusion

I am always humbled at the amazing support we receive which enables us to continue to provide our services for homeless and vulnerable people, and this year was no different. At the end of the year we can look forward positively, being in a more sustainable position financially with a new funding strategy in place. This will help to ensure that we are able to continue to support those who come to us in need, empowering them to bring about positive change in their lives.



Elizabeth Hopkins
CEO

Treasurer's Report
for the year ended 31st March 2024

The reporting year 2023-24 began with the usual financial challenges. The closing year income had just about matched expenditure. On the horizon was a rise in the minimum wage, a replacement boiler needed for the Drop-in Centre, and the internet and phone system to be updated for the digital age. The initial draft budget forecast a deficit of £70,000. Reserves were reviewed, bids for grants initiated, and intercession made to our Heavenly Father.

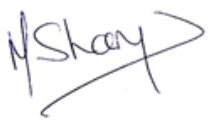
The work of the Building Committee on the development of the existing buildings continued and estimates of the cost of the desired refurbishment obtained. The generous donation and reserved finances could cover around 50%, and a plan to proceed in phases as finance arose was devised. The search for additional grants and other opportunities continued throughout the year, and the project technical planning continued, led by trustee Paul Clark. Meanwhile the essential maintenance of the upgrade of the IT and telephone systems, and the replacement of the gas boilers, went ahead.

Reserves were deposited in the Charities Aid Foundation (CAF) and the Churches, Charities and Local Authorities (CCLA) Investment Management Limited as the returns improved. This also reduced the risk of exceeding the Financial Services Compensation Scheme (FSCS) limit.

A staffing review resulted in a decision to employ a Drop-In and Activities Manager, and an Activities Coordinator, to ensure the success of the activities project continued.

Also administrative support, particularly in respect of identification and application for potential grants, was greatly enhanced during the year by the recruitment of William Culley. At the year-end income met expenditure and the forecast deficit of £70,000 had been turned to a surplus of £23,029. I commend to the Trustees and the charity the team efforts of Liz (CEO), Dixie (Finance Officer) and William (Admin Assistant) in this achievement.

We can look to the future, with hope and optimism based on the continuing responses to the prayers to our Heavenly Father. As it began, the year ends with a significant forecast increase of staff costs in the legal minimum wages, and the task of completing the building refurbishment continues.



Michael Sharp
Treasurer

CENTREPOINT OUTREACH
(LIMITED BY GUARANTEE)

Company Number 3204952 (England & Wales)
Charity Number 1056296

DIRECTORS' AND TRUSTEES' REPORT
AND ACCOUNTS FOR THE YEAR
31 MARCH 2024

Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

CENTREPOINT OUTREACH

CONTENTS

	Page
Company Information	2
Directors' and Trustees' Report	3 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the financial statements	8 - 16

CENTREPOINT OUTREACH

COMPANY INFORMATION

Directors and Trustee:	Mrs AM Austin	
	Mr PA Clark	
	Mrs JM Criddle	
	Mr PF Lawson	
	Mr RO Locke-Wheaton	
	Ms IJ Lebiedowicz	
	Revd AL Taylor	
	Revd E Ward	(Resigned 19th July 2023)
	Mr MJ Sharp	
	Revd SA Clifton	
	Mrs NJ Richardson	(Appointed 21st February 2024)
Company Secretary	Mr MJ Sharp	
Registered Office	Belmont House 15 Red Lion Street Boston Lincolnshire PE21 6PZ	
Company Number	3204952 (England & Wales)	
Charity Number	1056296	
Contact Telephone Number	01205 360900	
Independent Examiner	Nicola Lenton FCCA Dexter & Sharpe The Old Vicarage Church Close Boston Lincolnshire PE21 6NA	

DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The directors and trustees present their report and the financial statements for the year ended 31 March 2024. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

Governing document
The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with Companies House.

Objects of the charity
The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Organisation
A board of trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

Review of activities and future developments

The charity has continued its programme of providing a drop in as a meeting point for homeless and other vulnerable people in and around Boston. It operates 6 days a week. At the centre drinks, snacks, a smiling face and a listening ear are on offer. Our project workers, assisted by volunteers are able to provide comfort and professional assistance in dealing with client queries and referring to other agencies. They work on a one-to-one basis with certain clients to empower them to bring about lasting positive changes in their lives.

Our furniture delivery service has continued its job of recycling useful items of household furniture. The charity also maintains a stock of essential items which are distributed by our staff and volunteers to provide basic equipment for setting up a home. As well as providing a daily hot snack we have continued to issue clean clothing and sleeping bags to individuals who are homeless. Our drop in also provides a shower, washroom and phone charging service for people with no access to these facilities.

The charity has continued to provide afternoon activity sessions based around cooking, art and craft and music/board games. These sessions provide life skills training opportunities as well as improved mental health and wellbeing for those taking part. Positive results of interaction with clients are recorded.

Fundraising through the shop has continued to be one of our main sources of unrestricted core funding. Although affected by the general pressure on retail the trustees are pleased to report an increase in the net trading income. The shop is the primary face of Centrepoint Outreach to the general public.

The vision of the charity is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential. To help achieve that vision the charity has continued to work with its strategic plan which is constantly reviewed. As a result the trustees have sought longer term funding (which was obtained after the year-end) from various providers. The trustees have also appointed a new administrator to assist with implementing the funding and IT strategies.

Further information regarding results and ongoing projects can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

Risk management
The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

Reserves policy
The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £104,301 against a requirement of £59,344. The trustees are actively researching further sources of income.

Directors and trustees
All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

Public benefit
The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

Statement of trustees' responsibilities
The trustees 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 18th September 2024 and signed by order of the board.



M J Sharp
Company Secretary

CENTREPOINT OUTREACH

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CENTREPOINT OUTREACH

I report on the accounts of the charitable company for the year ended 31 March 2024 set out on pages 6 to 16.

Responsibilities and basis of report
As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



NICOLA LENTON FCCA
Independent Examiner
Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

18th September 2024

CENTREPOINT OUTREACH

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

Notes		Unrestricted £	Designated £	Restricted £	2024 £	2023 £
	Incoming resources					
	Income and resources from generated funds					
	Voluntary Income					
	Donations and legacies	**31,066**	-	-	**31,066**	54,530
	Gift aid and pledges	**3,053**	-	-	**3,053**	5,566
	Income tax recovered	-	-	-	-	-
2	Grants received	**58,500**	-	**80,733**	**139,233**	78,032
		92,619	-	**80,733**	**173,352**	138,128
	Activities for generated funds					
	Fundraising ventures	**1,964**	-	-	**1,964**	2,931
3	Trading income	**47,880**	-	-	**47,880**	42,274
		49,844	-	-	**49,844**	45,205
	Investment income					
	Bank Interest	**2,635**	-	-	**2,635**	484
	Other incoming resources	**170**	-	-	**170**	215
	Total incoming resources	**145,268**	-	**80,733**	**226,001**	184,032
	Resources expended					
	Cost of generating funds					
	Depreciation, etc.	**3,552**	-	-	**3,552**	8,591
	Fundraising expenses	**20**	-	-	**20**	20
3	Trading expenses	**35,404**	-	-	**35,404**	33,181
		38,976	-	-	**38,976**	41,792
4	*Costs of charitable activities*	**48,427**	-	**86,048**	**134,475**	87,945
	Other costs					
5	Management and administration	**34,836**	-	**4,315**	**39,151**	33,354
	Total expended resources	**122,239**	-	**90,363**	**212,602**	163,091
	Net incoming/(outgoing resources)					
	before transfers	**23,029**	-	**(9,630)**	**13,399**	20,941
	Transfers	**1,742**	-	**(1,742)**	-	-
	Net movement in funds	**24,771**	-	**(11,372)**	**13,399**	20,941
	Reconciliation of Funds					
	Balances brought forward as at 1 April 2023	189,097	35,000	132,062	356,159	335,218
	Balances carried forward at 31 March 2024	**213,868**	**35,000**	**120,690**	**369,558**	356,159

All income and expenditure has arisen from continuing activities.

The notes on pages 8 to 16 form part of these accounts

CENTREPOINT OUTREACH
COMPANY NUMBER: 3204952 (LIMITED BY GUARANTEE)

BALANCE SHEET AS AT 31 MARCH 2024

Notes		£	2024 £	£	2023 £
	Fixed assets				
7	Tangible fixed assets		**75,887**		77,261
	Current assets				
8	Debtors	**10,267**		2,532	
	Deposit account	**96,920**		125,677	
	Restricted account	**128,768**		125,437	
	Fixed rate saver	**60,000**		-	
	Cash at bank and in hand	**24,014**		29,698	
		319,969		283,344	
9	**Creditors:** amounts falling due within one year	**(26,298)**		(4,446)	
	Net current assets		**293,671**		278,898
			369,558		356,159
11	Deferred grant		-		-
	Total assets less current liabilities		**369,558**		356,159
	Capital				
12	Unrestricted funds		**213,868**		189,097
	Designated funds		**35,000**		35,000
13	Restricted funds		**120,690**		132,062
			369,558		356,159

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with FRS102 SORP.

The financial statements were approved by the Board of Trustees on 18th September 2024 and were signed on its behalf by:

Richard Locke-Wheaton
Director

The notes on pages 8 to 16 form part of these accounts

1. ACCOUNTING POLICIES

Basis of preparation of financial statements
The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

Cashflow statement
The charitable company has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement.

Going concern
The financial statements are prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

Taxation
The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

Grants received
Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

1. ACCOUNTING POLICIES continued

Tangible fixed assets and depreciation
Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis
Computer equipment	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant. Any capital item costing below £500 is written off to revenue in the year in which it is incurred.

Income
Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

Fundraising costs/ trading expenses
Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

Governance costs
Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

Unrestricted funds
Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds. Within unrestricted funds are designated funds, where the trustees have provided for specific future risks.

Restricted funds
Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

2. GRANTS RECEIVED

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Boston Borough Council	**6,000**	-	**6,000**	5,000
Worth Waynfleet Foundation	**20,000**	-	**20,000**	15,000
Medlock Charitable Trust	**20,000**	-	**20,000**	25,000
Boston Town Area Committee	-	**500**	**500**	-
Alan Boswell	-	**7,607**	**7,607**	-
Boston Big Local	-	**1,500**	**1,500**	-
Asda Foundation*	-	-	-	5,474
The East Coast Community Fund	-	**34,350**	**34,350**	-
Cost of Living Fund	-	**30,103**	**30,103**	-
Skylarks Endowment Trust	**2,000**	-	**2,000**	-
East Midlands Business Revival Grant	-	-	-	1,000
Boston Borough Council – Household Support Fund	-	**500**	**500**	3,720
Lincolnshire County Council – Shine Project	-	-	-	9,219
ASDA Foundation	-	**600**	**600**	2,500
Boston Foodbank – Foodbank Project	-	**5,573**	**5,573**	3,886
Wave 11	-	-	-	7,233
Platform Housing	**500**	-	**500**	-
Anonymous	**10,000**	-	**10,000**	-
	58,500	**80,733**	**139,233**	78,032

*A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019. The amount shown above is the proportion released as income in accordance with the policy for capital grants.

3. TRADING INCOME AND EXPENDITURE

The charity operates a shop for selling donated goods to generate additional income. The trading results of the year are shown below:

		2024		2023
	£	£	£	£
Sales		**47,880**		42,274
Expenditure				
Premises costs	**1,577**		2,457	
Salaries and related costs	**32,825**		29,473	
Other overheads	**1,002**		1,251	
		35,404		33,181
Net trading income for the year		**12,476**		9,093

4. CHARITABLE ACTIVITIES

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Salaries	**37,637**	**58,284**	**95,921**	65,625
Rates and water	**707**	**165**	**872**	624
Light and heat	**994**	**2,083**	**3,077**	3,156
Food and requisites	**1,122**	**1,624**	**2,746**	7,109
Motor and travelling	**1,663**	**99**	**1,762**	2,446
Repairs and renewals	**3,180**	**17,830**	**21,010**	3,257
Arts and crafts	**1,377**	**5,603**	**6,980**	3,278
Telephone	**1,632**	**158**	**1,790**	1,312
Cleaning	**80**	**-**	**80**	25
Training	**-**	**202**	**202**	1,092
PAYE interest	**-**	**-**	**-**	10
Sundries	**35**	**-**	**35**	11
	48,427	**86,048**	**134,475**	87,945

5. OTHER COSTS

Salaries	**22,504**	**1,748**	**24,252**	19,373
Light and heat	**199**	**416**	**615**	631
Insurance	**2,491**	**1,680**	**4,171**	4,280
Postage and stationery	**395**	**64**	**459**	553
Telephone	**326**	**32**	**358**	251
Internet costs	**1,615**	**-**	**1,615**	1,828
Licences, fees and subscriptions	**1,534**	**-**	**1,534**	2,576
Independent examiner's fee	**1,560**	**-**	**1,560**	1,680
Computer expenses	**-**	**-**	**-**	2,000
Bank charges	**175**	**-**	**175**	182
Professional fees	**4,037**	**375**	**4,412**	-
	34,836	**4,315**	**39,151**	33,354

6. EMPLOYEE COSTS

Gross wages and salaries	**146,946**	112,064
Employer's national insurance	**4,443**	1,556
Pension costs	**1,609**	851
	152,998	114,471

The average number of employees was 10 (4 full-time and 6 part-time) (2023– 9).
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 4 and 5 above, as the total in note 6 includes shop staff which is included in trading expenses on the Statement of Financial Activities.

No employee received remuneration exceeding £60,000. Key management costs amounted to £32,036. The pension scheme is a defined contribution scheme taken up by 3 employees and operating through NEST.

7. TANGIBLE FIXED ASSETS

	Belmont House £	Van £	Computer Equipment £	Total £
Cost				
At 1 April 2023	**140,837**	**27,362**	**1,498**	**169,697**
Additions	**-**	**-**	**2,178**	**2,178**
Disposals	**-**	**-**	**-**	**-**
At 31 March 2024	**140,837**	**27,362**	**3,676**	**171,875**
Depreciation				
At 1 April 2023	**64,774**	**27,362**	**300**	**92,436**
On disposals	**-**	**-**	**-**	**-**
Charge for the year	**2,817**	**-**	**735**	**3,552**
At 31 March 2024	**67,591**	**27,362**	**1,035**	**95,988**
Net book amount				
At 31 March 2024	**73,246**	**-**	**2,641**	**75,887**
At 31 March 2023	76,063	-	1,198	77,261

8. DEBTORS

	2024 £	2023 £
Gift Aid	**694**	206
Sundry debtors and prepayments	**2,202**	2,326
Other debtors	**7,371**	-
	10,267	2,532

9. CREDITORS – amounts due within one year

Deferred income	**20,000**	-
Credit card	**498**	318
Accruals	**3,690**	2,592
Pension	**243**	-
Taxation and social security costs	**1,867**	1,536
	26,298	4,446

10. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

The Statement of Financial Activities for the year ended 31 March 2023 is included for comparison purposes.

	Unrestricted £	Designated £	Restricted £	Total £
Incoming resources				
Income and resources from generated funds				
Voluntary Income				
Donations and legacies	**54,530**	-	-	**54,530**
Gift aid and pledges	**5,566**	-	-	**5,566**
Income tax recovered	-	-	-	-
Grants received	**45,000**	-	**33,032**	**78,032**
	105,096	-	**33,032**	**138,128**
Activities for generated funds				
Fundraising ventures	**2,931**	-	-	**2,931**
Trading income	**42,274**	-	-	**42,274**
	45,205	-	-	**45,205**
Investment income				
Bank Interest	**484**	-	-	**484**
Other incoming resources	**215**	-	-	**215**
Total incoming resources	**151,000**	-	**33,032**	**184,032**
Resources expended				
Cost of generating funds				
Depreciation, etc.	**3,117**	-	**5,474**	**8,591**
Fundraising expenses	**20**	-	-	**20**
Trading expenses	**33,181**	-	-	**33,181**
	36,318	-	**5,474**	**41,792**
Costs of charitable activities	**75,818**	-	**12,127**	**87,945**
Other costs				
Management and administration	**29,496**	-	**3,858**	**33,354**
Total expended resources	**141,632**	-	**21,459**	**163,091**
Net incoming/(outgoing resources)				
before transfers	**9,368**	-	**11,573**	**20,941**
Transfers	**1,115**	-	**(1,115)**	-
Net movement in funds	**10,483**	-	**10,458**	**20,941**
Reconciliation of Funds				
Balances brought forward as at 1 April 2022	178,614	35,000	121,604	335,218
Balances carried forward at 31 March 2023	**189,097**	**35,000**	**132,062**	**356,159**

All income and expenditure derive from continuing activities

11. DEFERRED GRANT

	2024 £	2023 £
Amount brought forward/grant received	-	5,474
Amount charged to restricted fund income in the year	-	(5,474)
Amount carried forward	-	-

A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019. This is being released to restricted income over five years in accordance with capital grant policy.

12. UNRESTRICTED FUNDS

Undesignated unrestricted funds	**213,868**	189,097
Designated funds – Buildings and Facilities Development Fund	**35,000**	35,000

The Trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Buildings and Facilities Development Fund as Belmont House is in need of substantial investment.

13. RESTRICTED FUND

	Balance at 1/4/23 £	Incoming Resources £	Expenditure £	Depreciation £	Transfer from/ (to) general £	Deferred Income £	Balance at 31/3/24 £
Wave 11	2,342	-	(2,138)	-	(204)	-	-
Donation	120,000	-	-	-	-	-	**120,000**
C&D	182	-	(182)	-	-	-	-
BBC – HSF4	-	500	-	-	-	-	**500**
Boston Foodbank - Foodbank Project	26	5,573	(5,573)	-	(26)	-	-
ASDA Foundation	563	600	(1,213)	-	50	-	-
LCC – Shine Project	8,949	-	(8,953)	-	4	-	-
Boston Town Area Committee	-	500	(310)	-	-	-	**190**
Alan Boswell	-	7,607	(7,607)	-	-	-	-
ASDA Foundation – Empowering Local Communities	-	1,500	(1,500)	-	-	-	-
The East Coast Community Fund	-	34,350	(33,624)	-	(726)	-	-
Cost of Living Fund	-	30,103	(29,263)	-	(840)	-	-
Balance at 31 March 2024	**132,062**	**80,733**	**(90,363)**	**-**	**(1,742)**	**-**	**120,690**

Wave 11 - LCC Managed Care Network — A grant was received for the provision of mental health support through activities.

Donation — A donation was received for the refurbishment and upgrade of the premises.

Consultancy & Development — A grant was received from the Bishop of Lincoln's Social Justice Fund for consultancy and continued development of our services.

BBC – Household Support Fund — To offer support to vulnerable communities.

13. RESTRICTED FUND CONTD...

Boston Foodbank – Foodbank Project	Funding received for the provision of housing support to the clients of Boston Foodbank.
Asda Foundation	Two grants were received from the Empowering Local Communities Fund. One was for the purchase of food for a Chriatmas party and to purchase warm winter clothing and essentials for clients. The other was to support refugees with clothing, household items, toiletries and food.
LCC Shine Project	Funding from the Shine Suicide Prevention Fund Wave 3 for the provision of mental health support through activities.
Boston Town Area Committee	To purchase food and supplies for the 'Cook Along With Us Sessions'.
Alan Boswell Group Charitable Trust	To fully refurbish the shower facilities for the use of clients in our drop-in centre.
The East Coast Community Fund	For activities and community engagement.
The Government's Community Organisations Cost of Living Fund	Support for the Charity to deal with the increase in the cost-of-living.

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted £	Restricted £	2024 Total £
Tangible assets	**75,887**	**-**	**75,887**
Debtors	**10,267**	**-**	**10,267**
Cash at bank	**189,012**	**120,690**	**309,702**
Creditors	**(26,298)**	**-**	**(26,298)**
	248,868	**120,690**	**369,558**

Unrestricted funds noted above include unrestricted general funds, which represent the free funds of the charity which are not designated for a particular fund.

	Designated Funds £	Unrestricted General Funds £	Total Unrestricted Funds £
Tangible assets	**-**	**75,887**	**75,887**
Debtors	**-**	**10,267**	**10,267**
Cash at bank	**35,000**	**154,012**	**189,012**
Creditors	**-**	**(26,298)**	**(26,298)**
	35,000	**213,868**	**248,868**

		2024 Total £	2023 Total £
15.	**SURPLUS FOR THE YEAR**		
	This is stated after charging:		
	Depreciation of tangible fixed assets owned by the charity	**3,552**	8,591
	Independent examiner's fee	**1,560**	1,680

16.	**DEFERRED INCOME**	
	Balance at 1 April 2023	-
	Deferred income in year	**20,000**
	Released to SOFA during year	-
	Balance at 31 March 2024	**20,000**

17. DONATED GOODS, FACILITIES AND SERVICES

	2024		2023	
	No.	**£**	**No.**	**£**
Volunteers	**37**	**61,272**	34	52,017

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage.

18. RELATED PARTY TRANSACTIONS

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

19. LEGAL STATUS OF THE CHARITABLE COMPANY

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.

CENTREPOINT OUTREACH

England & Wales - Charity number 1056296

Accounts

CENTREPOINT OUTREACH

ANNUAL REPORT 2022 - 2023



/centrepoint.outreach
/centrepointoutreach

01205 360900
www.centrepoint-outreach.com

Belmont House, 15 Red Lion Street
Boston PE21 6PZ

Company Reg 3204952
Registered Charity 1056296

Chairman's Report
for the year ended 31st March 2023

This is my second term as chairman and again it makes one feel incredibly privileged to be leading a charity which strives so hard for the homeless and vulnerable people in Boston and the surrounding area. It is also very humbling to witness the actual work carried out by our staff and volunteers, which at times can be very challenging.

It has been a pleasure to take over from our previous chairman Peter Lawson who has done a sterling job over the past 6 years, including steering the charity through the challenges presented by the Covid epidemic. I believe we have come out stronger through continuing to adapt our services to help meet the ever-changing needs of our clients, being their voice and maintaining a consistent non-judgmental approach.

During the year we were delighted to welcome a whole new team in the drop in, Tom Page as lead project worker and Emma Dransfield-Harness and Mark Plummer as part-time project workers, together developing a new positive team.

Finances continue to be an ongoing challenge, however, as previous years we seem to be in a position where our income just about, but only just, matches our expenditure. This year we managed a small surplus from starting the year with a budget showing a £72,000 deficit. Undoubtedly the hard work of our CEO, the staff, volunteers and trustees who promote the positive work of our organisation at every opportunity has helped to develop successful income sources.

Our charity shop also plays a vital role in this, promoting the work of Centrepoint Outreach and creating an income to support our core costs. The trading environment has and will continue to be very challenging, and we must thank our Shop manager, deputy and all the shop volunteers who try so hard to maximise sales through attractive window and shop floor displays and giving customers a warm welcome.

It is the generosity of our funders and donors both large and small which enables us to maintain consistency and helps to ensure that we are able to continue to deliver our services to people in need.

We reported at our last AGM that we had received an extremely generous donation from two donors. This was kindly provided to enable us to develop our premises, to help us operate as we would wish to meet our clients' needs. Understanding that the redevelopment is a relatively long-term project the trustees have made steady progress; architectural plans have been drawn up, discussions have taken place on dividing the project into different phases and additional funding options have been explored.

It is without question the commitment and dedication of all those involved in the running of Centrepoint Outreach that make it the success that it is.

I would therefore like to take this opportunity to thank the Trustees for their ongoing support, the commitment of all the staff, the volunteers who without whom we could not function and a special thanks must go to our CEO, Liz Hopkins, who works tirelessly on our behalf, goes above and beyond while constantly promoting the charity and keeping its profile in front of the public.



Richard Locke-Wheaton
Chairman

Chief Executive Officer's Report for the year ended 31st March 2023

Introduction

This report covers the financial year 2022-23 which was the first year since the pandemic that we were able to provide our full range of services for the whole year. Whilst reflecting on the year, I realised that some things will probably never return to how they were pre-pandemic. For example, we now attend far fewer meetings in person, with the vast majority now being held online.

One thing that has sadly not changed is the large number of individuals requiring support as a result of homelessness, mental health issues or just due to having fallen through the gaps in the system. We continued to do our best to support these individuals both through our drop in sessions and our activity sessions and have seen some very positive outcomes which are outlined in this report.

Our services

Drop In Support and Advice Sessions

During the year we continued to provide drop in sessions 6 mornings a week at our premises in Red Lion Street, Boston. The primary purpose of the drop in sessions is to meet clients' basic needs and, whilst anyone in need can attend, they are mainly targeted at individuals who are homeless or at risk of homelessness. During the year we reintroduced the provision of a daily hot snack for all visitors to the drop in. We had provided food support in different ways during the pandemic but felt that it was necessary to reintroduce the daily hot snack when the number of people sleeping rough started to increase.

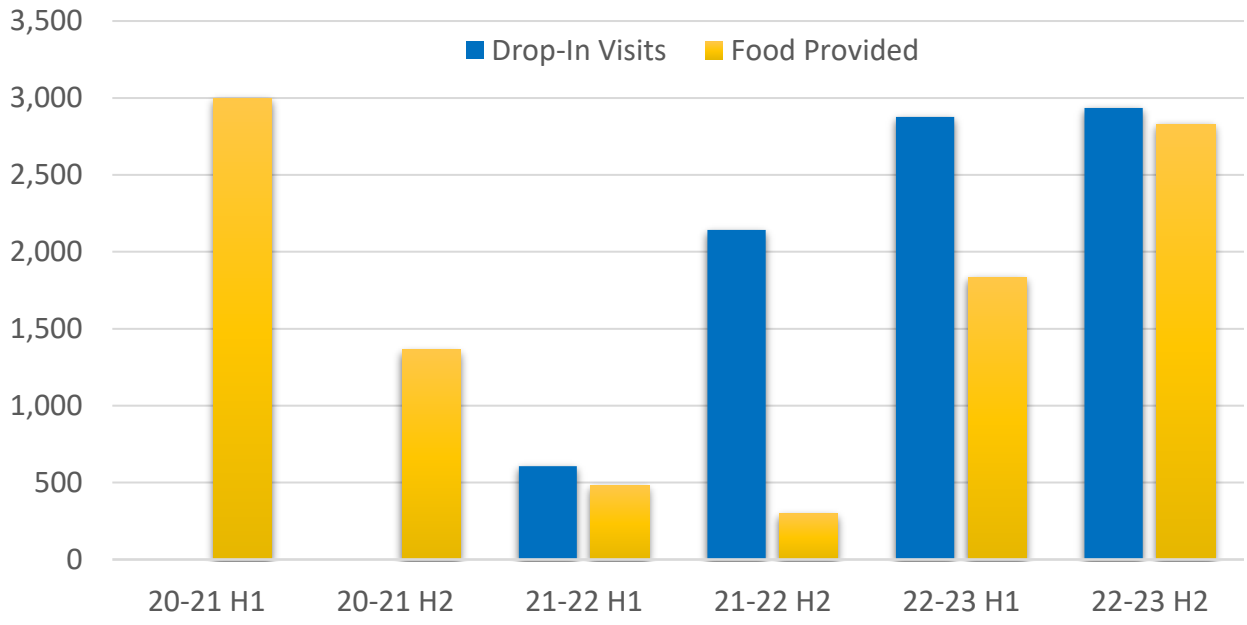


Figure 1: Drop In Visits and Food Provided, 2020-2023

The graph in *Figure 1* shows how both the number of visits to the drop in and the provision of food (including hot snacks and food parcels) has changed over the past three years. At the start of the pandemic, we closed our drop in centre which is why no visits are shown for the period 2020-21. Since 2021 the number of drop in visits steadily increased as our services reopened. During the pandemic the majority of the support we provided involved the provision of food, hence the high figure for food related support in 2020-21. This fell right back last year and has increased again in 2022-23 due to the reintroduction of daily hot snacks in the drop in.

Homelessness in Boston

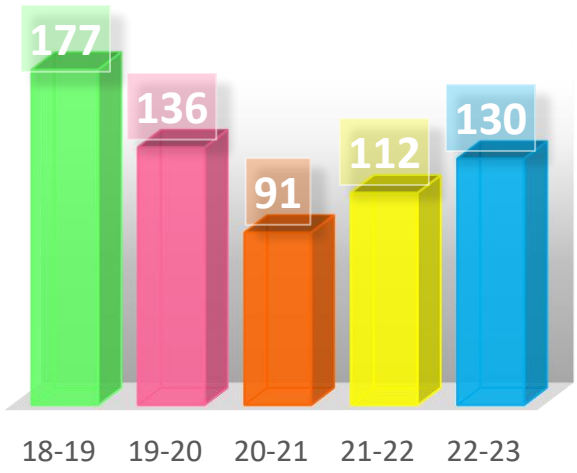


Figure 2: Individual Homeless Presentations by Year

During the pandemic the 'Everyone In' initiative virtually ended rough sleeping overnight with anyone known to be rough sleeping being offered accommodation in a local hotel. The hotel continued to be used to provide short-term temporary accommodation until 31st March 2022 but on or around that date the remaining occupants in the hotel were asked to leave. Although several people had moved to alternative accommodation during the pandemic, unfortunately some of those leaving the hotel at the end of March 2022 returned to the streets.

This led to an increase in the number of people presenting to us as homeless. For example, in April 2022 we received visits from 48 people who were either rough sleeping, sofa surfing or in temporary accommodation, more than double the 23 people who had presented in April 2021. During 2022-23 homeless numbers reached a height of 55 in September 2022 and then decreased before ending the year with 47 people presenting as homeless in March 2023.

Over the course of the year a total of 130 individuals presented to us as homeless which was an increase of 16% from the previous year. Please see graph at *Figure 2*.

As can be seen from the graph at *Figure 3* the highest number of presentations fell within the 40 49 age range.

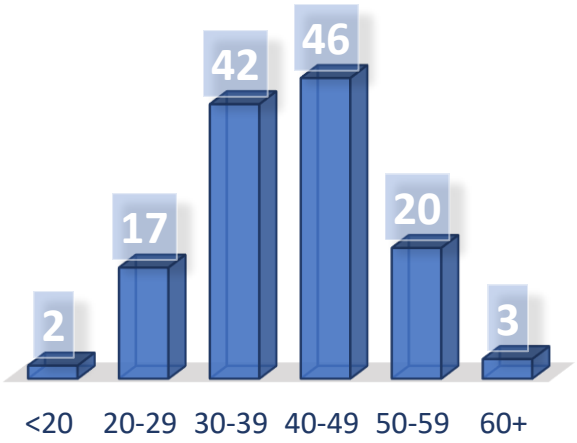


Figure 3: Homeless Presentations by Age, 2022-23

The majority of the people presenting as homeless were EU nationals, continuing a trend we had spotted at the end of last year. The pie chart below gives breakdown of those individuals by nationality.

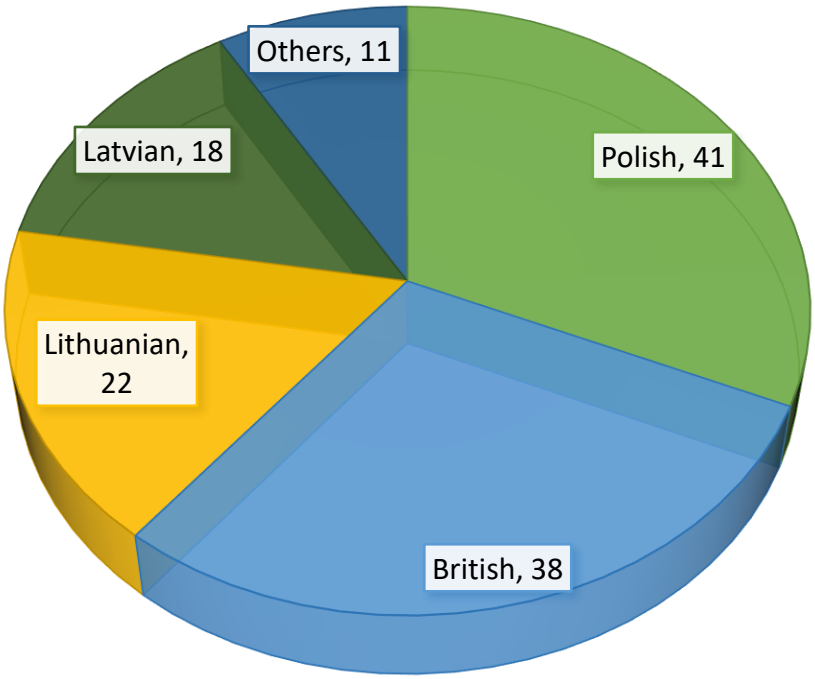


Figure 5: Homeless Presentations by Nationality, 2022-23

A concerning trend we noticed was the increasing number of EU nationals who had been in the UK for several years but who had not applied for Settled Status. Although it was possible to submit a late application, in some cases when clients tried to do this, they realised that their passport had expired. Without Settled Status they could no longer work legally and without the necessary funds could not afford to travel to their embassy (which involved a trip to London or Manchester) to obtain a new one. They therefore found themselves in a Catch 22 situation. Boston Borough Council was able to support some clients to obtain new passports and Settled Status but, at the time, there was no specific funding to enable everyone in need to be supported. When support was provided, however, it enabled people to move on (see Iryna's case study later on page 10 of this report).

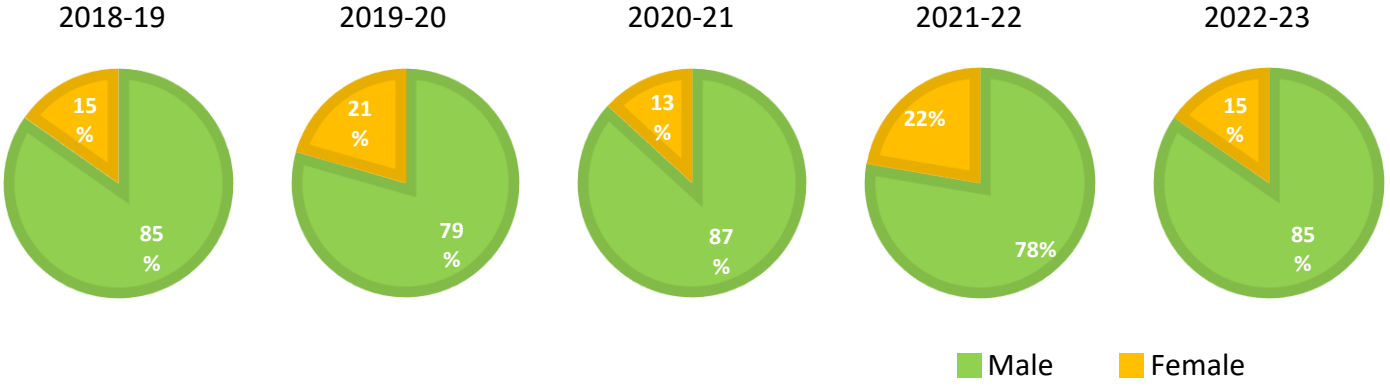


Figure 4: Homeless Presentations by Gender, 2018-19 to 2022-23

As in previous years the majority of people presenting to us as homeless were men. See figure 5 above.

Support provided for people who were homeless

Individuals who were rough sleeping could book a slot to use our shower facility and we continued to wash the clothing of those people taking showers and provided replacement clothing in appropriate cases.

In addition to these services we also offered a phone charging service and allowed clients to use our address as a care of address for official mail.

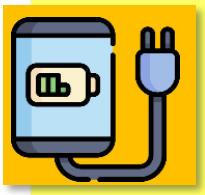
During the year many of the homeless individuals we supported did manage to obtain accommodation. It is difficult for us to keep records of the number of clients accommodated as we often do not know when this happens – we simply do not see them anymore. However, over the year we are aware that 14 of the people we supported were accommodated. We also know that as well as UK nationals, an increasing number of foreign nationals secured accommodation. This became possible when individuals were granted Settled Status as they could then apply for Universal Credit which, in many cases also included the housing element.



1,067 Showers were taken by **104** individuals.

Clothes washed on **774** occasions for **93** individuals.





Phones charged on **794** occasions for **95** individuals.

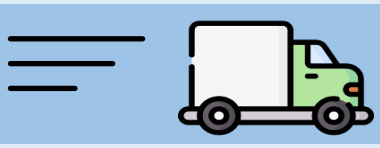
Clothes provided on **747** occasions for **118** individuals.



Household Support Fund

We were pleased to once again partner with Boston Borough Council to distribute Tesco vouchers and vouchers to purchase boots under the Household Support Fund. The food vouchers were passed on to 13 individuals and families who were struggling to make ends meet and 10 homeless clients were supported to purchase boots.

At the start of 2023 we received a further tranche of monies from the Household Support Fund to make up winter warmer packs which were distributed to 46 homeless clients.



Our van made **118** trips to collect **367** items of furniture

We made **42** trips to deliver **91** items to formerly homeless individuals. Other donated items were sold in our shop

Other support provided

We are very grateful for all the items of furniture which were donated to us during the year. We noticed that as household incomes were squeezed people tended to hold onto their furniture for longer but, nevertheless, we received many quality items which we were either able to pass onto people moving into accommodation following a period of homelessness or sell in our charity shop.

Partnership working

When looking back over clients' journeys it is apparent that the best outcomes are usually achieved when several partner agencies are involved. The part we play through our drop in sessions is to support clients when they are at their lowest point by helping to meet their basic needs as well as providing emotional support. We signpost clients to organisations who are able to give more in-depth support and we greatly value the relationships we have with all our partner agencies.

Over the year we made 660 referrals to partner agencies and a breakdown of this figure is shown in the illustration to the right. In the section below we mention just some of the partner agencies we work with.

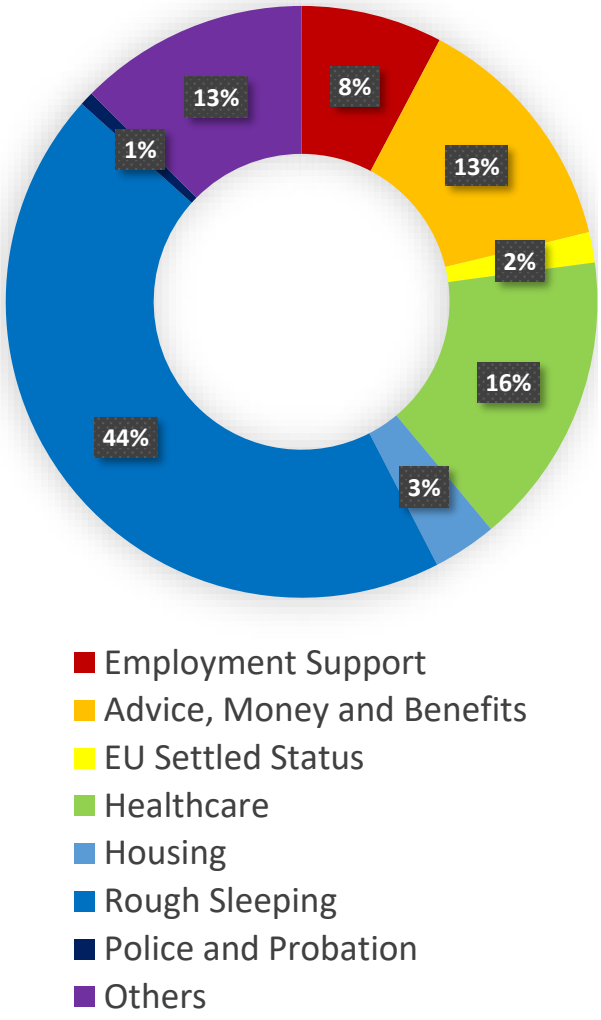


Figure 6: Referrals to Partner Agencies 2022-23

Rough Sleeping Intervention (RSI) Team

The highest number of referrals was made in connection with rough sleeping and during the year we continued to work closely with Boston Borough Council's RSI team. Unfortunately, members of the Team were not able to attend our drop in sessions in person after August 2022 as the only meeting room we had available was not suitable for their requirements, but nevertheless we were able to make referrals by email and we were in almost daily contact with the Team.

When someone who is rough sleeping first presents to us looking for help with finding accommodation we obtain as much information as possible to enable us to make a referral to the RSI Team. This includes details of their sleeping location to enable the Team to find them whilst on outreach. The challenge is that many individuals are either not willing to disclose where they are sleeping, or they are not there when the team visit, which can result in them not being found for some time. In cases where clients are initially reluctant to provide the necessary information, we continue to encourage them to do so and find that eventually they often do become willing to cooperate when they realise that this is a necessary first step to receiving the support they need.

As in previous years we worked with the RSI Team in connection with the annual rough sleeping count/estimate by making sure they had up to date sleeping locations of all individuals known to be rough sleeping (who were willing to provide that information) on the day before the count. The count/estimate is an annual exercise which the government asks all local authorities to conduct to provide a snapshot of the number of people in their area

who are rough sleeping on one night of the year. It is acknowledged that the exercise does not produce an accurate figure but merely provides an indication of the extent of rough sleeping throughout the country. In 2022 the number of people found rough sleeping in the Boston area was 5, one less than the previous year, which was certainly not reflective of the numbers we were seeing in the drop in.

Boston Neighbourhood Team and Multi-Disciplinary Team (MDT) Meetings



At the start of the year we were pleased to be invited to take part in the weekly Multi- Disciplinary Team (MDT) meetings organised by Boston Neighbourhood Team. During the following months we were able to raise individuals who were falling through the net and not receiving the health support they needed. We were also on occasion able to assist other agencies in respect of individuals they had raised.

We were grateful to members of the Neighbourhood Team for attending our drop in at various points throughout the year to support clients with their health needs including the delivery of flu jabs.



We also attended a networking event held by the Neighbourhood Team and Boston Primary Care network at the Gliderdrome in Boston. It was such a well-attended event which provided a perfect opportunity to meet with partner agencies that we resolved to have a stand ourselves at next year's event.

HepC Team

Members of the HepC Team held testing sessions at our premises on 3 occasions during the year, carrying out 26 tests in total.

Provision of housing support to clients of Boston Foodbank



We were delighted to be included as part of a successful funding application by the Trussell Trust to provide housing-related support to clients of Boston Foodbank. Emma Dransfield-Harness took on the role of providing this support for 8 hours a week, supported by Mark Plummer as and when required. After a slow start we began to receive regular referrals and were able to support clients to join the housing register for social housing, obtain accommodation, make claims for the housing element of Universal Credit and pursue issues relating to the condition of rented properties.



Lincolnshire Homeless Partnership

During the year we welcomed the opportunity to take part in Lincolnshire Homeless Partnership meetings. The group was established as part of the new Lincolnshire Homelessness Strategy and, as well as attending the main meetings, we also took part in a sub-group which looked at how to protect the most vulnerable individuals.

Our Along With Us Activity Sessions



Our morning drop in sessions are targeted mainly at meeting people's basic needs. We want to do more than this, however, and our Along With Us activity sessions are part of the process of empowering clients to bring about positive change in their lives. They are designed to support individuals wishing to improve their circumstances by providing opportunities for life skills training and improved wellbeing. The activity sessions followed the same format as last year with six sessions taking place each week. They were aimed at individuals who were homeless, newly accommodated or at risk of homelessness and also people experiencing mental health issues or social isolation. The activities were based around cooking, art and craft, and board games/music. During the course of the year 86 individuals took part in one or more of the activity sessions.

"I come here for the company so that I'm not at home by myself. When I'm at home I go back into myself and so it is good for me to be with other people."

'Cook Along With Us' participant

During the year the activity sessions were led either by volunteers or by, Tom Page, the Lead Project Worker. Tom did a great job enabling the sessions to continue despite the challenges of combining this with his project worker role. However, it demonstrated that ideally we needed a member of staff with specific responsibility for organising and leading the sessions and during the year we were pleased to secure funding to enable us to do this in 2023-24.

We were extremely grateful to receive funding from the Managed Care Network Wave 11 for 2022-23 which covered the room hire charges for using the kitchen at Centenary Church where we held our Cook Along With Us sessions. The funding also provided a contribution to staff costs, new tables for our Create Along and Chill Along sessions and enabled 6 of our members of staff to undertake either Mental Health Awareness or Mental Health First Aid training.

We were pleased to be introduced to the Boston Mental Health Partnership Board by a representative of Shine (who managed the Wave 11 funding) as this provided the opportunity to raise awareness of our activities with other agencies which in turn led to more referrals.

We regularly posted pictures on Facebook of meals produced at Cook Along sessions and items created at the Create Along sessions. Several of the participants followed us on Facebook and liked or commented on the posts.

"I like the fact that the activities do not take place in a massive room as it makes me feel more confident talking about things."

'Create Along With Us' participant

Although we did not show the faces of participants, they told us that it made them feel good to see pictures of their work. We also received many positive comments from followers of our page which, again, boosted the self-esteem of the participants as well as creating links with the wider community.

During the year…



Three participants moved on to volunteering roles with us or elsewhere.

One participant moved into paid employment.

The Along With Us project brought together participants of different nationalities and backgrounds who were facing a variety of different mental health and other issues, all of whom supported each other through undertaking shared activities. Some of the participants did not speak much English but nevertheless they all found ways to communicate whether through art and craft, cooking or playing games.

Benefits of attending 'Along With Us' activity sessions…

- Increased confidence.
- Improved wellbeing.
- Reduced feelings of social isolation.
- Opportunity to discuss worries, resulting in signposting to relevant agencies.
- Signposting to other groups including Beam Café and Multiply sessions.

We were told by participants how much better they felt after attending an activity session. A participant with anxiety issues said that sometimes she did not feel in a good place before she attended a session, but she felt so much more relaxed afterwards. Another participant talked about how she tended to bottle things up but once she had shared problems nothing seemed as bad as she had first thought. One of the participants used to have frequent panic attacks but by getting into a routine of attending the Cook Along sessions they grew in confidence and the number of panic attacks they experienced reduced.

As well as reducing social isolation, the other main benefit participants reported was increased confidence. In some cases that came from learning new skills such as how to cook simple, healthy meals and, in other cases, it was from meeting and chatting to new people.

We were delighted that during the year 3 participants at the sessions took up volunteering roles either with us or elsewhere and 1 participant took up paid employment.

One of the unexpected benefits of the project was how much it benefited some of the volunteers who got involved. For example, a volunteer who led some of our cooking sessions was experiencing physical and mental health issues but leading the cooking sessions helped to improve his self-esteem and gave him something to focus on when going through some difficult times.

"If I wasn't here, I would be at home on my own watching TV or doing word searches. I come here to be in a different environment."

'Create Along With Us' participant

Cook Along With Us

During the year we held 89 Cook Along sessions which were attended by 28 individuals on 245 occasions. We were pleased to receive a donation of £900 from Churches Together in Boston to enable us to purchase food for use at the Cook Along sessions.

At the sessions participants learnt how to cook healthy meals on a budget using fresh ingredients whenever possible. Dishes included Quiche Lorraine, Chicken Tikka Masala, Moussaka, and apple pie. At one of the cooking sessions participants learnt how to cut up a whole chicken and how the meat could be used to provide several meals in a week.

Whilst talking to one of the cooking participants we enquired as to whether she had ever tried cooking any of the recipes at home. She told us that she had cooked Spaghetti Carbonara on several occasions and that her friends kept asking her to make it when they came round as they enjoyed it so much.

At one of the cooking sessions in May 2022 the participants made Bacon and Broccoli pasta and one of them commented "Ooh this is to die for! I'll definitely be making this again at home!"

Also in May participants learnt how to make Spicy Sausage Pie and the surplus portions were made available to clients visiting our drop in centre. It proved to be very popular and many positive comments were received including from one person who commented that he gave it "10 out of 10!" Receiving positive feedback such as this provides the participants with a huge boost to their confidence.







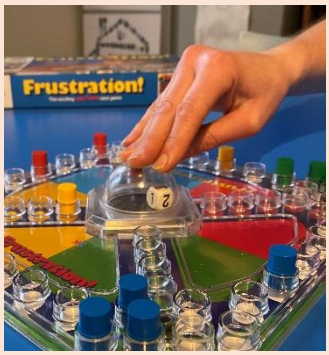
Case Study

Matthew started attending the Cook Along sessions in 2021 following a breakdown. As his confidence grew, he moved on to become a volunteer at the sessions. He then successfully applied for a paid job with the local authority. In November 2022 he spoke at our AGM about how attending our activity sessions had helped him. We felt so proud that he had the courage to stand up and answer questions in front of a room of people and that we had played a part in him being able to do that. Matthew demonstrated that with the right support and opportunities it is possible for someone to bring about change in their life.

Chill Along With Us

We held 98 Chill Along With Us sessions during the year which were attended by 57 individuals on 406 occasions. They were well attended throughout the year and although they originally started off as music-based sessions, following feedback from participants, they changed to provide participants with the opportunity to take part in a wider range of activities including playing board and other games. One lady was so keen to play bingo that she purchased her own set and brought it along with her so that everyone could play. It turned out to be a fun way for the non-English speaking participants to learn English numbers.

> "I like the homely, friendly atmosphere. This is like a second home to me."
>
> *'Chill Along With Us' participant*







> "I haven't been feeling well recently and so had to stay at home. I really missed not being able to come along to the sessions."
>
> *'Chill Along With Us' participant,*

We noticed that those who attended our Along With Us sessions on a regular basis were more willing to engage with partner agencies than those who either did not attend at all or who only attended a few sessions. The case study below demonstrates how a willingness to engage with other agencies can help to change someone's life.

Case Study

Iryna had been sleeping rough for 18 months and we were supporting her at our morning drop in sessions. She also enjoyed attending the Chill Along sessions with her partner. Although initially reluctant, with encouragement from our project workers, she eventually began to work with the Council's Rough Sleeping Intervention Team. This led to her obtaining a new passport, Settled Status and Universal Credit. At the end of the financial year she was allocated accommodation in a B&B whilst on the waiting list for supported accommodation and the chance to rebuild her life.





Create Along With Us

We held 94 Create Along sessions during the year which were attended by 39 individuals on 306 occasions. At the sessions participants were able to undertake various art and craft projects and take their completed work away with them.

One of the sessions in June 2022 was led by a mosaic artist who showed participants how to decorate clay tiles which would eventually form part of a large mosaic to be developed by Transported Art in Dolphin Lane, Boston. It was a fantastic session and wonderful to watch participants decorating their tiles in their own individual ways (see photo). Participants were able to go and look for their tiles when the finished artwork was unveiled. This was not only great for their self-confidence but also helped them to feel more connected to the local community.

One of the regular participants at the Create Along With Us sessions brought in an article from a newspaper containing instructions on how to make an origami peacock. The volunteer leading the session sourced suitable materials and the end result is shown in the attached photos. The participant was very proud of the peacock she created.

Our Charity Shop

The year proved to be challenging for the charity shop with the cost of living crisis deepening and the ongoing difficulties in the retail sector generally. Nevertheless, despite the challenging trading conditions combined with increased costs, the shop still produced a net profit of £9,093 which made a valuable contribution towards the cost of our charitable work.

One of the challenges faced by our shop is its secondary location in the town and in order to increase awareness the shop staff began to regularly post items for sale on Facebook. There were some initial teething troubles due to the unreliable internet connection, but these were resolved by the end of the year. The shop manager and deputy manager also planned themed window displays from the start of 2023 and used the Facebook page to request specific items to sell. This more targeted approach resulted in some excellent window displays which received many compliments. We noticed that items displayed in the windows often generated interest which brought new customers into the shop.

We also used the themed windows as an opportunity for fundraising – selling flowers for Mother's Day messages in March and planning for an Easter colouring competition at end of the year.

We are very grateful for the support of all the volunteers who help in our shop. During the year we were delighted to welcome 1 new volunteer and 1 returning volunteer as well as a pupil doing work experience as part of their DofE bronze award. One of our longstanding volunteers left to undertake a training course elsewhere in the country and whilst sad to see him go, we were also delighted for him at having this opportunity to move on his life and so proud of how far he had come since originally presenting at our drop in when he was homeless.





We did face some challenges in delivering and collecting items of furniture during the year due to lack of van volunteer. This was an ongoing issue throughout the year and undoubtedly had an effect on shop sales as some people were not prepared to wait for delivery.

We are very grateful to everyone who supported our charity shop during the year whether by donating items for sale, or as a customer (or both!). We are very fortunate to have many loyal customers who have been visiting our shop for years.

Charity shops are so much more than a place for customers to purchase good quality second hand items. They not only help to raise funds for a charitable cause but by selling preloved items they help to protect the planet by preventing those items from going to landfill. Even items which do not sell in the shop can be sent for recycling elsewhere for which we receive a small payment in return. Charity shops also provide an important community focus. Some of our customers may not have spoken to anyone on the day of their visit and a friendly greeting from our staff and volunteers can make a huge difference to their wellbeing.



Financial and other support

It is no exaggeration to say that without the generous financial support the charity has received over the past 32 years, the charity would not still be operating today. The year covered by this report was no exception. We were facing a large deficit at the start of the year, in part due to increased inflationary pressures, but the year ended with the accounts showing a surplus of £10,483. We are extremely grateful to everyone who supported us financially during the year.

We were fortunate once again to receive very generous support from the Medlock Charitable Trust and Worth Waynflete Foundation. Both donations were unrestricted which was extremely helpful for us as they could be used to cover the day-to-day costs of providing our services. An unrestricted core grant was also received from Boston Borough Council for which we were very grateful. Details of all grants received are shown in the attached accounts.

The trustees try to ensure that financial support comes from a variety of different sources to increase financial resilience. Below are examples of just some of the organisations which provided generous financial and other support during the year:



Figure 7: Some of the organisations supporting Centrepoint Outreach in 2022-23

We frequently receive anonymous donations from individuals or organisations who do not wish to be publicly acknowledged. During the year we received some extremely generous donations anonymously and we are very grateful to everyone who donated in this way.

Our thanks also go to everyone who supported us by making one off or monthly donations either directly into the charity's bank account or via our online Localgiving platform. Monthly giving is very helpful to us for budgeting purposes.

Each year we also aim to generate funds from our own fundraising efforts and we are grateful to everyone who supported our Christmas raffle in 2022 which helped us to raise £796.00, our highest total to date. Thanks also go to those who helped to raise funds on our behalf some examples of which are shown in *Figure* 8.

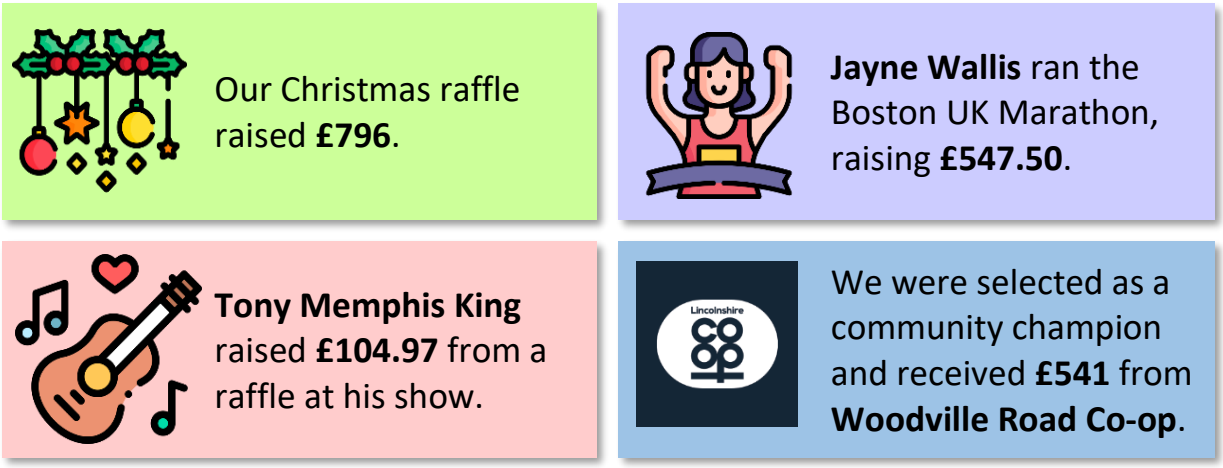


Figure 8: Some of the support we received from the community in 2022-23

Other Support

Of course not all support is financial and in-kind support is also incredibly important. At the start of the year our food stocks were still low following the recession, but we were very well supported by churches and schools at harvest time which enabled us to replenish our stocks. With the increasingly high price of food, however, it was noticeable that we received fewer food donations throughout the year which that meant that we were not able to supply as many food parcels to clients of partner agencies as we had done in the past. We are extremely grateful to those churches, schools and individuals who did continue to support us both at harvest time and throughout the year.

I remain grateful to Howard Exton-Smith for his provision of mentoring support throughout the year. We continued to meet quarterly on Zoom and these meetings provided me with the opportunity to update him as to where we were in relation to our strategic objectives and seek his guidance with regard to particular challenges. Howard gave his time voluntarily which I greatly appreciate.

We were pleased to receive a visit from Matt Warman MP for Boston and Skegness in November. Matt's last visit was prior to the pandemic and it was good to have the opportunity to bring him up to date with some of the challenges affecting our client group.

Strategic Plan

The trustees review the Strategic Plan on an annual basis to measure progress made against a series of short term, medium term and long-term goals under four key areas: Finance and Marketing, Premises, Clients and Services, Staffing and Volunteers.



Our Vision

Our vision is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.

Our Values

- To be non-judgmental
- To be compassionate
- To be caring
- To be empathetic
- To be positive
- To have respect
- To have integrity
- To be inclusive



Finance and Marketing

One of the key goals for 2022-23 was to have introduced an improved telephone system and an integrated computer system. Whilst a new telephone system was not installed during the year, progress was made in identifying the type of system we needed and potential suppliers. Substantial progress was made in relation to improving the IT system especially connectivity throughout the building and this was also an essential first step for a digital phone system. We had been struggling for years with getting reliable wireless internet in the project workers' office and the shop. Although we had already had data points fitted in these areas, they only worked with laptops but not phones or tablets. We therefore had wi-fi boosters fitted which seemed to solve the problem. We were able to secure some free licences for Office 365 and were grateful to William Culley for his support in helping to start the process of rolling this out to all members of staff.

Premises

During the year we made further progress with our goal of being able to operate from more suitable premises which started to become a reality following receipt of an extremely generous donation last year. We received the initial plans from the architect for proposed alterations to Belmont House and agreed some changes. We began to investigate sources of funding to cover initial fees in connection with the project. We obtained two estimates for building costs based on the plans, although they were not detailed estimates due to the number of unknown factors. The estimates helped to provide an indication of the additional monies which would be required to complete the project. Our Building Committee met to agree a plan of action and discussed breaking the project down into various stages. Members of the committee met with Centrepoint Outreach staff to inform them about the project and obtain their views on the plans.

Clients and services

We continued with the new structure to the day which we had implemented following the pandemic; drop in support and advice sessions six mornings a week and activity sessions every weekday afternoon. We have worked on improving our outcomes measuring system to include the provision of more case studies to demonstrate the progress made by individuals who took part in the activity sessions.

We also increased the number of partnership working arrangements by offering a housing support service for clients of Boston Food Bank.

Staffing and volunteers

We were successful in recruiting a number of new volunteers during the year which meant we moved closer to our goal of having two volunteers at every morning drop in session. As mentioned earlier in this report we received notification that we had been successful with our application to the East Coast Community Fund for funding to cover the costs of employing an activities and community coordinator and during the year we advertised the role.

Our staff

We had a challenging start to the year in the drop in having been unable to fill a part time project worker vacancy since January 2022. This did put pressure on the remaining members of staff particularly when it came to covering the Saturday morning drop in sessions. However, in May 2022 Emma Dransfield-Harness joined the team to fill the vacancy and later the same month we welcomed Revd Tom Page as a new Lead Project Worker when Kelly Reay moved onto pastures new. In August 2022 our other part time project worker, Jayne Wallis, decided to return to her former role as a drop in volunteer and Mark Plummer took over her project worker role in September 2022. The new team of Tom, Mark and Emma were in place for the remainder of the financial year, joined on occasion by our multi-talented van driver, Paul Steadman!

There were no changes amongst the other 6 members of our staff team during the year and I am grateful to all staff members for their dedication to the work of Centrepoint Outreach. The limitations of the building do provide challenges, particularly in the drop in, and I am extremely grateful to all staff for working around these challenges to ensure that we can still provide a good service for our clients.

Our Volunteers

Last year I reported that following the pandemic several volunteers had taken the decision not to return to their volunteering roles which left a number of vacancies for us to fill. We were delighted during the year to be able to recruit 10 new volunteers.

10 New Volunteers Recruited in 2022-23



- 3 for our drop-in sessions
- 5 for our activity sessions
- 2 for our charity shop

Three of our new volunteers were either members, or friends of members, of The Rotary Club of Boston and between them they set up a rota to provide volunteer cover at our Tuesday

afternoon Chill Along With Us activity sessions. This arrangement worked very well with the team members organising the rota between themselves. If the rota-ed person was unable to attend for any reason one of the other team members stepped in to cover which meant that we did not need to worry about being left without a volunteer.

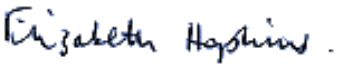
Every year I say it, but it cannot be overemphasised how important our volunteers are to the operation of the charity. Without them we simply could not provide our range of services and, as can be seen from our accounts for the year, the value of the time given by all of our volunteers equated to £52,017 assuming they were paid at the National Living Wage rate. We are so grateful to each and every one of them for their time and support.

Our Trustees

My thanks go to all the trustees for the time they have given to Centrepoint Outreach during the year. In particular I would like to thank Peter Lawson who stepped down as Chairman at the end of March 2023 after 6 years in the role. I am extremely grateful to Peter for all his support during his time as Chairman. Peter was replaced by Richard Locke-Wheaton and I am very much looking forward to working with him.

Conclusion

Writing this report reminded me of some of the challenges we faced during 2022-23, such as the difficult start to the year resulting from staff shortages and funding pressures. However, by the end of the year the staffing situation had been resolved and we had a fantastic team in the drop in. We were advertising for an activities and community coordinator and were moving forward with our building project. Throughout the year we received the most amazing support from individuals, businesses and funders which enabled us to keep our doors open to those in need.



Elizabeth Hopkins
CEO

Treasurer's Report
for the year ended 31st March 2023

So soon after the Covid years, the financial year 2022-23 was certainly a challenge, with inflation over 12%, and the national minimum and living wages rising between 4 and 10%. Both income and expenditure declined during this period, yet the accounts show a surplus of £10,483.

The downturn in disposable incomes led to a slowdown in the gross shop income, which was around 15% lower than last year. Donated stock levels were maintained, though operating costs continued to rise. Fuel costs in particular were a concern.

Despite some pressures, the charity continued to operate 6 days a week, adapting and developing services in order to meet additional demand, and changing requirements.

The work of the Finance and Property Committee on the development of the existing buildings has continued, and professional assessment of the potential for improvement and probable cost undertaken. Meanwhile essential maintenance costs remain significant with the requirement to upgrade the IT and telephone systems to accommodate the imminent move from analogue to digital, and the need to replace the drop in gas boiler which can no longer be maintained in the event of a breakdown. The Finance and Property Committee closely monitored the budget and cashflow throughout the year and I would like to thank our Finance Officer, Dixie Potter, for her work in this connection.

The trustees have resolved to open an account with the Charities Aid Foundation (CAF) to diversify the investment of funds we do have, and the application has been made, but there are a number of hurdles to negotiate. Meanwhile, the rise in the bank rate will see some improvement in returns, but inflation is a concern especially in relation to costs in the building industry, where much of the restricted income is destined.

Income was down by 44% on 2021-22 (but that was mainly due to a large individual donation which was received in that year) and expenditure rose by 8%. The separation of unrestricted, designated and restricted funds in the accounts is important, and whilst we are grateful for the donation of funds which are restricted, these can only be used for the purpose for which they were donated, and not general running expenses.

Further information regarding how Centrepoint Outreach operated during the difficult financial times, and the results achieved, can be found in the Chairman and Chief Executive reports attached to these accounts.



Michael Sharp
Treasurer

CENTREPOINT OUTREACH
(LIMITED BY GUARANTEE)

Company Number 3204952 (England & Wales)
Charity Number 1056296

DIRECTORS' AND TRUSTEES' REPORT
AND ACCOUNTS FOR THE YEAR
31 MARCH 2023

Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

CENTREPOINT OUTREACH

CONTENTS

	Page
Company Information	2
Directors' and Trustees' Report	3 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the financial statements	8 - 16

CENTREPOINT OUTREACH

COMPANY INFORMATION

Directors and Trustee:	Mrs AM Austin Mr PA Clark Mrs JM Criddle Mr PF Lawson Mr RO Locke-Wheaton Ms IJ Lebiedowicz Revd AL Taylor Revd E Ward Mr MJ Sharp Revd SA Clifton
Company Secretary	Mr MJ Sharp
Registered Office	Belmont House 15 Red Lion Street Boston Lincolnshire PE21 6PZ
Company Number	3204952 (England & Wales)
Charity Number	1056296
Contact Telephone Number	01205 360900
Independent Examiner	Nicola Lenton FCCA Dexter & Sharpe The Old Vicarage Church Close Boston Lincolnshire PE21 6NA

The directors and trustees present their report and the financial statements for the year ended 31 March 2023. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

Governing document
The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with Companies House.

Objects of the charity
The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Organisation
A board of trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

Review of activities and future developments

The charity has continued its programme of providing a drop in as a meeting point for homeless and other vulnerable people in and around Boston. It operates 6 days a week. At the centre drinks, snacks, a smiling face and a listening ear are on offer. Our project workers, assisted by volunteers are able to provide comfort and professional assistance in dealing with client queries and referring to other agencies. They work on a one to one basis with certain clients to empower them to bring about lasting positive changes in their lives.

Our furniture delivery service has continued its job of recycling useful items of household furniture. The charity also maintains a stock of essential items which are distributed by our staff and volunteers to provide basic equipment for setting up a home. As well as providing a daily hot snack we have continued to issue clean clothing and sleeping bags to individuals who are homeless. Our drop in also provides a shower, washroom and phone charging service for people with no access to these facilities.

The charity has continued to provide six activity sessions a week based around cooking, art and craft and music/board games. These sessions provide life skills training opportunities as well as improved mental health and wellbeing for those taking part.

Fundraising through the shop has continued to be one of our main sources of unrestricted core funding although the revenue has suffered from the general pressure on retail. The shop is the primary face of Centrepoint Outreach to the general public.

The vision of the charity is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential. To help achieve that vision the charity has continued to work with its strategic plan which is constantly reviewed. Positive results of interaction with clients are recorded.

Further information regarding results and ongoing projects can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

Risk management
The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

Reserves policy
The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £144,303 against a requirement of £69,258. The trustees are actively researching further sources of income.

Directors and trustees
All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

Public benefit
The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

Statement of trustees' responsibilities
The trustees 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 13th September 2023 and signed by order of the board.



M J Sharp
Company Secretary

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CENTREPOINT OUTREACH

I report on the accounts of the charitable company for the year ended 31 March 2023 set out on pages 6 to 16.

Responsibilities and basis of report
As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



NICOLA LENTON FCCA
Independent Examiner
Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

13th September 2023

CENTREPOINT OUTREACH

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

Notes		Unrestricted £	Designated £	Restricted £	2023 £	2022 £
	Incoming resources					
	Income and resources from generated funds					
	Voluntary Income					
2	Donations and legacies	**54,530**	-	-	**54,530**	155,943
	Gift aid and pledges	**5,566**	-	-	**5,566**	8,645
	Income tax recovered	-	-	-	-	2,655
3	Grants received	**45,000**	-	**33,032**	**78,032**	89,815
	HMRC Furlough Scheme	-	-	-	-	407
		105,096	-	**33,032**	**138,128**	257,465
	Activities for generated funds					
	Fundraising ventures	**2,931**	-	-	**2,931**	22,195
4	Trading income	**42,274**	-	-	**42,274**	49,941
		45,205	-	-	**45,205**	72,136
	Investment income					
	Bank Interest	**484**	-	-	**484**	13
	Other incoming resources	**215**	-	-	**215**	160
	Total incoming resources	**151,000**	-	**33,032**	**184,032**	329,774
	Resources expended					
	Cost of generating funds					
	Depreciation, etc.	**3,117**	-	**5,474**	**8,591**	8,289
	Fundraising expenses	**20**	-	-	**20**	60
4	Trading expenses	**33,181**	-	-	**33,181**	31,838
		36,318	-	**5,474**	**41,792**	40,187
5	*Costs of charitable activities*	**75,818**	-	**12,127**	**87,945**	109,852
	Other costs					
6	Management and administration	**29,496**	-	**3,858**	**33,354**	27,749
	Total expended resources	**141,632**	-	**21,459**	**163,091**	177,788
	Net incoming/(outgoing resources)					
	before transfers	**9,368**	-	**11,573**	**20,941**	151,986
	Transfers	**1,115**	-	**(1,115)**	-	-
	Net movement in funds	**10,483**	-	**10,458**	**20,941**	151,986
	Reconciliation of Funds					
	Balances brought forward as at 1 April 2022	178,614	35,000	121,604	335,218	183,232
	Balances carried forward at 31 March 2023	**189,097**	**35,000**	**132,062**	**356,159**	335,218

All income and expenditure has arisen from continuing activities.

The notes on pages 8 to 16 form part of these accounts

CENTREPOINT OUTREACH
COMPANY NUMBER: 3204952 (LIMITED BY GUARANTEE)

BALANCE SHEET AS AT 31 MARCH 2023

Notes		£	2023 £	£	2022 £
	Fixed assets				
8	Tangible fixed assets		**77,261**		84,354
	Current assets				
9	Debtors	**2,532**		2,731	
	Deposit account	**125,677**		240,434	
	Restricted account	**125,437**		9,636	
	Cash at bank and in hand	**29,698**		14,865	
		283,344		267,666	
10	**Creditors:** amounts falling due within one year	**(4,446)**		(11,328)	
	Net current assets		**278,898**		256,338
			356,159		340,692
12	Deferred grant		-		(5,474)
	Total assets less current liabilities		**356,159**		335,218
	Capital				
13	Unrestricted funds		**189,097**		178,614
	Designated funds		**35,000**		35,000
14	Restricted funds		**132,062**		121,604
			356,159		335,218

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with FRS102 SORP.

The financial statements were approved by the Board of Trustees on 13th September 2023 and were signed on its behalf by:

R. Locke-Wheaton

Richard Locke-Wheaton
Director

The notes on pages 8 to 16 form part of these accounts

1. ACCOUNTING POLICIES

Basis of preparation of financial statements
The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

Cashflow statement
The charitable company has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement.

Going concern
The financial statements are prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

Taxation
The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

Grants received
Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

1. ACCOUNTING POLICIES continued

Tangible fixed assets and depreciation
Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis
Computer equipment	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant. Any capital item costing below £500 is written off to revenue in the year in which it is incurred.

Income
Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

Fundraising costs/ trading expenses
Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

Governance costs
Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

Unrestricted funds
Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds. Within unrestricted funds are designated funds, where the trustees have provided for specific future risks.

Restricted funds
Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

2. DONATIONS AND LEGACIES

During the 2021/22 year £120,000 was received by way of a donation for the refurbishment and upgrade of the premises and is therefore restricted. More details can be found in note 14.

3. GRANTS RECEIVED

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Boston Borough Council	**5,000**	-	**5,000**	4,500
Worth Waynfleet Foundation	**15,000**	-	**15,000**	15,000
Medlock Charitable Trust	**25,000**	-	**25,000**	15,000
Boston Borough Council – Covid Grant	-	-	-	5,344
BBC re shop	-	-	-	4,000
Rough Sleeper Project	-	-	-	32,337
Asda Foundation*	-	**5,474**	**5,474**	5,472
Asda Foundation – Bringing Communities Together	-	-	-	1,000
Lincolnshire Partnership NHS Foundation Trust	-	-	-	7,012
Soil Association	-	-	-	150
East Midlands Business Revival Grant	-	**1,000**	**1,000**	-
Boston Borough Council – Household Support Fund	-	**3,720**	**3,720**	-
Lincolnshire County Council – Shine Project	-	**9,219**	**9,219**	-
ASDA Foundation	-	**2,500**	**2,500**	-
Boston Borough Council – Foodbank Project	-	**3,886**	**3,886**	-
Wave 11	-	**7,233**	**7,233**	-
	45,000	**33,032**	**78,032**	89,815

*A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019. The amount shown above is the proportion released as income in accordance with the policy for capital grants.

4. TRADING INCOME AND EXPENDITURE

The charity operates a shop for selling donated goods to generate additional income. The trading results of the year are shown below:

	£	2023 £	£	2022 £
Sales		**42,274**		49,941
Grants re Shop Covid 19 closures		-		4,000
HMRC furlough receipts		-		407
		42,274		54,348
Premises costs	**2,457**		1,628	
Salaries and related costs	**29,473**		28,581	
Other overheads	**1,251**		1,629	
		33,181		31,838
Profit for the year		**9,093**		22,510

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
5. CHARITABLE ACTIVITIES				
Salaries	**61,736**	**3,889**	**65,625**	89,525
Rates and water	**624**	**-**	**624**	526
Light and heat	**3,156**	**-**	**3,156**	2,662
Food and requisites	**1,813**	**5,296**	**7,109**	3,714
Motor and travelling	**2,446**	**-**	**2,446**	1,728
Repairs and renewals	**3,137**	**120**	**3,257**	3,792
Arts and crafts	**888**	**2,390**	**3,278**	6,184
Telephone	**1,252**	**60**	**1,312**	1,435
Cleaning	**25**	**-**	**25**	286
Training	**720**	**372**	**1,092**	-
PAYE interest	**10**	**-**	**10**	-
Sundries	**11**	**-**	**11**	-
	75,818	**12,127**	**87,945**	109,852
6. OTHER COSTS				
Salaries	**17,656**	**1,717**	**19,373**	17,091
Light and heat	**631**	**-**	**631**	532
Insurance	**4,280**	**-**	**4,280**	3,111
Postage and stationery	**412**	**141**	**553**	771
Telephone	**251**	**-**	**251**	286
Internet costs	**1,828**	**-**	**1,828**	1,181
Licences, fees and subscriptions	**2,576**	**-**	**2,576**	1,762
Independent examiner's fee	**1,680**	**-**	**1,680**	1,560
Computer expenses	**-**	**2,000**	**2,000**	1,164
Bank charges	**182**	**-**	**182**	224
Miscellaneous	**-**	**-**	**-**	67
	29,496	**3,858**	**33,354**	27,749

	2023 Total £	2022 Total £
7. EMPLOYEE COSTS		
Gross wages and salaries	**112,063**	129,566
Employer's national insurance	**1,556**	3,829
Pension costs	**851**	1,385
	114,470	134,780

The average number of employees was 9 (3 full-time and 6 part-time) (2022 – 10).
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 5 and 6 above, as the total in note 7 includes shop staff which is included in trading expenses on the Statement of Financial Activities.

No employee received remuneration exceeding £60,000. Key management costs amounted to £29.280. The pension scheme is a defined contribution scheme taken up by 4 employees and operating through NEST.

8. TANGIBLE FIXED ASSETS

	Belmont House £	Van £	Computer Equipment £	Total £
Cost				
At 1 April 2022	**140,837**	**27,362**	**-**	**168,199**
Additions	**-**	**-**	**1,498**	**1,498**
Disposals	**-**	**-**	**-**	**-**
At 31 March 2023	**140,837**	**27,362**	**1,498**	**169,697**
Depreciation				
At 1 April 2022	**61,957**	**21,888**	**-**	**83,845**
On disposals	**-**	**-**	**-**	**-**
Charge for the year	**2,817**	**5,474**	**300**	**8,591**
At 31 March 2023	**64,774**	**27,362**	**300**	**92,436**
Net book amount				
At 31 March 2023	**76,063**	**-**	**1,198**	**77,261**
At 31 March 2022	78,880	5,474	-	84,354

9. DEBTORS

	2023 £	2022 £
Gift Aid	**206**	638
Sundry debtors and prepayments	**2,326**	2,093
	2,532	2,731

10. CREDITORS – amounts due within one year

Deferred income	**-**	7,233
Credit card	**318**	139
Accruals	**2,592**	1,796
Pension	**-**	232
Taxation and social security costs	**1,536**	1,928
	4,446	11,328

11. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

The Statement of Financial Activities for the year ended 31 March 2022 is included for comparison purposes.

	Unrestricted £	Designated £	Restricted £	Total £
Incoming resources				
Income and resources from generated funds				
Voluntary Income				
Donations and legacies	**35,943**	-	**120,000**	**155,943**
Gift aid and pledges	**8,645**	-	-	**8,645**
Income tax recovered	**2,655**	-	-	**2,655**
Grants received	**43,994**	-	**45,821**	**89,815**
HMRC Furlough Scheme	**407**	-	-	**407**
	91,644	-	**165,821**	**257,465**
Activities for generated funds				
Fundraising ventures	**22,195**	-	-	**22,195**
Trading income	**49,941**	-	-	**49,941**
	72,136	-	-	**72,136**
Investment income				
Bank Interest	**13**	-	-	**13**
Other incoming resources	**160**	-	-	**160**
Total incoming resources	**163,953**	-	**165,821**	**329,774**
Resources expended				
Cost of generating funds				
Depreciation, etc.	**2,817**	-	**5,472**	**8,289**
Fundraising expenses	**60**	-	-	**60**
Trading expenses	**31,838**	-	-	**31,838**
	34,715	-	**5,472**	**40,187**
Costs of charitable activities	**78,102**	-	**31,750**	**109,852**
Other costs				
Management and administration	**27,749**	-	-	**27,749**
Total expended resources	**140,566**	-	**37,222**	**177,788**
Net incoming/(outgoing resources)				
before transfers	**23,387**	-	**128,599**	**151,986**
Transfers	**9,813**	-	**(9,813)**	-
Net movement in funds	**33,200**	-	**118,786**	**151,986**
Reconciliation of Funds				
Balances brought forward as at 1 April 2021	145,414	35,000	2,818	183,232
Balances carried forward at 31 March 2022	**178,614**	**35,000**	**121,604**	**335,218**

All income and expenditure derive from continuing activities

12. DEFERRED GRANT

	2023 £	2022 £
Amount brought forward/grant received	**5,474**	10,946
Amount charged to restricted fund income in the year	**(5,474)**	(5,472)
Amount carried forward	**-**	5,474

A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019. This is being released to restricted income over five years in accordance with capital grant policy.

13. UNRESTRICTED FUNDS

	2023 £	2022 £
Undesignated unrestricted funds	**189,097**	178,614
Designated funds – Buildings and Facilities Development Fund	**35,000**	35,000

The Trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Buildings and Facilities Development Fund as Belmont House is in need of substantial investment.

14. RESTRICTED FUND

	Balance at 1/4/22 £	Incoming Resources £	Expenditure £	Depreciation £	Transfer from/ (to) general £	Deferred Income £	Balance at 31/3/23 £
Wave 11	-	7,233	(4,891)	-	-	-	**2,342**
Donation	120,000	-	-	-	-	-	**120,000**
East Midlands - BRG	-	1,000	(578)	-	(422)	-	-
C&D	1,604	-	(1,422)	-	-	-	**182**
BBC - HSF	-	3,720	(3,721)	-	1	-	-
Boston Foodbank - Foodbank Project	-	3,886	(3,161)	-	(699)	-	**26**
Van	-	5,474	-	(5,474)	-	-	-
ASDA Foundation	-	2,500	(1,942)	-	5	-	**563**
LCC – Shine Project	-	9,219	(270)	-	-	-	**8,949**
Balance at 31 March 2023	**121,604**	**33,032**	**(15,985)**	**(5,474)**	**(1,115)**	**-**	**132,062**

Wave 11 - LCC Managed Care Network — A grant was received for the provision of mental health support through activities.

Donation — A donation was received for the refurbishment and upgrade of the premises.

East Midlands – Business Revival Grant — A grant received to enable the investment in equipment

Consultancy & Development — A grant was received from the Bishop of Lincoln's Social Justice Fund for consultancy and continued development of our services.

BBC – Household Support Fund — Funding received for the purchase of footwear and winter warmth packs.

14. RESTRICTED FUND CONTD...

Boston Foodbank – Foodbank Project	Funding received for the provision of housing support to the clients of Boston Foodbank.
Van	A capital grant was received from Asda Foundation. This is being released to restricted income over a period of five years.
Asda Foundation	Two grants were received from the Empowering Local Communities Fund. One was for the purchase of food for a Chriatmas party and to purchase warm winter clothing and essentials for clients. The other was to support refugees with clothing, household items, toiletries and food.
LCC Shine Project	Funding from the Shine Suicide Prevention Fund Wave 3 for the provision of mental health support through activities.

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted £	Restricted £	2023 Total £
Tangible assets	**77,261**	**-**	**77,261**
Debtors	**2,532**	**-**	**2,532**
Cash at bank	**148,750**	**132,062**	**280,812**
Creditors	**(4,446)**	**-**	**(4,446)**
	224,097	**132,062**	**356,159**

Unrestricted funds noted above include unrestricted general funds, which represent the free funds of the charity which are not designated for a particular fund.

	Designated Funds £	Unrestricted General Funds £	Total Unrestricted Funds £
Tangible assets	**-**	**77,261**	**77,261**
Debtors	**-**	**2,532**	**2,532**
Cash at bank	**35,000**	**113,750**	**148,750**
Creditors	**-**	**(4,446)**	**(4,446)**
	35,000	**189,097**	**224,097**

16. SURPLUS FOR THE YEAR

This is stated after charging:

	2023 Total £	2022 Total £
Depreciation of tangible fixed assets owned by the charity	**8,591**	8,289
Independent examiner's fee	**1,680**	1,560

17. DEFERRED INCOME

Balance at 1 April 2022	**7,233**
Deferred income in year	**-**
Released to SOFA during year	**(7,233)**
Balance at 31 March 2023	**-**

18. DONATED GOODS, FACILITIES AND SERVICES

	2023		2022	
	No.	**£**	**No.**	£
Volunteers	**34**	**52,017**	23	34,513

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage.

19. RELATED PARTY TRANSACTIONS

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

20. LEGAL STATUS OF THE CHARITABLE COMPANY

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.

CENTREPOINT OUTREACH

England & Wales - Charity number 1056296

Accounts

CENTREPOINT OUTREACH

ANNUAL REPORT 2021-2022







@CPOCEO
/centrepoint.outreach
www.centrepoint-outreach.com

Company Reg. No: 3204952
Charity Reg. No: 1056296

Belmont House
15 Red Lion Street
Boston
Lincolnshire
PE21 6PZ
01205 360900

CHAIRMAN'S REPORT YEAR ENDED 31ST March 2022

I think it's fair to say that this year has been a year of change. We seem to have emerged from the worst of the Covid-19 pandemic – let's hope so. Of course, during the year, many people have been badly affected by the virus and it has continued to influence how we behave, trying to keep everyone safe. So, for example, the trustees have been continuing to meet by Zoom as our boardroom is very tight for space; and clients were still being accommodated by the Council in a hotel. But we were able to resume committee meetings face to face and the Drop In has been able to allow clients into the premises.

I am very pleased to report though that we have been able to run our cooking, arts and crafts and music sessions in person. I must thank Michael Haywood-Salvadori and the Project Workers for their work in running these sessions; and also Centenary Methodist Church for allowing us to hire their kitchen facilities. It remains our aim one day to have our own facilities to run this sort of activity. The trustees see these sessions as very important in helping to develop our clients' life skills and build their self-confidence. This is so much more than simply handing out a hot drink and a bun, so to speak.

Sadly, Michael left us during the year as the funding for his role expired and was not renewed – not through any fault on his or our part. It simply was not available. This is an example of the challenges we face. Often, funding is only available for a limited time and for a limited project. This makes it difficult to provide continuity. It also means that we struggle to find funds that will pay our running costs as usually the margins in project funding are so small that there is very little available to fund the costs of general day to day administration, which increases each year.

Funding dominates all that we do, as ever. This year we have manged to save some money, though perhaps not quite in the way we would have wished. We lost two of our Project Workers, Lisa McKnight, as she moved on to another post and Kerry Holmes when her contract came to an end and although we were very fortunate to appoint Jayne Wallis (who had previously been a volunteer with us) as a new part-time Project Worker, there were times when we have been short of staff. I would like to thank Lisa, Kerry, Jayne and of course Kelly, our Lead Project Worker for all their work during the year and the way they have risen to the challenge; and we must not forget Paul Steadman who nominally is our Van Driver but who has stepped in to cover all sorts of roles during the year. I do not know what we would have done without him.

On the subject of funding, you will note from the accounts that we have received an extremely generous donation from two donors who for the moment at least wish to remain anonymous. This donation has been placed in our 'restricted funds' as it has been kindly provided so that we can redevelop our premises. Regular readers of these reports, and AGM attenders, will know that we have for a long time expressed our frustration that our existing premises do not allow us to operate as we would wish. Clearly, redevelopment is a relatively long term project but the trustees have already started the process of investigating what can best be done and how.

During the year, we were very fortunate to receive a legacy from one of our supporters. Details of how to leave us a legacy are on our website, which I hope all readers of this report will be inspired to visit. The website itself has produced more supporters. We were also very fortunate indeed to be selected by the High Sheriff of Lincolnshire, Claire Birch, to be one of only two beneficiaries of a high profile fund raising event held at Lincoln Cathedral in the autumn. These one off contributions are so important to us as we lack sufficient regular funding to balance the books every year.

Our shop has re-opened fully now, and I would like to thank Claire Morris, our Shop Manager, and Donna Ladds, her deputy, for all their hard work. Again, the world moves on and we are actively exploring online selling as a means of increasing sales.

Of course, we could not function without our volunteers. Thank you to you all for your work during the year. I hope that you have found it rewarding personally. We do need more volunteers so please spread the word.

In this catalogue of thanks, I must also thank all our trustees for their support throughout the year. They have each played their part and they are of course volunteers themselves. We welcomed Revd Sally Clifton to the board as a new trustee and she has already proved to be a valuable addition to the board. Also our administrator Asteri Edevane, and our new Finance Officer Dixie Potter who, during the year, took over from Carol Lidgett who had served us so well for many years and who has taken a well-deserved retirement.

Finally, our CEO Liz Hopkins has continued to go above and beyond what one would expect; for example, deputising for Project Workers on a Saturday morning. Liz is the public face of the charity and we are very fortunate indeed to have her as our CEO. To say that it is a multi-faceted role would be an understatement but Liz accepts all the challenges that we throw at her. Thank you Liz for all that you do.



Peter Lawson

Chief Executive Officer's Report for the year ended 31st March 2022

During the course of 2021-22 we were gradually able to reopen all of our services as the country began to learn to live with Covid. We took the opportunity to implement some of the changes planned during lockdown which meant that when we reopened fully there was a new look to some of our services. It was also the year that Centrepoint Outreach also celebrated the 30th anniversary of becoming a registered charity.

Our Drop In Centre

"Just getting dressed and coming here makes you feel on top of the world, you don't realise the difference it makes."

At the start of the financial year the drop in centre had still only partially reopened. Clients were able to come for showers but support with food was largely still being provided through the window. The drop in was finally able to reopen fully on 26th July 2021 but with slightly different arrangements. The 'nursing home' style layout of chairs in the drop in lounge was replaced with café-style tables and chairs which provided a more welcoming setting. In order to reduce the risk of infection the number of clients allowed in the drop in lounge at any one time was reduced to 10. This, together with the requirement for all clients to register with us, also had the advantage of allowing the project workers to provide a more person-centred service.

Instead of having two similar drop in sessions a day the morning and afternoon sessions were given more clearly defined purposes; the morning sessions were for clients requiring support and advice e.g. a shower, food or to register as homeless etc. The afternoon sessions were dedicated to specific activities where clients who were lonely and isolated could meet new people as well as learning new skills to increase confidence.

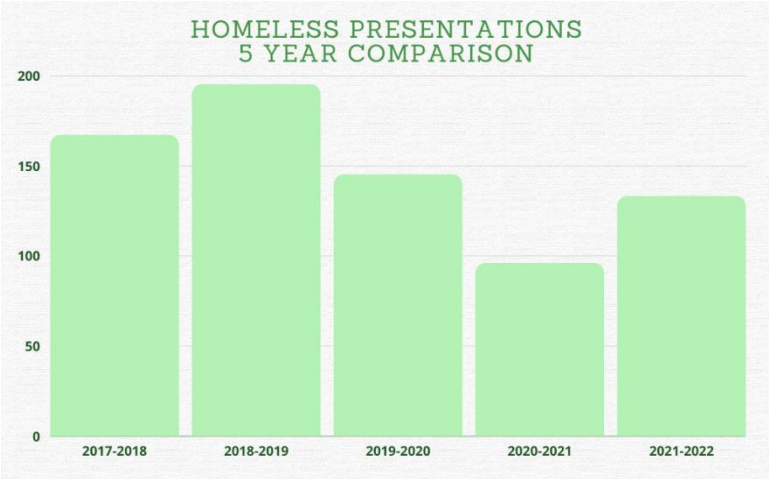
Main changes

- Drop In sessions 6 mornings a week for showers, food support, washing of clothing, phone charging etc.
- Everyone using our services required to register
- Layout of the Drop In lounge changed - 'nursing home' style layout replaced with café style tables and chairs providing a more welcoming setting
- Introduction of drinks station enabling clients to make their own drinks
- To prevent the risk of infection, only 10 clients permitted in the Drop In lounge at any one time

From 26th July 2021 we welcomed clients to our morning drop in sessions on 3571 occasions. Just under 71% of these visits were made by EU nationals with 29% being made by UK nationals. There is further information on the support we provided to the individuals visiting us later in this report.

Homelessness

At the start of the financial year the number of people who were homeless or sleeping rough was still relatively low (23 individuals presented to us as homeless during April 2021). The hotel which had been used by Boston Borough Council during the pandemic to accommodate people who were found rough sleeping was still in use and this provision continued until the end of the financial year. The graph below provides a comparison of the number of people presenting to us as homeless over the past 5 years.



Over the course of the year clients registered with us as homeless on 133 occasions. This figure comprises 112 individuals some of whom were accommodated during the year (albeit often on a temporary basis) but then returned to the streets and re-presented to us as homeless again during the year.

As can be seen, the number of homeless presentations was higher than 2020-21 but lower than the three previous years.

The annual rough sleeping snapshot was carried out in the early hours of 19th November 2021 and 6 people were estimated to be sleeping rough in Boston. This was a reduction of 1 person from the previous year's estimate. During the same month as the estimate was carried out we received visits from 36 individuals who told us they were homeless, and, although not all will have been rough sleeping, we believe the estimate of 6 rough sleepers to be very low and not representative of the true number.

By the start of 2022 the Omicron variant was taking hold and Covid cases were increasing once again. Lincolnshire County Council reconvened the Covid 19 Homelessness subgroup under the slightly different name of Plan B Covid (Homelessness) Response Group and I found attending the weekly meetings useful for keeping up to date with developments.

The government introduced the 'Protect and Vaccinate' scheme which was similar to the 'Everyone In Scheme' which had been implemented at the very start of the pandemic. The criteria for obtaining accommodation under Protect and Vaccinate were different in that it was necessary for an individual to be verified as rough sleeping and, when they were offered accommodation, they were encouraged to have the Covid vaccine.

We worked with the Rough Sleeping Intervention (RSI) team from Boston Borough Council to ensure that all rough sleepers known to us were referred into the scheme. This worked well and by late January 2022 24 individuals had been accommodated under Protect and

Vaccinate. Of those 18 had no recourse to public funds. It appeared that they had either not applied for Settled Status or their applications had become 'stuck' in the system.

By mid-March 2022 we began to notice an increase in the number of people using our shower facility. This coincided with some of the individuals accommodated under Protect and Vaccinate being asked to vacate the hotel in which they were accommodated. Some individuals were able to secure alternative accommodation but others returned to the streets. By 31st March 2022 the hotel accommodation had come to an end and on that day we were asked for sleeping bags by 7 individuals who had not been offered alternative accommodation and were returning to sleeping rough.

We also noticed that 85% of the people presenting as homeless at the end of the year in March 2022 were EU nationals which was a large increase from the pre-pandemic figure of 49%.

EU Settlement Scheme (EUSS)

The deadline for EU nationals to make applications under the EUSS was 30th June 2021. We endeavoured to speak to all those using our services about the approaching deadline and to check whether they had registered under the Scheme. We provided information sheets in different languages to ensure that clients understood what we were asking them. Many of the individuals we spoke to were aware of the Scheme and had already submitted applications, often with the assistance of the organisation which held the contract for street outreach work at the time. We were, however, able to assist approximately 10 people to submit applications prior to the deadline.

It became apparent that several individuals had still not been notified of the result of their application for Settled Status several months after the submission of their applications. This was partly due to delays in the system but it also transpired that the applicants had been contacted with queries on their applications but that the emails had never been received either because the individuals had lost or changed their phones or email addresses. This meant that the individuals remained in a situation where they had no recourse to public funds at a time when the funding available to local authorities to assist people in this situation was coming to an end.

How we supported homeless clients



We continued to support homeless clients with showers, washing of clothes and provision of replacement clothing when required. In addition, we also supported homeless clients with food which is included in the food support figures provided later in this report and we allowed clients with no other address to use Belmont House as a care of address for official mail.

We also supported homeless clients to try and find accommodation. We frequently do not find out the outcome of referrals and so we do not have exact figures for the number of people accommodated. However, we are aware that of the 112 individuals who presented to us as homeless during the year 11 moved into long term accommodation and 40 moved into temporary accommodation (in most cases in the hotel being used by the local authority).
As has been highlighted earlier in this report, when the use of the hotel was being wound down towards the end of the year some of the residents did, unfortunately return to sleeping rough.

Partnership working in the drop in

Much of the work we do at our morning drop in sessions involves meeting clients' basic needs for food, shelter, and access to hygiene facilities as well as the provision of general support and advice.



Whilst that is all some people need, in other cases more specialist help is required. We have learnt over the years that referrals are most effective when partner agencies come to our premises to meet with clients. Below are some of the examples of partnership working which took place during the year.

Rough Sleeping Intervention (RSI) Team

The newly formed RSI team from Boston Borough Council was keen to hold hub sessions in our Drop In centre which we were very pleased to facilitate. The weekly sessions started in October 2021 and members of the team also visited at other times to meet with clients who were sleeping rough. We were delighted that these hub sessions increased to daily in January 2022 at the height of the Omicron variant.



Case study

Malcolm (not his real name) had retired from the armed forces and had been homeless in different parts of the country for some time. When he first came to see us he was reluctant to speak with anyone, including the Council's rough sleeping team. He would not tell anyone where he was sleeping and thought he would not get any help. The project workers offered to put him in touch with a couple of military charities but he said that he had tried them before and neither would help him.

Over time we provided Malcolm with food, showers and washed his clothes. From there trust grew and he eventually agreed to speak to the rough sleeping team and disclosed his sleeping location. This enabled the team to find him and he was offered emergency accommodation by Boston Borough Council. The rough sleeping team suggested another charity for military veterans who offered him accommodation in North Yorkshire. He accepted this offer on a Thursday and moved up to North Yorkshire the following day. He popped in to say thank you and goodbye to the project workers before he left.

The case study on the previous page demonstrates how by working together with partner agencies we can help clients to obtain the support they need once they are ready to engage.

HepC team



Although there is no vaccine for Hepatitis C it responds well to treatment once detected and the HepC team contacted us with a view to coming to test and treat clients.

The first session was held in November 2021 and further sessions were held in February and March 2022. We were very pleased with the response and over the three sessions 36 clients took the opportunity to be tested.

Neighbourhood Team

Members of the Neighbourhood Team visited the drop in on 7 occasions during the year to provide Covid vaccinations for our clients. Some clients were keen to take up this offer but there was some degree of vaccine hesitancy amongst EU Nationals. Nevertheless, over the course of the year the Neighbourhood Team delivered at least 23 Covid vaccines to clients.



At the end of the year we were also in discussions with the Neighbourhood Team with a view to members of the team visiting the drop in on a more regular basis to provide support with physical and mental health issues. It was agreed that representatives from the team would attend once a week for a couple of hours for a trial period.

I was pleased to be invited to attend weekly online meetings of the Boston Neighbourhood Multi-Disciplinary Team at which individuals of concern are discussed and attended my first two meetings at the end of March 2022.

Hairdresser

We were delighted when a local hairdresser offered to provide free haircuts for our clients. During the financial year she visited on 3 occasions and provided a total of 18 haircuts.



After receiving a haircut one client said she had never had her hair cut like that before and that she could not stop smiling as she was so happy.

Other support provided

Apart from support specifically targeted at those who are homeless or rough sleeping we also support anyone in need with food and general advice and assistance.

During the financial year 2021-22 we received 3571 visits to our Drop In Centre. This is lower than in previous years partly because we only reopened fully in July 2021 following the pandemic and partly due to the changes in the structure of the daily opening which meant that drop in sessions were only held in the morning.

We were pleased to be invited by the local authority to be a partner for the distribution of the Local Household Support Fund. This fund was provided by the Department for Work and Pensions to support those most in need in the winter period. It aimed to support vulnerable households with food energy and water bills. During the 3-month period of the scheme we submitted 15 applications for individuals known to us who were in need of support. Clients supported by the fund told us how much they benefited from it particularly the contributions to food and fuel costs.

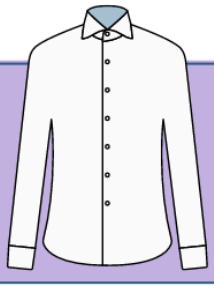
Below are some details of the support provided during the year.



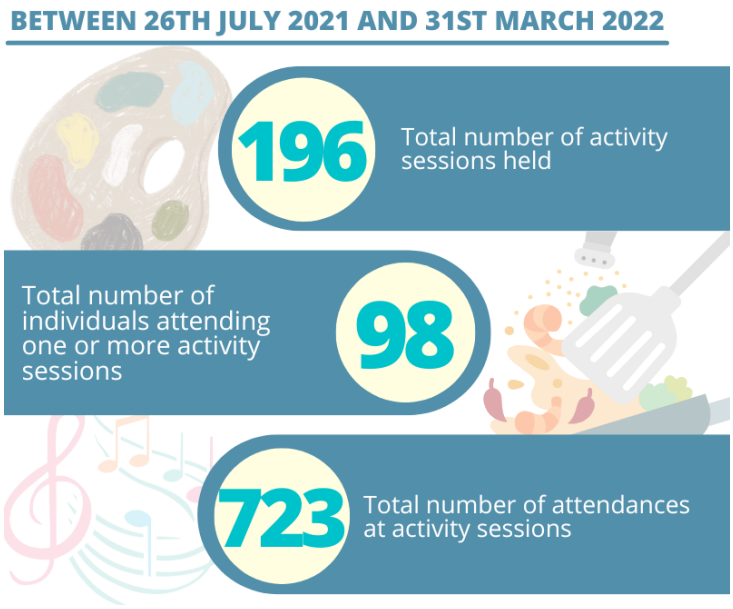
We adjusted the way in which we provided food during the year as the needs of clients changed. At the start of the year many clients were still housed in temporary accommodation where they had access to a kettle. We provided these individuals with daily food packs with food which could made using boiling water. As visits from clients who were sleeping rough increased, we began to provide more hot snacks in the drop in as well as continuing with daily food packs in appropriate cases. We also continued to provide emergency food parcels often at the request of partner agencies. At times our food supplies ran very low.

We receive many different types of request for support and always try to help where we can

A chaplain from North Sea Camp contacted us to ask if we could provide some clothes for one of the prisoners to wear to his mother's funeral. We were able to provide some smart trousers and a shirt and we subsequently received an email from the chaplain thanking us for our help saying that the clothing donated made a big difference to someone who is usually only permitted to wear joggers and sweatshirts as it enabled him to attend his mother's funeral in appropriate clothing.



Activities



At the start of the financial year we were still running online activity sessions with activity packs being distributed to participants. Our activities coordinator, Michael Hayward-Salvadori was busy making plans for in-person activities as soon government restrictions were lifted. It was frustrating when the lifting of lockdown was delayed but eventually, we were able to get started with in-person activities on 26th July 2021.

After a period of uncertainty we were grateful to Boston Borough Council for the provision of a grant which enabled Michael Hayward-Salvadori to remain in his Activities and Community Coordinator role which involved designing and delivering the activity sessions.

We were also grateful for a Mental Health Promotion Fund grant received from the Managed Care Network which contributed to some of the costs of the activity sessions including room hire costs, items of equipment and publicity materials until the end of February 2021. We were also fortunate to make a successful application to the Wave 11 round of funding managed by Shine for the period from 1st March 2022.

Numbers of participants at the activities increased as the weeks went by and up to the end of the year 98 individuals attended one or more activity sessions.

We were pleased that some new participants were introduced by their mental health support worker although we would have benefited from more referrals from partner agencies.



Feedback obtained from those attending the sessions consistently showed that after attending an activity session participants felt

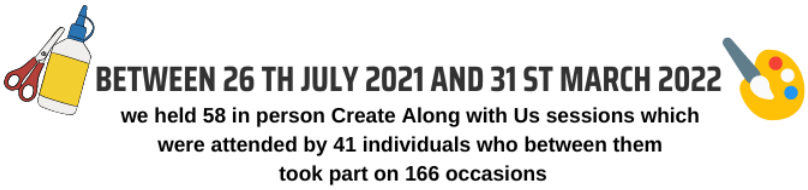
- better in themselves
- more connected with the other people taking part and the community in which they lived
- proud of the work they had produced at the session (where applicable)
- that their reason for attending the session had been met

It was encouraging to hear how much participants enjoyed attending the activity sessions and how beneficial they were for their mental health. They also spoke quite freely about challenges they were facing in their lives during the sessions including one individual who was having problems with gambling. This enabled us to provide further support or signposting as required.

We were pleased to be able to provide a reference for one of the regular participants at our cooking sessions which enabled them to take up a volunteering opportunity elsewhere.

More information is given about each activity session in the following sections.

Create Along With Us



"I LOVE THIS PLACE. IT OFFERS EMOTIONAL AS WELL AS PRACTICAL SUPPORT, EVERYONE IS KIND AND HELPFUL." – PARTICIPANT DURING CREATE ALONG WITH US SESSION

During the year participants at the Create Along With Us sessions participants tried their hands at a variety of creative activities ranging from decoupage, card-making, clay modelling, portrait drawing, decorating biscuits and landscape painting.





In March 2022 we were delighted to welcome a student from Sheffield Hallam University for a work experience placement. Using his excellent artistic skills he designed some lessons for our Create Along With Us sessions. These included how to paint a landscape, colour blending and drawing faces. As part of the placement the student was required to complete an

'intervention' to benefit us in some way and he chose to do this in relation to our activity sessions and drew up lessons plans which could be used again in the future.

Cook Along With Us

"I WISH MY MUM COULD SEE THIS, SHE'D BE WELL PROUD!"
– PARTICIPANT AT COOK ALONG WITH US SESSION

BETWEEN 26 TH JULY 2021 AND 31 ST MARCH 2022
we held 70 Cook Along with Us sessions which were attended by 44 individuals who between them took part on 243 occasions

Our Cook Along With Us sessions took place in the kitchen at Centenary Church due to the limitations of our own kitchen. During the sessions participants learnt how to make Chow Mein, sausage casserole, bacon and leek pie and toad in the hole to name but a few.
It was encouraging to see how the participants helped each other and were willing to share the food they had cooked. It was good to watch the participants grow in confidence and we were delighted when one of the regular participants at cooking sessions successfully completed his Food Safety Level 2 course. At the end of the financial year he also expressed interest in becoming a volunteer at the sessions.





Chill Along With Us

"CHEERS FOR GETTING ME OUT OF MY ROOM.
ALL I'VE DONE ALL WEEK IS PLAY ON MY GAME." – PARTICIPANT AT CHILL ALONG WITH US SESSION

BETWEEN 26 TH JULY 2021 AND 31 ST MARCH 2022
we held 68 Chill Along with Us sessions which were attended by 64 individuals who between them took part on 314 occasions

The original idea for the Chill Along With Us sessions was that they would involve listening to music. During the initial sessions participants introduced us to some of their favourite music including Disco Polo (Polish disco music!). As time went by participants suggested that as well as listening to music, they would also like to do other things. This led to some of them completing art and craft projects and others said they would like to play board games. It was

always part of the initial vision that participants at the activity sessions would be involved in designing the sessions and we were pleased to introduce the suggested changes.

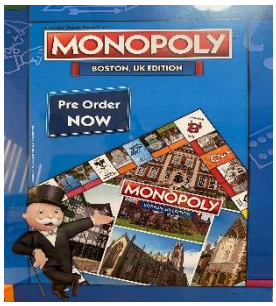




Our charity shop

The start of the financial year coincided with a period of lockdown and our charity shop was closed as it had been since the end of December 2020. Fortunately, government regulations enabled us to reopen on 12th April 2021 and the shop then remained open for the rest of the year. We were grateful to receive a government Restart grant via Boston Borough Council to help us get the shop up and running again.

Due to large numbers of donations and a pent-up demand amongst shoppers, the shop takings immediately returned to pre-pandemic levels and the eventual turnover exceeded the year 2019-20 (the last year of normal trading) by almost £6,000. Part of the reason for this was due to the sales of 132 Boston Monopoly games which raised £3,960 over the Christmas period.



The Boston Monopoly game made a fantastic Christmas present and we were very grateful to Boston Big Local for choosing Centrepoint Outreach as one of the retailers. It proved to be a huge success and we received pre-orders for the original 60 boards within a couple of weeks and were very grateful to receive additional boards which also sold out very quickly. All the monies raised from the sale of the boards donated to us were used to support our work with homeless and vulnerable people.

Our shop manager and deputy manager both worked very hard to ensure that the Shop was able to reopen at the earliest opportunity once the lockdown restrictions were lifted. We continued to keep Covid prevention measures in place to ensure that customers, volunteers and staff were kept as safe as possible. Shortly after reopening we received a visit from a representative from Boston Borough Council who confirmed that we had all the correct Covid measures in place in the shop. We were grateful for our membership of the Charity Retail Association which provided very clear guidance as to what was required on reopening which we were able to follow.

We are indebted to the volunteers who assisted our shop staff with all aspects of running the charity shop. Without their support we would not be able to open the doors of the shop to customers. It is also very important that the volunteers benefit from the experience themselves and is heartening to hear of the experience of one of them as described in the following case study.

Case study

"I started volunteering in the charity shop following a difficult period in my life when I suffered a mental breakdown and had a period of homelessness. After a few visits to the Centrepoint Outreach Drop In centre I was fortunately offered some accommodation and decided to volunteer in the charity shop as I started to rebuild my life. At first I helped out behind the scenes as, but as time went by, my confidence grew and I am now very happy in my role as 'meeter and greeter', standing by the door welcoming customers to the shop. I can also jump on the till if required. There is no way I would have had the confidence to do this when I first started volunteering. Although I still suffer from anxiety, I have learnt how to manage it and am very proud of the progress I have made."

This case study demonstrates how the best volunteering experiences are mutually beneficial. It also acts as a reminder that although we often focus on capturing outcomes for progress made by our clients, we should not forget that we often play a part in helping to bring about positive change in the lives of our volunteers too.

Financial and Other Support

We were very grateful to receive continued financial support from the Medlock Charitable Trust and Worth Waynflete Foundation during the year. Both provided core funding which played a vital part in helping to cover the day to day running costs of keeping the drop in centre open. As mentioned earlier we were grateful for a core grant received from Boston Borough Council which we used to employ Michael Hayward-Salvadori to introduce the in-person activity sessions.

We were delighted to be chosen as the charity to benefit from the proceeds of a raffle and charity auction held at a harvest supper event in Lincoln Cathedral hosted by the High Sheriff of Lincolnshire, Claire Birch. Our work was also featured in a slideshow about food issues in Lincolnshire which was shown at the event. All in all, the event raised over £10,000 to support our work and we were delighted that Claire Birch took the opportunity to attend one of our Cook Along With Us sessions.

We are grateful to everyone who undertook fundraising events to raise funds for our work. Special mention must go to Pat Wallis, a 97-year-old member of the congregation at Holy Trinity Church, Boston, who did a sponsored walk of two thirds of a mile and in the process raised just over £1,000.

Once again we were very grateful for the support we received at Harvest time from local churches and schools. The donations we received were very generous and helped to re-stock our shelves.

During the course of the year we received several grants which helped to support different aspects of our work. The Bringing Communities Back Together grant from Asda Foundation provided a very welcome contribution towards the costs of the Christmas party in the drop in, a contribution towards the cost of equipment etc., for the activities and some funding to purchase warm winter clothing and other essential items for clients.



We are so grateful to everyone who supports us in a myriad of different ways including those people who support us financially whether by way of one-off or regular donations. We were delighted that during the year we started to receive some further donations via our Localgiving page with some people setting up monthly direct debits. Regular donations are so helpful to us from a cashflow point of view.

I personally am very grateful to Howard Exton-Smith for his continued provision of mentoring support. During the year we met on Zoom, initially on a monthly basis, moving to quarterly partway through the year. Being able to talk through challenges with someone outside the charity was extremely helpful in helping me to find potential solutions.

Strategic Plan

Our Vision is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.

Each year the Trustees update the Strategic Plan and review progress against the goals set out in the plan.

As I mentioned in my report last year one of the charity's longer term goals is to be in more suitable premises. This could involve either converting Belmont House or moving to alternative premises. During the year we year we moved a step closer to achieving this goal when we received an extremely generous donation of £120,000 with the specific request that it should be spent on modifying Belmont House. The trustees established a sub-committee to manage the project and began the process of identifying an architect to prepare plans. By the end of the year an architect had been appointed and draft plans were awaited.

Another goal involved introducing planned changes in the drop in including the restructuring of the morning sessions. This goal was achieved when the drop in was able to reopen after the pandemic as described elsewhere in this report.

It has long been an aim to be more of a 'hub' for homeless services and we were delighted that during the year the RSI team, the Neighbourhood Team and the HepC Team all began to have a presence in the drop in. This was undoubtedly beneficial for clients and made it much easier for them to obtain the support they needed.

One of our medium term goals was to have at least 5 skills or wellbeing activities on offer a week. We were able to achieve that last year through the introduction of 6 weekday activity sessions which I refer to in more detail in the Activities section of this report. A successful application was made to SHINE for funding under the Wave 11 programme to contribute to various costs involved in the provision of our activity sessions including the cost of room hire at Centenary Methodist church for our cooking session. This funding commenced in February 2022.

The trustees are continually looking for ways to increase the charity's income and one of the goals in the strategic plan was to investigate the use of online selling platforms. During the year I was pleased to be invited to take part in a Peer Networks programme which involved attending 6 facilitated action learning sessions. I received 3 hours of consultancy support and chose to have mine based around the plan to start selling online. This provided an extremely useful and informative base on which to consider our online selling strategy. At the end of the year we also made a successful application to Boston Borough Council for a Business Revival Grant to purchase equipment to assist with online selling.



Staffing

We had several changes of personnel during the year. Carol Lidgett, our Finance Officer, who had been in role for 12 years following a period as treasurer decided to take her well-earned retirement. We appointed Dixie Potter as the new Finance Officer in October 2021.

During the year we said goodbye to part-time project workers Kerry Holmes and Lisa McKnight and appointed Jayne Wallis, one of our volunteers, to take on one of the part-time project worker positions. We had great difficulty in filling the part-time project worker vacancy created by Lisa's departure at the end of December 2021 and in fact had still not succeeded in recruiting a replacement at the end of the financial year. This did place increased pressure on the two remaining project workers.

Unfortunately, with the funding for his post coming to an end on 31st March 2022 Michael Hayward-Salvadori applied for other jobs and left shortly before the end of the financial year. We are very grateful to Michael for all he did in establishing the activities, initially online and latterly in person. He left a great foundation on which to develop the activities in the future.

We increased the hours of our van driver, Paul Steadman, for a trial period of a year from 1st October 2021 with a view to our delivery van going out more often and increasing furniture sales in the shop.

I am extremely grateful to all the staff throughout the charity for their hard work during the year, especially those involved in the introduction of new systems and ways of working, as well as those who stepped in to provide cover at times when we were short-staffed.

Volunteers

One effect of the pandemic was that some of our volunteers made the decision not to return to volunteering, mainly for health reasons. We held information and training sessions for volunteers who were interested in returning and we are indebted to the 5 volunteers who did return as well as the 3 volunteers who had continued to help during the pandemic and those who joined us through the year.

I am very grateful to all the volunteers who give up their time to work in various roles throughout the charity. Whether based in the drop in, the shop, on the van or in our stores their contributions are invaluable and help to ensure that we can continue to support those who come to us in need. The drop in centre volunteers adapted well to the new ways of working which included a greater emphasis on the befriending aspects role.

During the year we provided two work experience placements; one for a student preparing to start training as a Salvation Army officer and, the other, for a Sheffield Hallam University occupational therapy student who needed a 'non-traditional' work placement. Both placements proved to be very positive for both us and the students. As I say each year, it is vital that volunteering is a two-way process with the volunteer getting as much out of the role as we do.

> "THIS PLACE HAS GIVEN ME THE CONFIDENCE TO GO OUT THERE AND SAY I WANT A CAREER AND I WANT THIS AND I WANT THAT. I HAVE A LOT TO THANK CENTREPOINT OUTREACH FOR REALLY."

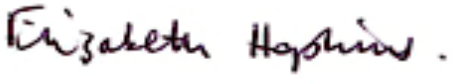
Trustees

During the year the trustees continued to hold meeting on Zoom. We were pleased to welcome Revd Sally Clifton, the curate at St Botolph's, as a trustee during the year bringing a wealth of experience to the role.

My thanks go to all the trustees for their continued support and, in particular, our Chairman, Peter Lawson for his tireless support and words of wisdom.

Conclusion

Although undoubtedly there were challenges during the year, particularly with regard to recruitment and staffing there were also many positives. We were finally able to successfully introduce planned changes in the drop in and introduce daily activity sessions during the week. More frequent visits by partner agencies led to improved signposting for clients requiring support. Moreover, as a result of the very generous donation we received, we were able to take the first steps towards achieving the long-held aim of modifying Belmont House.



Elizabeth Hopkins

Treasurer's Report for the year ended 31st March 2022

During the financial year 2021-22 efforts were focussed on the return to the pre-covid level of support of the vulnerable members of the community we serve. As such this review will focus on the comparison pre and post covid so an awareness can be shown of the financial potential and requirement for the immediate and long term future

The year of lockdown and other restrictions was fully reported in the 2020-21 annual report. It records the flexibility of the staff which enabled Centrepoint Outreach to continue the work of support to the homeless, needy and vulnerable of the community, in differing, versatile, and often challenging ways. The effort was remarkable, and a credit to all concerned.

As recorded 2020-21 attracted new but temporary sources of income, resulting in a healthy balance 30% higher than the previous year, carried forward to this financial year. In this reporting year 2021-22 the return to the more usual income flows was initially slow. The unrestricted income - the cashflow that supports the daily tasks - did recover although the Gift Aid and pledge income remained 14% lower. Trading income and donations were above the 2020 pre-covid levels.

However, comparing the expenditure pre and post covid shows a 15% increase, which reflects both the additional demand and activity, and higher staff, facilities and administrative costs.

The 2022-23 budget forecast created at the end of the year predicted a substantial shortfall which has fortunately since been reduced due to further generous donations received, but there is still a deficit which we will need to cover from reserves. Increased expenditure combined with reduced income remains a serious threat to the charity. The severe downturn of the economy at the time of writing is impacting on all parts of the community, including the individuals and organisations that are our regular benefactors. Equally the demand for our services is predicted to rise especially during the coming winter.

I ask that Centrepoint Outreach be ever a part of your prayers. If we ask, The Lord will prompt individuals and organisations to consider the charity as a recipient of their giving. Our finances, especially the unrestricted funds, depend on the decisions of individuals through whom God works. It is to Him and through Him we give thanks for friends and colleagues for their ongoing support in time, money and prayers. Please pray that the Holy Spirit will continue to reach out and encourage you in advancing The Lord's work through Centrepoint Outreach.



Michael Sharp
Treasurer

CENTREPOINT OUTREACH
(LIMITED BY GUARANTEE)

Company Number 3204952 (England & Wales)
Charity Number 1056296

DIRECTORS' AND TRUSTEES' REPORT
AND ACCOUNTS FOR THE YEAR
31 MARCH 2022

Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

CENTREPOINT OUTREACH

CONTENTS

	Page
Company Information	2
Directors' and Trustees' Report	3 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the financial statements	8 - 16

CENTREPOINT OUTREACH

COMPANY INFORMATION

Directors and Trustee:	Mrs AM Austin Mr PA Clark Mrs JM Criddle Mr PF Lawson Mr RO Locke-Wheaton Ms IJ Lebiedowicz Revd AL Taylor Revd E Ward Mr MJ Sharp Revd SA Clifton (Appointed 2 December 2021)
Company Secretary	Mr MJ Sharp
Registered Office	Belmont House 15 Red Lion Street Boston Lincolnshire PE21 6PZ
Company Number	3204952 (England & Wales)
Charity Number	1056296
Contact Telephone Number	01205 360900
Independent Examiner	Nicola Lenton FCCA Dexter & Sharpe The Old Vicarage Church Close Boston Lincolnshire PE21 6NA

DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The directors and trustees present their report and the financial statements for the year ended 31 March 2022. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

Governing document
The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with Companies House.

Objects of the charity
The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Organisation
A board of trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

Review of activities and future developments
The charity has continued its programme of providing a drop in as a meeting point for homeless and other vulnerable people in and around Boston. It operates 6 days a week. At the centre drinks, snacks, a smiling face and a listening ear are on offer. Our project workers, assisted by volunteers are able to provide comfort and professional assistance in dealing with client queries and referring to other agencies. They work on a one to one basis with certain clients to empower them to bring about lasting positive changes in their lives.

Our furniture delivery service has continued its job of recycling useful items of household furniture. The charity also maintains a stock of essential items which are distributed by our staff and volunteers to provide basic equipment for setting up a home. As well as providing food parcels we have continued to issue clean clothing and sleeping bags to individuals who are homeless. Our drop in also provides a shower and washroom for people with no access to these facilities.

Fundraising through the shop has continued to be one of our main sources of unrestricted core funding. Over the past couple of years the revenue has suffered from the general pressure on retail. The shop is the primary face of Centrepoint Outreach to the general public.

The charity continues to work with its strategic plan which is constantly reviewed. Positive results of interaction with clients are recorded.

During the year the charity was pleased to be able to introduce daily activity sessions. Further details are contained in the Chief Executive's report. This has helped to work towards the charity's vision that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.

Further information regarding results and ongoing projects can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

Risk management
The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

Reserves policy
The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £109,769 against a requirement of £69,375. The trustees are actively researching further sources of income.

Directors and trustees
All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

Public benefit
The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

Statement of trustees' responsibilities
The trustees 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 5th October 2022 and signed by order of the board.

M J Sharp
Company Secretary

CENTREPOINT OUTREACH

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CENTREPOINT OUTREACH

I report on the accounts of the charitable company for the year ended 31 March 2022 set out on pages 6 to 16.

Responsibilities and basis of report
As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

D. Lenton

NICOLA LENTON FCCA
Independent Examiner
Dexter & Sharpe
Chartered Certified Accountants
The Old Vicarage
Church Close
Boston
Lincolnshire
PE21 6NA

13th October 2022

CENTREPOINT OUTREACH

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

Notes		Unrestricted £	Designated £	Restricted £	2022 £	2021 £
	Incoming resources					
	Income and resources from generated funds					
	Voluntary Income					
2	Donations and legacies	**35,943**	-	**120,000**	**155,943**	19,951
	Gift aid and pledges	**8,645**	-	-	**8,645**	17,906
	Income tax recovered	**2,655**	-	-	**2,655**	4,358
3	Grants received	**43,994**	-	**45,821**	**89,815**	137,423
	HMRC Furlough Scheme	**407**	-	-	**407**	20,167
		91,644	-	**165,821**	**257,465**	199,805
	Activities for generated funds					
	Fundraising ventures	**22,195**	-	-	**22,195**	4,375
4	Trading income	**49,941**	-	-	**49,941**	5,655
		72,136	-	-	**72,136**	10,030
	Investment income					
	Bank Interest	**13**	-	-	**13**	57
	Other incoming resources	**160**	-	-	**160**	220
	Total incoming resources	**163,953**	-	**165,821**	**329,774**	210,112
	Resources expended					
	Cost of generating funds					
	Depreciation, etc.	**2,817**	-	**5,472**	**8,289**	8,288
	Fundraising expenses	**60**	-	-	**60**	20
4	Trading expenses	**31,838**	-	-	**31,838**	26,345
		34,715	-	**5,472**	**40,187**	34,653
5	*Costs of charitable activities*	**78,102**	-	**31,750**	**109,852**	103,632
	Other costs					
6	Management and administration	**27,749**	-	-	**27,749**	30,219
	Total expended resources	**140,566**	-	**37,222**	**177,788**	168,504
	Net incoming/(outgoing resources)					
	before transfers	**23,387**	-	**128,599**	**151,986**	41,608
	Transfers	**9,813**	-	**(9,813)**	-	-
	Net movement in funds	**33,200**	-	**118,786**	**151,986**	41,608
	Reconciliation of Funds					
	Balances brought forward as at 1 April 2021	145,414	35,000	2,818	183,232	141,624
	Balances carried forward at 31 March 2022	**178,614**	**35,000**	**121,604**	**335,218**	183,232

All income and expenditure has arisen from continuing activities.

The notes on pages 8 to 16 form part of these accounts

CENTREPOINT OUTREACH
COMPANY NUMBER: 3204952 (LIMITED BY GUARANTEE)

BALANCE SHEET AS AT 31 MARCH 2022

Notes		£	2022 £	£	2021 £
	Fixed assets				
8	Tangible fixed assets		**84,354**		92,643
	Current assets				
9	Debtors	**2,731**		1,334	
	Deposit account	**240,434**		104,124	
	Cash at bank and in hand	**24,501**		19,445	
		267,666		124,903	
10	**Creditors:** amounts falling due within one year	**(11,328)**		(23,368)	
	Net current assets		**256,338**		101,535
			340,692		194,178
12	Deferred grant		**(5,474)**		(10,946)
	Total assets less current liabilities		**335,218**		183,232
	Capital				
13	Unrestricted funds		**178,614**		145,414
	Designated funds		**35,000**		35,000
14	Restricted funds		**121,604**		2,818
			335,218		183,232

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with FRS102 SORP.

The financial statements were approved by the Board of Trustees on 5th October 2022 and were signed on its behalf by:

P. Lawson

Peter Lawson
Director

The notes on pages 8 to 16 form part of these accounts

1. ACCOUNTING POLICIES

Basis of preparation of financial statements
The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

Cashflow statement
The charitable company has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement.

Going concern
The financial statements are prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

Taxation
The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

Grants received
Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

1. ACCOUNTING POLICIES continued

Tangible fixed assets and depreciation
Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant. Any capital item costing below £500 is written off to revenue in the year in which it is incurred.

Income
Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

Fundraising costs/ trading expenses
Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

Governance costs
Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

Unrestricted funds
Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds. Within unrestricted funds are designated funds, where the trustees have provided for specific future risks.

Restricted funds
Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

2. DONATIONS AND LEGACIES

During the year £120,000 was received by way of a donation for the refurbishment and upgrade of the premises and is therefore restricted. More details can be found in note 14.

3. GRANTS RECEIVED

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Boston Borough Council	**4,500**	-	**4,500**	4,500
Worth Waynfleet Foundation	**15,000**	-	**15,000**	15,000
Medlock Charitable Trust	**15,000**	-	**15,000**	5,000
Alan Boswell re website	-	-	-	3,000
Boston Borough Council – Covid Grant	**5,344**	-	**5,344**	-
BBC re shop	**4,000**	-	**4,000**	37,157
Rough Sleeper Project	-	**32,337**	**32,337**	32,598
Asda Foundation*	-	**5,472**	**5,472**	5,472
Asda Foundation – Bringing Communities Together	-	**1,000**	**1,000**	-
Lincolnshire Partnership NHS Foundation Trust	-	**7,012**	**7,012**	750
Soil Association	**150**	-	**150**	12,500
Crisis UK	-	-	-	5,000
Homeless Link	-	-	-	12,033
LCC Community Fund re Covid	-	-	-	4,413
	43,994	**45,821**	**89,815**	137,423

*A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019. The amount shown above is the proportion released as income in accordance with the policy for capital grants.

4. TRADING INCOME AND EXPENDITURE

The charity operates a shop for selling donated goods to generate additional income. The trading results of the year are shown below:

	£	2022 £	£	2021 £
Sales		**49,941**		5,655
Grants re Shop Covid 19 closures		**4,000**		37,157
HMRC furlough receipts		**407**		15,470
		54,348		58,282
Premises costs	**1,628**		508	
Salaries and related costs	**28,581**		25,741	
Other overheads	**1,629**		96	
		31,838		26,345
Profit for the year		**22,510**		31,937

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
5. CHARITABLE ACTIVITIES				
Salaries	**64,956**	**24,569**	**89,525**	85,757
Rates and water	**526**	-	**526**	509
Light and heat	**2,662**	-	**2,662**	3,120
Food and requisites	**2,714**	**1,000**	**3,714**	7,002
Motor and travelling	**1,728**	-	**1,728**	1,293
Repairs and renewals	**3,792**	-	**3,792**	2,508
Arts and crafts	**3**	**6,181**	**6,184**	1,853
Telephone	**1,435**	-	**1,435**	1,273
Cleaning	**286**	-	**286**	25
Training	-	-	-	292
	78,102	**31,750**	**109,852**	103,632
6. OTHER COSTS				
Salaries	**17,091**	-	**17,091**	17,612
Light and heat	**532**	-	**532**	600
Insurance	**3,111**	-	**3,111**	3,138
Postage and stationery	**771**	-	**771**	436
Telephone	**286**	-	**286**	200
Internet costs	**1,181**	-	**1,181**	900
Website costs	-	-	-	3,000
Licences, fees and subscriptions	**1,762**	-	**1,762**	1,210
Independent examiner's fee	**1,560**	-	**1,560**	600
Computer expenses	**1,164**	-	**1,164**	1,935
Bank charges	**224**	-	**224**	181
Miscellaneous	**67**	-	**67**	407
	27,749	-	**27,749**	30,219

7. EMPLOYEE COSTS

	2022 Total £	2021 Total £
Gross wages and salaries	**129,566**	124,141
Employer's national insurance	**3,829**	3,605
Pension costs	**1,385**	1,364
	134,780	129,110

The average number of employees was 10 (4 full-time and 6 part-time) (2021 – 10).
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 4 and 5 above, as the total in note 6 includes shop staff which is included in trading expenses on the Statement of Financial Activities.

No employee received remuneration exceeding £60,000. Key management costs amounted to £28,815. The pension scheme is a defined contribution scheme taken up by 4 employees and operating through NEST.

8. TANGIBLE FIXED ASSETS

	Belmont House £	Van £	Total £
Cost			
At 1 April 2021	**140,837**	**27,362**	**168,199**
Additions	-	-	-
Disposals	-	-	-
At 31 March 2022	**140,837**	**27,362**	**168,199**
Depreciation			
At 1 April 2021	**59,140**	**16,416**	**75,556**
On disposals	-	-	-
Charge for the year	**2,817**	**5,472**	**8,289**
At 31 March 2022	**61,957**	**21,888**	**83,845**
Net book amount			
At 31 March 2022	**78,880**	**5,474**	**84,354**
At 31 March 2021	81,697	10,946	92,643

9. DEBTORS

	2022 £	2021 £
Income tax recoverable	**638**	426
Sundry debtors and prepayments	**2,093**	908
	2,731	1,334

10. CREDITORS – amounts due within one year

Deferred income	**7,233**	19,898
Credit card	**139**	615
Accruals	**1,796**	873
Pension	**232**	-
Taxation and social security costs	**1,928**	1,982
	11,328	23,368

The deferred income is made up of grants received from LCC Manged Care Network for Wave 11 and will be used for expenditure in 2022/2023.

11. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

The Statement of Financial Activities for the year ended 31 March 2021 is included for comparison purposes.

	Unrestricted £	Designated £	Restricted £	Total £
Incoming resources				
Income and resources from generated funds				
Voluntary Income				
Donations	19,951	-	-	19,951
Gift aid and pledges	17,906	-	-	17,906
Income tax recovered	4,358	-	-	4,358
Grants received	68,363	-	69,060	137,423
HMRC Furlough Scheme	20,167	-	-	20,167
	130,745	-	69,060	199,805
Activities for generated funds				
Fundraising ventures	4,375	-	-	4,375
Trading income	5,655	-	-	5,655
	10,030	-	-	10,030
Investment income				
Bank Interest	57	-	-	57
Other incoming resources	220	-	-	220
Total incoming resources	**141,052**	-	**69,060**	**210,112**
Resources expended				
Cost of generating funds				
Depreciation, etc.	2,816	-	5,472	8,288
Fundraising expenses	20	-	-	20
Trading expenses	26,345	-	-	26,345
	29,181	-	5,472	34,653
Costs of charitable activities	46,542	-	57,090	103,632
Other costs				
Management and administration	24,857	-	5,362	30,219
Total expended resources	**100,580**	-	**67,924**	**168,504**
Net incoming/(outgoing resources) before transfers	40,742	-	1,136	41,608
Transfers	(35,000)	35,000	-	-
Net movement in funds	5,472	35,000	1,136	41,608
Reconciliation of Funds				
Balances brought forward as at 1 April 2020	139,942	-	1,682	141,624
Balances carried forward at 31 March 2021	**145,414**	**35,000**	**2,818**	**183,232**

All income and expenditure derive from continuing activities

12. DEFERRED GRANT

	2022 £	2021 £
Amount brought forward/grant received	**10,946**	16,418
Amount charged to restricted fund income in the year	**(5,472)**	(5,472)
Amount carried forward	**5,474**	10,946

A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019. This is being released to restricted income over five years in accordance with capital grant policy.

13. UNRESTRICTED FUNDS

	2022 £	2021 £
Undesignated unrestricted funds	**178,614**	145,414
Designated funds – Buildings and Facilities Development Fund	**35,000**	35,000

The Trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Buildings and Facilities Development Fund as Belmont House is in need of substantial investment.

14. RESTRICTED FUND

	Wave 10 £	Wave 11 £	Donation £	Covid £	C&D £	RSP £	Van £	Asda £	2022 Total £	2021 Total £
Balance at 1 April 2021	-	-	-	**1,214**	**1,604**	-	-	-	**2,818**	1,682
Incoming resources	**7,012**	**7,233**	**120,000**	-	-	**32,337**	**5,472**	**1,000**	**173,054**	53,310
Charitable expenditure	**(6,181)**	-	-	-	-	**(24,569)**	-	**(1,000)**	**(31,750)**	(46,702)
Depreciation	-	-	-	-	-	-	**(5,472)**	-	**(5,472)**	5,472
Transfer to general	**(831)**	-	-	**(1,214)**	-	**(7,768)**	-	-	**(9,813)**	-
Deferred income	-	**(7,233)**	-	-	-	-	-	-	**(7,233)**	-
Balance at 31 March 2022	-	-	**120,000**	-	**1,604**	-	-	-	**121,604**	2,818

Wave 10 – Mental Health Promotion Fund — A grant was received for the provision of mental health support through activities.

Wave 11 - LCC Managed Care Network — A grant was received for the provision of mental health support through activities.

Donation — A donation was received for the refurbishment and upgrade of the premises.

Covid related projects — Grants were received from various funders to support our work with homeless and vulnerable people during the Covid-19 pandemic.

Consultancy & Development — A grant was received from the Bishop of Lincoln's Social Justice Fund for consultancy and continued development of our services.

Rough Sleeper Project / Activities Co-ordinator — Finance was received from central government via local government to appoint a Rough Sleeping Project / Activities Co-ordinator for Boston.

Van — A capital grant was received from Asda Foundation. This is being released to restricted income over a period of five years.

Asda — A grant was received to bring communities back together by way of a Christmas party, purchasing equipment for group activity sessions and purchasing essential items for homeless and vulnerable people.

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted £	Restricted £	2022 Total £
Tangible assets	**84,354**	**-**	**84,354**
Debtors	**2,731**	**-**	**2,731**
Cash at bank	**136,098**	**128,837**	**264,935**
Creditors	**9,569**	**7,233**	**16,802**
	213,614	**121,604**	**335,218**

Unrestricted funds noted above include unrestricted general funds, which represent the free funds of the charity which are not designated for a particular fund.

	Designated Funds £	Unrestricted General Funds £	Total Unrestricted Funds £
Tangible assets	**-**	**84,354**	**84,354**
Debtors	**-**	**2,731**	**2,731**
Cash at bank	**35,000**	**101,098**	**136,098**
Creditors	**-**	**9,569**	**9,569**
	35,000	**178,614**	**213,614**

16. SURPLUS FOR THE YEAR

This is stated after charging:

	2022 Total £	2021 Total £
Depreciation of tangible fixed assets owned by the charity	**8,289**	8,288
Independent examiner's fee	**1,560**	600

17. DEFERRED INCOME

Balance at 1 April 2021	**19,898**
Deferred income in year	**7,233**
Released to SOFA during year	**(19,898)**
Balance at 31 March 2022	**7,233**

18. DONATED GOODS, FACILITIES AND SERVICES

	2022		2021	
	No.	£	No.	£
Volunteers	23	34,513	6	2,566

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage rate hours of donated time and multiplying that by the national living wage rate.

19. RELATED PARTY TRANSACTIONS

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

20. LEGAL STATUS OF THE CHARITABLE COMPANY

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.

CENTREPOINT OUTREACH

England & Wales - Charity number 1056296

Accounts

Centrepoint Outreach

Annual Report

2020-2021













The year of the Covid-19 pandemic

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Charity Reg. No: 1056296
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Chairman's Report for the year ended 31st March 2021

As we look back on last year, I am sure that we all fervently hope that we will not have another year like that one. It would be good to think that it was a never to be repeated aberration in the scheme of things.

Our year runs from 1st April to 31st March, and it was 8 days before this year started that what turned out to be the first lockdown was announced (on 23rd March 2020 in fact).

After that, the way we all lived changed dramatically and the way that Centrepoint Outreach operated had to change dramatically as well. I touched on this in last year's report.

The Drop In could no longer operate, given that we all had to stay at home (if we had one) except for very limited reasons; and when we could go out we had to practise social distancing. The shop had to close. Trustee meetings had to be held by Zoom, as was last year's AGM of course.

As I write (in April 2021) the shop has re-opened (again), but the Drop In has not reopened fully. It is said that in many areas changes that would have occurred eventually, have been advanced by the pandemic and this is certainly true of Centrepoint Outreach. We had felt for some time that the Drop In was ripe for change. Too many clients seemed to be taking it for granted, claiming their refreshment (sometimes as it were, apparently of right) and leaving, giving us no chance to engage with them and attempt to help them in a more meaningful way.

As an organisation though, we were able to respond quickly and effectively to continue to offer whatever help we could to our clients, by 'meeting' them through the office window and providing them where appropriate with food, clothing advice etc. I think we can claim that because we are not hidebound by contracts and service level agreements, we could be 'light on our feet' and change the way we operate to suit the radically changed circumstances. I must pay tribute here to our CEO Liz, and also our Project Workers Kelly, Lisa and Kerry who willingly adapted to the new reality.

Michael Haywood-Salvadori, our Rough Sleeping Project Co-ordinator, also found that his role had changed, but proved very flexible. Rough Sleepers were 'housed' by Boston Borough Council in an hotel, in order to keep them and the community, safe. We provided breakfasts to those in the hotel who needed them and this has evolved through Michael's and Kelly's good work, into online cooking sessions which those recently homed can access – we even provide them with the raw materials for the simple meals. Again this is an imaginative and practical idea which makes use of modern technology in a very professional manner.

Speaking of technology, I was very pleased that this year we were able to launch our new website. The old one was very dated and could not be accessed by all devices. We were grateful to the Alan Boswell Charitable Trust for help with the funding for this. The website already appears to have led to new donations and applications for membership.

At last year's AGM we said goodbye to our long standing treasurer and trustee Mick Clarke and I would like again to thank him for his years of service to the charity. During the year, we were very pleased to welcome Mike Sharp as a new trustee and our new treasurer; I am sure he will make a valuable contribution in both these capacities.

Finances usually dominate our discussions. This year of course, it was difficult to do any fundraising and shop sales nose-dived. Fortunately we were able to take advantage of various government grants and other funding to keep us going. The accounts will demonstrate this.

The trustees have continued to work in accordance with the Strategic Plan and updated it during the year. As well as launching our new website we have also increased our use of social media to raise awareness of our work. Likewise we have improved the circuitry for the internet within Belmont House; we have certainly learned this year the benefit of good technology!

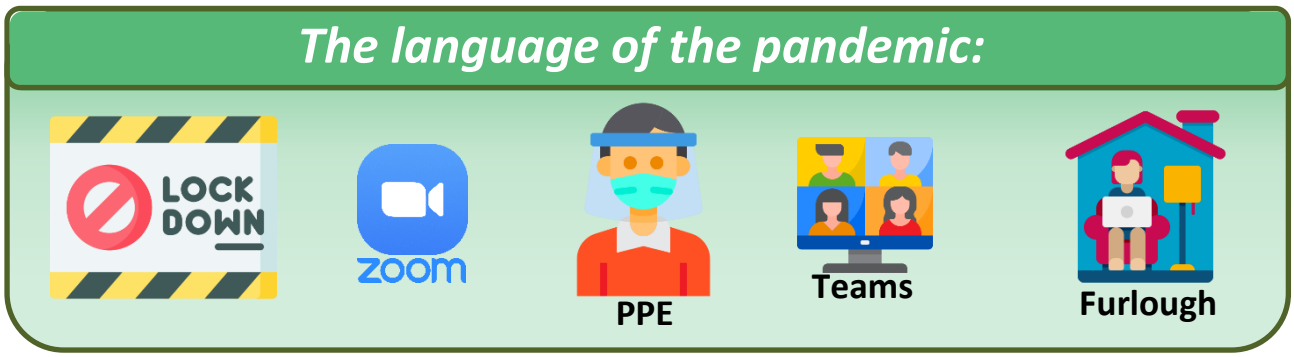
Finally, I would like to thank all our staff for their support during this difficult year. The Project Workers and Michael of course; Claire and Donna in the shop; Paul our van driver; Carol our Finance Officer who has had to deal with new challenges this year with the furlough scheme amongst others; Asteri our administration officer; and once again our CEO Liz for steering us through these uncharted waters; and our volunteers for their support even if some of them could not physically attend our premises. We have had a lot of support from all sorts of sources, so many I cannot list them all here, but thank you to each one of you.



Peter Lawson

Chief Executive Officer's Report for the Year ended 31st March 2021

2020-21 was a year like no other, dominated as it was by the global Covid-19 pandemic. At the start of the year we were only just getting used to words and phrases such as 'Lockdown', 'Furlough', 'Zoom', 'Teams' and 'PPE'; yet by the end of the year they had become part of everyday language. At Centrepoint Outreach we had to learn to operate in a completely different way in order to meet the needs of our clients whilst, at the same time, keeping everyone safe. In addition to the challenges it presented, however, the pandemic also gave us the opportunity to review the way we worked and plan for future changes.



Homelessness in Boston

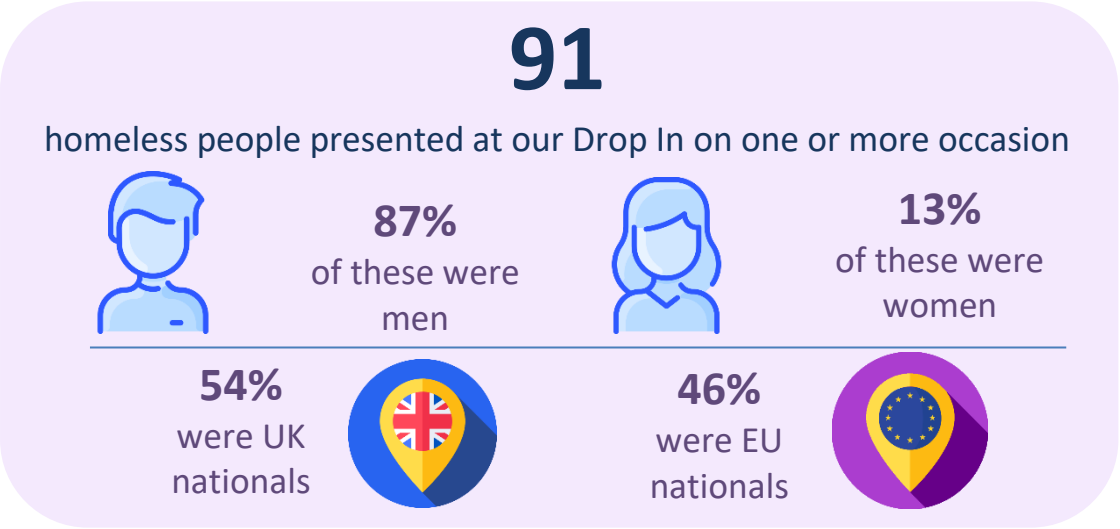
At the start of the financial year on 1st April 2020 the number of people rough sleeping in Boston had fallen dramatically due to the government's 'Everyone In' initiative. This involved the government directing local authorities to provide emergency housing for rough sleepers and vulnerable homeless people to prevent the spread of Coronavirus. Boston Borough Council acted quickly and, on 27th March 2020, just two days after receiving the government's letter, it had accommodated 18 individuals in a local hotel. This comprised all the people known to be rough sleeping apart from a few who refused the offer of accommodation.



Numbers of homeless presentations between 1 April 2020 and 31 March 2021

As a result of 'Everyone In' the number of people presenting to us as homeless was much lower than in previous years. Nevertheless, over the year we did receive visits from 91 individuals who were homeless or vulnerably housed in temporary accommodation. This was

45 individuals less than the previous year, a 33% reduction, which occurred across both UK and EU nationals.



The reduction in the number of people sleeping rough was also evidenced in the annual rough sleeper estimate; an annual exercise carried out to provide an estimate of the number of people sleeping rough nationally. In Boston during 2020-21 the number of people estimated to be sleeping rough was 7, a large fall from the previous year when the estimate was 19.

‘Everyone In’ and how we supported people accommodated in the hotel

In the last few days of the previous financial year Boston Borough Council approached us and some of the local churches to ask if we could provide food for the individuals accommodated in the hotel. Working in partnership with Centenary Methodist Church, Restore Church and Boston Food Bank our role was to provide a hot breakfast 6 days a week and a cold breakfast on Sundays. We also provided the residents with daily essentials such as toiletries and clothing.

Having never delivered hot food before we had to purchase suitable equipment including food containers and insulated boxes. We were fortunate to receive emergency funding from Crisis and The National Emergencies Trust (via Lincolnshire Community Foundation) to enable us to do this.

Between 1st April 2020 and 13th December 2020, when the service stopped, we delivered 3263 breakfasts to the hotel. Thereafter we provided daily food packs which were available for collection from our premises. 197 food packs were provided between 4th January 2021 and 31st March 2021.

Boston Food Bank originally provided food parcels for the hotel residents for Sundays when there was no lunch time or evening food provision. We assumed responsibility for providing these food parcels from May 2020 until December 2020. In total we provided 429 Sunday food parcels.



The individuals accommodated under 'Everyone In' included several who had been sleeping rough for years. Some of them had not been eligible for support before, some had no recourse to public funds (NRPF), others had not previously been willing to register as homeless with the local authority and some had been evicted from supported housing. Most had multiple and complex needs. As a result of 'Everyone In' the lives of these individuals changed overnight and instead of sleeping on the streets they found themselves with a roof over their heads and a comfortable bed to sleep in.

It very soon became apparent what a difference having somewhere safe to live can make to an individual. The street outreach team were responsible for visiting the hotel residents to support them to make applications for Universal Credit and, in appropriate cases, for Settled Status under the EU settlement Scheme. Individuals who had repeatedly refused offers of assistance with these matters previously were suddenly much more willing to engage. This resulted in several of the residents acquiring Settled Status and signing up for Universal Credit which enabled them to move into more permanent housing.

Not everyone found the move into accommodation straightforward. Some individuals found it hard to adapt to living in the hotel and were asked to leave for various reasons, including anti-social behaviour. However, many of these people were offered alternative accommodation by the local authority in an attempt to ensure that no one was forced to sleep rough.

By the end of the year the majority of the initial 'Everyone In' cohort had moved on from the hotel but the property was still being used to provide temporary accommodation for new rough sleepers whilst their situation was being assessed. This is the sort of provision which Boston has needed for years and the concern is that homeless numbers will increase again as and when it is no longer available. This would be a tragedy as 'Everyone In' showed that it is possible to provide accommodation for everyone, albeit on a temporary basis, when there is a will to make it happen. Not only did the 'Everyone In' initiative provide the majority of rough sleepers with a safe place to stay but it also helped the vast majority of individuals to keep free from Covid -19.

Covid-19 Health and Social Care Cell: Homelessness Subgroup

On 1st April 2020 I attended the first meeting of the Covid-19 Health and Social Care Cell: Homelessness Subgroup. It comprised part of a reporting structure which was established to help the government form a coordinated response to the Covid-19 crisis. Starting at grassroots level it fed right up to the government's Civil Contingencies Committee (COBR).

The subgroup included a representative from each local authority in Lincolnshire, and representatives from other organisations including the NHS, adult care, substance misuse, housing related support, probation and charities. I was pleased to represent Centrepoint

Outreach at the meetings. At the start of the pandemic the group met on Teams twice a week and then gradually scaled back when appropriate, firstly to once a week and then once a fortnight.

The issues considered by the group changed as the Covid situation altered but initially included matters such as triaging people according to whether or not they had Covid symptoms or pre-existing conditions, ensuring that all people who were rough sleeping had accommodation and getting the social care basics such as food in place. Being part of this group gave me a good overview of the situation throughout the county and we were also supported with PPE at a time when our stocks were running low. It also helped us to widen our connections throughout the county. In conjunction with 'Everyone In' this subgroup played an important part in keeping a very vulnerable group of people as safe as possible during the pandemic.

How we supported people presenting as homeless

> "When you asked me if I wanted a hot chocolate or a coffee it was the happiest I have been in days" – a new homeless client

Although numbers were lower than previous years, we did still receive visits from people presenting to us as homeless during the pandemic. With our drop in closed we had to speak to clients through the window but, nevertheless, we were still able to provide support with food, replacement clothing, washing of clothing, phone charging, a care of address facility and general support and guidance, including contacting partner agencies.



In normal times people who are sleeping rough can take advantage of our shower facility to freshen up. However, during the first lockdown when our drop in was closed, so too was our shower. This did not present too much of a problem initially as the vast majority of rough sleepers had been accommodated under 'Everyone In'. However, as time went by we did start to receive requests for showers. We were fortunate to be successful in our funding application to the Homelessness Response Fund which was government funding administered by Homeless Link. This funding allowed us to employ a professional cleaner for 3 months to clean the shower after each use which enabled us to reopen our shower in

August 2020. At the end of the funding period our staff felt confident to take over the shower cleaning themselves.



Thanks to a grant from the Homelessness Response Fund we were able to safely reopen our shower facility in August 2020. After having his first shower one client said "I feel 100% better"

Supporting people into accommodation

The number of people accommodated in the hotel fluctuated throughout 2020-21 with some people moving on and others taking their place. Registering for Universal Credit enabled some individuals to move on into social housing or HMO type accommodation. We were able to support these individuals with items of furniture and household goods to equip their new homes.

Case Study

Irena (not her real name) first registered at Centrepoint Outreach (CPO) in February 2020 after being referred to us by a friend. She had mental health challenges which left her unable to work. This had resulted in her losing her accommodation as she could not pay the rent. Irena spoke little English and to assist the project workers her friends helped to translate for her. During initial interactions with Irena, the project workers learned that she was in her early 60s, widowed with 6 adult children who lived in Poland, where she was born. Initially Irena was able to stay with friends so that she did not need to sleep rough, but towards the end of March 2020 she found herself out of options and was sleeping in a tent.

Irena was accommodated in a local hotel during the Covid-19 pandemic, under 'Everyone In'. Whilst she was in the hotel, she worked with Boston Borough Council and supporting agencies to gain Settled Status and Universal Credit which allowed her to move on from the temporary emergency accommodation into her own flat. During Irena's time in the emergency accommodation, CPO provided her with breakfast 6 days a week and a food parcel containing 3 meals, a drink and a snack each Sunday as well as toiletries and clothes. When Irena moved into her accommodation CPO supported her with a food parcel containing the necessities for starting up a home. Irena is now self-sufficient and is living independently. She still keeps in touch and has visited us on several occasions to thank us for our support.

As mentioned earlier in this report we continued to receive visits from new people presenting as homeless all through the pandemic. Numbers were low initially but increased towards the end of the year. Previously we would have signposted these individuals to the Council to register as homeless. During the year in question, however, the Council offices were closed and people were unable to visit in person. With the support of Boston Borough Council, we began to complete online homelessness registrations for clients. In total we made 39 homelessness applications during the year. Of the 91 people who presented to us as homeless 27 were supported into temporary accommodation and 17 obtained more permanent accommodation (which includes 8 of the individuals originally in temporary accommodation).

The accommodation situation began to improve towards the end of the year when some new units of supported accommodation became available which provided more options for people moving out of the hotel.

In my report last year I mentioned the Boston Rough Sleeping Project which was working towards reducing the number of people rough sleeping in Boston. With the assistance of government funding provided via Boston Borough Council we continued to employ the coordinator for the project, Michael Hayward-Salvadori, during 2020-21. As soon as it was possible to do so Michael re-established weekly case conferences with the other members of the project team who were all employed by P3. These meetings reviewed the rough sleeping situation generally as well as checking on the progress being made with the individuals accommodated in the hotel with regard to settled status applications and benefit claims etc. With less people rough sleeping following 'Everyone In' it was agreed part way through the year that Michael's role would change emphasis to have more of a community focus through the provision of activities/life skills training opportunities for newly accommodated individuals to access.

Our Drop In Centre

Our Drop In lounge was closed for the whole of the year as, due to its size, it was impossible to comply with social distancing requirements. Instead we operated through our office window and received 2079 visits in this way from 1st April 2020 -31st March 2021.

- **84.9%** of people visiting Centrepoint were **self-referred**
- **6.2%** were referred by **P3**
- a further **3.9%** were referred by **Children's Services.**

The remaining clients were referred from over **10 agencies** across the area, including housing associations and support agencies.



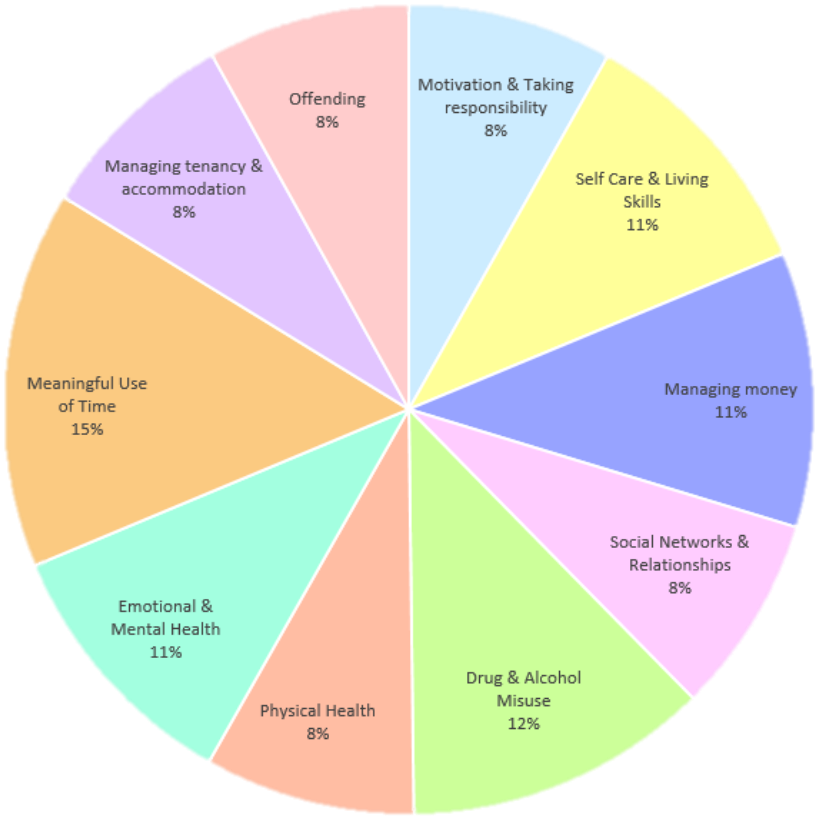
2079 visits to our Drop In were made by **209** individuals.

During the periods of lockdown in 2021-21 people were encouraged to stay at home and not to come out unless absolutely necessary. As a result of this, and the fact that our drop in lounge was closed, we received far fewer visits and saw less people than we would in a more normal year. What we noticed during the year in question, however, is that virtually everyone coming to our window had a specific need. In the majority of cases these were food related which was the main focus of our support, particularly during the first lockdown.

Client Needs

When clients register with us we make a record of their needs which enables us to discuss how we can best support them. In previous years the area of greatest need has usually been 'managing tenancy and accommodation' (which includes the need for accommodation due to homelessness). Last year this changed, probably because far fewer people were homeless as a result of the 'Everyone In' initiative. The pie chart below shows that the area of greatest need identified during 2021-21 was meaningful use of time which we believe was linked to the fact that lockdown had forced so many services to close, our drop in included.

In order to help people find new ways to fill their time and meet this need we introduced online cooking and art and craft activities and more is said about these later in this report.

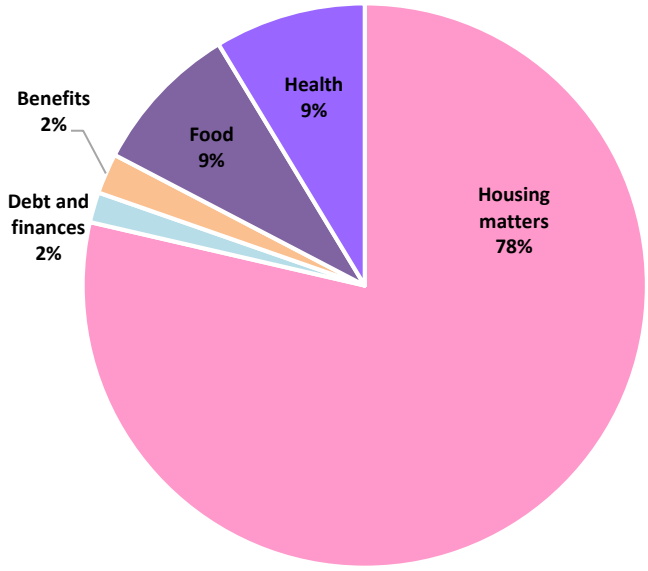


Of the clients who registered with us the greatest need related to issues involving Meaningful Use of Time. We established online activities including cooking and art and craft projects to help clients to fill their time as well as learn new skills.

Referral to partner agencies

When clients need more specialist support we often refer them to other agencies. The pie chart/graph overleaf gives details of the referrals made to partner agencies during the year.

It is perhaps not surprising that the agency we referred clients to most frequently during the year was Boston Borough Council. This was partly because the Council was responsible for allocating places in the hotel used for 'Everyone In' and also because it is where individuals have to register if they are homeless. As a result of working more closely together to keep



We made 187 referrals to over 15 agencies during 2020-21 with referrals to Boston Borough Council in relation to housing matters and to register as homeless being the most frequent (40.1%), followed by referrals to P3 (27.8%).

vulnerable individuals safe during the pandemic our relationship with the Council strengthened, a positive development. Referrals to other partner organisations were much lower than usual partly because more people were accommodated but also because many other agencies were not offering face to face appointments.

Other support provided

The level of the other support we provided during 2020-21 was different to previous years due to the restrictions imposed during the pandemic. Our van did not operate for large parts of the year and there was therefore a far greater emphasis on the provision of food support and clothing. Nevertheless we did manage to deliver some items of furniture to people being accommodated and we also provided substantially more household goods than the previous year. This reflects the number of people moving into more permanent accommodation.

See below for details of the support provided during 2020-21

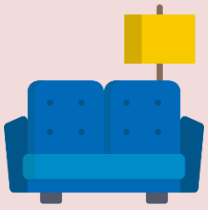
From 1 April 2020 to 31 March 2021:



54 trips were made by our van to collect and deliver furniture



68 items of furniture were delivered



131 items of furniture were collected (to be passed on to those in need or sold in our shop)

637 incidents of household items given.



764 food parcels were given out (not including hotel food parcels)





125 items of bedding were given out



990 items of clothing were given to homeless people.

In the whole of the previous financial year we provided 129 food parcels whereas in 2020-21 in addition to 3263 breakfast and 429 hotel food packs we also provided 764 food parcels from Belmont House, some to clients and some to individuals and families referred to us by partner agencies. Not only were people struggling to afford to buy food during the pandemic for many reasons such as job loss or reduced hours, but we received several requests for help from people who used to come and take advantage of the hot snacks on offer in our drop in before the pandemic.

Activities

Prior to the first lockdown we held a weekly art and craft session in the drop in one afternoon a week. These sessions had always proved popular but had to be put on hold when the drop in centre closed during lockdown.

We had planned to set up daily activity sessions to commence at the beginning of March 2021 (see more details below) but as that date approached it became clear that the Covid situation would not permit in person activities to take place. We were fortunate to receive funding from the Winter Transformation Fund (as part of an application submitted by Restore Church) and this enabled us to establish an online cooking project called 'Cook Along With Us' in February 2021. The project was designed and led by Michael Hayward-Salvadori.

In conjunction with the project workers, Michael produced a series of online cooking videos and provided each participant with the link to a weekly video together with a pack containing the ingredients, a recipe card and some basic cooking equipment. We began by providing around 12 packs each week to residents at the Framework hostel and P3 accommodation. The feedback was positive although we did receive a comment that the recipes were too easy! We took this on board and adjusted the subsequent recipes slightly. Most weeks we received a photo from at least one participant to show us what they had made – see photos below.







With the initial trial of the online cooking project going well Michael approached the Mental Health Transformation Fund which was funding in-person activities from 1st March 2021 to see if part of the funding could be used to continue to offer online sessions until it was possible to hold the sessions in person. Fortunately this was agreed. As well as online cooking sessions an online art and craft project commenced shortly before the end of the year.

Some of the comments we received about the cooking project:

"I didn't bother cooking for one but this has really helped me"

"It means I get a decent meal"

"I share the recipes with my daughter".

Strategic Planning

OUR VISION	**That homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.**

In my report last year I mentioned that one of our strategic goals was to investigate how Belmont House could be reconfigured to use the space more effectively. Unfortunately the pandemic then intervened which meant that no further progress was made on this aspect of the plan during the year.

Nevertheless it was possible to complete other goals including the launch of our new website, funded by a grant from the Alan Boswell Foundation with the work carried out by Laser Red. We were hoping that the new website would raise the charity's profile and lead to an increase in donations and it has already achieved both these things. Not only do we regularly receive enquiries through the website but we have also attracted new members and increased donations, including some regular monthly payments. These are made through our Localgiving page which can be accessed directly from the website. In addition to the new website we also introduced a new email system during the year.

One of the longer-term goals in the Strategic Plan was to have at least three life skills/wellbeing activities on offer a week. The barrier to this was always the lack of space and suitable facilities at Belmont House and we therefore needed to explore alternative solutions. The need to provide activities and life skills training took on a greater importance as more people became accommodated. We identified that one of the key issues would be how to support those individuals to maintain their accommodation and not return to the streets.

Many of the people we support have complex needs often involving substance misuse and mental health challenges and securing accommodation is only the first step in supporting them to change their lives. With less people rough sleeping we agreed with Boston Borough Council that Michael Hayward-Salvadori's role of Rough Sleeping Project Coordinator would change emphasis to become more community focussed and to concentrate on preventing people returning to rough sleeping. Our analysis of client needs revealed that the greatest area of need was meaningful use of time and we decided to build upon the success of our art and craft session to establish daily activity sessions as part of our restructuring of the drop in.

A successful application was made to the Mental Health Promotion Fund to cover the costs of providing 6 activity sessions a week with the intention that these would start at the beginning of March 2021. These would include 2 cooking sessions and 1 art and craft session a week to be held at Centenary Church. This was to overcome the limitations of Belmont House. Unfortunately, we were unable to start the activities in person when planned due to the pandemic but thanks to Michael's creative solution we were able to deliver cooking sessions and some art and craft session online. More detail is given in the 'Activities' section.

The trustees also used the pandemic as an opportunity to consider ways to restructure the daily drop in sessions and these were still under consideration at the end of the financial year.

Financial and other support

At the start of the first lockdown the financial situation appeared bleak. With the shop having to close and fundraising events having to be cancelled I was initially very concerned about the future. Before long several emergency Covid-19 grant schemes were launched and we applied to some of these with mixed fortunes. Receiving emergency grants from Crisis and NET (via the Lincolnshire Community Foundation) gave us a real boost both financially and psychologically and enabled us to purchase containers and equipment for delivering hot food, food items and PPE. Thanks go to Will Culley who assisted us with some of the funding applications.

We continued to make funding applications throughout the year and full details of the grants we received are listed in the accounts. However, there are some which merit a special mention; we are grateful to the 3 local councillors who supported us through the Lincolnshire County Council Community Fund Scheme. The grants we received enabled us to replenish our food stocks as well as purchase Perspex screens for use in our drop in office and charity shop; the grant received from the Homelessness Response Fund enabled us, amongst other things, to reopen our shower for use by people sleeping rough. This was a significant milestone for both us and our clients and provided some much needed light at the end of the tunnel; the grant from the Department of Culture, Media and Sport (via the Lincolnshire Community Foundation) ensured that we were able to support more clients who came to us by increasing the hours of our part time project workers for a 6 month period as well as equipping them with laptops and phones which meant that they no longer needed to share.

We were also extremely grateful to the Medlock Charitable Trust, the Worth Waynflete Foundation and Boston Borough Council for their continued support with core funding which played a vital part in ensuring that we could continue to support people in need.

We also received numerous generous financial donations from individuals, local organisations and businesses which made a real difference to the support we could provide. With donations of food reducing during the pandemic the financial donations we received enabled us to purchase food as and when we ran short. I would also like to acknowledge the support we received from Asda and the Community Champion Stephen Bromby, who provided us with Covid food supplies on several occasions during the year. Mention should also be made of the kind lady who made and delivered either fresh pies or pasties to us virtually every week which went down very well with the homeless individuals receiving them.

As well as people who made one-off donations we were extremely grateful to the individuals and churches which made regular monthly donations throughout the year. Donations made in this way are extremely helpful to us from a cashflow point of view.

All the fundraising events we had planned for the year had to be cancelled due to the pandemic. However, one of our volunteers, Jayne Wallis, took part in the 2.6 Challenge set

by the organisers of the London Marathon. Jayne's challenge was to run 26k and in doing so she raised £661.75 for us, a fantastic achievement. Jayne is featured in action on the front cover of this Annual Report.

With the charity shop closed for most of the year we were very grateful to receive government support in the form of retail and other grants. This made a huge difference to the state of our finances at the end of the year. We were also grateful to be able to take advantage of the Coronavirus Job Retention Scheme for 5 of our employees throughout the charity until such time as they were able to return to work.

We were very grateful for all the non-financial support we received during the year in the form of food, clothing, toiletries, household goods and items for our charity shop (when it was open). Harvest donations were lower than previous years as many churches and schools did not hold their usual harvest festival services. Nevertheless we were very grateful for the donations received from 10 churches and schools which helped to refill our empty shelves.

We also received non-financial support during the year under the Strategic Adviser Development Scheme from Vicky Thomson who was assigned to work with me. During the period of the programme Vicky and I met virtually on several occasions covering areas such as a stakeholder analysis, delegation sequence and concluding with a training session for the project workers, myself and others on writing case studies. I found taking part in the programme very beneficial and was given the opportunity to speak about my experience at the Voluntary Engagement Team conference in October 2020.

I am also very grateful to Howard-Exton-Smith who continued to act in a mentoring role through monthly meetings on Zoom. At these meetings I am able to talk about what has been happening during the previous weeks, including any challenges. Howard is always able to provide helpful suggestions based on his experience of working with other individuals and organisations and in many cases the very act of talking about challenging situations makes it easier to see the way ahead.

Our Charity Shop

As a result of the pandemic and various lockdowns our charity shop was only open for 46 days between 1st April 2020 and 31st March 2021. It was already closed at the start of the financial year which fell during the first lockdown and it remained closed until 12th October 2020. It would have been possible to reopen in June 2020 but we did not feel confident about reopening at that point nor did we have all the recommended safety measures in place. Our caution proved beneficial as when the shop did reopen its doors customers were used to wearing masks and following one way systems which meant that our staff and volunteers did not face the same customer resistance to these measures as other shops which reopened earlier.

Following the first lockdown we had to close and reopen our shop on two further occasions as a result of Boston going into Tier 4 and subsequent lockdowns.





24th March 2020
Shop closed for first lockdown

12th October 2020
Shop reopened

4th November 2020
Shop closed again due to lockdown

3rd December 2020
Shop reopened again

30th December 2020
Shop closed when Boston when into Tier 4 followed by lockdown

31st March 2021
Shop was still closed at end of financial year

We were fortunate to benefit from various government initiatives to support the retail sector during the pandemic including retail grants and business rate relief as well as the Coronavirus Job Retention Scheme. Without the assistance of this support the outlook for the charity shop would have been very bleak.

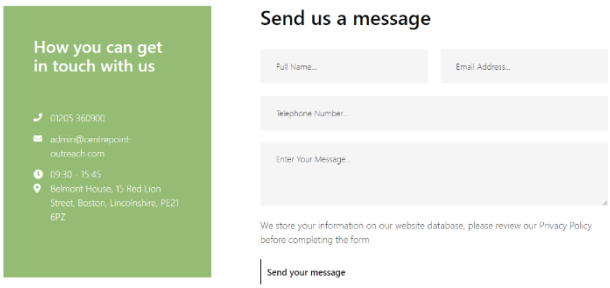
As mentioned earlier two of the grants received from the Lincolnshire County Council Covid-19 Community Fund Scheme enabled us to purchase screens for the till area in the shop as well as PPE for staff and customers and the necessary materials to mark out a one-way system through the shop. This funding ensured that when we reopened we could do so safely.

We were very grateful for our membership of the Charity Retail Association during the year as we received regular updates on how the charity retail sector was dealing with the challenges of the pandemic together with guidance on reopening which was updated each time the rules changed. We followed this guidance closely when planning our reopening.

Communications (including website and social media)

The pandemic not only presented challenges with delivering our services but also with how we communicated. With only a few face-to-face meetings taking place we had to find other ways to keep in touch with everyone. As well as launching our new website during the year we also expanded our use of social media. Previously we only posted occasionally on Facebook but from the start of the first lockdown we began to post several times a week. This not only kept our followers up to date with how we were continuing to support people but also resulted in an increase in our number of followers. Towards the end of the year we set up an Instagram page in conjunction with the start of our online cooking and art and craft activities and this helped to reach yet another audience.





During the year all the meetings of trustees took place on Zoom. To ensure the trustees were kept fully up to date with developments during the pandemic I sent them short weekly updates summarising what had happened during the previous week and giving details of the type of support provided.

I also attended Community Leaders Briefing meetings held by Boston Borough Council on Zoom. These not only helped me to keep abreast of what was happening locally as regards Covid vaccines and other matters, but also enabled me to contribute to discussions concerning how best to help individuals who were either rough sleeping or living in temporary accommodation. It was through membership of this group that I was given the opportunity to put a question to the Deputy Chief Medical Officer, Jonathan Van-Tam, at an online Question and Answer session.

I have mentioned elsewhere in this report the benefits we obtained from our membership of the Charity Retail Association during the pandemic. I was also extremely grateful for our membership of Homeless Link during this time. In the initial stages of lockdown the CEO of Homeless link held weekly webinars every Wednesday afternoon. At a time when government guidance for the operation of day centres was limited, the guidance provided by Homeless Link was invaluable. I was also able to attend several online meetings with representatives from day centres elsewhere. Not only did this show me that everyone else was facing the same problems as us, but also gave me reassurance when I discovered that the new ways of working we had devised were similar to those of other charities.

Staff and Volunteers

The year 2020-21 was very challenging for all of our staff and volunteers. Depending on their respective roles in the charity they had very different experiences during the pandemic. Of our paid staff members, 5 were furloughed at the start of the first lockdown. These were our shop manager and deputy, our van driver and two of our project workers (one of whom retired whilst on furlough). One of our project workers was on maternity leave at the time and was therefore not at work anyway. The remaining 6 staff members continued to work. Our Finance Officer and Rough Sleeping Project Coordinator were able to work from home (during the whole year in the case of the Finance Officer and for part of the year in the case of the Rough Sleeping Project Coordinator).

This left 4 members of staff actually working from Belmont House; our lead project worker and me both on a full time basis and our Saturday project worker and my admin assistant on a part time basis.

Kelly Reay, our lead project worker only started with us 6 weeks before lockdown and was still learning the job when she had to instantly adapt to completely new circumstances. In fact Kelly virtually singlehandedly prepared and delivered the majority of the 3263 breakfasts delivered to the hotel, with Claire Gray (initially) and then Lisa McKnight taking on the role on Saturdays. They all did an incredible job but I particularly wish to pay tribute to Kelly who kept going throughout the initial lockdown despite the need to constantly adapt how we were operating as Covid rules changed. Most of the visitors to our window came during the morning and she used the afternoons to do some much-needed sorting out of our clothing and bedding stores. She also took the opportunity to devise an online system for recording statistics on a daily basis. This was something we had been keen to introduce for a while and Kelly, with her IT skills, was able to make it happen.

Looking back the first lockdown seemed to last forever but in July we were pleased to be able to welcome back project workers Lisa McKnight (from maternity leave) and Kerry Holmes (who had been covering Lisa's maternity leave but remained on a temporary basis to cover the role of the project worker who had retired).

Claire Morris and Donna Ladds from the shop both spent much of the year on furlough and I am grateful to them for coping with this so well and for their enthusiasm for putting in hand the necessary measures to ensure the shop could reopen safely on three different occasions throughout the year. Our van driver, Paul Steadman was also furloughed for large parts of the year but managed to get out on the road with the van on 54 occasions to collect and deliver furniture.

The picture for our volunteers during the year was also very mixed. With the drop in and charity shop closed the majority of volunteering roles disappeared overnight. At the start of the first lockdown we were grateful to two of our trustees, Revd Lis Ward and Revd Sue Rose who volunteered on Saturday mornings, helping to put together food packs for the residents in the hotel for the following week. Their role was subsequently taken on by Cllr. Judy Welbourn to whom we are also very grateful. Thanks also go to our food volunteer who returned to manage our food store as soon as she could do so safely.

On the occasions our charity shop was able to open we were grateful for the support of 4 of our shop volunteers who returned to their roles. Some of the other volunteers were unable to return either because of their own health issues or because they were caring for someone who was extremely vulnerable.

Our trustees are also, of course, volunteers and I am so grateful to them for their support throughout the year especially Peter Lawson, our Chair. Peter was always at the end of the phone if I needed to discuss our response to the pandemic and changes to our ways of working. We were also pleased to welcome Mike Sharp as our new treasurer during the year.

My thanks and gratitude go to all our staff and volunteers whether they were working or not for their support during what was such a difficult and challenging year.

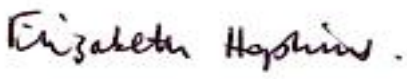
Conclusion

Despite it being a dreadful year in so many different ways, there were also many positives. I was pleased at how quickly we were able to respond to the challenges that the pandemic presented and proud of the fact that we were able to safely maintain face to face contact with those needing our services throughout the year. I am sure that being a small charity without layers of bureaucracy helped us to adapt quickly.

I am pleased at the closer working partnership we forged with Boston Borough Council and local churches which helped to ensure that there was a coordinated approach to providing support during the pandemic.

The pandemic also provided us with the opportunity to take stock of our situation and make plans to start delivering our services in a different way when we were able to reopen fully.

Finally, above all else, I am pleased that were able to play our part in keeping the vulnerable people we were supporting safe and, as far as I am aware, Covid-free throughout the year.



Elizabeth Hopkins

Treasurer's Report for the year ended 31st March 2021

The financial year coincided with the year of Covid-19 national lockdowns which could have severely impacted on the income and expenditure. Yet this report reflects an exceptional time during which Centrepoint Outreach continued the work of support to the homeless, needy and vulnerable of the community, in differing, versatile, and often challenging ways. The loss of income following closure of the shop and a general reduction of social activity in the community was a challenge, yet despite this, the charity continued to operate 6 days a week, adapting services in order to meet additional, or comply with changing, government requirements.

There was significant additional demand for food support during the pandemic and successful applications to various Covid funds and local traders enabled the purchase or donation of the stock required to meet this need.

Fundraising and trading income was down over 80%, but the financial need was greater than in previous years, and was met through the generous 50% increase in donations, 64% uplift in gift aid and pledges, and a massive 139% increase in grant aid, the majority of which was ring-fenced for specific tasks. Details are shown in the accounts. Such grants are unlikely to feature in future years, and there is a need to re-establish the former pattern.

The trustees approved an updated strategic plan, reviewed on a regular basis. Of particular concern has been the condition of the building, which continues to deteriorate and absorb funds for routine maintenance, which do little to improve the facilities nor reduce the longer term risks.

The Finance and Property Committee proposed that a 'Buildings and Facilities Development Fund' be established for long-term improvement/replacement of current buildings and facilities. The trustees agreed that a new account be opened with the Charities Aid Foundation (CAF), which offers a better interest rate, and also would reduce the risk to the charity of excessive funds in Lloyds Bank.

Further information regarding how Centrepoint Outreach operated during the pandemic and the results achieved can be found in the Chairman and Chief Executive reports attached to these accounts.

As he notified in his conclusion to the 2020 report, Michael Clarke, the long serving trustee and treasurer, did retire, and I am grateful for his advice and help in the handover of the accounts, creating no concerns or worry for me as his successor.

This year we will be saying farewell to another long term member of the Finance Team, as Carol Lidgett hangs up her quill and abacus after many years as Finance Officer of Centrepoint Outreach. Carol spends much time keeping the books straight and providing the data which guides our decisions. Carol also has a wealth of knowledge of employment processes. She will be greatly missed.



Michael Sharp
Treasurer
October 2021

CENTREPOINT OUTREACH
(Limited by Guarantee)

REPORT AND ACCOUNTS
FOR THE YEAR ENDED
31ST MARCH 2021

Charity No.: 1056296
Company No.: 3204952 (England and Wales)

CENTREPOINT OUTREACH

REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2021

DIRECTORS AND TRUSTEES

Mrs. A.M.Austin	
Mr P. A. Clark	
Mr. M. Clarke	Resigned 4th November 2020
Mrs. J.M. Criddle	
Mr. P. F. Lawson	
Ms. I. J. Lebiedowicz	
Mr. R.O. Locke-Wheaton	
Revd. S. E. Rose	Resigned 20th July 2020
Mr M J Sharp	Appointed 17th February 2021
Revd. A. L. Taylor	
Revd. E. Ward	

COMPANY SECRETARY

Mr. M. Clarke	Resigned 17th February 2021
Mr M J Sharp	Appointed 17th February 2021

REGISTERED OFFICE

Belmont House
15 Red Lion Street
Boston
Lincolnshire
PE21 6PZ

COMPANY NUMBER

3204952 (England and Wales)

CHARITY NUMBER

1056296

CONTACT TELEPHONE NUMBER

01205 360900

INDEPENDENT EXAMINER

Nicola Lenton F.C.C.A
Dexter & Sharpe
The Old Vicarage
Church Close
Boston
PE21 6NA

CENTREPOINT OUTREACH

CONTENTS

	Page
Directors' and trustees' report	1 and 2
Independent examiner's report	3
Statement of financial activities	4
Balance sheet	5
Notes to the financial statements	6 to 13

CENTREPOINT OUTREACH

Directors' and Trustees' Report for the year ended 31st March 2021

The directors and trustees present their report and the financial statements for the year ended 31st March 2021. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

Governing document

The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with the Companies House.

Objects of the charity

The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Organisation

A board of Trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

Review of activities and future developments

The first national lockdown during the Covid-19 pandemic coincided with the start of the financial year and the drop in centre and charity shop were closed and 5 members of staff were furloughed. Despite this, the charity continued to operate 6 days a week, but changed the way it delivered its services in order to comply with Government requirements from time to time.

Although the drop in centre was closed to visitors, the project workers continued to deal with client queries and provide food parcels at the office window. They also prepared and delivered hot breakfasts to a group of rough sleepers accommodated in a local hotel under the Government's 'Everyone in' initiative. As restrictions were lifted, and with the benefit of funding support, it was possible in August 2020 to reopen the shower facility and admit individual clients to the building for the purpose of dealing with more complex queries.

The charity shop reopened in October 2020 but had to close and reopen on two further occasions as a result of Boston going into Tier 4 and further national lockdowns. All in all the charity shop was only open for 7.5 weeks in the financial year 2020-21, but we were fortunate to benefit from various Government retail grants and the Job Retention Scheme which helped to secure the shop's future.

There was a huge demand for food support during the pandemic and we made successful applications to various Covid funds which enabled us to purchase the stocks we required to keep up with demand.

During the year the Trustees approved an updated strategic plan which is reviewed on a regular basis.

During the pandemic it was not possible to hold Art and Craft sessions in person but we were able to launch an online cookery project, 'Cook Along With Us', which enabled newly accommodated individuals to learn basic cooking skills.

Feedback from participants was positive.

Further information regarding how we operated during the pandemic and the results achieved can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

continued...

CENTREPOINT OUTREACH

Directors' and Trustees' Report for the year ended 31st March 2021

Risk management

The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

Reserves policy

The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £96,030 against a requirement of £56,704 . The trustees are pleased that despite trading restrictions they have reserves in place. The Trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Building and Facilities Development Fund as Belmont House is in need of substantial investment.
Shop turnover, which is unrestricted core funding, has suffered during the pandemic but is now recovering to pre Covid 19 levels.

Directors and trustees

All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

Public benefit

The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

Statement of trustees' responsibilities

The trustees 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 8th September 2021 and signed by order of the board.

M J Sharp

CENTREPOINT OUTREACH
for the year ended 31st March 2021

Independent Examiner's Report to the Trustees of Centrepoint Outreach

I report on the accounts for the year ended 31st March 2021 set out on pages 4 to 13.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directore of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this reporrt in order to enable a proper understanding of the accounts to be reached.

N. Lenton

N. Lenton F.C.C.A
Dexter & Sharpe
The Old Vicarage
Church Close
Boston
PE21 6NA

14th September 2021

CENTREPOINT OUTREACH

Statement of Financial Activities for the year ended 31st March 2021

Notes		Unrestricted Funds £	Designated Funds £	Restricted Funds £	2021 Total £	*2020 Total £*
	Incoming resources					
	Income and resources from generated funds					
	Voluntary income					
	Donations	19,951	-	-	19,951	*13,253*
	Gift aid and pledges	17,906	-	-	17,906	*10,900*
	Income tax recovered	4,358	-	-	4,358	*2,127*
2	Grants received	68,363	-	69,060	137,423	*57,404*
	HMRC Furlough Scheme	20,167	-	-	20,167	-
		130,745	-	69,060	199,805	*83,684*
	Activities for generating funds					
	Fundraising ventures	4,375	-	-	4,375	*6,273*
3	Trading income	5,655	-	-	5,655	*43,998*
		10,030	-	-	10,030	*50,271*
	Investment income					
	Bank interest	57	-	-	57	*170*
	Other incoming resources	220	-	-	220	*559*
	Total incoming resources	**141,052**	-	**69,060**	**210,112**	*134,684*
	Resources expended					
	Cost of generating funds					
	Depreciation, etc.	2,816	-	5,472	8,288	*8,288*
	Fundraising expenses	20	-	-	20	*20*
3	Trading expenses	26,345	-	-	26,345	*31,116*
		29,181	-	5,472	34,653	*39,424*
4	*Costs of charitable activities*	46,542	-	57,090	103,632	*86,255*
	Other costs					
5	Management and administration	24,857		5,362	30,219	*24,418*
	Total expended resources	**100,580**	-	**67,924**	**168,504**	*150,097*
	Net incoming(outgoing) resources before transfers	**40,472**	-	**1,136**	**41,608**	*(15,413)*
	Transfers	(35,000)	35,000	-	-	-
	Net movement in funds	5,472	35,000	1,136	41,608	*(15,413)*
	Reconciliation of funds					
	Balances brought forward at 1st April 2020	139,942	-	1,682	141,624	*157,037*
	Balances carried forward at 31st March 2021	145,414	35,000	2,818	183,232	*141,624*

All income and expenditure derive from continuing activities

CENTREPOINT OUTREACH

Balance sheet as at 31st March 2021

Notes		2021		2020	
		£	£	£	£
	Fixed assets				
8	Tangible fixed assets		92,643		100,931
	Current assets				
9	Debtors	1,334		531	
	Deposit account	104,124		64,781	
	Cash at bank and in hand	19,445		11,436	
		124,903		76,748	
10	**Creditors:** amounts falling due within one year	(23,368)		(19,637)	
	Net Current assets		101,535		57,111
			194,178		158,042
12	Deferred grant		(10,946)		(16,418)
	Total assets less current liabilities		183,232		141.624
	Capital				
13	Unrestricted funds		145,414		139,942
	Designated funds		35,000		-
14	Restricted funds		2,818		1,682
			183,232		141,624

For the year ended 31st March 2021 the trustees are satisfied that the charity was entitled to exemption from audit of the financial statements under sections 477 of the Companies Act 2006 (the Act) relating to small companies and no notice has been deposited under section 476 of that Act.

The trustees acknowledge their responsibilities for:

(I) ensuring that the charity keeps proper accounting records which comply with section 386 of the Act;

(ii) preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 396, and which otherwise comply with the Act relating to the financial statements, so far as applicable to the charity.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS102 "the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland".

The financial statements were approved by the board on 8th September 2021

Signed on behalf of the board by:

P Lawson

Peter Lawson Director

Company number 3204952

Notes to the Financial Statements for the year ended 31st March 2021

1 ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

Cashflow statement

The charitable company has applied Update Bulletin 1 as published on 2nd February 2016 and does not include a cash flow statement.

Going concern

The financial statements are prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

Grants received

Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

Notes to the Financial Statements for the year ended 31st March 2021

1 **ACCOUNTING POLICIES, continued**

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant.

Any capital item costing below £750 is written off to revenue in the year in which it is incurred.

Income

Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

Fundraising costs/ trading expenses

Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

Governance costs

Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

Unrestricted funds

Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds.

Designated funds

The trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Building and Facilities Development Fund as Belmont House is in need of substantial investment.

Restricted funds

Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

Notes to the Financial Statements for the year ended 31st March 2021

2 GRANTS RECEIVED

	Unrestricted £	Designated £	Restricted £	2021 Total £	2020 Total £
Boston Borough Council	4,500	-	-	4,500	4,500
Worth Waynflete Foundation	15,000	-	-	15,000	15,000
Medlock Charitable Trust	5,000	-	-	5,000	10,000
Alan Boswell Group Charitable Trust	-	-	3,000	3,000	-
Boston Borough Council - Cold Weather	-	-	-	-	1,410
BBC re shop retail grants	37,157	-	-	37,157	-
Rough Sleeper Project	6,706	-	25,892	32,598	19,522
* Asda Foundation	-	-	5,472	5,472	5,472
Boston Big Local	-	-	750	750	1,500
DCMS via LCF	-	-	12,500	12,500	-
Crisis UK	-	-	5,000	5,000	-
Covid-19 Homelessness Response Fund	-	-	10,000	10,000	-
Homeless Link Winter Transformation Fund	-	-	2,033	2,033	-
NET via LCF	-	-	3,000	3,000	-
LCC Community Fund	-	-	1,413	1,413	-
	68,363	-	69,060	137,423	57,404

* A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019.
The amount shown above is the proportion released as income in accordance with the policy for capital grants.

3 TRADING INCOME AND EXPENDITURE

The charity operates a shop for selling donated goods to generate additional income.
The trading results for the year are shown below

	2021		2020	
	£	£	£	£
Sales		5,655		43,998
Grants re Shop Covid19 closures		37,157		-
HMRC furlough receipts		15,470		-
		58,282		43,998
Premises costs	508		2,791	
Salaries and related costs	25,741		27,253	
Other overheads	96		1,072	
		26,345		31,116
Profit for year		31,937		12,882

Notes to the Financial Statements for the year ended 31st March 2021

	Unrestricted £	Designated	Restricted £	2021 Total £	2020 Total £
4 CHARITABLE ACTIVITIES					
Salaries	37,114	-	48,643	85,757	65,566
Rates and water	509	-	-	509	608
Light and heat	3,120	-	-	3,120	3,577
Food and requisites	408	-	6,594	7,002	1,689
Motor and travelling	1,293	-	-	1,293	1,698
Repairs and renewals	2,508	-	-	2,508	11,638
Arts and crafts	-	-	1,853	1,853	-
Telephone	1,273	-	-	1,273	1,142
Cleaning	25	-	-	25	337
Training	292	-	-	292	-
	46,542	-	57,090	103,632	86,255
5 OTHER COSTS					
Salaries	17,612	-	-	17,612	17,612
Light and heat	600	-	-	600	600
Insurance	3,138	-	-	3,138	2,673
Postage and stationery	436	-	-	436	520
Telephone	200	-	-	200	200
Internet costs	900	-	-	900	60
Website costs	-	-	3,000	3,000	-
Licences, fees and subscriptions	1,185	-	25	1,210	1,559
Independent examiner's fee	600	-	-	600	180
Computer expenses	-	-	1,935	1,935	72
Bank charges	181	-	-	181	248
Miscellaneous	5	-	402	407	694
	24,857	-	5,362	30,219	24,418

	2021 Total £	2020 Total £
6 EMPLOYEE COSTS		
Gross wages and salaries	124,141	106,981
Employer's national insurance	3,605	2,855
Pension costs	1,364	895
	129,110	110,731

The average number of employees was 10 (4 full time and 6 part time) (2020 11).
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 4 and 5 above, as the total in note 6 includes shop staff as listed in Note 3.

7 EMPLOYEE COSTS, continued

No employee received remuneration exceeding £60,000. Key management costs amounted to £29,514

The pension scheme is a defined contribution scheme taken up by four employees and operated through NEST.

8 TANGIBLE FIXED ASSETS

	Belmont House	Van	Total
	£	£	£
Cost			
at 1st April 2020	140,837	27,362	168,199
additions	-	-	-
disposals	-	-	-
at 31st March 2021	140,837	27,362	168,199
Depreciation			
at 1st April 2020	56,324	10,944	67,268
on disposals	-	-	-
charge for the year	2,816	5,472	8,288
at 31st March 2021	59,140	16,416	75,556
Net book amount			
at 31st March 2021	81,697	10,946	92,643
at 31st March 2020	84,513	16,418	100,931

	2021	2020
	£	£
9 DEBTORS		
Income tax recoverable	426	531
Sundry debtors and prepayments	908	-
	1,334	531

All debtors fall due within one year.

10 CREDITORS - amounts due within one year

Deferred income	19,898	18,000
Credit card	615	295
Accruals	873	396
Taxation and social security costs	1,982	946
	23,368	19,637

The deferred income is made up of grants received from the Medlock Charitable Trust and Boston Borough Council re Covid 19 shop closure and will be used for expenditure in 2021/2022. Also included is the grant payment received from Mental Health Promotion Fund Wave 10 carried forward to be set against expenditure in 2021-2022

Notes to the Financial Statements for the year ended 31st March 2021

11 Statement of Financial Activities for the year ended 31st March 2020

The SOFA for year ended 31st March 2020 is included for comparison purposes.

	Unrestricted Funds £	Restricted Funds £	2020 Total £
Incoming resources			
Income and resources from generated funds			
Voluntary income			
Donations	12,653	600	13,253
Gift aid and pledges	10,900	-	10,900
Income tax recovered	2,127	-	2,127
Grants received	31,000	26,404	57,404
	56,680	27,004	83,684
Activities for generating funds			
Fundraising ventures	6,273	-	6,273
Trading income	43,998	-	43,998
	50,271	-	50,271
Investment income			
Bank interest	170	-	170
Other incoming resources	559	-	559
Total incoming resources	**107,680**	**27,004**	**134,684**
Resources expended			
Cost of generating funds			
Depreciation, etc.	2,816	5,472	8,288
Fundraising expenses	20	-	20
Trading expenses	31,116	-	31,116
	33,952	5,472	39,424
Costs of charitable activities	65,348	20,907	86,255
Other costs			
Management and administration	23,793	625	24,418
Total expended resources	**123,093**	**27,004**	**150,097**
Net incoming(outgoing) resources before transfers	**(15,413)**	**-**	**(15,413)**
Transfers	-	-	-
Net movement in funds	(15,413)	-	(15,413)
Reconciliation of funds			
Balances brought forward at 1st April 2019	155,355	1,682	157,037
Balances carried forward at 31st March 2020	139,942	1,682	141,624

All income and expenditure derive from continuing activities
There were no designated funds during the year ended 31st March 2020

Notes to the Financial Statements for the year ended 31st March 2021

	2021 £	2020 £
12 DEFERRED GRANT		
Amount brought forward	16,418	21,890
Amount charged against restricted fund income in the year	5,472	5,472
Amount carried forward	10,946	16,418

A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019.
This is being released to restricted income over five years in accordance with the capital grant policy.

	2021 £	2020 £
13 UNRESTRICTED AND DESIGNATED FUNDS		
Undesignated unrestricted funds	145,414	139,942
Designated funds Buildings and Facilities Development Fund	35,000	-

The trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Building and Facilities Development Fund as Belmont House is in need of substantial investment.

14 RESTRICTED FUNDS

	Revenue grants disclosed on statement of financial activities				Capital grant	2021	2020
	Update Website	Covid related Projects	Consultancy Development	Rough Sleeper Project	Van	Total	Total
	£	£	£	£		£	£
Balance at 1st April 2020	-	-	1,682	-	-	1,682	1,682
Incoming resources	3,000	34,696	-	25,892	5,472	69,060	27,004
Charitable expenditure	-	31,120	78	25,892	-	57,090	20,907
Other expenditure	3,000	2,362	-	-	-	5,362	625
Depreciation	-	-	-	-	5,472	5,472	5,472
Balance at 31st March 2021	-	1,214	1,604	-	-	2,818	1,682

Update Website	A grant was received from Alan Boswell Group Charitable Trust to update the website
Covid related projects	Grants were received from various funders to support our work with homeless and vulnerable people during the Covid19 pandemic
Consultancy & Development	A grant was received from the Bishop of Lincoln's Social Justice Fund for consultancy and continued development of our services.
Rough Sleeper Project	Finance was received from central government via local government to to appoint a Rough Sleeping Project Coordinator for Boston.
Van	A capital grant was received from the Asda Foundation. This is being released to restricted income over a period of five years.

Notes to the Financial Statements for the year ended 31st March 2021

		2021	2020
		£	£
16	**SURPLUS FOR THE YEAR**		
	This is stated after charging:		
	Depreciation of tangible fixed assets owned by the charity	8,288	8,288
	Independent examiner's fee	600	180

17	**DONATED GOODS, FACILITIES AND SERVICES**	**No.**		No.	
	Volunteers	**6**	**2,566**	38	67,979

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage rate.

Due to restrictions enforced during the Covid19 pandemic, the shop and the drop in were closed for most of the year, which resulted in fewer volunteering opportunities.

18 RELATED PARTY TRANSACTIONS

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

19 LEGAL STATUS OF THE CHARITABLE COMPANY

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.