



maidstone
homeless
care

REPORT OF THE DIRECTORS & FINANCIAL STATEMENTS

For the year ended 31st May 2022

Registered charity Number: 1151412
Company Number: 08414392

Report of the Council of Management for the year ending 31st May 2022

Homeless Care is governed by a Memorandum and Articles of Association dated 21st February 2013, when the organisation was incorporated. It is a company limited by guarantee and has no share capital. It was formed to carry on the activities of Maidstone Christian Care [Registered charity 1048081] and Goodsell House [Registered charity 1109633]. The company registration number is 08414392 and the registered charity number is 1151412.

Registered Address:
Maidstone Day Centre,
15 Knightrider Street,
Maidstone, ME15 6LP

Council of Management

Des Long
Kathy High
Cheryl Smith
Clare Hudson
Grace Couch
David Hitch
Joyce Newman
David Bond

Chairman
Treasurer
Secretary

Board resignations before the year end 31/05/2022

Peter Cox 13/12/2021
Angela Clay 13/12/2021

Staff Team

Matthew Lamb	Manager
Tracy Maybank	Assistant Manager
Amanda Jeffery	Project Worker
Brian Masters	Project Worker

Bankers

CAF Bank, 25 Kings Hill Avenue, West Malling,
Kent.

Royal Bank of Scotland, 94 High Street, Maidstone, Kent.
Independent Examiner of Accounts: Mr. Lee Seal, ACCA FAIA
74 College Road, Maidstone, Kent, ME15 6SL

Insurers: Markel, Aviva Insurance Ltd.....

Objects of the Company

As set out in the Memorandum and Articles of Association, the objects of the Company are:

' To help alleviate suffering by supporting homeless and vulnerable people with the provision of Day Centre facilities, temporary/short term accommodation and/or community food share services as appropriate to collective/individual need within the Borough of Maidstone and its surrounding areas.'

Structure and Management

The Council of Management, which currently consists of 8 Directors/Trustees, is responsible for the strategic affairs of the Company. The Full Council met on 12 occasions during the period under review. New members are appointed by invitation from the Council and the aim is to recruit people from the local community who have a range of appropriate skills and experience. The current Council has members with practical knowledge of financial management, marketing, public relations, personnel management and not-for-profit organisations.

The Council encourages newly appointed members to go through a practical process of familiarising themselves with the work of the organisation. From time to time, members may take advantage of appropriate training opportunities provided by local and national bodies. Members of several public and voluntary bodies give of their time to undertake specific projects for the benefit of the Company and its clients.

Activities

The Company aims to fulfil its objectives through two main activities. It operates a Day Centre for homeless and vulnerable people, based at Lily Smith House, 15 Knightrider Street, Maidstone, ME15 6LP. The service began in February 1996 at Lenworth House, Maidstone and moved to its present location in 2004.

Food for Thought, Homeless Care's community food share project, has been operating successfully for over 15 years and the scheme continues to be well supported by local food traders and manufacturers as well as schools and churches. Demand for the service has increased significantly during the year and we have been providing for over 100 families a week.

Since August 2004, Maidstone Day Centre has rented the purpose built accommodation at Lily Smith House. The Centre is on the ground floor of a 42-unit hostel for homeless people that was built by English Churches Housing Group and initially operated by them. It is now managed by the Riverside Group Ltd. Homeless Care has continued to work closely with Riverside staff.

Future Plans

The future sustainability, independence and development of the charity's service to homeless men and women, would be greatly enhanced by securing 'a home of our own' in a town centre location and with sufficient space to realise Homeless Care's full potential.

Last year we explored shared accommodation in a local church and although that development wasn't taken forward the discussions were an expression of our continued aim of securing a permanent home of our own. The service, that for over 30 years has been an integral part of managing and reducing the town's homeless population, will continue to work closely with Local Authorities and agencies towards this end.

Day Centre Service.

MDC operates an appointment only system that was originally instigated in response to Covid 19 restrictions but has been found to be beneficial in providing a more structured service. Clients are given a timed slot but if numbers permit, this may be extended. Showers, laundry and food are main requests by clients attending.

Day Centre staff continue to give one to one support to clients according to individual need which is detailed on his or her care plan; this may be help with benefit entitlements, employment applications, training opportunities, establishing identity, Court appearances, registering with a doctor, problems around drug/alcohol misuse and most importantly, applying for accommodation. Virtually all applications for benefits and accommodation must now be made online and so the Centre has set up a computer suite, and beginner level training is available to clients. The problems do not end once accommodation has been secured for a client and we are very aware that our support is crucial at this time of change, if the tenancy is to be sustained. The responsibility of running a home, possibly for the first time, can be daunting with daily challenges such as paying bills on time, budgeting, cooking and cleaning. A number of newly housed clients continue to attend the Day Centre so that they can receive the practical support and encouragement that is essential to their wellbeing. Staff frequently offer telephone guidance to callers who are newly homeless or are in danger of becoming so.

Rehousing

Finding accommodation for clients is one of our main objectives. To this end Maidstone Day Centre has positioned itself as the hub of a strong network of local organisations offering potential solutions, including MBC, Porchlight, AMAT and Riverside. Our staff are relentless in their ongoing pursuit of new networking opportunities.

Kitchens

The Department of Environmental Health is responsible for assessing the cleanliness and safety of catering operations, and their inspectors confirm that the Day Centre continues to achieve the highest award. Staff can be very proud of maintaining a higher score than that of many local restaurants.

Eastern European Clients

Continuing to meet the needs of people from Eastern European countries has been a challenge, particularly when the individual speaks no English. On occasions it has been necessary to engage an interpreter.

Healthcare

The Company is grateful for the services of an NHS nurse who has held regular surgeries at the Day Centre and was able to make referrals for further treatment where necessary. The local Sexual Health nurse has been a regular visitor to the Day Centre. Homeless Care is working with the monitoring body NHS Health Watch, to ensure quality of service for our clients.

Mental Health

We have recently decided to engage with our local branch of MIND, the mental health charity, with the aim of arranging a Service Level Agreement to provide a bespoke mental health support service to our clients. Positive meetings have been held and we anticipate a service being commissioned in the near future. Specific attention will be provided to supporting our residents in Goodsell House who are able to take advantage of a consistent counselling service to address their need for mental health support. This is particularly important when a resident is considering moving on to permanent accommodation and having to deal with the anxiety surrounding a major change to independent living

Volunteers

From the very earliest days, the Company has depended heavily on volunteers from the local community to back up the work of Day Centre staff. Volunteers from Churches, local authorities and both corporate and voluntary bodies have visited the Day Centre during the year, to carry out tasks such as sorting and storing food donations and improving existing facilities by redecorating the premises. Our team of volunteer drivers plays a significant and greatly valued part in the success of Homeless Care's community food share scheme, Food for Thought. Our dedicated volunteer at Goodsell House recently raised £3000 during a seven day sponsored walk.

Food for Thought

Homeless Care's community food share scheme, Food for Thought, was launched in 2005 and since then demand for the service has continued to grow each year. Local food traders donate their surplus, but in date, food to the scheme and it is re-distributed to school breakfast clubs, day centers for elderly and/or disabled people. Emergency food parcels are made up according to a specific need, whether for an elderly couple with a cat, a single person or a family with children. These requests are referred to Homeless Care by local agencies including Social Services, schools, Family Liaison Officers, Age Concern, supported housing projects, Probation Service, Health visitors, Youth and Community Workers. In addition, Women's Support Services helping the victims of domestic abuse and charities supporting people with severe learning difficulties and health problems.

Some of the food has been used in the Day Centre kitchens and the fresh fruit, vegetables and meat donated are particularly welcome in providing a balanced diet for clients. Rough sleepers are likely to present with poor health but after a comparatively short period of eating well, the improvements are noticeable. The scheme is carefully regulated by Homeless Care so that it is not abused.

Annual food drives by Kent Messenger, Harvest Festivals and Christmas collections by churches and schools have ensured that food stock levels are regularly replaced and maintained.

Over the past year, we have created an effective partnership with FareShare, a large UK food distributor.

Goodsell House

Goodsell House is a house of multiple occupation, [HMO], situated in a prominent position on the west side of Maidstone. Prior to the merger with Homeless Care in 2013, the property was owned and run by Goodsell House, the charity set up in 1976 by Mr. Goodsell, to help homeless men. The aim has been to provide a safe, stabilising environment where previously homeless residents are given a period of respite from the streets in preparation for independent living.

Under the Housing Act 2004 Part 2, House in Multiple Occupation, Goodsell House has a license for occupancy of the premises by a maximum of 10 persons currently valid until January 2027.

In the past year we have erected a working office in the grounds of Goodsell House which resulted in the old internal office reverting back to become an additional room. We presently have all ten rooms occupied. The house stands in its own grounds where each resident has his own bedroom and the toilets, bathroom, shower, kitchen, dining room and lounge are shared. Considerable refurbishments have taken place and the house is now in an excellent state of repair and decoration.

Goodsell House is additionally registered as Supported Accommodation and recognised as such by MBC. The increased rents allow for specialist staff to support residents with mental health and other issues.

We have established an increasingly strong model of supporting residents to move on to permanent accommodation when they are ready to move and consistent support to assist residents is the key role of our support staff. Regular monthly house meetings with residents are well established

It has been agreed by Trustees that the few long-term residents who had not managed to move on from Goodsell House would be permitted to remain there if they so wished.

Statistics

STATISTICS

Jun 21-May
22

Month	Slots Booked	Slots Attended	Resolved at Door	Food Parcel	Pack Up	Eat In	Register	Clothes	Shower	Computer Use	Collect Post	Laundry	Other	Phone	Benefits	MH/CGL /Health
Jun-21	112	103	12	243	28	67	6	6	32	26	1	13	12	0	8	6
Jul-21	80	71	12	224	27	57	2	4	24	5	1	15	5	0	0	21
Aug-21	56	48	11	199	16	77	3	4	11	6	1	10	3	1	4	6
Sep-21	142	125	7	301	28	132	7	12	63	26	1	15	8	3	13	8
Oct-21	122	103	7	282	28	101	8	12	20	5	4	11	6	15	6	11
Nov-21	127	110	16	263	24	98	6	7	0	6	5	4	20	12	4	10
Dec-21	65	58	7	267	21	54	6	8	11	6	0	7	7	5	4	2
Jan-22	103	89	9	284	23	47	8	8	11	6	0	7	32	3	2	0
Feb-22	125	113	13	321	23	83	8	8	5	21	0	9	26	7	3	1
Mar-22	196	170	12	363	29	116	9	16	42	27	0	15	32	12	0	5
Apr-22	175	157	11	286	29	81	6	6	39	32	0	18	39	25	2	9
May-22	154	126	5	269	13	79	1	12	19	15	0	12	38	12	4	6
TOTALS	1457	1273	122	3302	289	992	70	103	277	181	13	136	228	95	50	85
Male/Female ratio:			Not recorded													

Winter Accommodation

Over the past five years, Maidstone Churches have joined together with the Winter Shelter project to provide emergency accommodation over the coldest 3 months of the year. Individual churches have taken their turn in hosting the operation, providing food and a bed for the night. The venues are staffed by volunteers from the Winter Shelter project. Homeless Care works closely with all the Winter Shelter partners in what has grown to be a very successful community solution to a difficult problem.

Town Centre Police

We have an excellent working relationship with the Town Centre Police. They attend the Day Centre from time to time but it is to the credit of our staff that they rarely

come in response to an emergency. In previous years until the outbreak of Covid 19, when Covid 19 restrictions were implemented, Police students were periodically spending a week or so at the Day Centre as part of their Diversity Placement programme. Reports from the students have praised the work of our staff and recognised the usefulness of the placements in furthering their understanding about homeless men and women in our community. We look forward to resuming these placements as soon as restrictions permit.

Drop in Services

Drop in services at Maidstone Day Centre have been an example of best practice in local organisations working together to help members of the community experiencing difficult times in their lives. Some of the services provided are: Hairdresser, Sexual Health Nurse, Royal British Legion Employment support, Porchlight, MBC and Police.

Policies and Procedures

The Company has developed policies and procedures to cover all issues likely to impact on staff and clients. Periodic review and update is ongoing.

Public and Community Relations

The Company relies heavily on the goodwill of the local community to meet its objective and therefore places a high priority on maintaining good communications with people in our community. Representatives of the charity regularly visited schools, church groups and other local bodies to talk about the work of the Day Centre and to appeal for support. A monthly electronic newsletter has proved popular with supporters; it carried photos and stories of the many school and church events at Harvest Festival and Christmas. It is also available on www.homelesscare.org.uk

Local newspaper, Kent Messenger, has continued to be supportive of Homeless Care by raising awareness of our work and of the problems of homelessness. During the You Can Help Christmas Campaign KM reporters and photographers attended seasonal events to raise awareness of the charity.

Finance

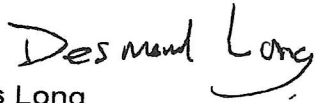
Our income consists of grants from Charitable Trusts and Foundations together with donations by individuals, local firms, churches and schools and rent from Goodsell House residents. Much of this income is both volatile and insecure and is highly susceptible to factors outside the charity's control. Considerable time and effort is devoted to ensuring that the Company secures sufficient income to continue its core activities. We receive significant donations of food, clothing, sleeping bags or rucksacks. It is impracticable to attribute a value to these donations for which we are very grateful. Online donations from Virgin Money Giving initially, and then from CAF Donate, via the charity's website www.homelesscare.org.uk amounted to £33,000.

Covid 19.

Looking back on the experience of Covid 19 and the Government restrictions, we feel confident we managed the crisis to the best of our abilities, mainly due to the support and hard work of our staff team.

Public Benefit

The Trustees consider that the foregoing detailed explanation of the Company's activities carried out in furtherance of its objects demonstrates that it meets the Public Benefits test as laid down in the Charities Act 2006.



Des Long
Chairman



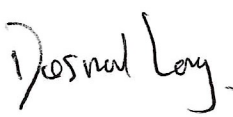
Cheryl Smith
Company Secretary

HOMELESS CARE

Balance sheet As at: 31 May 2022

	As at 31/05/2022 £	As at 31/05/2021 £
Fixed assets		
Tangible assets	380,905	366,159
Current assets		
Debtors	4,652	4,757
Cash at bank and in hand	189,492	202,081
	<u>194,144</u>	<u>206,838</u>
Net current assets less current liabilities	<u>194,144</u>	<u>206,838</u>
Total assets less current liabilities	<u>575,050</u>	<u>572,998</u>
Total net assets less liabilities	<u>575,050</u>	<u>572,998</u>
Represented by		
Unrestricted		
Unrestricted - General fund	75,649	37,962
Designated		
Designated - GOODSELL	424,401	460,036
Designated - Property purchase fund	75,000	75,000
	<u>575,050</u>	<u>572,998</u>
Funds of the charity	<u>575,050</u>	<u>572,998</u>

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of S.477 of the Companies Act 2006 ["The Act"] and members have not required the company to obtain an audit for the year in question in accordance with S. 476 of the Act. The directors acknowledge responsibility for: [a] ensuring the company keeps accounting records which comply with S.386 of the Act; and [b] preparing accounts which give a true and fair view of the state of affairs of the company as at 31 May 2022 and of its profit or loss for the financial year in accordance with S.396 of the Act and which otherwise comply with the Act relating to accounts so far as is applicable to this company. The financial statements were approved by the Board on 13th December 2022 and signed on its behalf by:


Des Long
Chairman


Cheryl Smith
Company Secretary

HOMELESS CARE
Statement of Financial Activities
For the period from 01 June 2021 to 31 May 2022

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
<i>Income and endowments from:</i>					
Donations and legacies	68,005	—	—	68,005	84,895
Income from charitable activities	135,994	—	—	135,994	123,038
Investments	9	—	—	9	23
Total income and endowments from:	204,009	—	—	204,009	207,957
<i>Expenditure on:</i>					
Raising funds	—	—	—	—	—
Expenditure on charitable activities	201,957	—	—	201,957	177,744
Total expenditure on:	201,957	—	—	201,957	177,744
Net income / (expenditure)	2,051	—	—	2,051	30,212
<i>Transfers</i>					
Gross transfers between funds - in	—	—	—	—	—
Gross transfers between funds - out	—	—	—	—	—
Net income / (expenditure)	2,051	—	—	2,051	30,212
<i>Other recognised gains / losses</i>					
Gains / losses on investment assets	—	—	—	—	—
Gains on revaluation, fixed assets, charity's own use	—	—	—	—	—
Net movement in funds	2,051	—	—	2,051	30,212
<i>Reconciliation of funds</i>					
Total funds brought forward	572,998	—	—	572,998	542,785
Total funds carried forward	575,050	—	—	575,050	572,998

There may be minor discrepancies in the totals if the pence are not being shown

HOMELESS CARE

Notes to the financial statements for the year ended 31st May 2022

1 ACCOUNTING POLICIES

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities [Charities SORP (FRSSE)]. The financial statements have been prepared under the historical cost convention. There has been no change in the method of accounting since last year and no changes have been made to the accounts for previous years. There has been no change in the year end or the length of the charity's financial year. The charity did not make any material ex-gratia payments during the year and has no material uncapped fixed assets

2 Funds

Restricted Funds: there are no Restricted Funds:

Designated Funds: There is a designated fund of £75,000 to provide initial funding for the acquisition of a property to replace the current Day Centre.

3 Incoming Resources

Donations are recognized when they are received. Grants and tax recoveries are accounted for when the Charity is legally entitled to the amounts due. Goodsell House rents are recognised when they are received. All other income is recognized when it is receivable. All incoming resources are accounted for gross. The charity receives significant donations of food from supermarkets, from churches at harvest time and from individuals. It is impracticable to attribute a value to these donations.

Grants received were:

	y/e 31.5.22	y/e 31.5.21
Maidstone Borough Council	15,000	-
J & C Findlay Charitable Foundation	2,000	2,000
Cobtree Charity Trust	5,000	5,000
Colyer Fergusson Chari	-	7,500
Henry Smith Charity	9,500	9,500
Albert Hunt Trust	5,000	-
Joan Ainslee Trust	5,000	5,000
HMRC Furlough	-	9,828
B & Q	-	5,000
Grant Involve Kent	2,500	-
Sainsburys Neighbourly	1,000	-
Much Loved	620	-
Total	<u>45620</u>	<u>43828</u>

Incoming resources received during the year were:

	y/e 31.5.22	y/e 31.5.21
Donations	68,005	84,895
From charitable activities:		
Grants [see a	45620	43828
Rents Goodsell Residents	90311	79211
Bank interest	72	23
	<u>204,008</u>	<u>207,957</u>

Expenditure is generally recognized when it is incurred and is accounted for gross. Expenditure on the insurance of the premises and vehicles is allocated between the relevant years of cover. No Fund Raising activities were undertaken. Applications for grants and correspondence with donors are undertaken by trustees who are not remunerated.

Charitable expenditure:

	y/e 31.5.22	y/e 31.5.21
Staff wages, pensions & exps[note 9]	110,209	115,688
Day Centre running expenses	18,471	17,476
Goodsell House utilities & running expenses	10,770	9,049
Goodsell House repairs/maintenance	24,980	5,579
Professional/legal	5,588	4,694
Insurance of premises	5,157	5,170
Day Centre rent	9,940	9,940
Depreciation	6,043	2,257
Vehicles expenses	3,429	2,888
Day Centre repairs/maintenance	1,427	1,109
Waste Collection	430	1,017
Training	2,080	1,700
Other	2,917	673
	<u>201,441</u>	<u>177,240</u>
Governance costs:		
Independent Examiner	516	504
	<u>201,957</u>	<u>177,744</u>

5 Tangible Assets

No depreciation is provided on the freehold property Goodsell House which was last valued at £363,000 as the trustees consider it to have a useful economic life in excess of 50 years making any depreciation immaterial. The new works consist of expenditure incurred in the provision of a garden shelter, office building and landscaping. Lily Smith House consists of a residential hostel run by Riverside Housing Group and a Day Centre run by Homeless Care. The whole premises are owned by Riverside. There was, at the Balance Sheet date, no formal lease of the Day Centre to Homeless Care.

	Buildings	Equipment	Total
NBV @31 May 2021	365,110	1,049	366,159
Additions		20,789	20,789
Depreciation for the year		(6,043)	(6,043)
NBV @ 31 May 2022	<u>365,110</u>	<u>15,795</u>	<u>380,905</u>

6	Debtors and Prepayments	y/e 31.5.22	y/e 31.5.21
	Premises & Vehicle insurance	3824	3929
	Rent	<u>828</u>	<u>828</u>
		<u>4652</u>	<u>4757</u>

7 Movement in funds

	30/05/2021	Incoming resources	Outgoing resources	31/05/2022
Unrestricted funds				
Designated	75,000			75,000
General	497,998	204,009	201,957	500,050
	<u>572,998</u>	<u>204,009</u>	<u>201,957</u>	<u>575,050</u>

8 Investment Assets

The Charity has no investment assets.

9 Paid employees

The average number of staff employed during the year was 5. Gross salary costs (including Employers NIC), pension contributions and expenses were £115,688 broken down as follows:

	y/e 31.5.22	y/e 31.5.21
Salaries/wages/expenses	102,948	107,739
Employer Pension contributions	1,160	1,304
Social security costs	6,101	6,645
	<u>110,209</u>	<u>115,688</u>

No employee received benefits for the year of more than £60,000

10 Risk Management

The major risks to which the charity is exposed, as identified by the Trustees, are regularly reviewed and steps have been taken to mitigate these risks.

11 Reserves policy

Grants by Charitable Trusts and Foundations and donations by individuals, churches, schools and local organisations together with charges from Goodsell House residents provide the balance of the charity's income. The income from Grant making trusts, individuals, churches and schools is both volatile and insecure and is highly susceptible to factors outside the charity's control. The Trustees have for some years provided for a minimum reserve of £50,000 as a contingency to maintain the services it provides and the free reserves are greater than this figure.

12 Trustee remuneration and related party transactions

No members of the Management Committee received any remuneration during the year.

13 Other matters

The charity has no commitments not provided for in the accounts, has not given any guarantees, has received no loan secured on any of its assets and, at the year end, had no contingent liabilities.

Independent Examiner's Report to the trustees of Homeless Care Limited

Charity no 1151412

Company no 08414392

I report to the charity trustees on my examination of the attached accounts of the company for the year ended 31 May 2022.

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).


L C Seal FCCA FAIA

Blain Pritchard Limited

Chartered Certified Accountants

74 College Road

Maidstone

Kent

ME15 6SL

15 February 2023