



One Big Family
Helping the
Homeless

ONE BIG FAMILY- HELPING THE HOMELESS

FINANCIAL STATEMENTS

30 SEPTEMBER 2024

CHARITY REGISTRATION NUMBER: 1195947

STREETS[®]
SPENSER WILSON
CHARTERED ACCOUNTANTS

ONE BIG FAMILY - HELPING THE HOMELESS
FINANCIAL STATEMENTS
YEAR ENDED 30 SEPTEMBER 2024

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ONE BIG FAMILY - HELPING THE HOMELESS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 30 SEPTEMBER 2024

The trustees present their report and the unaudited financial statements of the charity for the year ended 30 September 2024.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity name	One Big Family - Helping the Homeless	
Charity registration number	1195947	
Principal office	104 Rochester Avenue Rochester Kent ME1 2DR	
The Trustees	J Pugh J Pardesi C E Malone G D Hill G R Headley A H Rastofsky Z Martin	Resigned 16 May 2024 Appointed 8 February 2024
Independent examiner	Sally Shacklock BA FCA Streets Spenser Wilson (Yorkshire) Ltd Equitable House 55 Pellon Lane Halifax West Yorkshire HX1 5SP	

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

One Big Family - Helping the Homeless was established as a registered Charitable Incorporated Organisation (CIO) on 28 September 2021 (Registered Charity No. 1195947) and is governed by its constitution.

The governance of the Charity is undertaken by a board of trustees who, with the assistance of Elizabeth Shaw as Head of Operations, manage the affairs of the Charity. There should be at least three trustees on the board at any time.

Recruitment and appointment of Trustees

Trustees can be appointed to and removed from the board upon the concurrence of at least three fifths of the board. There is no minimum or maximum tenure. Trustees are appointed by serving trustees, after selecting individuals for appointment with regards to skills, knowledge and experience needed for the effective administration of the Charity.

Risk assessment

The Trustees have reviewed the major risks to which the Charity is exposed and are satisfied that systems are in place to mitigate exposure to those risks.

ONE BIG FAMILY - HELPING THE HOMELESS

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 30 SEPTEMBER 2024

OBJECTIVES AND ACTIVITIES

The objectives of the Charity are to:

- Prevent or relieve the poverty in Kent and Yorkshire by providing grants, items and housing services to individuals in need and/or other charities and other organisations who are also working to prevent or relieve poverty.
- Prevent or relieve poverty through undertaking and supporting research into factors that contribute to poverty and the most appropriate ways to mitigate these.

In furtherance of the main objects, the Charity undertakes the following activities:

- Supporting, advising and signposting those who are homeless, socially excluded and vulnerable adults.
- Providing a community outreach service to those who are homeless, socially excluded and vulnerable.
- Providing shelter in winter months to rough sleepers.
- Accompanying service users to appointments where they require assistance.
- Providing ongoing assistance to those who have been housed but still remain vulnerable.
- Promoting the needs of those who are homeless, socially excluded and vulnerable in the areas in which we offer support.

Public Benefit

In planning the charities activities for the year, the Trustees reviewed the guidance from the Charity Commission during Trustees meetings.

ACHIEVEMENTS AND PERFORMANCE

The Trustees are delighted to report that the charity has been able to support many people in need of help. Over the year we have received numerous donations and fundraising support from members of the public, as well as corporate organisations and other funding streams. This support has come from both old and new supporters.

We have received physical donations from businesses, schools, religious institutions and independent donations from members of the public. It is impossible to quantify the amount of physical donations that we have received. We thank each and every person, business and organisation that has donated to our charity. We have also received assistance from businesses who are aware of the charity's work, offering assistance including expertise and volunteering hours.

In all areas (Medway & Yorkshire) we have seen an increase in the number of people who we support. We continue to run soup kitchens, outreach and provide food parcels in all areas. We continue to offer emergency assistance for families in poverty and others facing financial crisis who are referred to us. This includes, but not exclusively, the provision of food parcels, home starter packs, clothing, nappies and other basic essentials, which are delivered at least three times weekly

ONE BIG FAMILY - HELPING THE HOMELESS

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 30 SEPTEMBER 2024

ACHIEVEMENTS AND PERFORMANCE *(continued)*

As in previous years, we have seen an increase of 20% in demand for food parcels and also a 20% increase in referrals for Home Starter Packs. The increase in cost of providing these items is estimated at around 20%. These are only available via referral from partner agencies subject to our criteria being met. We have revised which agencies can refer for food parcels and our criteria – Medway has a raft of services offering free food provision/distribution so we now only deliver to people who are in financial crisis and unable to access other available services. We continue to be a part of the Medway Food partnership so that we can keep informed of other services.

In Kirklees, we continue to offer outreach services, ad hoc food parcels and homes starter packs whilst also referring clients to alternative services where regular food provision, support etc can be provided. We continue to work with the Rough Sleeper Team closely.

Dukes House

Dukes House, which we run on behalf of Medway Council, continues to offer intensive support to residents who were formerly rough sleepers, with the overall aim to eventually move them on from Dukes House to permanent, sustainable accommodation. The project accepts single homeless people as referred by the Rough Sleeper Team and Housing Options to engage in support to deal with the underlying issues of homelessness, such as medical issues, addiction and mental health issues. Due to our strong links with other agencies and our willingness to collaborate, this project continues to be a success.

In May we employed our first support worker, who has been a welcome addition to the team. The Trustees decided to continue to self-fund Reset-21, who are a Trauma Informed therapy service who have provided on site. Trauma Informed have offered support to residents one day a week since May 2023. As all of our residents engage with the service and this has seen a reduction in re-offending, substance misuse and mental health crises, plus delivering vital Reflective Practise for our staff and volunteers, it made sense to continue with the project. We are the only local housing provider to offer such a bespoke service.

We have been working toward moving our accommodation project. In May we were approached by a local landlord who has a vacant 17 bedroom property, which, after careful consideration and financial planning was a better option than remaining at Duke's House. This will mean we can expand our accommodation offer and the building will be self-funding through working toward attaining Enhanced Housing Benefit. We have been supported with this by Medway Council's Housing and Strategy partnership. We do however appreciate that we will need to expand our staff team to continue to successfully support our residents, and are factoring this into next year's plans.

There will be a significant amount of work to do to prepare the building and also support our residents through the move, however we have a team dedicated to this. We hope to have moved before the end of the year.

ONE BIG FAMILY - HELPING THE HOMELESS

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 30 SEPTEMBER 2024

ACHIEVEMENTS AND PERFORMANCE *(continued)*

Winter Refuge

The Homeless Emergency Winter Refuge first began in Medway during the Winter of 2016 and was run from All Saints Community Centre in Chatham. This facility opened on any night the temperature is forecast to feel like zero degrees or below.

In 2017 One Big Family took over the project and moved it to the Emmaus Christian Centre – where we still operate today. The project was run solely by volunteers until 2021 when Medway council offered two overnight security personnel. This has been a huge advantage due to the number of people with complex needs who stay and also the difficulties we experienced in recruiting sufficient “overnight” volunteers to maintain a safe service.

In 2023 Funding was received from mid-December to the end of March 2024 from the “Cost of living fund” through the National Lottery Community Fund to run the Winter Shelter. This covered rent, 100 new sleeping bags, beverages, food, taxis, laundry and other associated expenses.

Medway Council provided two security personnel for the shelter via Serveco. We increased the numbers of CCTV cameras within the space to further mitigate risks.

Volunteers were trained at three training sessions in November and early December. We had a larger team than ever before, which was invaluable throughout March.

We opened for a relatively low number of nights for Severe Weather Emergency Protocol (SWEP) in comparison to previous years, as the winter was warmer than average. However, due to the high number of clients rough sleeping, we were approached in February by Medway Council to ask if we would be willing to open every night throughout March, which we agreed to do. Without support from Emmaus church and our volunteers this would not have been possible.

Total of nights open - 58 (SWEP 26 nights plus March and April bank holiday 32)

Total of number of people registered - 108

Number of beds provided - 737

There was a 30% increase in the number of clients seen.

There was a 32% increase in the average number of beds provided per night.

We saw a significant increase in the number of complex clients with multiple issues - over 85% presented with drug and alcohol problems which is a 20% increase on the previous year.

Approximately 34% percent were “roundabout” clients who had either presented at the shelter in previous years, or have had multiple accommodations over recent years.

Such was the success of opening every night throughout March and, as the number of rough sleepers locally has increased, this Winter we are planning on opening nightly from 1st January to 31st March.

This decision has been supported by Medway Council and all other relevant local agencies. We are currently in consultation with other agencies to try to organise their attendance at the shelter, so we can offer a safe place to sleep and support on site with issues such as substance misuse, physical health, housing etc. This will be a very large project and will require substantial number of volunteers. With that in mind we have already begun advertising for people and have received a lot of interest.

ONE BIG FAMILY - HELPING THE HOMELESS

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 30 SEPTEMBER 2024

ACHIEVEMENTS AND PERFORMANCE *(continued)*

One Big Family has always taken pride in our level of professional communications with agencies such as the DWP, Councils, Housing Associations etc. Building these relationships has been key to ensuring the charity achieves its objectives. We are constantly striving to build meaningful partnerships with key partners to ensure positive outcomes for our clients. In Medway we attend weekly meetings with the local Rough Sleeper team and other associated agencies to discuss complex clients, plus we sit on the Medway MEAM strategy group. In Kirklees we work closely with the Council rough sleeper team in order to strive for good outcomes.

We have been successful in attaining funding from, amongst others, the “Cost of Living fund” run by the National lottery, Lloyd’s Foundation (which is a grant delivered over three years) and Kent Community Fund. Our team of “fundraising volunteers” continue to hold regular events including quiz nights, craft fayres and a gala dinner. Our annual 50km Walk has been a huge success, the figure raised of £24,000 was match-funded by an anonymous donor, for which we were truly grateful. Plans for this year’s event in October are well under way, with a record number of participants predicted to take part. We recognise that fundraising is an integral part to the charity, and with our predicted expansion of services, will be researching the services of fundraising experts.

At the time of writing, One Big Family – Helping the Homeless has over 80 active volunteers who take on different roles such as street outreach, food collections and deliveries, daily support, management of Dukes House and accompanying service users to hospital appointments, to name a few activities. The time and commitment given by our volunteers is crucial. Without them, the charity would not be able to function or offer the variety of services that we do. Their time, skills and commitment are invaluable and are vital to the continued success of the charity. The volunteers also take an active role in fundraising for the charity and we are grateful to all of them for this wonderful support.

We remain committed to maintaining compliance within third sector best practise guidance for our team – for example, DBS checks for front-line volunteers, training, and regular updating of risk assessments and policies and procedures.

FINANCIAL REVIEW

Principle funding sources

The principal funding sources for the charity are from donations and fundraising received from members of the public and corporate organisations plus grants from corporate organisations. We have also received funding from Medway Council.

Financial review of the year

The operating surplus for the year was £14,322 (2023 – deficit of £1,850). Funds held as at 30 September 2024 were £158,489 (2023 - £144,167) which are used to finance additional activities, trading in the ensuing year and as a backup reserve. If the Charity continues at its present level of activity it has funds available to continue for approximately one year.

Reserves policy

The Unrestricted General Funds of the Charity are all available to promote the objects. The total Unrestricted General Funds at the year end were £153,269 (2023 - £115,154). The total Restricted General Funds at the year end were £5,220 (2023 - £29,013).

ONE BIG FAMILY - HELPING THE HOMELESS

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 30 SEPTEMBER 2024

PLANS FOR THE FUTURE

We are committed to providing our social support such as Soup kitchens, food parcels, outreach etc but will continue to review these regularly to ensure we are responding to a “need” for those services.

In view of the project taking on a larger housing project as ‘our own’, we will be looking at taking on an independent person to attain funding for us, as this is a large, time consuming, skilled task.

We are planning on running a “full” Winter Night shelter, which will be open nightly from 1st January to 31st of March 2025. Preparations for this are underway.

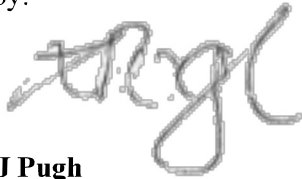
To effectively respond to increasing demand for our services the trustees will be reviewing staffing. This may mean we need to employ other people to ensure all our services are sustainable and secure.

A full review of policies and procedures will be carried out along with a business and funding strategy.

INDEPENDENT EXAMINER

Sally Shacklock BA FCA has been re-appointed as independent examiner for the ensuing year.

The trustees' annual report was approved on 17 April 2025 and signed on behalf of the board of trustees by:



J Pugh
Trustee

ONE BIG FAMILY - HELPING THE HOMELESS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

Charity number: 1195947

YEAR ENDED 30 SEPTEMBER 2024

I report to the trustees on my examination of the financial statements of One Big Family - Helping the Homeless ('the charity') for the period ended 30 September 2024.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all 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 matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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.



Sally Shacklock BA FCA
Independent Examiner

Equitable House
55 Pellon Lane
Halifax
West Yorkshire
HX1 5SP

17 April 2025

ONE BIG FAMILY - HELPING THE HOMELESS

RECEIPTS AND PAYMENTS ACCOUNT

YEAR ENDED 30 SEPTEMBER 2024

	Year ended 30 Sept 2024 £	Year ended 30 Sept 2023 £
RECEIPTS		
Donations- Corporate	114,334	23,260
Donations- Individuals	56,926	33,505
Donations- Council	8,000	47,150
Fundraising events	15,405	7,817
Gift aid	4,927	4,548
TOTAL RECEIPTS	199,592	116,280
PAYMENTS		
Fundraising	1,822	2,482
Charitable activities		
Outreach costs	62,134	36,110
Rent	8,805	4,441
Wages and salaries	71,209	36,925
Pension costs	1,886	709
Motor vehicle expenses	2,994	3,132
Motor vehicle leasing	3,776	5,583
Telephone	1,497	2,119
Leaflets and stationery	1,690	1,171
Sundries	9,079	5,544
Support costs		
Website	802	734
Software	2,793	2,641
Volunteer expenses and costs	4,413	3,741
Training costs	2,419	3,438
Governance costs		
Insurance	3,878	4,404
Accountancy	1,640	1,525
Legal and professional fees	2,863	–
Travelling expenses	1,077	2,063
DBS checks etc.	158	364
Licences and subscriptions	219	216
Bank charges	116	68
	185,270	117,410
ASSET PURCHASES		
Equipment	–	720
TOTAL PAYMENTS	185,270	118,130
NET RECEIPTS/(PAYMENTS)	14,322	(1,850)
CASH FUNDS BROUGHT FORWARD	144,167	146,017
CASH FUNDS CARRIED FORWARD	158,489	144,167

ONE BIG FAMILY - HELPING THE HOMELESS

STATEMENT OF FINANCIAL POSITION

YEAR ENDED 30 SEPTEMBER 2024

	Note	2024 £	2023 £
CURRENT ASSETS			
Cash at bank and in hand	3	158,489	144,167
NET ASSETS		<u>158,489</u>	<u>144,167</u>
Total assets less current liabilities		<u>158,489</u>	<u>144,167</u>
 FUNDS OF THE CHARITY			
Unrestricted funds	4	153,269	115,154
Restricted funds	5	5,220	29,013
Total charity funds		<u>158,489</u>	<u>144,167</u>

These financial statements were approved by the board of trustees and authorised for issue on 17 April 2025 and are signed on behalf of the board by:



J Pugh
Trustee

ONE BIG FAMILY - HELPING THE HOMELESS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 30 SEPTEMBER 2024

1. BASIS OF ACCOUNTING

The financial statements of One Big Family – Helping the Homeless have been prepared using the Receipts and Payments basis.

2. TRUSTEES' REMUNERATION

Travel expenses totalling £1,077 (2023: £2,064) have been reimbursed to seven trustees during the period ended 30 September 2024. No other remuneration or expenses have been paid to trustees during the year.

3. CASH AT BANK AND IN HAND

	2024	2023
	£	£
Cash at bank	158,482	144,160
Cash in hand	7	7
	<u>158,489</u>	<u>144,167</u>

4. UNRESTRICTED FUNDS

	Balance at 1 Oct 2023	Incoming resources	Outgoing resources	Transfers	Balance at 30 Sept 2024
	£	£	£	£	£
General Funds	115,154	115,102	(76,806)	(181)	153,269
	<u>115,154</u>	<u>115,102</u>	<u>(76,806)</u>	<u>(181)</u>	<u>153,269</u>

	Balance at 1 Oct 2022	Incoming resources	Outgoing resources	Transfers	Balance at 30 Sept 2023
	£	£	£	£	£
General Funds	146,017	50,911	(81,729)	(45)	115,154
	<u>146,017</u>	<u>50,911</u>	<u>(81,729)</u>	<u>(45)</u>	<u>115,154</u>

ONE BIG FAMILY - HELPING THE HOMELESS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 30 SEPTEMBER 2024

5. RESTRICTED FUNDS

	Balance at 1 Oct 2023 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 30 Sept 2024 £
Medway Council HSF	21,426	–	(21,440)	14	–
Medway Council					
Direct Food Support	–	8,000	(4,234)	–	3,766
Kent Community	3,311	–	(3,385)	74	–
Rotary Huddersfield	2,000	–	(610)	–	1,390
Challenge Fencing	1,808	–	(1,876)	68	–
Leeds Masons	468	–	(502)	34	–
John Lewis	–	1,500	(1,436)	–	64
Lottery Community	–	74,990	(74,981)	(9)	–
	<u>29,013</u>	<u>84,490</u>	<u>(108,464)</u>	<u>181</u>	<u>5,220</u>

	Balance at 1 Oct 2022 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 30 Sept 2023 £
Medway Council HSF	–	34,600	(13,174)	–	21,426
Medway Council TIP and RP Project fund	–	11,250	(11,250)	–	–
Medway Councillor Donations	–	1,300	(1,331)	31	–
Kent Community	–	4,000	(689)	–	3,311
B&Q Neighbourly	–	5,000	(5,002)	2	–
Lidl Hygiene fund	–	250	(262)	12	–
Leeds Masons	–	1,969	(1,501)	–	468
Rotary Huddersfield	–	2,000	–	–	2,000
Challenge Fencing	–	5,000	(3,192)	–	1,808
	<u>–</u>	<u>65,369</u>	<u>(36,401)</u>	<u>45</u>	<u>29,013</u>