

Homeless Friendly Report for Trustees April 2021 - March 2022

Background

Homeless Friendly has been established over 4 years, being registered as a charity in April 2019

In March 2020 the COVID-19 pandemic brought about changes for all walks of life including charity work, also greatly affecting people who are homeless. 'Everyone In' a government initiative which was strongly supported within Greater Manchester resulted in people who are homeless being offered temporary accommodation in rooms where social distances guidelines could be adopted. 2021 to 2022 still saw the effects of the pandemic within many statutory organisations still working from home whilst charities and health providers continued to offer vital face to face services to some of the most vulnerable people within our society. The covid vaccination had started to be offered to vulnerable people with people who are homeless not being included in the grouping. Homeless Friendly played a positive role in writing to the government to address this, obtaining support and endorsements from many leading charities.

Homeless Friendly's work continued to evolve as the pandemic rolled into its second year.

We wish to acknowledge and thank all our trustees, in particular our trustee Vicky Riding who passed away on 6th April 2022. Vicky will be remembered for her strong belief in Homeless Friendly and for the kind donations that she made to our charity. Vicky also requested that any donation made on her behalf be given to Homeless Friendly. We intend to have a plaque in her honor in the office.

Areas of growth and change within the last 12 months

- **Homeless Link** Homeless Friendly is now an active member of Homeless Link
- **GM partnership** - we continue to be part of this group which influences the 10 Greater Manchester Authorities.
- **NICE National Institute for Health and Care Excellence**. We are now a recognised stakeholder offering feedback on relevant consultation documents.
- **Manchester airport** - we are an active member of this homeless group having linked 2 local GP practices to people homeless at the airport. We also supply our kits to the chaplaincy which are distributed as needed.
- **Rough sleeper strategy group Oldham** this group has recently been established, we are a member of the steering group
- **Refugees** - Homeless Friendly supported Medlock Medical in relation to offering welcome packs to local refugees working alongside Serco.

- **Kits** we continued to offer kits to local organisations
- **Covid Vaccination** - Homeless Friendly supported our trustee Dr Zahid Chauhan to offer covid vaccinations to people who are homeless. We orchestrated the first covid clinic for people who are homeless in the world.
- **Letter** Homeless friendly and Dr Zahid Chauhan wrote to the government insisting that people who are homeless urgently be considered for Covid 19 vaccinations. The letter was endorsed by other leading charities including Shelter, DePaul and Big Issue which led to change in legislation by Government and the NHS to put people who are homeless on the priority list.
- Homeless Friendly has continued to offer **vaccine clinics** throughout this year. Holding the clinics at various locations including drop-in centres and social clubs, ensuring that we can offer the vaccines in locations which people freely attend.
- **Flu vaccination** Homeless Friendly for the last 2 years has held the contract alongside Royton Medical Centre offering the flu vaccination to people who are homeless. The vaccination was held at an Oldham drop in, to ensure that we met with all health and safety requirements we reached out to one of our partners St Johns Ambulance who offered the use of one of their ambulances as a base to vaccinate people.
- **Volunteers**, we continue to use the volunteers recruited by Sanctuary Trust plus have recruited 2 doctors and a nurse trainer who offer vaccinations on a voluntary basis. We also use other volunteers on an ad hoc basis
- **Training recommenced** We have offered training only in line with covid restrictions, it's been difficult to offer training over virtual meetings due to tailoring each session to meet the requirement of the practice and often picking up on nonverbal body language which is impossible with this style of meeting. Many sessions are arranged for later in the year.
- **Website** Updating the website is an ongoing process, we now have the newsletters embedded, have recorded an introduction video, plus examining ways which organisations can evidence their commitment to enable online pledging. The questions we propose asking are an addendum to this report.
- **The CRM system** (data base) is up and running where client interactions and pledging is recorded.
- **Dentist** We continue to work with Dr Ben Atkins and the Oral Health foundation in relation to dentists working with people who are homeless, we are in negotiations in relation to speaking at a dental event in Leeds
- **Gift Aid** Homeless Friendly can now utilize gift aid on any donation given in the last 4 years (with the donor's consent)
- **Policies and Procedures** as the charity grows, we have policies and procedures as needed.
- **Card Printing machine** this has been purchased to support the roll out of the hotline but also to make ID cards for local organisations which will raise a small income for the charity. We intend to enable volunteers to develop skills in this role.

Areas of Growth for the next 12 months

Shields we have purchased shields which are given out as an award to people or organisations who have gone the extra mile on behalf of Homeless Friendly. We considering offering a shield to an organisation possibly on a quarterly basis again in recognition of their work supporting people who are homeless.

Hot Line - Whilst we have yet to officially launch our hot line, we currently assist with problem solving and signposting, The phone lines at both Lime Square and Medlock have answer phone facilities and are checked by Homeless Friendly on a regular basis with the necessary assistance and support being offered. Behind the scenes work continues, we have explored linking to our current NHS server without success. We will now have a standalone system and intend for this to be live late summer. We intend to produce our own information cards.

In the next 12 months we hope to offer long term placements to **volunteers**, helping to develop their skills in relations to administrative tasks.

There are many schemes within England which offers a form of paying for vulnerable people to receive a hot meal one such being 'pay it forward' Homeless Friendly would like to collate a **directory** and publish where these supportive services are situated. This is a role that we would like a volunteer to assist with.

Homeless Friendly recognises the difficulty that people who are homeless have in accessing local **dental care**. We will continue to work with Dr Ben Atkins to develop training and offer a pledge that dentists can sign up to.

Our **training** continues to evolve, we are looking at trialing online training and pledge sign ups via our website.

We will relaunch our **newsletter** as publication has been sporadic during the pandemic

Homeless Friendly is assisting Human Friendly International during its developmental stages.

We recognise that our trustees, partners and the local community continue to donate to our good cause, we ensure that donations are allocated to appropriate people or services and want to end by thanking everyone that has helped Homeless Friendly over the last 12 months.

Financial Statement

At close of business on 31st March 2022

Balance £13,454.54

The accounts are being audited at this current time which will then be forwarded to the charity commission and a copy of the full accounts forwarded to the trustees.

Gail Sutcliffe salary is paid by Beacon GP Care hence not showing as an expenditure as are the hours that Jayne Livesey works supporting our charity.

BARDOC pay for Homeless Friendly's mobile phone

ADDENDUM 1 (Questions for website)

Thank you for showing interest in becoming Homeless Friendly. The short video which we hope you have watched plus the information below discusses how you could support people who are homeless. We hope you answer the questions positively and feel able to sign up to our pledge.

Name of surgery or health related establishment

Address, Post code Contact telephone Number

Name of the person completing this form and your email address

CCG or Health Board (if relevant)

A person may be considered homeless if they are street homeless (rough sleeping), sofa surfing, staying at a hostel, a B&B (not on holiday) or in temporary accommodation. If a person informs that they are homeless or threatened with homelessness The Council (local authority) has a duty to offer assistance as directed within the Homeless Reduction Act. You can refer the person via 'The Duty To Refer' (Homeless Reduction Act), how to refer can be found on a Council's Website within their homeless/housing section and is usually an online form.

1, Were you aware of the local authorities duty and how to refer?

Yes No

When supporting a person who is homeless please ensure that you ask the person how they would like you to contact them such as phone, text, email or c/o address (this could be a day service support or a friend's address). Many people who are homeless experience difficulty completing forms, this could be due to English being a second language, difficulty reading and writing or simply not having reading glasses. Please offer to assist a person to complete necessary paperwork. A person can be recorded as no fixed abode, or you can use your organisation as a c/o address but be aware that when doing this you need to ensure that you have a way of contacting the person (such as an informal contract stating that will call in once a week)

2, Are you aware that you can register a person who is homeless if they are unable to give you an address?

Yes No

3, Can your organisation offer support with completing forms?

Yes No

Expecting people to telephone or attend the surgery at a certain time to make an appointment may be extremely difficult for a person who is homeless. A person that is homeless may have experienced traumas which may cause trust issues. A person may contact you as a last resort, by being flexible and understanding you are starting small steps in building up a relationship of trust

4, Are you able to be flexible should a person ask for your assistance?

Yes No

We ask organisations to examine their policies and procedures to ensure that they do not prevent people who are homeless from accessing a respectful and inclusive service.

5, Do your procedures etc enable fair access to prevent discrimination?

Yes No

If you are concerned about someone sleeping rough, please talk with them, offering to refer them for support, all councils either have their own rough sleeper support staff or link into street link. The contact number for StreetLink is 0300 500 0914.

<https://www.streetlink.org.uk/an>

You can find details of all the Greater Manchester contact numbers on our 'Contact Us Web Page' If you are outside Greater Manchester please state below and we will send you details of your local rough sleeper service.

6, Your Location

We list Homeless Friendly GP Practices and other relevant organisations on our website, we ask for a named person as the contact person. This enables support organisation to know who to contact should there be a problem. Having a named person or a champion as they are often described encourages this person to develop an expertise in relation to local support services.

7, Name of contact person and email or telephone number?

We are able to supply further information on any aspect as stated above plus local support services, we also offer bespoke training.

8, Are you interested in finding out further information? (no commitment) Please state as to what you're interested in?

Yes No Interest

9, Have you or your organisation experience of supporting a person or people who are homeless?

If so please tell us further information relating to this support

If you have any queries or questions for us at Homeless Friendly please feel free to record them below:

Finally as an Homeless Friendly pledger offer ongoing support to you in the form of assistance with queries, problem solving and guidance should you require it.

If you are pledging that you personally or your organisation wants to be acknowledged as being Homeless Friendly please submit your answers and someone will contact you shortly forwarding on your pledge as appropriate.

**Personal
pledge
Organisation
pledge**

SUBMIT

HOMELESS-FRIENDLY PLEDGE

We, _____ pledge to:

- Help to meet the needs of homeless people
- Speak to homeless people with understanding and compassion
- Examine our policies and procedures to ensure they are homeless friendly
- Train our staff to fully meet the needs of homeless people
- Work with our partners and include and encourage them to care for the homeless
- If appropriate act as a hub for our community in their efforts to help the homeless

Homeless-Friendly representative: _____ Pledger: _____
Date: _____ Date: _____

HOMELESS FRIENDLY

HOMELESS FRIENDLY
REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

HOMELESS FRIENDLY

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

	Page
Report of the Trustees	1
Independent Examiner's Report	2
Statement of Financial Activities	3
Balance Sheet	4
Notes to the Financial Statements	5 to 8
Detailed Statement of Financial Activities	9

HOMELESS FRIENDLY
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1182814

Principal address

Lime Square Medical Centre
Ashton Old Road
Openshaw
Greater Manchester
M11 1DA

Trustees

Dr Z M Chauhan GP
Mrs V A Riding Chief Executive (deceased 6.4.22)
Dr T M Chauhan GP

Independent Examiner

Andrew W Berens FCA.
Chartered Accountant
48 Ringley Drive
Whitefield
Manchester
M45 7LR

Bankers

Lloyds Bank Plc
Birmingham OSC 4
Ariel House. 2138 Coventry Road
Sheldon
Birmingham
B26 3JW

Approved by order of the board of trustees on 31 August 2022 and signed on its behalf by:

Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
HOMELESS FRIENDLY

Independent examiner's report to the trustees of Homeless Friendly

I report to the charity trustees on my examination of the accounts of Homeless Friendly (the Trust) for the year ended 31 March 2022.

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 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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

Andrew W Berens FCA
Chartered Accountant
Andrew W Berens FCA.
Chartered Accountant
48 Ringley Drive
Whitefield
Manchester
M45 7LR

31 August 2022

HOMELESS FRIENDLY

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 Unrestricted fund £	2021 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies		<u>2,650</u>	<u>24,763</u>
EXPENDITURE ON			
Raising funds		5,613	6,209
NET INCOME/(EXPENDITURE)		(2,963)	18,554
RECONCILIATION OF FUNDS			
Total funds brought forward		18,601	47
TOTAL FUNDS CARRIED FORWARD		<u>15,638</u>	<u>18,601</u>

The notes form part of these financial statements

HOMELESS FRIENDLY

BALANCE SHEET
31 MARCH 2022

		2022 Unrestricted fund £	2021 Total funds £
FIXED ASSETS	Notes		
Tangible assets	4	2,433	733
CURRENT ASSETS			
Cash at bank		13,455	18,118
CREDITORS			
Amounts falling due within one year	5	(250)	(250)
NET CURRENT ASSETS		<hr/> 13,205 <hr/>	<hr/> 17,868 <hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		<hr/> 15,638 <hr/>	<hr/> 18,601 <hr/>
NET ASSETS		<hr/> 15,638 <hr/>	<hr/> 18,601 <hr/>
FUNDS			
Unrestricted funds	6	<hr/> 15,638 <hr/>	<hr/> 18,601 <hr/>
TOTAL FUNDS		<hr/> 15,638 <hr/>	<hr/> 18,601 <hr/>

The financial statements were approved by the Board of Trustees and authorised for issue on 31 August 2022 and were signed on its behalf by:

Trustee

HOMELESS FRIENDLY

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

HOMELESS FRIENDLY

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

3. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	24,763
EXPENDITURE ON	
Raising funds	6,209
NET INCOME	18,554
RECONCILIATION OF FUNDS	
Total funds brought forward	47
TOTAL FUNDS CARRIED FORWARD	18,601

4. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	916	-	916
Additions	1,098	1,507	2,605
At 31 March 2022	2,014	1,507	3,521
DEPRECIATION			
At 1 April 2021	183	-	183
Charge for year	403	502	905
At 31 March 2022	586	502	1,088
NET BOOK VALUE			
At 31 March 2022	1,428	1,005	2,433
At 31 March 2021	733	-	733

HOMELESS FRIENDLY

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

5. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other creditors	<u>250</u>	<u>250</u>

6. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	18,601	(2,963)	15,638
TOTAL FUNDS	<u>18,601</u>	<u>(2,963)</u>	<u>15,638</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,650	(5,613)	(2,963)
TOTAL FUNDS	<u>2,650</u>	<u>(5,613)</u>	<u>(2,963)</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	47	18,554	18,601
TOTAL FUNDS	<u>47</u>	<u>18,554</u>	<u>18,601</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	24,763	(6,209)	18,554
TOTAL FUNDS	<u>24,763</u>	<u>(6,209)</u>	<u>18,554</u>

HOMELESS FRIENDLY

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

6. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	47	15,591	15,638
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>47</u>	<u>15,591</u>	<u>15,638</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	27,413	(11,822)	15,591
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>27,413</u>	<u>(11,822)</u>	<u>15,591</u>

7. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

HOMELESS FRIENDLY

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,650	24,763
Total incoming resources	2,650	24,763
 EXPENDITURE		
Raising donations and legacies		
Insurance	99	99
Telephone	-	80
Postage and stationery	171	883
Sundries	339	20
Cleaning and Hygiene	631	3,738
Computer consumables	146	908
Subscriptions	78	78
Adverts	14	20
Reimbursed travel	188	-
Donation	600	-
Accountancy	-	200
Computer software	1,424	-
Trademark	818	-
No description	200	-
Fixtures and fittings	403	183
Computer equipment	502	-
	5,613	6,209
 Total resources expended	5,613	6,209
 Net (expenditure)/income	(2,963)	18,554