

**HOMELESS CARE**

**REPORT OF THE DIRECTORS &  
FINANCIAL STATEMENTS**

**For the year ended 31st May  
2023**

**Registered charity Number: 1151412  
Company Number: 08414392**

## **Report of the Council of Management for the year ending 31<sup>st</sup> May 2023**

---

Homeless Care is governed by a Memorandum and Articles of Association dated 21<sup>st</sup> 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	<b>Chairman</b>
Kathy High	<b>Treasurer</b>
Cheryl Smith	<b>Company Secretary</b>
Clare Hudson	
Grace Couch	
David Hitch	
Joyce Newman	
Ian Duey	

### **Board resignations before the year end 31/05/2023**

David Bond

### **Staff Team**

Matthew Lamb	<b>Manager</b>
Michael Louth	Temporary Manager
Tracy Maybank	Assistant Manager
Amanda Jeffery	Housekeeper and Kitchen Manager
Brian Masters	Project Worker
Gwyneth McPherson	Project Worker
Tara Beckett	Project Worker
Nicholas Emmerick	Administration Officer

### **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 Knightbridge 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.

We have in the past explored shared accommodation 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.**

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**

This year we decided to engage with Mid-Kent 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. 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. This year we have established a close relationship with a local women's prison, resulting in us having one of the women volunteering her support as part of her rehabilitation programme

## **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

Our established links with FareShare continue to go from strength to strength.

## **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.

Our established working office erected in the rear garden of Goodsell House continues to be well used, especially for individual counselling support for residents. 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

When Homeless Care took over Goodsell House in 2013 we inherited two long-term residents who continue to remain at the house. It has been agreed that we should respect their wish to remain at Goodsell House.

### Statistics 1<sup>st</sup> June 2022 – 31<sup>st</sup> May 2023

Slots Booked	Slots Attended	Resolved at Door	Food Parcel	Pack Up	Eat In	Registered	Clothes	Showers	Computer Use	Collect Post	Laundry	Other	Phone	Benefits	MH/CG L/Health
--------------	----------------	------------------	-------------	---------	--------	------------	---------	---------	--------------	--------------	---------	-------	-------	----------	----------------

Month

Jun-22	135	127	1	202	13	96	6	16	31	6		22	28	9	
Jul-22	139	111	1	218	8	86	6	6	30	3		28	9	7	
Aug-22	194	171	23	262	35	146	16	13	65	7		19	16	15	10
Sep-22	174	155	7	273	9	121	14	17	23			8	19	0	1
Oct-22	218	177	20	300	22	134	13	33	42	1		17	13	10	1
Nov-22	149	128	9	309	8	99	3	17	18	4		4	14	6	
Dec-22	121	114		333	2	101	7	15	10	1		6	45	8	
Jan-23	172	161	3	397	5	112	8	7	3			11	53	3	
Feb-23	144	130	2	391	5	95	12	12	8			8	17	3	
Mar-23	146	122	15	301	8	86	1	9	15			12	2	4	4
Apr-23	130	122	11	274	9	73	8	16	19	6		11	5	1	
May-23	138	134	3	272	3	93	8	22	46	4		12	13	2	
TOTALS	1860	1652	95	3532	127	1242	102	183	310	32	0	158	234	68	16

### 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.

### 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](http://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**

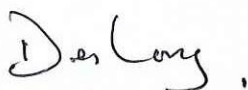
Our income consists of grants from Charitable Trusts and Foundations together with donations by individuals, local firms, churches and schools and rent from Goodsell House residents. Much of this income is both volatile and insecure and is highly susceptible to factors outside the charity's control. 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 have reduced this year, but a large donation from a local Insurance firm reflects our standing in the community.

### **Covid 19.**

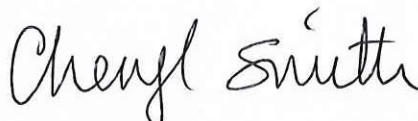
Looking back on the experience of Covid 19 and the Government restrictions, we feel confident we managed the crisis to the best of our abilities, mainly due to the support and hard work of our staff team.

### **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 2023

	As at 31/05/2023 £	As at 31/05/2022 £
<b>Fixed assets</b>		
Tangible assets	379,006	380,905
<b>Current assets</b>		
Debtors	5,148	4,652
Cash at bank and in hand	204,647	189,492
	209,796	194,144
<b>Net current assets less current liabilities</b>	209,796	194,144
<b>Total assets less current liabilities</b>	588,802	575,050
<b>Total net assets less liabilities</b>	588,802	575,050
<b>Represented by</b>		
<b>Unrestricted</b>		
Unrestricted - General fund	128,630	75,649
<b>Designated</b>		
Designated - GOODSELL	385,172	424,401
Designated - Property purchase fund	75,000	75,000
<b>Funds of the charity</b>	588,802	575,050

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



**HOMELESS CARE**  
**Statement of Financial Activities**  
**01 June 2022 to 31 May 2023**

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
<b>Income and endowments from:</b>					
Donations and legacies	81,773	—	—	81,773	68,005
Income from charitable activities	117,088	—	—	117,088	135,994
Investments	726	—	—	726	9
<b>Total income</b>	<b>199,587</b>	<b>—</b>	<b>—</b>	<b>199,587</b>	<b>204,009</b>
<b>Expenditure on:</b>					
Raising funds	—	—	—	—	—
Expenditure on charitable activities	185,835	—	—	185,835	201,957
<b>Total expenditure</b>	<b>185,835</b>	<b>—</b>	<b>—</b>	<b>185,835</b>	<b>201,957</b>
Gains / losses on investment assets	—	—	—	—	—
<b>Net income / (expenditure) resources before transfer</b>	<b>13,752</b>	<b>—</b>	<b>—</b>	<b>13,752</b>	<b>2,051</b>
<b>Transfers</b>					
Gross transfers between funds - in	—	—	—	—	—
Gross transfers between funds - out	—	—	—	—	—
<b>Other recognised gains / losses</b>					
Gains on revaluation, fixed assets, charity's own use	—	—	—	—	—
<b>Net movement in funds</b>	<b>13,752</b>	<b>—</b>	<b>—</b>	<b>13,752</b>	<b>2,051</b>
<b>Reconciliation of funds</b>					
<b>Total funds brought forward</b>	<b>575,050</b>	<b>—</b>	<b>—</b>	<b>575,050</b>	<b>572,998</b>
<b>Total funds carried forward</b>	<b>588,802</b>	<b>—</b>	<b>—</b>	<b>588,802</b>	<b>575,050</b>

## HOMELESS CARE

### Notes to the financial statements for the year ended 31st May 2023

#### 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 31.5.23	y/e 31.5.22
Maidstone Borough Council	-	15,000
J & C Findlay Charitable Foundation	-	2,000
Cobtree Charity Trust	-	5,000
Henry Smith Charity	-	9,500
Albert Hunt Trust	-	5,000
Joan Ainslee Trust	5,000	5,000
Grant Involve Kent	-	2,500
Sainsburys Neighbourly	-	1,000
Much Loved	-	620
Lawson Endowment	4,000	-
Worley Day Trust	1,089	-
Kent Community Foundation	11,000	-
Delaney Trust	1,026	-
S E Water	1,500	-
Total	<u>23615</u>	<u>45620</u>



Incoming resources received during the year were:

	y/e 31.5.23	y/e 31.5.22
Donations	81,631	68,005
From charitable activities:		
Grants [see above]	23615	45620
Rents Goodsell Residents	93614	90311
Bank interest	726	72
	<u>199,586</u>	<u>204,008</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 made by trustees who are not remunerated.

#### Charitable expenditure:

	y/e 31.5.23	y/e 31.5.22
Staff wages, pensions & exps[note 9]	96,489	110,209
Day Centre running expenses	13,037	18,471
Goodsell House utilities & running expenses	21,715	10,770
Goodsell House repairs/maintenance	17,363	24,980
Professional/legal	5,204	5,588
Insurance of premises	5,458	5,157
Day Centre rent	9,940	9,940
Depreciation	5,561	6,043
Vehicles expenses	3,169	3,429
Day Centre repairs/maintenance	1,368	1,427
Waste Collection	2,144	430
Training & recruitment	711	2,080
Other	1,408	2,917
	<u>183,567</u>	<u>201,441</u>
Governance costs:		
Independent Examiner	-	516
Legal fees	2,268	-
	<u>185,835</u>	<u>201,957</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. 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 2022	365,110	15,795	380,905
Additions		3,662	3,662
Depreciation for the year		5,561	5,561
NBV @ 31 May 2023	<u>365,110</u>	<u>13,896</u>	<u>379,006</u>

6	Debtors and Prepayments	y/e 31.5.23	y/e 31.5.22
	Premises & Vehicle insurance	4321	3824
	Rent	828	828
		<u>5149</u>	<u>4652</u>

## 7 Movement in funds

	30/05/2022	Incoming resources	Outgoing resources	31/05/2023
Unrestricted funds				
Designated	75,000			75,000
General	500,050	199,586	185,835	513,801
	<u>575,050</u>	<u>199,586</u>	<u>185,835</u>	<u>588,801</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 31.5.23	y/e 31.5.22
Salaries/wages/expenses	91,826	102,948
Employer Pension contributions	1,276	1,160
Social security costs	<u>3,387</u>	<u>6,101</u>
	<u>96,489</u>	<u>110,209</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 2023.

## **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**

29 November 2023