



Formerly Homeless Care

**REPORT OF THE DIRECTORS AND FINANCIAL STATEMENTS**

**For the year ended 31<sup>st</sup> May 2024**

Registered Charity Number: 1151412  
Company Number: 08414392

# Report of the Council of Management for the year ending 31<sup>st</sup> May 2024

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Maidstone Homeless Care (MHC) is governed by a Memorandum and Articles of Association dated 21 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.

The Registered Address is

Maidstone Day Centre  
15 Knightrider Street  
Maidstone  
Kent  
ME15 6LP

The Council of Management as of 31/05/2024 comprised

- Des Long
- Kathy High
- Lisa Lewis
- Cheryl Smith
- David Hitch
- Darren Benson Dare
- Moneaque Teape

Board resignations before the year end 31/05/2024

- Grace Crouch
- Ian Dury
- Clare Hudson

Bankers: CAF Bank, 25 Kings Hill Avenue, West Malling

## Objectives

As set out in the Memorandum and Articles of Association, the objectives 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 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 by 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 three main activities

1. **A Day Centre** for homeless and vulnerable people, based at 15 Knightrider Street, Maidstone, ME15 6LP. The service began in February 1996 at Lenworth House, Maidstone and moved to its present location in 2004
2. **Food for Thought**, MHC'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 food parcels for approximately 150-200 families per week
3. **Goodsell House**, a supported housing unit for 10 men with a view to helping them move on to independent living

## Premises

Since August 2004, Maidstone Day Centre has rented 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. MHC 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 the town centre and with sufficient space to realise MHC's full potential. We continue to seek the appropriate alternative accommodation and are always responsive to any possible opportunities that become available. The service, that for over 35 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 guests according to individual need which is detailed on his or her care plan. Support is available to 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 guests.

The problems do not end once accommodation has been secured for a guest 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 few newly housed guests 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 guests 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, AMAT and Riverside.

Our staff are relentless in their ongoing pursuit of new networking opportunities.

## **Kitchen**

The Department of Environmental Health is responsible for assessing the cleanliness and safety of our 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.

## **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. MHC works with the monitoring body NHS Health Watch, to ensure quality of service for our clients.



## **Mental Health**

We engaged with our local branch of MIND, the mental health charity, and commissioned a Service Level Agreement to provide a bespoke mental health support service to our residents at Goodsell House. The residents were 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. The SLA had a moderate take up and we will be able to commission further support in the future.

## **Volunteers**

From the very earliest days, the organisation 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 improve existing facilities by redecorating the premises. Our volunteer driver plays a significant and greatly valued part in the success of MHC's community food share scheme, Food for Thought. We continue to recruit volunteers on a regular basis as they a valued resource to the charity.

## **Food for Thought**

MHC'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. The bulk of donations are individuals putting food in collection points at supermarkets and local businesses, churches and school collections.

Emergency food parcels are made 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 MHC by local agencies including Social Services, schools, Family Liaison Officers, CAB, 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 guests. 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 MHC 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 partnership with Fare Share, a large UK food distributor, has proved to be effective in maintaining supplies and enabling Fare Share to have additional food supplies when we have had excess food donated.

## Goodsell House

Goodsell House is a House in Multiple Occupation, [HMO], situated in a prominent position on the west side of Maidstone. Prior to the merger with MHC 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.

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 a good state of repair and decoration.

Goodsell House is additionally registered as Supported Accommodation and recognised as such by Maidstone Borough Council. We have established daily support on site with our support worker available for several hours a day to support residents to move on to permanent accommodation when they are ready to resettlement. The office accommodation for support staff is well used for one-to-one support and other meetings. Regular monthly house meetings with residents are well established.

## Day Centre statistics

June 2023 – May 2024

	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-23	112	103	12	243	28	67	6	6	32	26	1	13	12	0	8	6
Jul-23	80	71	12	224	27	57	2	4	24	5	1	15	5	0	0	21
Aug-23	56	48	11	199	16	77	3	4	11	6	1	10	3	1	4	6
Sep-23	142	125	7	301	28	132	7	12	63	26	1	15	8	3	13	8
Oct-23	122	103	7	282	28	101	8	12	20	5	4	11	6	15	6	11
Nov-23	127	110	16	263	24	96	6	7	0	6	5	4	20	12	4	10
Dec-23	65	58	7	267	21	54	6	8	11	6	0	7	7	5	4	2
Jan-24	103	89	9	284	23	47	8	8	11	6	0	7	32	3	2	0
Feb-24	125	113	13	321	23	83	8	8	5	21	0	9	26	7	3	1
Mar-24	196	170	12	363	29	116	9	16	42	27	0	15	32	12	0	5
Apr-24	175	157	11	286	29	81	6	6	39	32	0	18	39	25	2	9
May-24	154	126	5	269	13	75	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

## Winter Accommodation

Over the past ten 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. MHC 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 organizations working together to help members of the community experiencing difficult times in their lives. Some of the services provided are a Hairdresser, a Sexual Health Nurse, a Hep C Nurse, CGL, Dentaaid, NHS Optician and a Complex Care Outreach Nurse.

## **Policies and Procedures**

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

## **Public and Community Relations**

The Company relies heavily on the goodwill of the local community to meet its objectives 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 MHC 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).

The local newspaper, Kent Messenger, has continued to be supportive of MHC 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 are devoted to ensuring that the Company secures sufficient income to continue its core activities.

We receive many donations of food, clothing, sleeping bags or rucksacks. On-line donations via CAF Donate, via the charity's website ([www.homelesscare.org.uk](http://www.homelesscare.org.uk)) and through standing orders and BACS payments to our CAF Bank account, provide significant income.

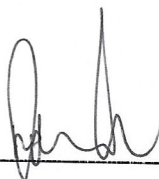
## **Reserves policy**

After eliminating the property, Goodsell House, and other fixed assets, our reserves are £212,100. For several years MHC has maintained a discretionary fund of £75,000 as initial funds for obtaining alternative accommodation (see Future Plans, above). Free reserves are therefore £137,100, equivalent to 8 month's expenditure. The trustees are of the opinion that it is appropriate to hold reserves of between 6 to 9 month's expenditure.

### Public Benefit

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

Darren Benson-Dare



Trustee

Date

12/11/24



**MAIDSTONE HOMELESS CARE**  
**(formerly Homeless Care)**  
**Statement of Financial Activities**  
**For the period from 01 June 2023 to 31 May 2024**

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
<b><i>Income and endowments from:</i></b>					
Donations and legacies	66,884	—	—	66,884	81,773
Income from charitable activities	130,964	—	—	130,964	117,088
Investments	3,675	—	—	3,675	726
Other income	1,302	—	—	1,302	—
<b>Total income and endowments from:</b>	<b>202,826</b>	<b>—</b>	<b>—</b>	<b>202,826</b>	<b>199,587</b>
<b><i>Expenditure on:</i></b>					
Raising funds	165	—	—	165	—
Expenditure on charitable activities	193,099	—	—	193,099	178,363
Other expenditure	11,066	—	—	11,066	7,472
<b>Total expenditure on:</b>	<b>204,330</b>	<b>—</b>	<b>—</b>	<b>204,330</b>	<b>185,835</b>
<b>Net income / (expenditure)</b>	<b>-1,504</b>	<b>—</b>	<b>—</b>	<b>-1,504</b>	<b>13,752</b>
<b><i>Transfers</i></b>					
Gross transfers between funds - in	—	—	—	—	—
Gross transfers between funds - out	—	—	—	—	—
<b>Net income / (expenditure)</b>	<b>-1,504</b>	<b>—</b>	<b>—</b>	<b>-1,504</b>	<b>13,752</b>
<b><i>Other recognised gains / losses</i></b>					
Gains / losses on investment assets	—	—	—	—	—
Gains on revaluation, fixed assets, charity's own use	—	—	—	—	—
<b>Net movement in funds</b>	<b>-1,504</b>	<b>—</b>	<b>—</b>	<b>-1,504</b>	<b>13,752</b>
<b><i>Reconciliation of funds</i></b>					
<b>Total funds brought forward</b>	<b>588,802</b>	<b>—</b>	<b>—</b>	<b>588,802</b>	<b>575,050</b>
<b>Total funds carried forward</b>	<b>587,298</b>	<b>—</b>	<b>—</b>	<b>587,298</b>	<b>588,802</b>
<i>There may be minor discrepancies in the totals if the pence are not being shown</i>					

**MAIDSTONE HOMELESS CARE**  
(formerly Homeless Care)

**Balance sheet**  
**As at: 31 May 2024**

	As at 31/05/2024	As at 31/05/2023
	£	£
<b>Fixed assets</b>		
Tangible assets	375,145	379,006
<b>Current assets</b>		
Debtors	20,975	5,148
Cash at bank and in hand	193,082	204,647
	214,057	209,796
<b>Liabilities</b>		
Creditors: Amounts falling due in one year	1,904	—
<b>Net current assets less current liabilities</b>	<b>212,152</b>	<b>209,796</b>
<b>Total assets less current liabilities</b>	<b>587,298</b>	<b>588,802</b>
<b>Total net assets less liabilities</b>	<b>587,298</b>	<b>588,802</b>
<b>Represented by</b>		
<b>Unrestricted</b>		
Unrestricted - General fund	512,298	513,802
<b>Designated</b>		
Designated - Property purchase fund	75,000	75,000
<b>Funds of the charity</b>	<b>587,298</b>	<b>588,802</b>


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

For the year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime



12/11/24

KATHERINE HIGH

TRUSTEE

## MAIDSTONE HOMELESS CARE

(Formerly Homeless Care)

### Notes to the financial statements for the year ended 31st May 2024

#### 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. 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 due. 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 31.5.24	y/e 31.5.23
J & C Findlay Charitable Foundation	2,000	-
Joan Ainslee Trust	5,000	5,000
High Sheriff award	500	-
Fleur de Lys Lodge	750	-
Much Loved	1,153	-
Thomas Hendley Charity	500	-
N C Ware Charitable Trust	430	-
Puffin Insurance	19,442	-
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>29,775</u>	<u>23,615</u>
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**Incoming resources received during the year were:**

	y/e 31.5.24	y/e 31.5.23
Donations + gift aid recovery	67,455	81,631
From charitable activities:		
Grants [see above]	29,775	23,615
Rents Goodsell Residents	100,618	93,614
Bank interest	3,675	726
From fundraising activities	<u>1,302</u>	<u>-</u>
	<u>202,825</u>	<u>199,586</u>

Expenditure is generally recognized when it is incurred and is accounted for gross.

Applications for grants and correspondence with donors are made by trustees who are not remunerated.

**Charitable expenditure:**

	y/e 31.5.24	y/e 31.5.23
Staff wages, pensions & exps[note 9]	112116	96,489
Day Centre running expenses	18799	13,037
Goodsell House utilities & running expenses	15980	21,715
Goodsell House repairs/maintenance	8783	17,363
Mental health consultancy	2879	-
Insurance of premises	6378	5,458
Day Centre rent	9940	9,940
Depreciation	3860	5,561
Vehicles expenses	3259	3,169
Day Centre repairs/maintenance	1488	1,368
Waste Collection	2397	2,144
Training & recruitment	2107	711
Other	<u>5113</u>	<u>1,408</u>
	193,099	178,363

**Other expenditure**

Independent Examiner	1,630	-
Legal and professional fees	<u>9,436</u>	<u>7,472</u>
	11,066	7,472

**Fundraising expenditure**

Quiz night costs	165	-
<b>Total expenditure</b>	<u>204,330</u>	<u>185,835</u>



#### 4 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.

There was, at the Balance Sheet date, no formal lease of the Day Centre to Homeless Care.

	Buildings	Equipment	Total
NBV @31 May 2023	365,110	13,896	379,006
Additions	-	-	-
Depreciation for the year	-	3,860	3,860
NBV @ 31 May 2024	<u>365,110</u>	<u>10,036</u>	<u>375,146</u>

#### 5 Debtors and Prepayments

	y/e 31.5.24	y/e 31.5.23
Rent receivable	7,027	-
Premises & Vehicle insurance	4,928	4,321
Gift aid claims	7,330	-
Interest accrued	862	-
Day Centre rent payable	828	828
	<u>20,975</u>	<u>5,149</u>

#### 6 Creditors and accruals

PAYE and NI	1,080	-
Pension contributions	274	-
Independent examiner	550	-
	<u>1,904</u>	<u>-</u>

#### 7 Movement in funds

Unrestricted funds	01/06/2023	Incoming resources	Outgoing resources	31/05/2024
Designated	75,000			75,000
General	513,802	202,826	204,330	512,298
	<u>588,802</u>	<u>202,826</u>	<u>204,330</u>	<u>587,298</u>

## 8 Investment Assets

The Charity has no investment assets.

## 9 Paid employees

The average number of staff employed during the year was 6. Gross salary costs (including Employers NIC), pension contributions and expenses were £112,116 broken down as follows:

	y/e 31.5.24	y/e 31.5.23
Salaries/wages/expenses	108,291	91,826
Employer Pension contributions	2,289	1,276
Social security costs	1,536	3,387
	<u>112,116</u>	<u>96,489</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 Trustee remuneration and related party transactions

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

## 12 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.

## Maidstone Homeless Care (Formerly Homeless Care)

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 2024.

### 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

12 November 2024