



Making Miracles

Annual Report and Accounts

2022/2023

Company Registered Address 7 The Street, Detling, Maidstone, Kent ME14 3JU.

Head Office: 01622 735230

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 2022
End of Financial Year	30 June 2023

Trustees/Directors as at 4 August 2023

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

Chief Executive Officer Kelly Wells

Registered Address 7 The Street
Detling,
Maidstone
Kent ME14 3JU

Bankers Charities Aid Foundation
West Malling, Kent

Barclays Bank
Rainham, Kent

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 Reserve 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 2023 the total reserve fund would be £232,005

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 is with pleasure that we present our Annual Report and Accounts, given the current economic climate, as Making Miracles continues to grow and develop and provide much needed services to our families.

In addition to everything we have been doing we are still managing to respond to what our service users tell us would be even more helpful as we grow and some of the exciting projects started at the end of last year have already had a major impact. Whilst being a Kent and Medway based charity our podcast, which our Founder / CEO produces fortnightly, is reaching over 5000 people across 58 different countries.

A new project called The Retreat was also developed this year providing a place of sanctuary for those who have lost to reflect and look at their own emotional wellbeing, their diet and health, exercise and so much more in a beautiful setting to help them begin to recover and take care of themselves following their loss.

The new project supporting our local prisons is another key achievement for us. We are working closely with them enabling their prisoners to produce hand made items to sell in our shop "Handmade with Love". It's a very new project but one that we are very excited about as in addition to helping with our fundraising it also teaches the prisoners new skills which we hope will equip them for when they are released back into the community.

The Board of Trustees as ever is really proud of our very small team, led by Kelly whose drive and passion to deliver quality services to anyone who needs us continues to inspire and touch those we engage with and who become our supporters. I am also grateful to the Board for their continued dedication to support the team in everything they do whilst ensuring that we meet our governance and legal obligations under the direction of the charity commission rules and regulations.

Also my sincere thanks to our army of volunteers, whether it be someone making something for us to sell, fund raising, volunteering at the shop or on a stall or helping with the Baby Memorial Garden, we could not do everything we do without them and it's been a real privilege to meet so many of them over the last few months as we celebrated National Volunteering Week and we get round to seeing them in action as often as we can.

I hope you enjoy reading our annual report and seeing our progress and growth. We hope you might take the time to look for more information on our website or follow us on one of the many social media pages and if you would like to know more and get involved do please contact Kelly whose details are available within the report.



Sally Howells
Chairman

Founder & CEO Report

It feels like it was only yesterday that I sat to write last year's report and here we are now in our 9th year of Making Miracles!

We have, yet again, had the busiest and most exciting year of fundraising and the launch of a new service as well as seeing the real growth of the core services and also our newer ones such as the Podcast and "Handmade with love".

I am writing this fresh from National Volunteers Week where we hosted some of our volunteers to tea and cake at the stunning venue of Rochester Cathedral. We invited those who serve Making Miracles to be served by our Making Miracles Team as a way of thanking them for every effort they make throughout the year. It was such a lovely morning filled with our community knitters, Baby Memorial Gardeners and our shop and stall volunteers. A fantastic day was had by all and every volunteer left with chocolates and a certificate of thanks. Holding the event made me realise just how many amazing volunteers now work with us and appreciate even more the team effort and ethos that goes into all we do. People genuinely do care about those we serve and this is most demonstrated by the amount of people we have who generously donate their time and skills to our wonderful charity. Congratulations to Molly Banks, our Volunteer of the Year who is famous for making the stunning "loopy" cardigans.

Looking back I have also noticed just how many of the families we serve have given back to us whether that be by fundraising for us, working at the shop or on a stall or getting their workplaces involved in corporate sponsorship or "Charity of the Year". One of our couples had us as their wedding favours, another couple encouraged their workplace and colleagues to vote us in as MHS Homes Charity of the Year, one dad ran the London Marathon and another ran the 100k ultra marathon. Service users old and new came together in football matches and boat races which was lovely for us to attend and support. People have also been thinking outside of the box to support us too – with one family gifting 15 of our wonderful Memorial Bears to families at Medway Hospital as a gift for their son's 2nd heavenly birthday.

We have had our first anniversary of the wonderful "Handmade with Love" shop opening which has become so successful with new partnerships and donators including the Prison Service making handmade items, learning new skills and giving back to their community via donating these items to sell at our shop. In November 2022 we won an award in the "High Street Awards" which was a very unexpected but lovely surprise and an honour so soon after us opening.

The Podcast too had its first birthday in April and has now been downloaded over 5000 times across 58 Countries Worldwide. This has been a very special service because it reaches so many people who may have no resources or support like we provide locally. It is important to me that they never feel alone and feedback from listeners abroad has been very positive (as well as those in the UK and outside of our funded areas).

Our core support services continue to grow, with counselling numbers higher than ever which is somewhat testing with the current economic climate. We are being pushed more than ever to ensure that we can balance the demand for counselling whilst maintaining the same gold standard of service. We will continue to monitor and adjust to this as much as we can; but it is challenging. The third Face to Face Support Group cohort is well underway and feedback from this has been very positive. We have just launched our newest service; The Making Miracles "Wellness, Self-Care & Love" Baby Loss Retreat, a very special day for our families to escape, reset and reconnect following loss.

The Retreat is an opportunity for parents to review every day habits such as eating, sleeping as well as addressing their own self-care and self-love awareness. Which is vital to healing whilst grieving. We are very excited for the first session and to get feedback from our families.

October saw another very successful Baby Loss Awareness campaign in conjunction with our local church and a few other parishes. Following last year's success we turned "Pink and Blue" again with hundreds of floating pink and blue umbrellas; 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 again was simply outstanding and it is something that we will continue to build upon this year. The Wave of Light was our largest turnout in all the years we have been running and our other events, such as the Christmas Carols around the tree held at the Memorial Garden, continue to take place and grow year on year. This year we launched our first "Summer Party" for families to join us at the garden for a positive and uplifting day somewhere special to all attending. This was greatly received and we are planning this year's as I type.

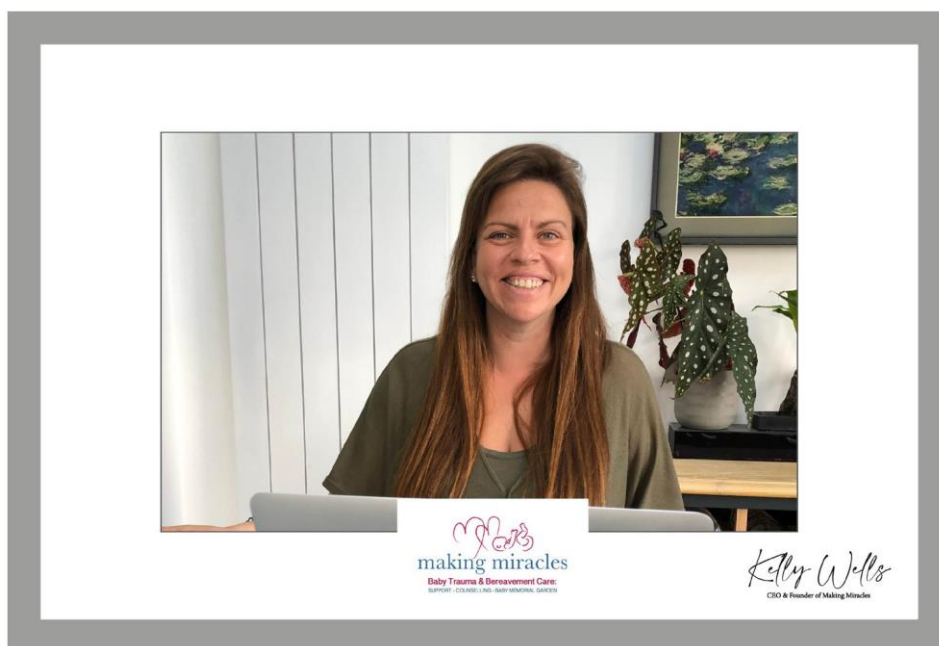
I was personally very honoured to receive nominations for a "Kent Women in Business Award" and received an award under "Inspirational Achievement" which was just wonderful, especially because it was via a service user.

I would like to end this overview with some "thank you's" to all: our Trustees, supporters, volunteers, staff and service users.

All of us together make up the wonderful family that is Making Miracles and help to ensure families that enter the world of trauma and loss never have to do so on their own. Here is looking forward to celebrating us turning 10 in this coming year.

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



TeamMM

Julie Fentiman
Trustee



Making Miracles is the birth trauma and baby bereavement care charity offering families the support, services and tools they need to help find their “new normal” following trauma and grief.



Contact Team MM for more information:

Support Services Managers:

becci@makingmiracles.org.uk 07921 333 003 hayley@makingmiracles.org.uk 07730 455 126

www.makingmiracles.org.uk

Follow us  

 Listen on Apple Podcasts

 Listen on amazon music

 Listen on Spotify Podcasts

Registered Charity No. 1158233

We are THE local registered charity providing support for individuals or family members touched by the loss of a baby or who have 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



OPENING HOURS

MONDAY	CLOSED
TUESDAY	10am - 4pm
WEDNESDAY	10am - 4pm
THURSDAY	10am - 4pm
FRIDAY	10am - 4pm
SATURDAY	10am - 4pm
SUNDAY	10:30am - 4pm

Handmade
with LOVE

By Making Miracles Charity

Our Charity Shop is honestly like no other! Not only because of the effort that goes into every unique item handmade with love by our lovely and talented crafters, but also the time, dedication and energy that every volunteer gives to help us sell these beautiful items and raise funds for those in need of support through birth trauma and baby loss.



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

Our Year with Key Achievements

July 2022

- Wedding Favour Fundraiser 'Sian & Connor'
- Volunteer of the Year 'Molly'

August 2022

- Summer Party at Baby Memorial Garden

September 2022

- Additional Support Group Started

October 2022

- Baby Loss Awareness Month
- MM BLAW Memorial Walk
- Sheltered from the Storm Event
- Wave of Light Service
- Volunteer Fair (Sevenoaks)
- Halloween Spectacular Fundraiser 'Lawrence Family'
- MM Trained Samaritans

November 2022

- 30 Days of 6K Runs Fundraiser 'Liz & Dave'
- Co-op Cheque Presentation Event
- Retail Customer Services Award, Runner Up in Maidstone "Handmade with Love"
- Emma Line Ball Held

December 2022

- Rochester Dickens Festival
- Send a Gift Campaign
- Christmas Service at Baby Memorial Garden
- Santa Dave Fundraisers

January 2023

- MHS Homes Charity of The Year
- Kelly Wells invited to join Health Education England's "Trauma Informed Care Expert Group"
- Presentation at Marden

February 2023

- Chopping Locks Off Fundraiser 'David'
- MM Asked to advise as "Lived in Experience" Experts for New NHS England Training
- The Cornwallis East Kent Freeman's Talk/Cheque Presentation

March 2023

- Additional Support Group Started
- Kent Women In Business Award (Kelly Wells)
- "I am a MUM" Campaign
- Volunteer Fair (Swanley)
- Launch of Coronation Keepsakes
- Presentation with Kite Packaging

April 2023

- April Awareness Month
- New Service Launch "Baby Loss Retreat"
- Launch of Prisons Partnership in Maidstone
- Bexleyhealth Community Stall
- Hempstead Valley Annual Community Stall
- Mother's Union Talk - Isle of Sheppy
- MHS Homes Launch Van Stickers
- 30 Day Challenge Fundraiser
- London Marathon Runner 'Cameron'
- Paris Marathon Runner 'David Standfest'
- Charity Football Match 'Aylesford FC'
- Charity Football Match 'MHS Homes'

May 2023

- Community Day at Baby Memorial Garden
- MM Bear Donation to Medway Hospital 'Brook's Family'
- MHS Homes Charity Golf Day
- 100k Ultra Marathon 'Samir'
- Dragon Boat Race 'Sun Light Rotary'
- Launch of Partnership with East Sutton Park Prison

June 2023

- National Volunteer Week event recognising our volunteers at Rochester Cathedral "Be Our Guest"
- Partnership with Downsview Prison Launched
- Charity of the Year for Bearsted and Thurnham Carnival
- Presentations at Staplehurst and Meopham
- Podcast Reached (58 Countries , 687 Cities, 5,978 Downloads)

Impact 2022-23



People receiving a min of 6 professional counselling sessions



Counselling sessions delivered



Supported people over 12 months across our range of services



All counselling service users leave MM with at least a 100% rise in their emotional wellbeing score



Garden plaques laid



Counsellors across Kent and Medway



Community Volunteers for Making Miracles



150+ knitters in the Community

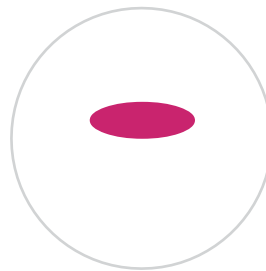
Service User Outcomes



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

“Dads, if you’re struggling, take the help that’s available. You will get through it.”

Samir

“Everyone is so kind and helpful”

Umme

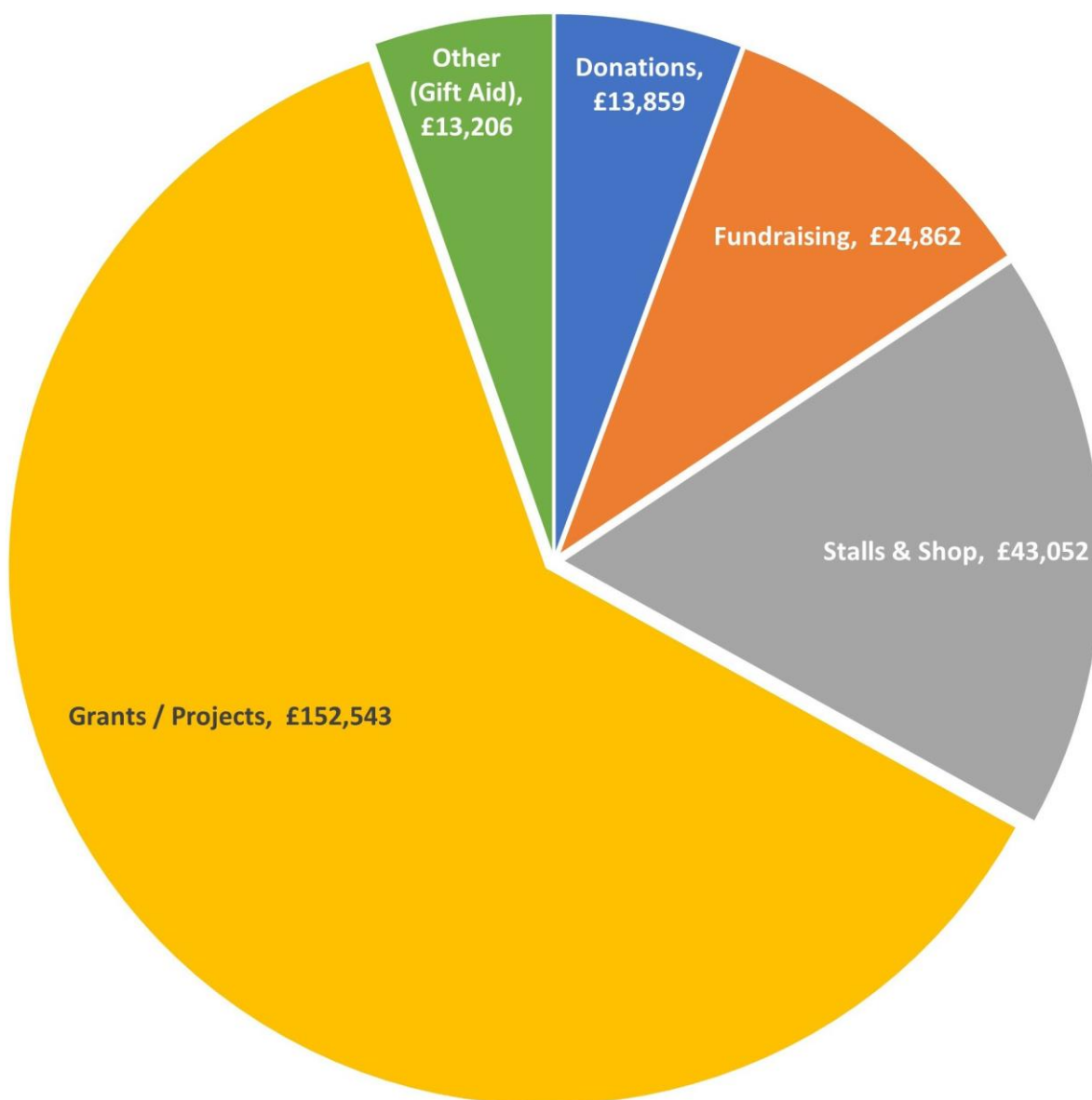
“MM helped find my confidence again, they gave me tools to focus on myself.”

Sian

Income Sources

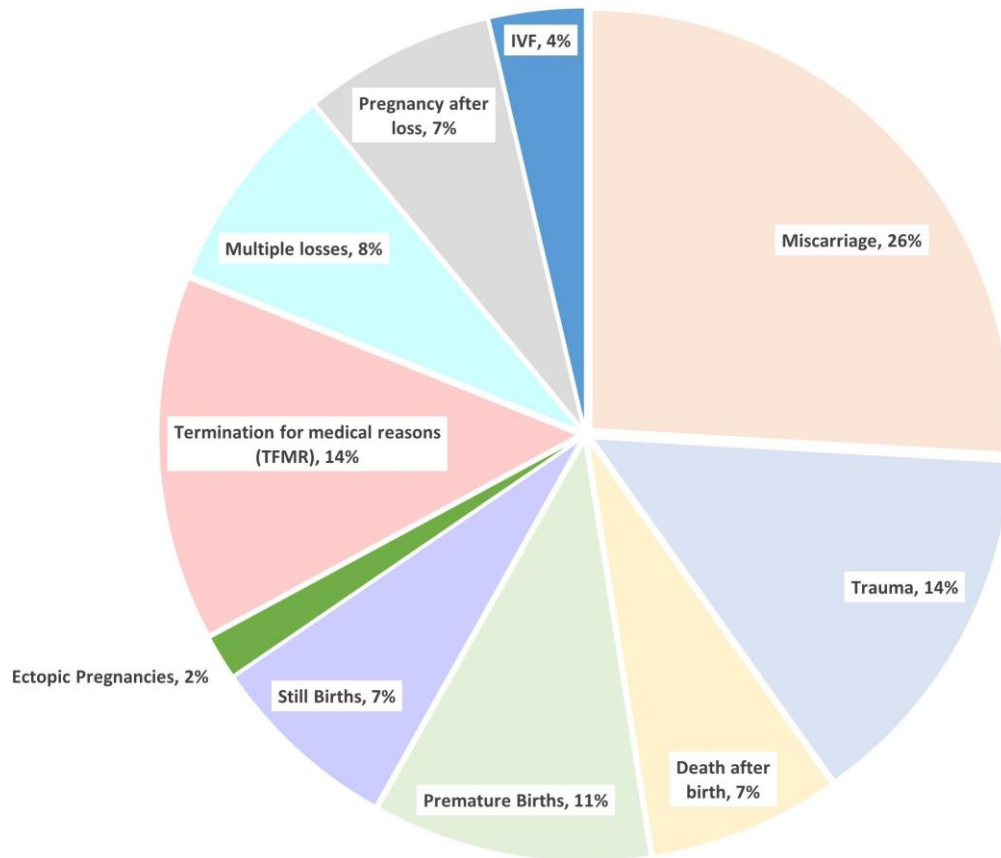
The pie chart below shows the breakdown of our income with the biggest percentage being income raised through grants.

Income Sources for year ending 30th June 2023

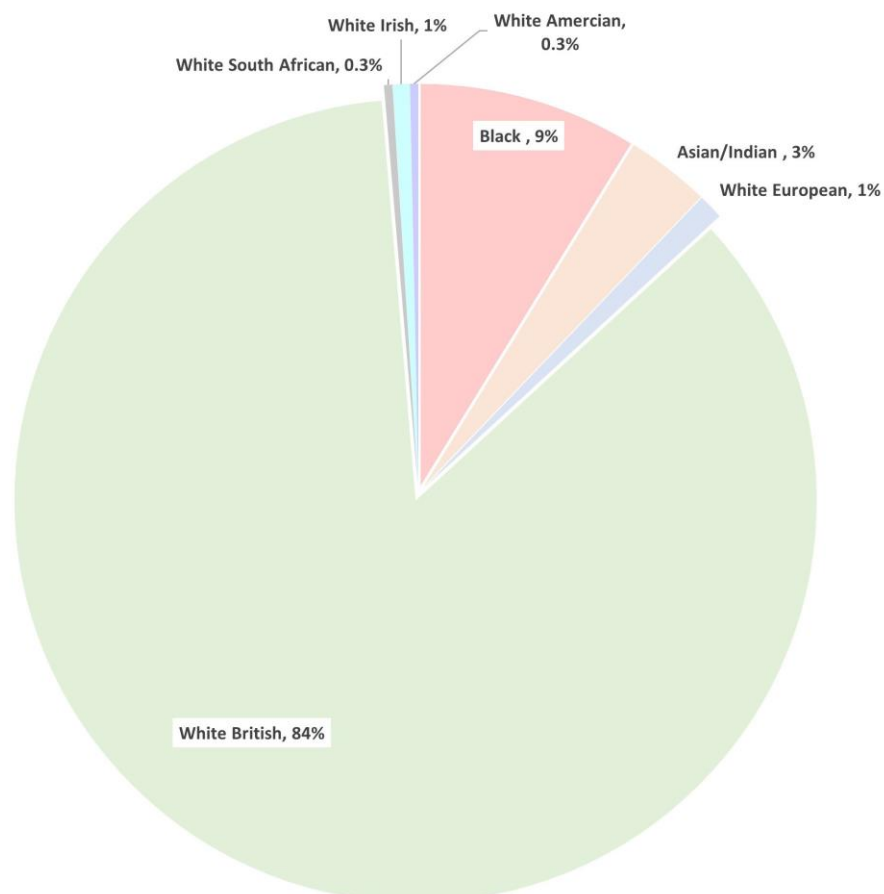


Our service user's presenting issue(s)

Making Miracles Service Users, Presenting Issues: 1st July 2022 to 30th June 2023



Making Miracles Service Users, Ethnicity: 1st July 2022 to 30th June 2023



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

A handwritten signature in blue ink, appearing to read 'Genny Jones', with a horizontal line extending to the right.

Signed – Genny Jones

16th November 2023

Making Miracles

(Company number 9073484 Charity number 1158233)

Statement of financial activities

(Incorporating income and expenditure account)

For the year ended 30 June 2023

	2023	2023	2023	2022
	£	£	£	£
	Unrestricted	Restricted	Total	Total
Income:				
Stalls/Shop	43,053.00		43,053.00	10,397.00
Grants/Projects	15,177.00	137,366.00	152,543.00	132,824.00
Donations & Events	38,670.00		38,670.00	53,900.00
Bank Interest	13,256.00		13,256.00	6,493.00
Other Income			-	
Total income	<u>110,156.00</u>	<u>137,366.00</u>	<u>247,522.00</u>	<u>203,614.00</u>
Expenditure:				
Grants/Projects	3,565.00	99,363.00	102,928.00	123,437.00
Donations / Event costs				
Operational running costs	2,233.00		2,233.00	4,149.00
Operational Costs	80,878.00	38,003.00	118,881.00	44,727.00
Stalls	8,044.00		8,044.00	812.00
Other				<u>3,610.00</u>
Total expenditure	<u>94,720.00</u>	<u>137,366.00</u>	<u>232,086.00</u>	<u>176,735.00</u>
Surplus/Deficit	<u>15,436.00</u>	<u>-</u>	<u>15,436.00</u>	<u>26,879.00</u>

Making Miracles

(Company Number 9073484, Charity Number 1158233)
Balance sheet as at 30 June 2023

	2023	2022
<u>Fixed Asset</u>		
Tangible assets	20,629	7011
Cash at bank and in hand		
Barclays (Grants)	64903	30824
CAF Making Miracles	71162	116393
CAF Instant Gold Saver (Reserve Account)	182005	180210
Skipton (Reserve instant access)	50000	51356
Barclays Shop Account 2	29597	20106
<u>Total Cash at bank and in hand</u>	<u>397667</u>	<u>398889</u>
<u>LIABILITIES</u>		
Accruals	NIL	NIL
<u>NET ASSETS</u>	397667	398889
<u>FUNDS</u>		
<u>Unrestricted</u>		
General Fund	100759	116393
Designated		51365
<u>Restricted</u>	296908	211034
Total Charity Funds	397,667	398,889
Total Charity Assets	418,296	405,909

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting standard for Small Entities (effective April 2008). The financial statements were approved and authorised by the Board of Trustees and were signed below on their behalf by the Chairman.

Sally Howell

16.11.2023

Financial Notes

Making Miracles has purchased another storage unit to support the shop activities so our assets have increased accordingly.

Our Barclays (Grants) account is funding which is restricted and which runs on a different financial year basis to that of Making Miracles.

The opening of our first shop last year has been successful and the shop takings exceeded our expectations. The shop transfers all profits to Making Miracles towards the professional bereavement support services. The shop account is shown as Barclays Shop Account.

As agreed with the Charity Commission Making Miracles has reserves to the value of one year running costs so that, in the unlikely event of closing down, there are sufficient monies to continue with our service delivery for all those already in the system and monies would transfer to another organisation that enables this to be achieved. (We have some of that funding in an easy access account with the Skipton Building Society should there be any emergency or project we needed to start immediately and the total of the two accounts makes up our one year running costs).

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. 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 Directors have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

Accounting Policies: There has been no change to the accounting policies (variation rules and methods of accounting) since last year, and no changes to the previous accounts

Volunteer Help: The value of any voluntary help received is not included in the accounts but is described in the charity 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 Trustees on governance or constitutional matters.