

THE MINEHEAD HOPE CENTRE TRUST

England & Wales · Charity number 1143770

Details

Other names	THE HOPE CENTRE TRUST, THC TRUST
Status	Registered
Legal form	Trust
Registered	2011-09-12
Register	View on the Charity Commission register

Contact

Address	Minehead Baptist Church 4 The Parks Minehead TA24 8BS
Phone	07949 642774
Email	info@thehopecentreminehead.org.uk
Website	http://www.thehopecentreminehead.org.uk/

Activities

Objects: 1) TO RELIEVE THE NEEDS OF PEOPLE IN MINEHEAD AND WEST SOMERSET WHO SUFFER FROM DRUG AND/OR ALCOHOL ABUSE OR HOMELESSNESS AND THOSE WHO SUFFER THE CONSEQUENCES OF DRUG AND/OR ALCOHOL ABUSE OR HOMELESSNESS BY SUCH MEANS AS THE TRUSTEES MAY DETERMINE. 2) TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY. FOR THE PURPOSE OF THIS CLAUSE 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OF MORE OF THE FOLLOWING FACTORS: UNEMPLOYMENT; FINANCIAL HARDSHIP; YOUTH OR OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL); SUBSTANCE ABUSE OR DEPENDENCY INCLUDING ALCOHOL AND DRUGS; DISCRIMINATION ON THE GROUNDS OF SEX, RACE, DISABILITY, ETHNIC ORIGIN, RELIGION, BELIEF, CREED, SEXUAL ORIENTATION OR GENDER RE-ASSIGNMENT; POOR EDUCATIONAL OR SKILLS ATTAINMENT; RELATIONSHIP AND FAMILY BREAKDOWN; POOR HOUSING (THAT IS HOUSING THAT DOES NOT MEET BASIC HABITABLE STANDARDS; CRIME (EITHER AS A VICTIM OF CRIME OR AS AN OFFENDER REHABILITATING INTO SOCIETY).

Activities: TO SHOW THE LOVE AND COMPASSION OF JESUS CHRIST TO ALL THOSE WITH WHOM IT COMES INTO CONTACT:- RELIEVING THE NEEDS OF PEOPLE IN MINEHEAD AND WEST

SOMERSET WHO SUFFER FROM DRUG AND/OR ALCOHOL ABUSE OR HOMELESSNESS AND THE CONSEQUENCES OF SUCH.- PROMOTING SOCIAL INCLUSION BY RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY.

Classification

- **How:** Makes Grants To Individuals, Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty, Accommodation/housing, Religious Activities
- **Who:** Other Defined Groups

Geography

- Somerset

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£27,476	£31,570	-	-
2024-03-31	£40,842	£21,221	-	-
2023-03-31	£21,462	£27,489	-	-
2022-03-31	£12,014	£27,744	-	-
2021-03-31	£22,688	£23,965	-	-

Trustees

Name	Role	Appointed
Beverley Munsey		2022-10-04
Catherine Ann Horsfield		2018-05-08
Elinor Mary Nicholas		2023-06-20
Ian Victor McLaren		2019-03-04
Judith Meryl Webber		2026-04-29
Rev Michelle Karen Butcher		2026-07-29
Rev Paul Christopher McCabe		2019-12-10

Accounts

The Minehead Hope Centre Trust

Trustees' Annual Report for the period 1.4.24 – 31.3.25

Charity name: The Minehead Hope Centre Trust (TMHCT)

Charity registration number: 1143770

Charity's Principal Address: Minehead Baptist Church
Parks Lane, Minehead,
Somerset, TA24 8BS

1. Names of the Trustees who manage the charity

Name	Office (if any)	Date appointed
Catherine Horsfield		8 May 2018
Revd Paul McCabe	Chair	10 December 2019
Ian McLaren		4 March 2019
Beverley Munsey		4 October 2022
Elinor Nicholas		20 June 2023

2. Staffing at 31.3.25

Two part-time paid Project Workers (one having started on 18.6.24) and a team of volunteers who support us in a variety of ways.

3. Structure, Governance and Management

Type of governing document: Charitable Trust Deed (Dated 5.9.11)

How is the charity constituted? Unincorporated association

Trustee selection methods: Trustees are appointed as and when required. Criteria for appointment of Trustees are specified in the Trust Deed, and appointments are made by a resolution of the Trustees passed at a special meeting, at which at least three Trustees must be present.

4. Objectives and Activities

Summary of the purposes of TMHCT as set out in its governing document

To show the love and compassion of Jesus Christ to all those with whom it comes into contact through:

- Relieving the needs of people in Minehead and West Somerset who suffer from drug and/or alcohol abuse or homelessness and their consequences
- Promoting social inclusion for the public benefit by relieving the needs of those people who are socially excluded and assisting them to integrate into society

Summary of main activities in relation to these purposes for the public benefit

During this year, the Minehead Hope Centre Trust, which was established in 2011, has continued to run a drop in centre - known as The Hope Centre (THC) - twice weekly, supporting adults who are homeless, struggle with various addictions, or are lonely or vulnerable in any way.

The Hope Centre works towards helping clients to overcome the difficulties they are facing, and live their lives to their full potential. Hospitality, friendship and hope along with appropriate advice and support have continued to be key elements of the service. Practical support provided during the year has included a hot meal at each session, access to basic facilities (eg showers, laundry, internet, mobile phone charging, clothing), and where needed by particular individuals, emergency help such as provision of tents/sleeping pods, sleeping bags, cooking facilities, food packs etc, to relieve immediate needs.

In addition to the practical support offered, the Hope Centre team has aimed as usual to create a welcoming environment and a sense of community where everyone is accepted and valued, and whatever their circumstances, an atmosphere of hope and encouragement is engendered. This often happens through ordinary conversations over coffee, a cooked meal or a board game, through which relationships of trust can develop. Staff and volunteers have been able to provide a listening ear in order to understand individuals' needs and circumstances, and where appropriate, collaborated with other agencies in responding to these.

For some of this year, a small group of clients has continued to join with Exmoor National Park rangers monthly, to help with ground clearance work on North Hill. This has given some clients an extra sense of purpose and self-worth. In addition, one client who enjoyed helping in the kitchen, was enabled to complete a Food Safety Course, and another who had ambitions to start her own business was given a donated, reconditioned laptop to assist her in this goal.

As a Christian Charity, at each session if they choose, clients have been able to hear a short message of hope from a Christian perspective. Many have appreciated this, regardless of their faith background, and we have been able to encourage several clients who've expressed an interest, to explore or reconnect with faith more deeply.

In December a special Christmas meal was organised, with clients participating in a light-hearted nativity play, and Christmas gift bags provided for each person, contents having being donated.

Public Benefit Guidance

The trustees have complied with their duty to have due regard to the commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

5. Achievements and Performance

5.1. Summary of main achievements

5.1.1. Use of centre

In the year 2024-25, the centre recorded a total of 2079 attendances over 101 sessions, with an average of 21 people attending each, and 84* first-time visitors over the year (*this figure includes some who attended in the past but not for the previous 6 months). Many of the

latter have been at a crisis point in their lives and in need of urgent help or advice. For others the centre has provided an anchor in their week, an important point of contact and support.

The majority of those attending (70%) were aged between 30-65 years, with 20% between 18-30 and 10% over 65 years old); 75% were male and 25% female. Most were white British (90%) with 5% white European, and 5% African Caribbean/Asian, broadly reflecting the ethnicity of the local community (according to the 2021 census figures 97.5% of the population of Minehead classified themselves as 'white').

To the best of our understanding, the table below shows some rough estimates for the various housing situations of attendees:

Housing situation of attendees : Apr 24 – March 25	Approx %
Rough sleeping in tent/shelter/vehicle	15
Other homeless eg sofa surfing	5
YMCA interim accommodation eg Prospect / Gascony / Beach	30
Council hostel /funded hotel (eg Lindley House, Taunton, Stones or Premier Inn)	5
Housing Association tenancy	15
Other private rent flat or HMO room	20
Not disclosed/ passing through Minehead	10

5.1.2. Impact on individuals

Those who come to the Hope Centre are often facing multiple and complex issues, and their journey is not always easy or straightforward, with many ups and downs. The Hope Centre is usually only one piece of the jigsaw (see para 5.1.3), but can play a very significant role, not only in signposting to other sources of help, but in providing the continued acceptance, encouragement, and hope that individuals may lack.

The following two examples illustrate how these type of relational inputs have contributed to positive outcomes achieved for clients this year (*with names and some details changed to preserve anonymity*):

Client 1:

D lived in a Minehead hostel for a couple of years. He didn't have a job and had some difficulties in social interactions. He started coming regularly to the Hope Centre and seemed to appreciate how the staff accepted him and were willing to find some other food for him when the main meal on the menu was something he didn't like. Occasionally he would talk about the teenage daughter who he was no longer in contact with. He appreciated our support to send a photo of himself and to write a birthday card to his daughter. He also enjoyed being part of a group that would join with the Exmoor Park rangers to do physical volunteering work on North Hill. As long as we took a flask of coffee with us, he loved working in the open air.

When D lost his Minehead hostel place and became homeless, the Hope Centre kept in touch with him. We encouraged him to take the chance he was offered to move to a direct

access hostel in a rural part of the county where he could do useful work each day. We have heard he is thriving there.

Client 2:

When A first came to the Hope Centre, he was sleeping in his car having lost his job and home. We helped him engage with the Rough Sleeper outreach team and eventually he got a place in a Minehead hostel.

Subsequently, during a very unsettled period in his life, in which alcohol abuse played a part, we kept reassuring and respecting him, even when he was loathing himself. Sadly, A lost his place in the local hostel but with the support of his family and a reference from ourselves, he was offered a chance to stay at an alcohol-free residential refuge in another part of Somerset, for people recovering from a time of crisis. He subsequently sent us a message and photographs showing how happy he is there and the kind of work he was doing.

5.1.3. Strengthening partnership with other agencies

We have continued to be grateful for the expertise and support of other agencies, with whom relationships have been developing. The regular visits of professionals from some agencies has strengthened mutual trust and understanding of respective roles, especially the Rough Sleeping Outreach Team, Second Step (rehab for those with complex mental health needs), NHS Homeless and Rough Sleeper Nursing Service and Mental Health treatment teams, and SDAS (Somerset Drug and Alcohol Service). This has had tangible benefits for some individuals and our staff, as referrals have happened with greater ease, and assistance has often been on hand when crises occur.

In addition, during this year informal meetings were initiated with the manager of the local YMCA, where some of our clients are housed temporarily, and a manager/case worker from the local SEETEC Pluss Work and Health Programme. Both sessions helped to raise awareness of their role amongst staff and trustees enabling us to consider how we might work with these agencies more effectively.

Through these partnerships, and as the only day service in Minehead working with this vulnerable group, the Hope Centre has often been able to provide local and timely intervention which is tailored to the individual. Professionals from these agencies have also indicated how the Hope Centre assists them in their work with certain individuals.

Rachel Gilmour MP visited us on 21/2/25 and spent time chatting with clients, staff and trustees. She subsequently wrote about her visit in a local newspaper article.

5.2. Other**5.2.1. Staffing and recruitment**

For the first 3 months of the year (April-June '24), the centre continued to run with only one project worker (PW) – 6 months in all – due to difficulties in recruitment, which are common in education and health fields too. But fortunately a second attempt resulted in the appointment of two new project workers from mid-June. Although initially we had only planned to recruit one, it was felt a third PW was affordable at this time and would bring many benefits. Both new PWs had previously been volunteers at the centre, so were able to settle quite quickly into the role, and initially improved the level of input to clients, with a greater degree of flexibility to manage the service. Sadly within 3 months one of our new PWs resigned due to personal circumstances.

For similar reasons we also lost a few valued volunteers, but subsequently gained several new ones. Over the year, 25 different people have volunteered, supporting the PWs at drop-in sessions or other aspects of the charity's work.

As trustees we want to express our appreciation for the hard work and commitment of all our staff and volunteers during these fluctuations. It is only with their faithfulness, heart to serve, and often willingness to go the extra mile, that the service could be sustained.

5.2.2. Prayer

As a Christian charity, prayer has continued to underpin our activity, whether it be briefly before each session, with staff and those volunteers who choose to join in, within our trustee meetings, or more focused monthly prayer meetings to which all staff and trustees are invited. These have often been encouraging times. When the difficulties and challenges (for individuals we support, or the charity) have felt overwhelming, we have frequently been reminded that we are not alone in tackling them, and that there is one who is able to do immeasurably more than we can ask or imagine, shown especially through particular answers to our prayers. We continue to seek God's guidance in the day to day challenges and longer term direction of the project, and give thanks for all His provision this year.

5.2.3. Policy work

From January '25, we began a more in-depth review of our HR policies and documentation, with a view to updating and supplementing these where needed. Recognising the gaps in our own knowledge and expertise in this area, we have been working with RootsHR consultancy (on a subscription basis), to ensure these policies etc are legally compliant, and in line with good practice. RootsHR are themselves a social enterprise, recommended for small voluntary organisations by NCVO (The National Council for Voluntary Organisations). This has been an important learning process in itself, and it has also given us access to HR advice when needed. This work will continue into 2025-6.

5.2.3. Training undertaken

We have continued to strengthen our training programme to refresh and/or increase the skills and confidence of our staff, volunteers and trustees. During this year the following training has been organised and undertaken by various members of our team:

- Food Safety & Hygiene
- Safeguarding
- Suicide Awareness
- Managing Conflict
- Good practice in Volunteer Management

5.3. Fundraising and other donations

This year we have benefited from grants from The City Charity Trust, The Albert Hunt Trust, Tesco Stronger Start Scheme (a shoppers voting scheme), and a 3rd and final payment (of a 3-year grant) from the Yapp Charitable Trust.

In addition, regular and one-off donations from individuals have continued to make an important contribution, along with two fundraising events (a Plant Sale and Craft Fair), and jar donations (for loose change) which some individuals chose as a means of supporting the Hope Centre. As in previous years, the events have also helped us to raise the profile of the Hope Centre in the community.

We have been grateful too for continuing regular donations of food from Alcombe Co-op, Greggs, and the West Somerset Food Cupboard. These not only contribute to the communal meals at the Hope Centre, but also help to support those clients who may be struggling financially, and reduce the amount of food waste within the local community through using or distributing some unsaleable, but still edible products. Appeals at Easter and Christmas for gift bag items for our clients were also met with generosity by local churches and individuals.

Our sincere thanks to all who have supported us financially or in kind, or contributed to fundraising in any way, and also to our voluntary treasurer for all her hard work behind the scenes.

6. Financial Review

6.1 Review of TMHCT's financial position at 31 March '25

Our overall income was less than last year, with expenditure exceeding income by -£4,094 for a variety of reasons. Some notable differences in expenditure from the previous year were: an increase in payroll costs for the reasons described above (Par 5.2.1); a greater investment in training; the start of our subscription for HR consultancy, and an increase in rent (although this is still lower than the standard hourly rate charged by the church for room hire). However, due to a surplus of income over expenditure in 2023-4 (which was a particularly fruitful year in fundraising) the total bank balance at 31.3.25 was £24,079. Of this sum, £326 was regarded as restricted funds for use on the North Hill project.

6.2 Statement on TMHCT's policy on holding reserves

As we do not receive any statutory funding and are dependent on individual donations, events and funding from Charitable Trusts, our annual income can be unpredictable, as the last two years have shown. The main financial risk to the charity is not raising sufficient funds to cover staff wages and other core costs. Holding reserves is therefore necessary and we hold a minimum of 3 months of anticipated expenditure in reserve to ensure stability in the service.

7. Future plans

The trustees have identified a need to create a new, part-time manager post for the Hope Centre. The aims of such a post would be to enable us to strengthen the support already provided to staff and volunteers, assist with project development, and build our links within the community. Work has begun to think this through, and prepare financially, with the aim of recruiting in the coming year.

This would also contribute to our continuing aim of strengthening partnerships with other agencies with a view to increasing our understanding of respective roles and how best to work together in our clients' interests.

We will continue to review and update our HR policy documents with the assistance of RootsHR, and work with staff towards implementing these. As the law is changing regularly, this is essential to ensure continued compliance in managing and supporting our staff, and a robust framework for good practice.

We will also be seeking to recruit additional trustees to support the charity.

8. Declaration

The Trustees declare that they have approved the Trustees' report above:

Signed on behalf of the charity's trustees:

Signature(s)		
Full name(s)	PAUL - C. MCCABE	IAN V. McLAREN.
Position (eg Secretary, Chair, etc)	CHAIR	TRUSTEE.
Date	20 JANUARY 2026	

INCOME & EXPENDITURE	2024-25	Current Year	Previous Year
Income:			
City Charity Trust		6,000	
The Yapp Charitable Trust		2,500	
Tesco		1,500	
Albert Hunt Trust		7,000	
Total grants		[17,000]	22,920
Regular Donations GA		1,831	1,845
Gift Aid Repayments		471	845
Donations		5,394	12,724
Events		300	1,670
Float Repayments		100	150
Donations to PW's		125	272
Other Income			23
Plant Sale		585	
Jar Donations		264	
Pay Pal Donations		784	
Bank Interest Received		623	393
TOTAL INCOME		<u>27,476</u>	<u>40,842</u>
Expenditure:			
Catering		2,644	1,771
Pay		19,120	13,358
Floats for PW's		200	
PAYE/NI		203	
Pension Payments		366	0
Rent		3,925	2,575
First Aid Supplies		22	
Client Support		217	492
North Hill Project		55	173
Night Shelter		80	83
Advertising		225	0
Mileage		576	447
Travel costs, subsistence		0	200
Photocopying		28	55
Office costs, stationery etc		71	73
Mobile Phone		141	138
Computer repairs, Web & Tech		11	30
Software purchase		114	98
Small Equipment		152	0
Training Costs		1,388	483
HR Support Services		1,077	0

The Minehead Hope Centre Trust**April 2024-March 2025**

NCVO Subscriptions	56	0
Insurance	458	458
Accounts check fee	51	0
Bank charges	60	61
Staff entertaining	17	210
Gifts (clients & volunteers)	0	250
Safeguarding & DBS	313	157
Interview expenses	0	102
Miscellaneous	0	7
TOTAL EXPENDITURE	<u>31,570</u>	<u>21,221</u>
Expenditure exceeds Income 2024/25	<u>-4,094</u>	<u>19,621</u>

Current Account bank balance @ 31st March 2025	1,322	741
Gold account bank balance @ 31st March 2025	22,757	7,810

3rd June 2025

JEAN ARMIN MICB

**MEWS END COTTAGE
5 QUAY LANE
SOMERSET TA24 5QU**

arm1n_adm1n@btinternet.com

01643 703597

Ref. The Minehead Hope Centre Trust
Minehead
TA24 8BS

Dear Heather

The books presented to me are from April 2024 to March 2025. The annual income of your Trust for this tax year is over £25,000 and your Trustees have requested an Independent Examination of your accounts. Your Trust is entitled to exemption under section 144 of the Charities Act 2011 to have its financial statements for year ended 31 March 2025 audited.

My Independent Examination included a review of the online accounting records kept by the Trust on 'Free Agent' and a comparison of the physical accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts which may have required explanations from the Managing Trustees concerning any such matters.

Independent Examiner's Statement

In connection with my examination, no matters have come to my attention which give me reasonable cause to believe that the requirements to keep accounting records and to prepare accounts have not been met.

The contents of this letter and summary should be reported to your Trustees meeting.

Please note that an Independent Examination is no substitute for ongoing effective procedures to minimise / prevent losses due to error or corruption.

Yours sincerely,



Mrs Jean Armin MICB



Practice Licence Number 10366

THE MINEHEAD HOPE CENTRE TRUST

Independent Examination summary document

Daily bookkeeping has been undertaken by the named Bookkeeper Heather Swan reporting to the Trustees of The Minehead Hope Centre Trust. Other related responsibilities lie with Ian McLaren.

My independent examination has indicated that:

Banking is with CAF Bank, online. The balance of the current account is kept at a level to meet ongoing costs, with additional capital held in a CAF Gold account, which accrues interest. Transfers between the accounts are made as necessary.

The Trust's accounts are recorded on Free Agent, an online bookkeeping programme which provides reports and analysis of income and expenditure. All the receipts and payments undertaken by the Trust have been properly recorded in the accounting records and correctly reconciled to the bank statements. Payments are made by Standing Order or online transfer. It would be helpful to have the date of payment written on the paperwork filed under 'expenditure'.

Income is from grants, donations and subsequent Gift Aid claims. Gift Aid claims amounted to £470.75 received in July 2024 for the tax year ending March 2024.

There is no Petty Cash account other than small floats held by volunteers.

Minutes of Trustees' meetings were made available which record funding decisions and forecasting.

The Trust operates within Minehead Baptist Church which covers building insurance and utilities. An annual insurance policy premium has been paid which covers the work of the Trust.

Rent is paid to MBC, at £275 a month until October 2024 and £400 a month thereafter. Notification states the new rate from 1st December, but £400 was paid for November: to be clarified with MBC.

The Managing Trustees have fulfilled their responsibilities in accordance with their Charitable Trust Deed. All transactions appear to be in line with the aims of the Trust.

Two Project Workers are employed, with PAYE applied. Deductions are now being made for pension contributions, as appropriate. Minutes of Trustees' meetings show consideration being given to the recruitment, employment and care of staff and volunteers. Following lengthy discussion a contract has begun with HR Support Services to ensure full support of workers.

Payments made to Trustees, employees and volunteers for expenses are accompanied by evidence of costs incurred. Expenditure by workers, then refunded, relies on their goodwill and ability to incur these expenses in advance.

Grants were received in the year amounting to £17,000. A Grant Monitoring Summary is used to ensure grants are used for their intended purposes.

Additional comments:

Online banking payments are initiated by the bookkeeper and confirmed by an authorised person.

Details of online accounts, passwords for files and programmes etc are shared securely as necessary with other Trustees to ensure continuity.

The Annual Report for 2024 / 2025 will be completed for the Charity Commission prior to submission of the Annual return.

The Trustees now have a financial policy in place.

The Trustees are provided with a regular update on income & expenditure to enable ongoing financial control and planning.

Accounts

The Minehead Hope Centre Trust

Trustees' Annual Report for the period 1.4.23 – 31.3.24

Charity name: The Minehead Hope Centre Trust (TMHCT)

Charity registration number: 1143770

Charity's Principal Address: Minehead Baptist Church
Parks Lane, Minehead,
Somerset, TA24 8BS

1. Names of the Trustees who manage the charity

Name	Office (if any)	Date appointed
Catherine Horsfield		8 May 2018
Revd Paul McCabe	Chair	10 December 2019
Ian McLaren		4 March 2019
Beverley Munsey		4 October 2022
Elinor Nicholas		20 June 2023

2. Names of Project Workers

Jan Hazell-Jackson (until Dec 23) & Jason Howarth

3. Structure, Governance and Management

Type of governing document: Charitable Trust Deed

How is the charity constituted? Unincorporated association

Trustee selection methods: Trustees are appointed as and when required. Criteria for appointment of Trustees are specified in the Trust Deed, and appointments are made by a resolution of the Trustees passed at a special meeting, at which at least three Trustees must be present.

4. Objectives and Activities

Summary of the purposes of TMHCT as set out in its governing document

To show the love and compassion of Jesus Christ to all those with whom it comes into contact through:

- Relieving the needs of people in Minehead and West Somerset who suffer from drug and/or alcohol abuse or homelessness and their consequences
- Promoting social inclusion for the public benefit by relieving the needs of those people who are socially excluded and assisting them to integrate into society

Summary of main activities in relation to these purposes for the public benefit

The Minehead Hope Centre Trust (TMHCT) runs a drop-in centre, locally known as The Hope Centre (THC), 2 days a week (Tuesdays and Fridays) to support those who are homeless, have problems associated with addictions, or are lonely or vulnerable in any way.

Our aim is to help clients to recover and live their lives to their full potential through appropriate support and advice, but starting by offering hospitality, friendship and hope. Most importantly, staff and volunteers provide a listening ear to understand a client's needs and circumstances. We provide a hot meal, access to other facilities (eg showers, laundry, internet access, clothing), and where needed, emergency help, including tents and sleeping bags until accommodation is available.

At each session, clients can hear a short message of hope from a Christian perspective. Some clients choose not to engage with this but most choose to stay.

We work closely with other agencies in responding to clients' needs, including the council's Rough Sleeping Outreach, the local police, the YMCA, SDAS (Somerset Drug and Alcohol Service), Citizens Advice, Second Step, NHS Homeless and Rough Sleeper Nursing Service and Mental Health treatment teams.

We have other activities such as arts/craft, games and quizzes within sessions to help encourage interaction.

On one Tuesday per month, some of the clients choose to go out from THC with a member of staff to participate in the North Hill Project, doing voluntary ground clearance work alongside Exmoor National Park staff.

The trustees have complied with their duty to have due regard to the commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

5. Achievements and Performance

5.1. Summary of main achievements

5.1.1. Use of centre

In the year April '23 - March '24, THC opened on 96 occasions, with a total of 1695 client attendances, making an average attendance per session of 18 clients. Over the period we saw 71 people who came to THC for the first time.

Adults from various backgrounds attended, with an age range from early 20s to early 80s, with the majority being late 30s to early 60s. Approximately 75% were male, 25% female. The great majority were White British though some were of East European background. This probably reflected the approximate ethnic mix within West Somerset.

All our activities would not have been possible without the help of 24 volunteers who, on a rota basis, supported the part-time project workers during the year. Volunteer help has been crucial in a range of tasks and this aspect of the service was publicly recognised in 2022 when TMHCT received The Queen's Award for Voluntary Service (QAVS).

5.1.2 Impact

It is difficult to describe the impact that we made purely in quantitative terms but we do know that THC has each week made a difference to the lives of those who visit us.

Those who were rough sleepers were grateful that we could give them emergency help e.g. sleeping bags, showers, clean clothes and food packs even if they had no cooking facilities. We provided information and internet access and helped them make calls to get them in contact with the Rough Sleeper Outreach workers from the Council. We were advocates for clients, for instance when the Council didn't understand why 'B', in his anxiety, didn't accept the first temporary accommodation they offered him. This led to the Council changing their stance and finding an alternative, much more appropriate housing.

On a number of occasions, our Project Worker has been contacted, through our publicised mobile number, out of our usual opening times by an agency or a member of the public. Our staff was then able to provide more immediate assistance, eg a sleeping bag for that night to a person who was in distress.

Most of our clients did have a home but were vulnerable for other reasons. We saw how 'M' went through a time of frustration after the loss of his seasonal work followed by being falsely accused on local social media. When many in the community were abusive to him and didn't want 'M' near them, we still welcomed him and gave him opportunities to help at THC and lift his self-esteem. He appreciated our care for him, was keen to give back to THC and has become more positive month by month.

'N' couldn't return to his previous home after long spells in hospital. YMCA were able to give him a ground floor room in shared accommodation nearby and 'N' has enjoyed coming the short distance to THC each week and finding new hope again. THC has been a part of him rebuilding his confidence to live in his own place once again.

Over the year, eight different clients were able to join in the North Hill project with Exmoor National Park staff. Clients have made comments such as

- 'really enjoyed working together and giving back to the community',
- 'enjoyed meeting others who I didn't know',
- 'great to be in the open air, even if we did get wet',
- 'never feel like going when I wake up but I'm always glad I did come when I'm here',
- 'I've never used binoculars and watched birds before'

Between November and February, we had a musician come to a total of 8 sessions with a variety of musical instruments/song sheets/a turntable plus vinyl records to encourage clients to participate in playing, singing or choosing music together.

Whilst a few clients enjoyed participating, our survey afterwards found that the majority were surprisingly ambivalent and some even irritated. We therefore won't do this again for a while but may try again in the future when there is a different mix of clients. We have kept a guitar that is available for clients to pick up and strum if they are interested.

There is often a lively banter between clients but we recognise that some of those who visit us don't want to talk much, if at all. However we have recognised that 'K' does like to read magazines if we leave them near where he sits and he will sometimes like to join in a particular board game. So we greet him, even if he never replies, and communicate our concern for him in any way we can.

Clients will often talk about money problems in a general way and may need encouragement to approach DWP either online or at the Job Centre Plus. One client did finally tell us of the extent of debt he was in and the pressure he was under. We assisted him to self-refer to a debt-relief charity and, with their help, he has made good progress in sorting out his situation.

One client 'J' was living in Minehead and was with us for several months before getting a new job and moving to a different area. He later wrote to us:
'When I arrived in Minehead, I found myself in a state of isolation, not knowing anyone and needing to rebuild my life. I was invited to go along to the Hope Centre. There was an environment where I felt comfortable and supported. Their dedication to providing meals for everyone...was not just kindness but showed commitment to fostering a sense of community...'

26 Clients attended the Christmas Lunch we held on 19 December and they appreciated the special food, entertainment and friendship they shared together. Some of them told us this was their Christmas.

During the year, THC staff have given three talks to outside local social groups. We know from the phone calls we receive that many local people are aware of THC and think of us when they have bedding or clothing that they think might help someone in need.

THC has a good reputation in the area but we need to be more intentional and effective through social media and other advertising, so that we get into contact sooner with those in need.

During this year THC has increasingly become a place where clients know they can expect to meet staff from the Council's Rough Sleeping Outreach or the NHS Homeless and Rough Sleeper Nursing Service. Important conversations have happened that have meant that clients have then understood what they need to do in order to get accommodation or the treatment/ medication they need. A Case Manager from the Rough Sleeper Outreach recently wrote to us 'Your support of 'HD' last week was yet more evidence of the significant impact the Hope Centre makes, often in such an unassuming way'

5.1.3 Other

During the last year we have arranged for various staff including volunteers to have training for Food Safety, Emergency First Aid and Safeguarding. We recognise that further ongoing training is needed and that is planned for 2024-25.

During the year we started a monthly prayer group for THC staff and volunteers to attend if they wished.

We were sad to lose one of our project workers who retired in Dec '23 after 5 years in post. Despite widespread advertising, we were unable to make a suitable appointment at that time, although the learning gained through this process helped inform subsequent attempts.

For several months, THC continued to run with our one remaining project worker and 'hands on' voluntary support of trustees, occasional sessional help from our recent retiree, and our faithful regular volunteers. The Trustees were grateful for the commitment and hard work of all involved in maintaining the service to our clients through this difficult period.

5.2. Fundraising

Following the ending of previous longer term grant funding, concerted fundraising efforts led to grants from other Trusts including: Avon & Somerset Police Community Trust, Garfield Weston Trust, Foyle Foundation, Yapp Charitable Foundation, Fairfield Charitable Trust, Yorkshire Building Society Charitable Foundation, W F Fabry Trust.

In addition, an increase in individual donations, and several special events boosted funds. The latter included a plant sale, Summer Concert and a Craft Fair. These events were also opportunities to raise the profile of The Hope Centre in the community, and we got some of the clients involved in helping.

The Trustees greatly appreciate the contributions received from all the above sources, without which the project may not have been able to continue. We are grateful too for the continued support 'in kind' from many local businesses, churches and other agencies, including West Somerset Food Cupboard, Greggs, Co-operative Food stores, Tesco and Morrisons.

6. Financial Review

6.1 Review of TMHCT's financial position at 31 March '24

The total cash in bank at 31.3.24 was £28,171, of which £453 is the remainder of a grant which is restricted funds as it was specified for use on the North Hill project

6.2 Statement on TMHCT's policy on holding reserves

As we do not receive any statutory funding and are dependent on individual donations, events and funding from Trusts, our annual income can be unpredictable.

The main financial risk to the charity is not raising sufficient funds to cover staff wages and other core costs. Holding reserves is therefore necessary and we hold a minimum of 3 months of anticipated expenditure in reserve to ensure stability in the service.

7. Other information

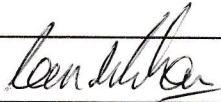
As at end of March 2024, Trustees had a growing awareness of the need for our service to develop, but also needed to have a stable staff group in order to progress other plans. Our priority was therefore to recruit a further Project Worker.

As a Christian charity, we trusted that God would help us find the Project Worker we needed and this has happened. We will continue to seek God's guidance in our future direction.

8. Declaration

The Trustees declare that they have approved the Trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	PAUL CHRISTOPHER MCCABE	IAN MCLAREN
Position (eg Secretary, Chair, etc)	CHAIR	TRUSTEE
Date	2 DEC 2024.	

INCOME & EXPENDITURE	Current Year	Previous Year
Income:		
Donations	12,724	15,960
Grant Income	22,920	3,537
Special Events	1,670	1,872
Other Income	23	0
Regular Donations GA	1,845	
Gift Aid Repayments	845	0
Float Repayments	150	
Donations to PW's	272	
Bank Interest Received	393	93
TOTAL INCOME	40,842	21,462
Expenditure:		
Catering	1,771 ✓	1,807
Event Costs	0	0
Pay	13,358 ✓	19,794
Rent	2,575 ✓	2,400
Volunteer Support (Dave van)	0	316
Client Support	492 ✓	325
North Hill Project	173 ✓	421
Night Shelter	83 ✓	325
Food Resilience Grant spend (treated as Asset)	0	505
Mileage	447 ✓	353
Travel costs, subsistence	200 ✓	0
Photocopying	55 ✓	0
Office costs, stationery etc	73 ✓	88
Mobile Phone	138 ✓	133
Computer repairs, Web & Tech	30 ✓	12
Software purchase	98 ✓	0
Small Equipment	0	45
Miscellaneous	0	15
Training Costs	483 ✓	10
Mileage, training element	0	16
Licences. Subscriptions	0	48
Insurance	458	453
Accounts check fee	0	0
Bank charges	61	72
Staff entertaining	210 ✓	0
Gifts (clients & volunteers)	250 ✓	164
Disclosure & Barring Service	157 ✓	188
Interview expenses	102 ✓	0
Miscellaneous	7 ✓	15
TOTAL EXPENDITURE	21,221	27,490
Income exceeds expenditure	19,621	-6028

Current Account bank balance @ 31st March 2024

6,030

741 @31/03/22

Gold account bank balance @ 31st March 2024

22,143

7,810 @ 31/03/22

The Minehead Hope Centre Trust

Independant Examination 2023 to 2024

Bank reconciliation

Banking with: CAF

Bank balance	£741 CAF cash account
at 01/04/2023	£7,810 CAF gold account
	<u>£8,550 BANK TOTAL</u>

INCOME

Donations + tax	£15,859
Grants	£22,920
Events	£1,670
interest	£393

£40,842

EXPENDITURE

Clients	£2,519
PAYE	£13,358
Workers' expenses	£1,735
Admin	£515
rent	£2,575
bank charges	£61
insurance	£458

£21,221

Cash Book balance	£28,171
at 31/03/2024	

Bank balance	£6,029 CAF cash account
at 31/03/2024	£22,142 CAF gold account
	<u>£28,171 BANK TOTAL</u>

Excess of income over expenditure	£19,621
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Petty Cash also listed:	£100
Assets':	£780 computer
	£412 freezer
	<u>£1,292</u>

Total assets:	<u>£29,463</u>
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The Minehead Hope Centre Trust

Balance Sheet

At 31st March 2024

Fixed Assets

Computer	780
Freezer	412

Current Assets

Gold Bank Account	22,143
Petty Cash Account	100
Current Account	6,030
Total Current Assets	28,273

Total Assets	29,465
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31st May 2024

JEAN ARMIN MICB

**MEWS END COTTAGE
5 QUAY LANE
SOMERSET TA24 5QU**

arm1n_adm1n@btinternet.com

01643 703597

Ref. The Minehead Hope Centre Trust
Minehead
TA24 8BS

Dear Heather

The books presented to me are from April 2023 to March 2024. The annual income of your Trust for this tax year is over £25,000 and your Trustees have requested an Independent Examination of your accounts. Your Trust is entitled to exemption under section 144 of the Charities Act 2011 to have its financial statements for year ended 31 March 2024 audited.

My Independent Examination included a review of the online accounting records kept by the Trust on 'Free Agent' and a comparison of the physical accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts which may have required explanations from the Managing Trustees concerning any such matters.

Independent Examiner's Statement

In connection with my examination, no matters have come to my attention which give me reasonable cause to believe that the requirements to keep accounting records and to prepare accounts have not been met.

The contents of this letter and summary should be reported to your Trustees meeting.

Please note that an Independent Examination is no substitute for ongoing effective procedures to minimise / prevent losses due to error or corruption.

Yours sincerely,

Mrs Jean Armin MICB



Practice Licence Number 10366

THE MINEHEAD HOPE CENTRE TRUST

Independent Examination summary document

Daily bookkeeping has been undertaken by the named Bookkeeper Heather Swan reporting to the Trustees of The Minehead Hope Centre Trust.

My independent examination has indicated that:

Banking is with CAF Bank, online. The balance of the current account is kept at a level to meet ongoing costs, with additional capital held in a CAF Gold account. Transfers between the accounts are made as necessary.

The Trust's accounts are recorded on Free Agent, an online bookkeeping programme which provides reports and analysis of income and expenditure. All the receipts and payments undertaken by the Trust have been properly recorded in the accounting records and correctly reconciled to the bank statements. Payments are made by Standing Order or online transfer. Where applicable, VAT has been correctly calculated.

Trust income is from grants, donations and subsequent Gift Aid claims. Gift Aid has been recorded throughout the year, with claims amounting to £845.21 received for the tax year.

There is no Petty Cash account other than small floats held by volunteers.

Minutes of Trustees' meetings were made available which record funding decisions and forecasting.

The Trust operates within Minehead Baptist Church which covers building insurance and utilities. An annual insurance policy premium has been paid which covers the work of the Trust.

Rent is paid by the Trust, being £200 a month until December 2023 and £275 a month thereafter.

The Managing Trustees have fulfilled their responsibilities in accordance with their Charitable Trust Deed. All transactions appear to be in line with the aims of the Trust.

Two Project Workers are employed, with PAYE applied. No deductions are made for pension contributions.

Payments made to Trustees, employees and volunteers for expenses are accompanied by evidence of costs incurred.

Grants were received in the year amounting to £22,920. The restrictions applied to these grants have been noted to ensure they are used for their intended purposes.

Additional comments:

Online banking payments are initiated by the bookkeeper which triggers bank-generated emails to two authorised people for confirmation by one of them. Documents to support the payments are also emailed to them.

Details of online accounts, passwords for files and programmes etc are shared securely as necessary with other Trustees to ensure continuity.

The Annual Report for 2023 / 2024 will be completed for the Charity Commission prior to submission of the Annual return.

The Trustees are currently working together to fully document financial procedures and expect this to be approved at a trustee meeting in the next month or two.

The Trustees are provided with quarterly income & expenditure statements and an analysis of donations to enable ongoing financial control.