



## **TRUSTEES' REPORT AND ACCOUNTS**

**4<sup>th</sup> year from 1<sup>st</sup> January 2023 to 31<sup>st</sup> December 2023**

### **GENERAL INFORMATION**

Trustees	John Barr David Chubb Tony Cornfield (Chair) Harry Pepper
Manager	Amanda Heath, IMA Cert.
CIO Registration Number	1180798
FCA registration number	728612
Registered Offices	The Fox, Leicester St, Melton Mowbray LE13 0PP
Operational Address	The Fox, Leicester St, Melton Mowbray LE13 0PP
Bankers	Charities Aid Foundation NatWest (Client Funds)
Independent Examiner	Mike Alexander, CPFA (Retired)

The trustees present their report and accounts for the period ending 31<sup>st</sup> December 2023. Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements and the charity's constitution and have been prepared on the basis of section 133 of the Charities Act 2011.

## **INTRODUCTION**

Melton And District Money Advice Centre (MADMAC) is an independent, local, community-focused charity, working to alleviate poverty caused by problem debt and lack of financial capability. Our service is completely free, and we offer face-to-face advice, education, practical assistance and ongoing support to anyone who needs it, regardless of background or circumstance. Our aim is simple; to help people lift themselves out of their current difficulties and get them back on their feet.

Our service is available to any adult client who is struggling with problem debt regardless of any background, ethnicity, sexuality, religion, age or any other factor. Our model is one of collaboration and partnership.

We operate on a whole person basis, working with individuals and families who are typically on low incomes or unemployed, often with long term physical or mental health problems and with complex social and family issues.

By working with our clients one-to-one and face-to-face where possible, we're able to help them understand and work through the implications of the budgeting and money management advice they are being given so as to facilitate long term financial independence.

Most clients make contact, or are referred to MADMAC at a point of debt crisis, where eviction is being threatened or bailiffs are at the door and they are faced with mounting debts. Being available to listen to each of their unique stories helps us build relationships which engender trust and commitment to see the process through to life changing outcomes. MADMAC can sometimes be their last hope.

## **OBJECTS AND ACTIVITIES**

MADMAC's purposes are, the prevention and relief of poverty for the public benefit in Melton Mowbray and surrounding Districts / Boroughs, by providing a free, confidential and impartial advice service concerning money and debt.

MADMAC's activities are:

- a) The provision of a personalised package of care until financial freedom is gained, encouraging the reduction and occurrence of future debt problems.
- b) We also provide Debt Prevention and Education training/resources to schools and colleges, both primary and secondary at class level and whole school assemblies. This training is increasingly being offered to staff at local businesses too.

MADMAC's vision is to restore dignity and hope to those in need by reducing debt poverty and improving financial capability, through the following means:

- a) Advise - We aim to reduce the harmful effect of unmanageable debt on individuals and families, by providing a comprehensive debt advice service which includes casework.

- b) Equipping - We aim to reduce the number of individuals and families who fall into unmanageable debt, by providing education and resources on budgeting and practical day-to-day money management.
- c) Encouragement - We aim to increase the number of people who feel empowered to address the wider causes of their financial difficulties, by providing training, support and guidance wherever possible.

We act as advocates for our clients to ensure their voices are heard, mediating on their behalf whenever necessary. Our approach is to journey with our clients and support them each step of the way, working at their pace and adapting to their individual needs and abilities. Our open-ended support is available for as long as is needed.

## **REVIEW OF THE YEAR**

### **Funding**

This is the final full year of Big Lottery grant funding, so we've been increasingly aware of the need to secure long term funding to support our current and future aims and ambitions. Discussions with the Big Lottery were initiated to establish whether it would be possible to achieve a future grant to take us into the next 5 years. By year end, we had reached the 2<sup>nd</sup> stage in the application process.

Throughout the year, Amanda has continued to make enthusiastic presentations and funding applications which have yielded all the funds necessary to carry MADMAC through. Details of these are to be found in the Financial Report that follows

### **Clients**

Referral numbers started the year even higher than the previous year's, with 113 in the first quarter. With the need to work smarter rather than harder to stay ahead of these increasing numbers, it was resolved to only log a referral into the system when they first engage rather than when the referral was received. A significant number of referrals (83 over the year) never engage, so the time and energy used to set them up could thereby be saved. As a consequence referral numbers dropped in the following months: 1<sup>st</sup> Q 113, 2<sup>nd</sup> Q 90, 3<sup>rd</sup> Q 82 and 4<sup>th</sup> Q 93 resulting in a total of 378 clients being helped, the same number as in 2022. Had the non-engagers been included, this would have amounted to a 20% increase over the previous year.

Being aware of client's vulnerability we understand non engagement and missed appointments and try to accommodate these by using different methods on 3 separate times to facilitate engagement to help a client come to an appointment.

Recently, we created an enquiry form for those that do not need a full case to be opened, but simply require a one-off piece of work that might take 10 minutes, 30 minutes or just half a day. These are collated on the overall referral sheet for stats purposes but a different system was needed for our referral process to manage numbers and types of clients and calls we are receiving.

There has been an increase in waiting times, but all those who ask for help are being supported, whether that's with benefits, debts or bankruptcy.

Social Media engagement continues to be an excellent means of raising awareness of MADMAC's services and provides an easy way for people to investigating what MADMAC can do for them.

By keeping abreast of the range of services provided by other local organisations, we have been able to signpost some potential clients to others who can help them more appropriately or more quickly. This has enabled us to focus and concentrate on debt advice.

### Stats

215 new clients were supported in the 12 months to 31<sup>st</sup> December 2023 and a total of 82 cases were open at year end.

	2023	2022	2021
New clients	378	378	272
Self referrals	57%	43%	42%
Council or Housing Ass	10%	18%	19%
Drug & Alcohol Centres	19%	11%	15%
NHS	4%	12%	11%
DWP	3%	8%	3%
Other	7%	9%	10%
Average Debt	£13,600	£9,300	£12,000
Median Debt	£8,260	£5,400	£7,000
Average No of Creditors	10	8	8
Average No of Priority Debts	2	2	2
Solely Reliant on Benefits	47%	47%	41%

Interestingly, the number of self referrals has increased significantly, in line with the decrease in referrals from statutory authorities.

Both average and median debts have increased to be higher now than pre-pandemic levels

### CharnMAC

Charnwood Money Advice Centre, a Connect Hub Centre, was started in April 2023 with the employment of a Money Mentor on a 1-year contract subject to funding. This is a satellite model, managed by Amanda Heath, the MADMAC Centre Manager. It is a 12 hours per week post which is monitored for efficacy with regard to numbers and outcomes. It is anticipated that additional hours will be required to meet the need in 2024

### Prevention and Education

James's role has achieved great results with almost 8000 people having been reached, these being a combination of primary and secondary school children, community groups and a few businesses. Feedback continues to be 5-star rating. 2024 will see us needing to add to the Team as James is starting to be at capacity as he has spread over schools in Melton, Oakham, Grantham, Stamford and Bourne.

The budgeting tool, Budget Planner via our website, has a total of 210 users and continues to be accessed by new people every month with numbers increasing by an average of around 8 new users a month.

### FCA Consumer Duty

A new obligation for MADMAC came into effect in July 2023 with FCA Consumer Duty requirements. This resulted in an implantation plan being put in place to ensure that we meet the new requirements.

Much information and support was given by Community Money Advice to ensure centres were equipped. An acknowledgement of their hard work and dedication was expressed as they help us all with the ever increasing changes in the debt advice industry.

Amanda Heath is the Consumer Duty Champion for MADMAC and she will work with the Chair of Trustees to ensure that these issues are always discussed at trustee meetings, and appropriate training is provided.

### **Volunteers**

During 2023 we lost some volunteers who had been with us for over 5 years, due to health conditions. This left a huge hole in capacity to take on new clients and manage the existing ones. We had some staff do extra days and take back as TOIL to cope with workload. Losing such experienced volunteers and the added demand of FCA consumer duties has meant we will have to expand the staffing team to cope.

### **Premises**

We have a rolling contract for our existing premises and some minor repairs have happened over the year but it still meets our needs well for both staff and clients.

### **Partnership**

Our partnership with Melton Building Society was increased and extended for another 2 years. We also started using their newly refurbished community rooms. MBS have used our partnership when applying for various awards within their industry.

Our ongoing key partnerships are with all the organisations that refer people, pointing them towards us; our funders, both large and small, without whom we would struggle to simply exist and to the Community Money Advice (CMA) network which affords us all manner of technical and managerial resources.

### **Staffing**

Amanda Heath is our founder, the Centre Manager and the inspiration behind all that MADMAC stands for and represents. Hetty Simpson has an invaluable part time role as Assistant Manager, supporting Amanda and managing the Charity's administration and payroll functions. We also have a part time Debt Adviser, Michelle Ainge who has PR and Social Media skills to add to the mix and a new part time Debt Adviser, Rose Dunn.

James Sherrenham has the part time role leading the Prevention and Education agenda and Sarah Weaver works 12hrs a week for CharnMAC

### **Future Plans**

- To sustain future funding to cover all posts and expenses
- To recruit and train additional volunteers for low level administration to support the work of the rest of the team
- To expand the work of CharnMAC
- To gain funding through the sale of money management courses

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

MADMAC is a registered Charitable Incorporated Organisation (CIO) which is governed by a Board of Trustees who are either recruited by the Centre Manager or appointed by the

existing trustees. All new trustees receive an induction to their role and the work of MADMAC. All trustees give their time voluntarily and receive no benefits from the charity. The day-to-day management of MADMAC is delegated to the Centre Manager, supported by part-time staff members and volunteers.

## **FINANCIAL REVIEW**

Total incoming resources for the period amounted to £175,164 and resources expended on charitable activities were £143,600.

Unrestricted funds amounted to £99,864 at the year end.

No employee earned more than £60,000 during the year.  
The number of employed staff at year end was 6 (3.6 FTE)

### **Reserves Policy**

In this our fifth year of existence, we have resolved to set aside 25% of expected annual expenditure. We will be opening an appropriate separate savings account for this purpose. The Trustees believe that this provides sufficient flexibility to cover temporary shortfalls in income, allowing MADMAC to continue its work whilst alternative plans are implemented.

## **CLIENT STORY**

A couple came to us in desperate need of help.

They had just under £40,000 worth of debt between them. When they first came to us, we discovered a slight addiction to gambling and they allowed us to check their bank statements where we discovered they had spent over £1,000 in one month on Tombola online gambling. This really helped them see in black and white how easily 79 pence per go adds up so she cancelled the app straight away!

They worked really well with us and they both went through an Insolvency solution to clear their debts.

Within a couple of months a very old debt of the husband came into play for nearly £30,000 for a house that was repossessed. The implications of this meant that this would revoke the DRO and that all debts would become live again and we'd have to find £680 to go through a bankruptcy to clear all the debts due to the new debt balance limit.

We pleaded with the company that the client was insolvent and if they did not write the debt off then they still wouldn't get anything, as he is still insolvent and it would just be a matter of time before he goes through a bankruptcy. After months of negotiations, they agreed to write the debt off which meant the client remains debt free. They are so grateful that we have taken them from a place of indebtedness to being able to budget each month and now look to moving forward in their lives.



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Melton and District Money Advice Centre

1180798

## Receipts and payments accounts

CC16a

For the period  
from

01/01/2023

To

31/12/2023

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Courses	-	-	-	-	200
Donations - For Clients	-	7,513	-	7,513	24,843
Donations - Individuals	23,770	-	-	23,770	28,833
Donations - Organisations	8,953	1,950	-	10,903	3,451
Grants	56,195	75,068	-	131,263	86,999
Interst & Sundry Receipts	1,715	-	-	1,715	312
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>90,632</b>	<b>84,531</b>	<b>-</b>	<b>175,164</b>	<b>144,637</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>90,632</b>	<b>84,531</b>	<b>-</b>	<b>175,164</b>	<b>144,637</b>
<b>A3 Payments</b>					
Accountancy	613	-	-	613	568
Advertising	-	45	-	45	204
Catering	427	-	-	427	197
Client Aid	3	14,278	-	14,281	10,445
Client Debt Solutions	-	4,210	-	4,210	4,390
Education	1,352	1,483	-	2,834	-
Insurance	52	657	-	710	647
Other Admin (IT & Safeguarding)	989	1	-	990	1,453
Premises	2,010	3,932	-	5,942	5,197
Professional Association Fees	1,467	1,345	-	2,812	1,860
Salaries	47,129	56,911	-	104,040	86,955
Stationery, Printing & Postage	1,340	728	-	2,067	1,425
Sundry Expenses	34	-	-	34	235
Telephone	378	10	-	388	424
Training	992	75	-	1,067	849
Travel	695	83	-	779	1,093
Volunteer Expenses	-	-	-	-	27
Volunteer Welfare	250	-	-	250	290
	-	-	-	-	-
<b>Sub total</b>	<b>57,731</b>	<b>83,758</b>	<b>-</b>	<b>141,489</b>	<b>116,259</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Office Equipment	-	2,111	-	2,111	1,584
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>2,111</b>	<b>-</b>	<b>2,111</b>	<b>1,584</b>
<b>Total payments</b>	<b>57,731</b>	<b>85,869</b>	<b>-</b>	<b>143,600</b>	<b>117,843</b>
<b>Net of receipts/(payments)</b>	<b>32,901</b>	<b>- 1,337</b>	<b>-</b>	<b>31,564</b>	<b>26,794</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>66,963</b>	<b>42,984</b>	<b>-</b>	<b>109,947</b>	<b>83,153</b>
<b>Cash funds this year end</b>	<b>99,864</b>	<b>41,647</b>	<b>-</b>	<b>141,510</b>	<b>109,947</b>



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Bank a/c current	5,509	-	-
	Bank a/c - savings	94,355	41,087	-
	Bank a/c - client funds	-	560	-
	<b>Total cash funds</b>	<b>99,864</b>	<b>41,647</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

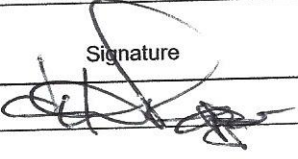
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Computing equipment	Restricted	-	-
	Photocopier	Restricted	-	-
	Office furniture	Restricted	-	-
	Various small office items	Restricted	-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	H P OMER	12/8/24





**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name

Merton & District Money Advice Centre

**On accounts for the year  
ended**

31 Dec 2023

**Charity no  
(if any)**

1180798

**Set out on pages**

7-8

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2023

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:**

30/5/24

**Name:**

MIKE ALEXANDER

**Relevant professional  
qualification(s) or body  
(if any):**

CPFA (Retired)

**Address:**

THE BARN, N. GROADBY ROAD  
WALTHAM AND THE WOLDS  
LEICS, LE14 4AG

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**