



Making Miracles
Annual Report and Accounts
2021/2022

Company Registered Address 7 The Street, Detling, Maidstone, Kent ME14 3JU. Head Office: 01622 735230

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Registered Charity No. 1158233

Company Registration No. 9073484

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MAKING MIRACLES

(A COMPANY LIMITED BY GUARANTEE AND REGISTERED CHARITY)

Legal and Administrative Information

Registered Charity Number	1158233
Company Registration Number	9073484
Date of Incorporation	5 th June 2014
Start of Financial Year	1 July
End of Financial Year	30 June

Trustees/Directors as at 5 September 2022

Sally Howells	Patricia Bax	Linda Goss
Louise Mengual	Sharon Smith	Laura Shutt

Other Trustees who served in this financial year

Lynda Mitchell

<u>Chief Executive Officer</u>	Kelly Wells
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<u>Registered Address</u>	7 The Street Detling, Maidstone Kent ME14 3JU
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<u>Bankers</u>	Charities Aid Foundation West Malling, Kent Barclays Bank Rainham, Kent
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Governance And Management

The charity is a company limited by guarantee and registered charity. It is operated under the rules of its memorandum and articles of association dated 05/06/2014 and most recently amended 25 June 2020. It has no share capital and the liability of each member in the event of winding up is limited to £1.

Charity Objectives

1. Providing appropriate personal, professional, emotional and practical support to our service users and their wider family network including partners, siblings and grandparents in relation to baby loss and miscarriage and adapting our services to meet the needs of other client groups as needed.
2. To raise the profile of issues surrounding miscarriage, baby loss and other issues affecting those other groups we support who have lost in order to make the public more aware of the need for services and the need for such issues to be discussed more openly.
3. Developing new support services as identified by our service users.
4. Finding new ways of raising funds to ensure the sustainability of our organisation for the benefit of the public.
5. To promote volunteering in the wider community engaging them in fulfilling opportunities to raise funds for our charity and, at the same time, promote their own personal well-being;
6. Taking care of our staff and volunteers and recognising the value they add to the organisation.

Summary of the main activities undertaken using the Charity Commission guidance on public benefit

1. To provide to members of the public professional counselling services and other informal support services for bereavement, trauma or loss in order to reduce mental health issues and improve emotional well-being for themselves and their families.
2. To promote volunteering in the wider community engaging them in a range of fulfilling opportunities to raise funds for the provision of services which the charity provides and, at the same time, promote their own personal well-being.
3. To respond to local and national issues and use the experience we have to support other client groups as needed.

Methods adopted for the Recruitment and Appointment of new Trustees

In the event of needing new Trustees the charity publishes invitations on social media and through existing links with volunteers and supporters of the Charity. People firstly have a telephone interview with the Chairman, they then provide information including a pen picture about themselves which is circulated to all existing Trustees.

Trustees have 7 days to object advising why any objection is forthcoming. Arrangements are then made for the Chairman to meet them to go through the role and responsibility of being a Trustee and if they still wish to do so and they are suitable they are then put forward at a Board meeting. Induction and then ongoing support and training is provided as and when needed.

Potential new Trustees are required to familiarise themselves with the practical work of the charity. They are encouraged to meet key employees and attend a variety of the fundraising events. New Trustees are provided with information which includes:

A copy of the Memorandum and Articles of Association.

A copy of the latest approved Report and Financial Statements.

In addition to the above, initial and then periodic training and information sessions are arranged by the Chairman of the Charity, to update Trustees on their obligations, the charity's framework, risk assessments, understanding financial reporting and strategic planning.

Making Miracles Policy on Reserves

The charity has a policy which has enabled one years running cost to be secured in a separate General Account in order to ensure that should the organisation cease to exist all families receiving the range of professional bereavement and counselling services and other support services at that time would be able to complete their individual services still free of charge from an alternative provider. In addition the charity would provide sufficient to meet staffing for the one year whilst services were reduced and redundancy costs for all current staff employed.

For 2022 the total reserve fund would be £180,210.

All monies remaining after necessary payments made would be transferred to another not for profit provider of bereavement services within our area.

Chairman's Report

It has been an eventful year both recovering from the impact of the Covid Pandemic, the launch of several new support services and of course the opening of our shop "Handmade with Love" and it has been a privilege to steer the Board of Trustees through this period. The Board is grateful to our C.E.O. Kelly Wells whose passion, energy and drive has enabled some amazing key achievements to be delivered.

We feel we are now well established in the Medway Towns and also starting to make real impact as we expand across other parts of Kent and are particularly grateful to the Community Fund and all other funders and fund raisers for their on going support.

In this financial year our total income was £203,614 with expenditure at a level of £176,735 resulting in a carry forward amount of £26,879. Due to the different funding years from our own (which runs from 1 July to 30 June), for many of those who award us grants we usually have a substantial amount which looks unspent, however it is allocated for specific purposes within such funders particular grant period. We also have some funds still remaining from the pandemic which are in our accounts with the full agreement of our funders. (These are grants we applied for prior to the pandemic and awarded funding during the pandemic but not able to spend and will reduce significantly in the next financial year). In addition the higher level of income during the pandemic year was when we were given permission by the Charity Commission to extend our client group to those who had suffered a loss due to covid and who desperately needed our trauma and bereavement counselling services.

Our Impact Page demonstrates our success supporting over 1000 people every year across the full range of our services. Next year our priority is to engage more fully with businesses to further secure our financial future and provide even more awareness of the need for our services.

We are a volunteer led charity with a small paid team which equates to three w.t.e. plus the CEO. We have two full time Support Service Managers each of whom have a half time fundraising/admin support post. All staff have been touched in some way by baby loss. Each member of our Board of Trustees also has been touched in some way by baby loss and each individual has experience and a professional background in a key area of our work in order to drive the organisation forward successfully and support the operational team. We have 23 professionally qualified bereavement and trauma counsellors who are self-employed but work for us across the total catchment area so that wherever a service user lives we are able to offer local support as quickly as possible and usually see people within two weeks of an initial contact with them.

Making Miracles around 150 volunteers who carry out various roles from helping at our Baby Memorial Garden, knitting for our stalls and shop, working at our stalls and shop and so much more and we could not deliver what we do without their amazing support.



Sally Howells
Chairman

Founder & CEO Report

Sitting down to write this report I truly didn't know where to begin. We have had the busiest and most exciting year. I would personally say it has been our best yet.

Being able to get back to "normal" after Covid and starting up some of our much missed knitting groups was so amazing for every knitter but also our team and the wider community. To see our knitted items back on the stalls at Detling Village Hall, Hawley Garden Centre and the week long stall at Hempstead Valley Shopping Centre was just so lovely following a tough pandemic where all these wonderful things we all love to do... just... had... to.. STOP!

We have had some fantastic community support from the Medway United fundraiser which kick started the financial year to our Treasure Hunt at Swanley Park. Over Christmas we were back at the Dickens Festival, in Rochester Railway Station with Father Christmas and held community events across Kent with "Story time/ breakfast and tea with Santa" The children had the best time and it was magical watching their little faces light up after a tough 2 years. We had local businesses sponsor us with our "12 days of Miracles" and finally returned to some bucket shakes in shopping centres and supermarkets.

October saw our most successful Baby Loss Awareness campaign in conjunction with our local church. After the Baby Loss Alliance asked charities to turn buildings "Pink and Blue" for awareness we did this with hundreds of floating pink and blue umbrellas; thus meaning people had a place to go during the week and to see the beautiful display and hang their babies names with the umbrella via a wooden heart. The public's response and was simply outstanding and it is something that we will continue to grow this year. Our dads 1 in 4 video campaign sent awareness to another level and has continued to grow when speaking about men's mental health in the baby loss journey.

I had the privilege of being invited to be a part of the Medway Fetal and Maternal Medicine Centre New Parents Network and it launched in August. This is where I engaged with medical professionals as well as parents who experience trauma and loss. I am thrilled to be a part of the initiative to help improve the care of local women and shape the way the services grow in the future.

In March we received the "High Sheriff of Kent Award" which was an absolute honour, to be able to go along and hear about all the wonderful charities in the County and also to be recognised for the work we do by receiving this award. We were thrilled!

In February we launched our first "face to face" Support Group service and it has been so successful. With 21 parents both singles and couples we ran it for 12 weeks and received astonishing feedback from the attendees; it is definitely going to be part of the Making Miracles Bereavement Care Pathway moving forward.

But I think the biggest month for me of the year, which is always so special as our birthday month is April and we do not do things by halves!! In April we not only launched our beautiful "Handmade with Love" charity shop, but we also launched two new services for our families. Both local (in Kent) but also beyond. I wanted to do this to enable all families facing trauma and loss the opportunity to receive support and help. So firstly we launched our bereavement care boxes "Sent with Love" which anyone can order from anywhere and are able to buy or gift these to help ease anxiety and our mood following trauma and loss. We have them available for women, men and children.

Secondly we launched our Podcast “Baby Loss, Grief & Love” which features me discussing all things related to baby loss and trauma. I interview counselling professionals, parents, medical staff and also do some of them alone reflecting and discussing what I see doing this job and my experiences within it. This is in order for anyone, anywhere to get some “self help” and access support. We have followers Worldwide and I am really excited with how this can go in the future.

I would like to end this overview with some thank you's to all:



the children who painted rocks and those who volunteered at our community days at the Baby Memorial Garden. We were able to hold our “Wave of Light” and “Carol around the Christmas Tree” and these events are so precious to our families who use the space to go to remember their babies



the climbers who attempted the Three Peaks Challenge, those who completed the 30 day April Awareness walking challenge and to our service users who put us forward in their workplaces – our most successful corporate fundraiser ever happened this year at GiffGaff and they raised an amazing £7.5k



the shoppers who voted with the Tesco or Asda “Tokens” in Gillingham, Ashford and Strood and to every Co-op customer who sent us their 1% from their grocery bill.

But mainly to our trustees, supporters, volunteers, staff and service users. I appreciate you all and love having you as part of the Making Miracles Family. You guys ensure no parent ever has to suffer alone through their trauma and grief and I thank you from the bottom of my heart.

Kelly

Kelly Wells
CEO & Founder



Meet the Team



TeamMM

Kelly Wells
Founder, CEO & Lead Counsellor





TeamMM

Hayley Spooner
Support Services Manager





TeamMM

Becci Johnson
Support Services Manager





TeamMM

Jodie Warman
Fundraising Administrator





TeamMM

Amy Tomsett
Fundraising Administrator





TeamMM

Sally Howells
Chairman





TeamMM

Pat Bax
Deputy Chairman





TeamMM

Linda Goss
Treasurer





TeamMM

Sharon Smith
Company Secretary





TeamMM

Lou Mengual
Trustee





TeamMM

Laura Shutt
Trustee



Providing birth trauma & baby bereavement care to parents, siblings and grandparents



Specialist Counselling

We deliver a free professional counselling and play therapy service for trauma and loss to the whole family.



In-House Support Services

We provide ongoing emotional support on an informal level via our experienced support team, our private online facebook forum and face to face groups.



Baby Memorial Garden

- Private and peaceful
- Personalised plaques
- Siblings area



Memorial Bear

Beautiful teddy bear with hidden zip for precious items or perhaps ashes.



Children's Book 'The Baby'

Magical rhyming book to support children through loss.



Podcast "Baby Loss, Grief and Love"

Discussing all topics related to birth trauma and baby loss.



"Sent with Love" Care Boxes

New range of bereavement, trauma and anxiety products.

We are THE local registered charity providing support for individuals or family members touched by the loss of a baby or has experienced a traumatic pregnancy or birth.

We have been established and providing these services across parts of Kent and Medway since 2014 and have a team of professional counsellors on hand to provide **free of charge specialist counselling**. We are the only UK Charity providing this service to the whole family ensuring our services help improve emotional well-being to everyone who has been affected.

Following on from the face to face (or via Zoom) specialist counselling or play therapy for children we have a range of excellent support services to ensure that no-one ever feels alone during trauma and baby loss.

Handmade with Love Shop



Handmade
with LOVE

By Making Miracles

A charity shop like NO OTHER

Beautiful handmade items!
All our items are made with love by
our very talented volunteers.

LOCATION:

The Mall Maidstone
Upper Level,
The Mall Maidstone,
Pads Hill, Maidstone, Kent



Our Year with Key Achievements

July 2021

- Annual Counselling Training day
- Team receive High Sheriff of Kent Award
- Medway United fundraiser (£4K)
- MM Rocks – Children's event for Baby Memorial Garden

August 2021

- Treasure Hunt – Swanley Park
- Attended New Parents Network, Medway

September 2021

- Team attended Kent Charity Awards
- Three Peak Challenge- fundraisers

October 2021

- Baby Loss Awareness Month
- Wave of Light Service
- Sheltered from the Storm Event
- Part time admin Jodie joins the team
- Jamie Johnson fundraiser
- Mens 1 in 4 campaign video produced
- Blue Tokens, Tesco grant received

November 2021

- Community Volunteer Day at Baby Memorial Garden
- Co-op Cheque Presentation event
- Hawley stalls launched

December 2021

- Rochester Dickens Festival
- Breakfast with Santa events
- 12 Days of Miracles
- Christmas Service at Baby Memorial Garden
- Asda token event

January 2022

- Tesco tokens fundraiser

February 2022

- Launch of our Step Down Support Groups
- Hempstead stall launched

March 2022

- Successful bid enabling launch of our own Podcast
- Launch of new Therapy Boxes
- High Sheriff of Kent Awards Night

April 2022

- Opening of first shop "Handmade with Love"
- April Awareness Month
- Bucket Shake Gillingham
- 30 day challenge launched
- Launch of Making Miracles Podcasts
- Launch of Care Boxes

May 2022

- New Trustee Laura Shutt joins the Board of Trustees
- First stall in new area of Bexleyheath
- Dartford knitting group re-launch post Covid
- First knit and natter at "Handmade with Love" held

June 2022

- Annual Volunteer of the Year announced
- Part time admin Amy joins the team

Impact 2021-22

220

People receiving a min of 6 professional counselling sessions every year

1,320

Counselling sessions delivered per annum

3

Average well-being score upon entering the counselling service

8

Average well-being ending score from counselling service

1,000

Supported people over 12 months across our range of services

32

Garden plaques laid

23

Counsellors across Kent and Medway

45

Community Volunteers for Making Miracles

100

100+ knitters in the Community

Service User Outcomes



Improved relationships



Feeling more positive & confident



Feeling able to cope



Feeling less lonely and isolated

Quotes from Service Users

“The support group is a positive place to be”

Andrew

“MM have been a massive help and bought my wife back”

Matt

“Everyone is so kind and helpful”

Umme

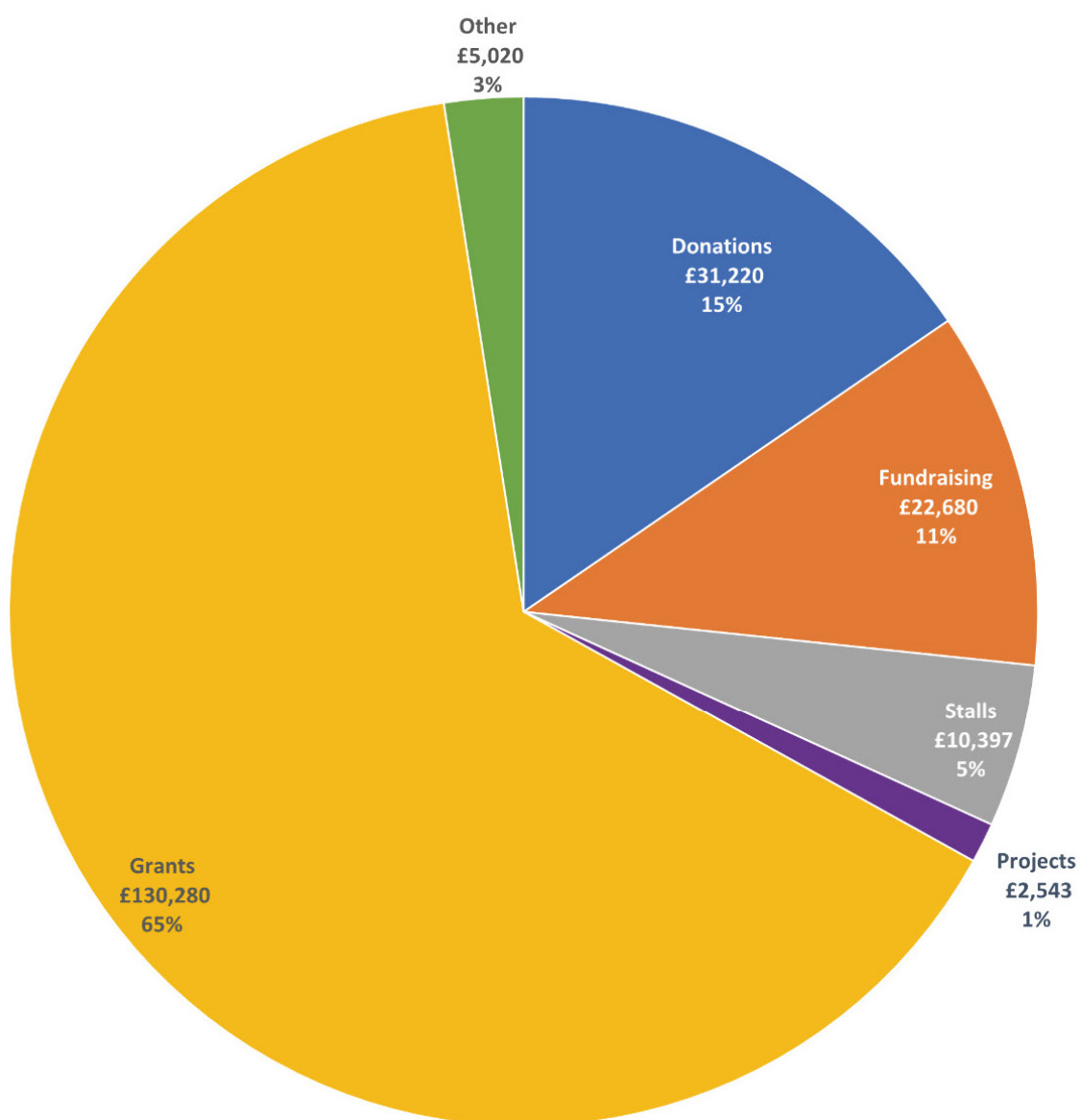
“MM have helped me not to feel alone”

Amy

Income Sources

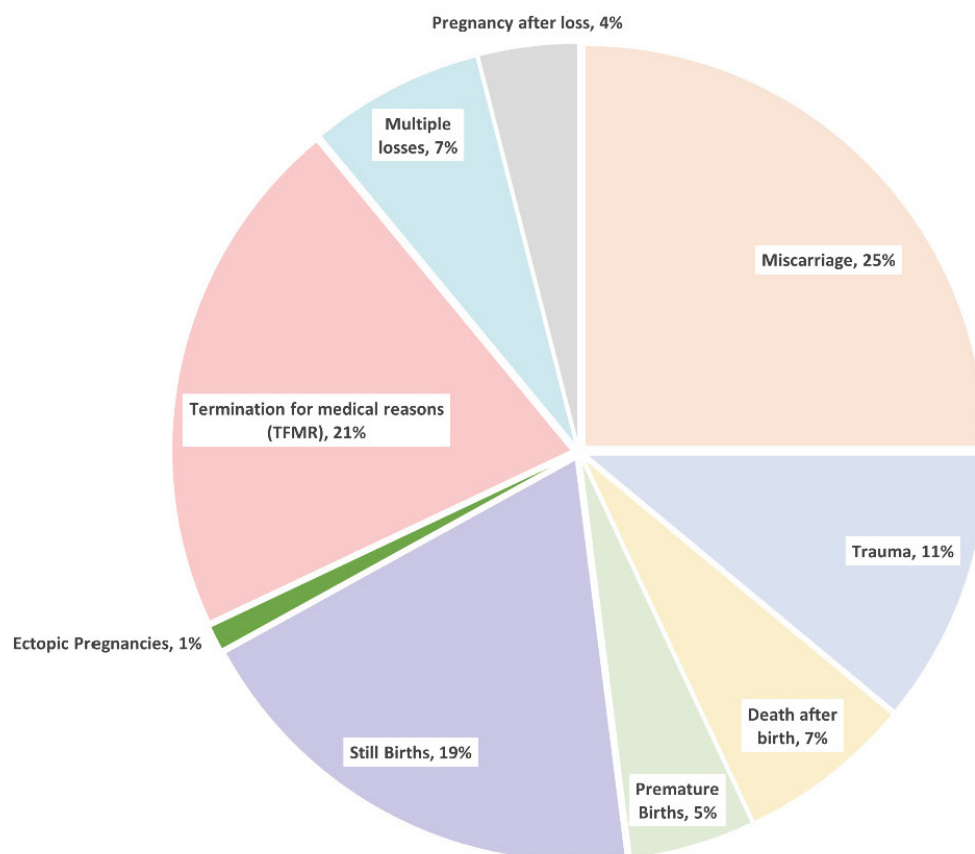
The pie chart below shows the breakdown of our income with the biggest percentage being income raised through grants.

Income Sources for year ending 30th June 2022

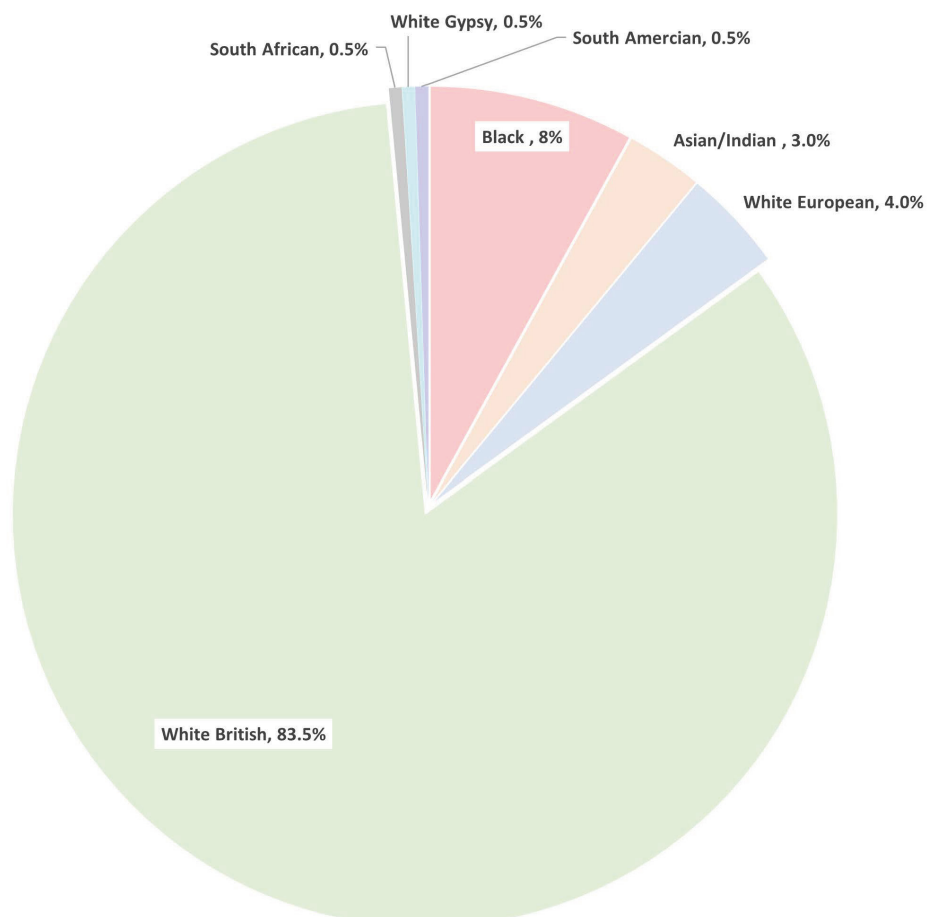


Our service user's presenting issue(s)

Making Miracles Service Users, Type of Loss: 1st July 2021 to 30th June 2022



Making Miracles Service Users, Ethnicity: 1st July 2021 to 30th June 2022



Independent examiner's report to the Trustees of Making Miracles

I report on the accounts of the charity, which are set out on pages 14 and 15.

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 145 of the 2011 Charities Act;
- Follow the procedures laid down in the general directions given by the Charity Commissioners under section under section 145(5)(b) of the Charities Act 2011
- State whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements to keep accounting records in accordance with section 386 of the Companies Act 2006; and to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Charities SORP (FRS102) have not been met; or to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed



Date: 12 October 2022

Genny Jones

Making Miracles

(Company number 9073484 Charity number 1158233)

Statement of financial activities

(Incorporating income and expenditure account)

For the year ended 30 June 2022

	Unrestricted	Restricted	Total	Total
	Funds	Funds	Funds	Funds
	2022	2022	2022	2021
	£	£	£	£
Income:				
Stalls	10397		10397	5575
Grants/Projects		132824	132824	180877
Donations & Events	38116	15784	53900	26988
Bank Interest &				4
Other Income	6493		6493	47,632
Total income	55,006	148608	203614	261,076
Expenditure:				
Grants/Projects		123437	123437	140628
Donations / Event costs	4149		4149	1759
Operational running costs	44727		44727	10423
Stalls	812		812	
Legal & Professional costs	2034		2034	685
Volunteer & Trustee expenses	1576		1576	598
Total expenditure	53298	123437	176735	154093
Net Incoming Resources				
Transfer Between Funds	1708	25171	26879	106982
Total Funds C/Forward	1708	25171	26879	106,982

Making Miracles

(Company Number 9073484, Charity Number 1158233)
Balance sheet as at 30 June 2022

Fixed Asset

Tangible assets	7011	9348
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Cash at bank and in hand

Barclays (Grant)	30824	34658
CAF Making Miracles	116393	76877
CAF Instant Gold Saver (Reserve Account)	180210	200092
CAF Covid 19	0	8546
CAF 12 month fixed	51365	50000
Barclays (2) account	20,106	0

Total Cash at bank and in hand	398898	370173
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LIABILITIES

Accruals	NIL	NIL
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<u>NET ASSETS</u>	398898	370173
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FUNDS

Unrestricted

General Fund	21550	76877
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<u>Restricted</u>	325983	243296
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<u>Designated</u>	51365	50000
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Total Charity Funds	398898	370173
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Total Charity Assets	405909	379521
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The financial statements were approved and authorised by the Board of Trustees and were signed below on their behalf by the Chairman.

Signed 

12.10.2022
Dated

Name: Sally Howells - Chairman

Financial Notes

The pie chart showing the levels of income for this financial year demonstrates our creditability and confidence that funders have to make awards to us as a safe, secure and well managed charity which delivers its targets on time and within budgets.

Management of Finances: Making Miracles manages our operational accounting through Quickbook which is managed by one of our Trustees. The Board of Trustees receive full financial information prior to each Board meeting enabling a regular review, discussion and a firm control on the finances of the charity.

Depreciation Expenses: Depreciation is calculated at a rate to write off assets over their estimated useful life. The rate applied on our fixed assets is 25% on a Reducing Basis.

For clarity the Barclays (Grants) bank account is our Community Fund account as this has to be held in a separate bank account to all other grants. Our funding year however does not match our own financial year so we would expect to be showing this level of funds at our own year end. This account is always restricted funds.

Our CAF general account is made up of other grants, donations, projects, fundraising events and other income some of which are also restricted as they are for particular projects or services and may only be spent on those activities. For this year the restricted income held within this account is £145,773 with £57,841 unrestricted giving a total income of £203,614.

Our other CAF account is our Designated Fund enabling the Board of Trustees to respond to emergencies.

Our Barclays 2 Account is our new "Handmade with Love" shop account which has grant monies within it and is restricted to support rents and utilities etc during our first year of operation. At the end of each financial year any profit made will be transferred into our main Making Miracles General Account as agreed by the Board of Trustees.

Our Reserve Account holds monies, as stated within our Articles of Association, to provide one year operational costs plus the cost of staff redundancies should Making Miracles have to close down. This will ensure that all clients already part of any of our services will be able to complete those and the staff involved will be there to support them through this period.

Taxation: The charity is exempt from tax on its charitable activities.

Fixed Assets: These are capitalised if they can be used for more than one year. They are valued at cost. Depreciation is calculated at a rate to write off the cost of tangible fixed assets over their estimated useful lives. The rates applied per annum are at a reduction of 25% value year on year.

Risk Assessment: The Trustees actively review the major risks which the charity faces on a regular basis and believe that maintaining the reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Trustees have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks. There is a comprehensive Risk Assessment in place which is maintained and reviewed.

Volunteer Help: The value of any voluntary help received is not included in the accounts but is described in the Directors' annual report.

Legal and Professional Costs: Include costs of the preparation and examination of statutory accounts, the costs of various insurances and the cost of any legal advice to Directors on governance or constitutional matters.

Correction of legacy formatting error: The previous balance sheet understates the unrestricted balance by 31k and overstates the restricted balance by the same amount. This has now been amended.

Payments to Trustees: No payments were made to Trustees other than subsistence allowances such as mileage for meetings. Total expenditure for reimbursement of Trustee and Volunteers for this period was £1,576.