

Charity Number 1195721

DEBT CENTRE GREENWICH

A Charitable Incorporated Organisation (CIO)

Annual Accounts

Period ended 31st December 2024



Debt Centre Greenwich

Charity Number 1195721

**Report & Financial Statements for the
Period ended 31st December 2024**

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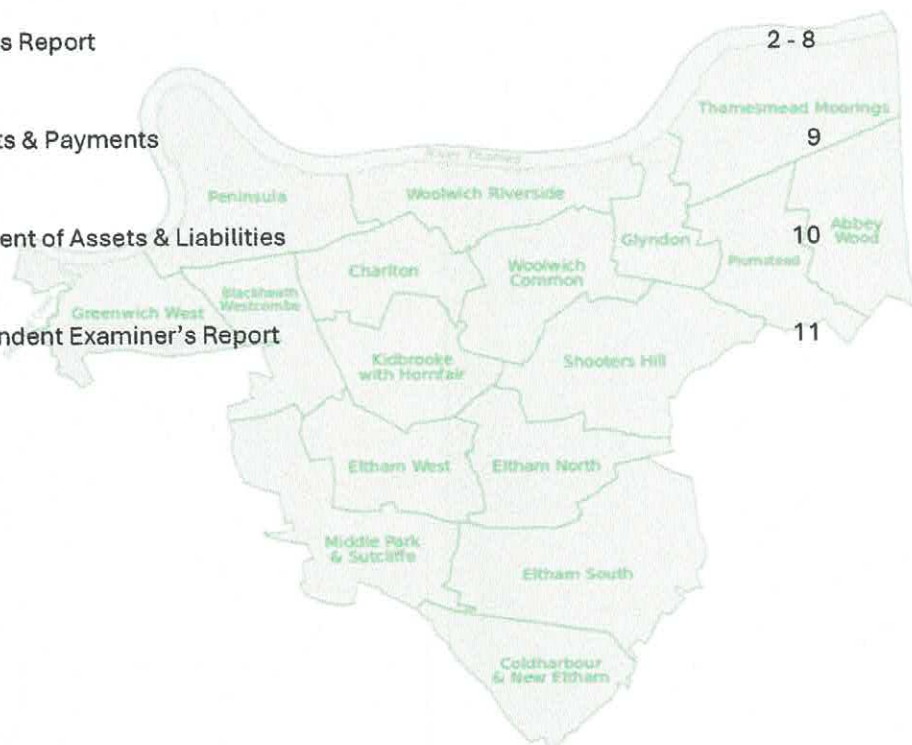
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Report of the Management Committee

The Management Committee presents its report and independently examined financial statements for the period ended 31st December 2024

Legal & Administrative Information

Charity Registration Number

1195721

Registered Office & Correspondence
Address

c/o 2a Reynolds Place
Blackheath
London SE3 8SX

Trustees:

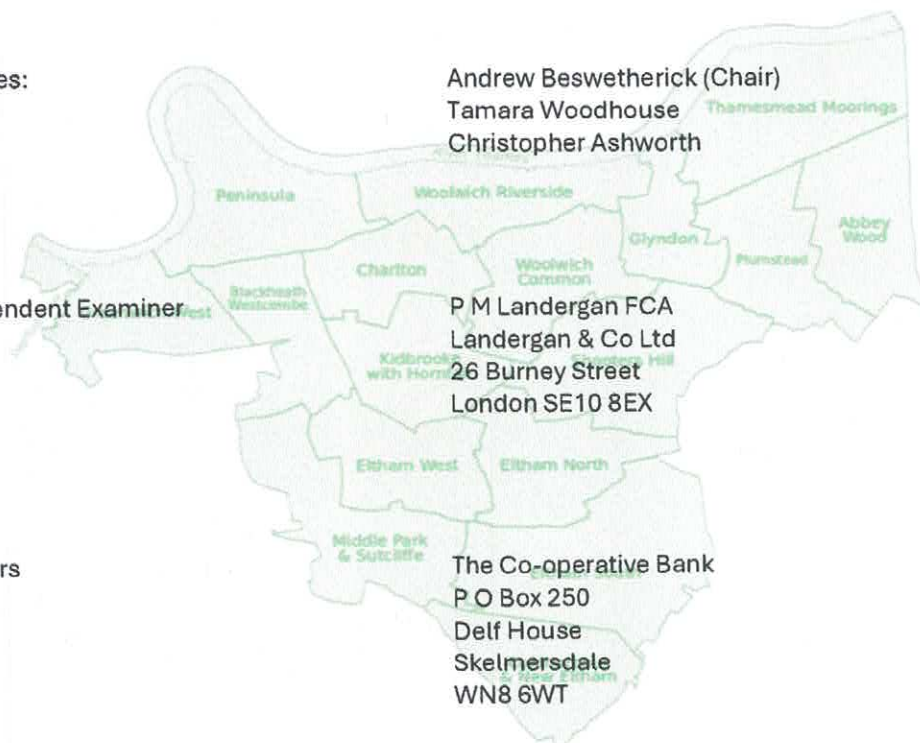
Andrew Beswetherick (Chair)
Tamara Woodhouse
Christopher Ashworth

Independent Examiner

P M Landeran FCA
Landeran & Co Ltd
26 Burney Street
London SE10 8EX

Bankers

The Co-operative Bank
P O Box 250
Delf House
Skelmersdale
WN8 6WT



Structure, Governance and Management

Debt Centre Greenwich (DCG) was established by a partnership of churches in Greenwich in March 2021. We are governed by the regulations set out in the Foundation Model constitution and run by a voluntary Board of Trustees. The organisation was registered with the Charity Commission on 6th September 2021.

Trustees are encouraged to take an active role in enabling the organisation to fulfil its objectives. This allows trustees to get a clear understanding of what the charity does and the complexity involved in coordinating activities to respond to the needs of those who are struggling with the consequences of financial insecurity and debt. In selecting individuals for appointment as trustees, regard is given to the skills, knowledge and experience needed for the effective administration of the charity.

The Board meets formally 6 times a year, which includes an annual meeting of supporters.

Objectives and Activities

As stated in our governing document, the objectives of the charity are:

- The relief of financial hardship through the provision of support and access to free financial advice and assistance to people with debt-related problems living in the postcode areas SE3, SE7, SE9, SE10, SE12, SE18 and parts of SE2, SE8, SE28, BR7 and DA15, who through lack of means would otherwise be unable to obtain such support and advice
- The advancement of the Christian faith and doctrine in accordance with the statement of belief of Christians Against Poverty.

Main activities:

The primary work of the charity is providing debt help for those in the community struggling with unmanageable finances:

- Supporting the client to complete a full review of their financial situation.
- Developing a repayment budget and a route out of debt.
- Stepping in between creditors and clients – facilitating access to qualified debt advisors to negotiate with creditors on behalf of clients.
- Provide support through this journey from our team of trained volunteers.

Related Partnership

During 2024, DCG decided to move from being an accredited member of Christians Against Poverty (CAP). From June 2024, we formally switched to operating our debt service as a Connect Centre with Community Money Advice. We continue to have a partnership with CAP to deliver courses such as Life Skills and Money Management. Going forward, we will also be delivering a Job Club.

Policies and Procedures

Through our affiliation with CMA, we have access to policies and procedures that ensure that we operate in compliance with good practices in delivering our services. Through regular updates and annual training, DCG can ensure that any changes are implemented at a local level. This includes conducting risk assessments on the clients before doing home visits and being alert to any issues that would put staff or volunteers at risk. As part of our membership, we sign an annual declaration to ensure our policies and procedures are up to date and compliant in line with the FCA regulations.

Public Benefit

In reviewing the scope of the activities delivered by the charity the trustees have considered the Charity Commission's guidance on public benefit and are satisfied that the purposes for which the charity has been established and the activities undertaken demonstrate how we meet the requirements of the test.

Achievements for the Year

Since becoming an accredited organisation in November 2021, Debt Centre Greenwich has become a trusted provider of debt support across the Royal Borough of Greenwich. We have established strong working relationships with Council officers, social housing landlords, DWP advisors and the community mental health team at Oxleas.

Through supporting our clients, we have developed our skills as debt coaches to deliver a high level of support, including welfare rights support and advice in terms of form filling for health benefits through to appeal, advocating for tenants with landlords regarding rent arrears or repairs, supporting clients at court regarding possession orders and dealing with utility companies.

As well as the debt counselling work we have remained committed to providing pastoral support, praying with clients and walking with them in their faith journey. Several clients now actively participate in Church and two clients were recently baptised at one of our partner churches.

In the final quarter of 2023, the management team met to review and reflect on the work Debt Centre Greenwich had accomplished over the first two years. We acknowledged that Christians Against Poverty (CAP) was essential in providing the foundation from which we have been able to develop and grow as an organisation. Looking towards the future, we explored how we, as an organisation, could take steps to become more sustainable, better able to support the needs of clients and increasing the level of support we can offer in the long term.

We looked at three key areas in terms of growing our portfolio of advice and the products we could offer our clients in terms of:

- Income maximization
- Support to manage a budget once the client is debt-free
- Support getting back into the workplace

We researched organisations that shared the same values and vision of Debt Centre Greenwich and could support develop the organisation towards becoming an accredited FCA debt advice centre. One option explored at the review day was to consider a move from CAP to Community Money Advice (CMA). CMA's three-tiered approach of:

- Maximise Income
- Minimise Expenditure
- Manage Debt

Fell in line with our objectives and the needs of our clients. CMA also offered a Budgeting Mentor course that we believe clients would benefit from. This, in turn, would attract a talent pool of volunteers to be upskilled and support clients in terms of aftercare once their debt has been managed.

The business case was taken to the board of Trustees in November 2023 and a vote to move Debt Centre Greenwich from CAP to CMA was agreed, with the objective to transition to CMA over the course of 2024.

2024 has seen us amicably transition as a CAP Debt Centre to a CMA Connect Debt Centre, training and upskilling our team in terms of service, systems and support. In terms of client management we are able to prioritise cases and triage cases effectively giving us more control and providing urgent support where necessary.

Having seen success with both the CAP Money Coaching and Life Skills courses we agreed to continue working with CAP as part of our client learning development portfolio. With the Government's decision to encourage people back to work, we made the decision to include the CAP Job club to our client learning and development portfolio. Under the leadership of Beverley Campbell as CAP Job Club Manager, Caroline King and Leanne Rivett trained as Job Club Coaches.

2024 Achievements at a Glance



£350,000
Managed Client
Debt



£76,343
Client Debt Written Off



£58,892
Client Financial Gains*



2
Evictions stopped
through
intervention



3
New Team Members



4
Successful Money
Coach & Life Skills
Courses

Debt Management

Throughout 2024 we managed over £350,000 of client debt this year and successfully written off £76,500 by the end of 2024. We are anticipating our first CMA clients to become debt free in the spring of 2025.

We continue to support two long term CAP clients when we made the transition to CMA. Unfortunately, the debts were deemed too complex for the team to support remotely, and we agreed to step in and transition them to CMA. Both clients were happy to continue to work with us.

Welfare Rights Support:

Welfare rights has been close to our chest from the moment we provided debt support. We feel it is of immense importance that our clients have full access to any benefits that they are entitled to. Maximising a client's income ensures a sustainable income, manage a household budget and prevent falling into arrears and debt in the future. We have successfully applied for over £58,800 of benefits for our most vulnerable clients, many with large amounts of back pay.

Managed Migration

The DWP announced in the summer of 2024, that the process of moving clients on legacy benefits of Employment and Support Allowance (ESA) and ESA with Housing Benefit (HB) to Universal Credit will be starting on a small scale in the Autumn of 2024. The DWP began sending migration notices to these claimants in September 2024 aiming to notify claimants in this cohort by December 2025.

Legacy ESA claimants include a percentage of our vulnerable client base, as such, we have engaged with both new and previous clients whom we believe may be part of this cohort. This ensures that our clients are fully engaged and supported, reducing anxiety and concerns that they may have.

Housing

We have seen an increase in clients who need support with housing applications and health & disability assessments. We have held social landlords to account and helping residents whose property is in disrepair. This has developed a trusted relationship with the Housing Enforcement Officer and the RBG Housing Surveyors, assessing properties in disrepair or black mould. We have given light touch frontline support for those in temporary accommodation, either by section 21 no-fault eviction, or those who have been decanted from their properties with Kettle packs from the Greenwich Foodbank. We also successfully represented two clients, both single mums, at court, threatened with possession orders for social housing, due to rent arrears. Working with them to provide emergency financial statements and suggest affordable repayment plans, we were able to save both families from eviction.

Courses and Volunteers

We ran two successful Money Coaching Courses this year at St John's and Christ Church East Greenwich Caroline King and Yetsie Adeboye joined Beverley's Team as newly qualified Money Coaches in the spring, while Susan Archer and Leanne with the support of Caroline King ran a successful Life Skills Course at Woolwich Service Users Project (WSUP) over the summer.

Upskilling

Beverley trained as a Job Club Manager, broadening our portfolio of courses for 2025. Caroline upskilled as a Life Skills and Job Club Coach to support Beverley, Susan and Leanne. While Beverley and Leanne upskilled as coaches under each other's leadership as perspective Job Club and Life Skills Coaches.

Expanded Team

We welcomed Kathy Byfield to our team. Kathy brings a plethora of expertise and professional experience, supporting our clients as the first point of call on the telephone, explaining our service to clients and supporting us at external networking engagements. Kathy will also be responsible for our volunteer engagement and has developed a strategy to grow and train our volunteer base. Our clients love her; she has settled in well and is a huge asset to the team.

First Christmas Dinner

We ended the year on a high. Having supported a lot of single men with severe mental health issues, our major concern was that Christmas is a difficult and lonely time for them. We made the executive decision to open the Boys' Brigade Hall and host a home-cooked Christmas Dinner for our clients on Christmas Day. This was funded by the generosity of members of Emmanuel Church London and CBCF. Together we raised £700 for a great feast, with festive music, games, and a visit from Father Christmas himself.

Plans for the Future

Our plans for 2025 continue to be focused on how we can better serve the needs of our clients and develop the organisation to do this sustainably. Our objectives for next year are to:

- Continue to provide debt help to residents of Greenwich struggling to manage their finances.
- Deliver more Money Coaching and Life Skills courses.
- Set up a Job Club
- Launch our volunteer programme
- Access additional funding to ensure the sustainability of the charity.

Financial Review

All funds raised by DCG are detailed in the accounts at the end of this report. The accounts provide a summary of financial activity over the last year. Funds are used to achieve the objectives summarised above and to develop DCG for the benefit of the community it serves.

We are thankful for the partnership with the Greenwich Foodbank that provides funding to March 2025 through a Service Level Agreement and to our partner churches who have provided funding and other resources.

We also acknowledge the funding from the Community Organisations Cost of Living Fund, which supported the transition from CAP to CMA. Funding from London Catalyst enabled us to deliver Life Skills and 2 Money Coaching courses in 2024.

Reserves Policy

As a mission charity we feel strongly that the priority for the funds received should be to use them to achieve our charitable purposes, this means that we keep our reserves low. A future objective of the trustees going forward will be to review the requirements for a suitable reserves position for the charity.

Fundraising Policy

DCG are in the process of developing an active programme of funding. We are hoping to improve the sustainability of the charity through funding bids, publicity fundraisers and raising awareness to attract more individual donors. We were recently successful in a bid to Awards for All receiving an award of £15,830 for our volunteering programme.

The above Report was approved by the trustees at the meeting held on 14th May 2025 and is signed on behalf of all trustees.



Andrew Beswetherick
Chair of Trustees



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
DEBT CENTRE GREENWICH

No (if any)
1196721

CC16a

Receipts and payments accounts

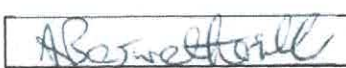
For the period from	Period start date	To	Period end date
	01/01/2023		31/12/2023

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 £
A1 Receipts					
Donations	15,490	-		15,490	17,476
Regular Giving	1,712	-		1,712	1,794
Grants	29,475	15,956		45,431	3,000
Fundraising Events	1,399	-		1,399	2,025
Hardship Fund		2,870		2,870	1,090
Gift Aid Reclaim	360	-		360	1,984
Sundry Income	766	-		766	-
Sub total (Gross income for AR)	49,202	18,826		68,028	27,369
A2 Asset and investment sales, (see table).					
					-
Sub total					-
Total receipts	49,202	18,826		68,028	27,369
A3 Payments					
Staffing Costs	26,806	6,501		33,307	29,362
Payroll Admin	-	-		-	168
CAP Subscription Fees	3,700	-		3,700	7,500
CAP Courses	1,024	-		1,024	1,298
DBS	170	-		170	-
Office Administration	2,999	-		2,999	1,170
Client Support/Hardship Fund	1,390	2,870		4,260	900
CMA Connect Set-Up & Affiliation	-	9,455		9,455	-
					-
					-
					-
Sub total	36,089	18,826		54,915	40,398
A4 Asset and investment purchases. (see table)					
					-
Sub total					-
Total payments	36,089	18,826		54,915	40,398
Net of receipts/(payments)	13,113	-		13,113	13,029
A5 Transfers between funds					-
A6 Cash funds last year end	9,616			9,616	22,645
Cash funds this year end	22,729			22,729	9,616

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 £
B1 Cash funds	Current Account	22,729	-	-
		-	-	-
		-	-	-
	Total cash funds	22,729	-	-
	(agree balances with receipts and payments account(s))			
		Unrestricted to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets			-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-
		Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
		Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	HMRC - PAYE/NIC	Unrestricted	1,687	19 January 2025
			-	
			-	
			-	
			-	

Signed by Chair on behalf of all the trustees	Signature	Print Name	Date of approval
		ANDREW BESWETHERICK	14.05.2025



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
DEBT CENTRE GREENWICH

On accounts for the year
ended

31st DECEMBER 2024

Charity no
(if any)

1195721

Set out on pages

1- 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 / 2024**

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: 16 May 2025

Name:

P M Landergan

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

FCA 7643305

Address:

Landergan & Co Ltd

26 Burney Street

London SE10 8EX