

# POOR SERVANTS OF THE MOTHER OF GOD

England & Wales · Charity number 227931

## Details

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**Other names** FRANCES TAYLOR FOUNDATION

**Status** Registered

**Legal form** Trust

**Registered** 1963-12-03

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Maryfield Convent  
Mount Angelus Road  
Roehampton  
London  
SW15 4JA

**Phone** 02087884351

**Email** [maryfield@psmgs.org.uk](mailto:maryfield@psmgs.org.uk)

**Website** [www.poorservants.com](http://www.poorservants.com)

## Activities

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**Objects:** CHARITABLE PURPOSES CONNECTED WITH ROMAN CATHOLIC RELIGION

**Activities:** Social & Pastoral work.Operation of: Care Homes, Childrens' services, Schools and Retreat Centres.Religious Worship and Prayer.Overseas outreach & missions.

## Classification

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- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Overseas Aid/famine Relief, Accommodation/housing, Religious Activities, Economic/community Development/employment, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- Italy
- Kenya
- Venezuela
- Throughout England

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£24,009,238	£20,195,854	£173,698,919	455
2024-03-31	£20,849,678	£20,196,018	£163,689,139	493
2023-03-31	£19,725,966	£19,555,758	£151,259,572	462
2022-03-31	£18,331,051	£17,923,680	£159,848,060	487
2021-03-31	£16,905,635	£17,151,287	£151,557,940	486

## Trustees

Name	Role	Appointed
<b>Sister MARGARET CASHMAN</b>	Chair	2012-12-04
Sister Juliana Munanie Syengo Sr.		2023-01-17
Sister MARGARET HERLIHY		2016-09-08
Sister Mary Holmes		2022-10-19
Sister Mary Whelan		2022-10-19

**POOR SERVANTS OF THE MOTHER OF GOD**

England & Wales - Charity number 227931

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# Accounts

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**POOR SERVANTS OF THE MOTHER OF GOD**

**(Registered Charity No: 227931)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED**

**31 MARCH 2025**

# **POOR SERVANTS OF THE MOTHER OF GOD**

**YEAR ENDED 31 MARCH 2025**

## **REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	Sr Margaret Cashman (Chair) Sr Margaret Herlihy Sr Mary Holmes Sr Mary Whelan Sr Juliana Munanie Syengo
<b>Superior General</b>	Sr Margaret Cashman
<b>Bursar General</b>	Sr Margaret Herlihy
<b>Principal Office</b>	Maryfield Convent Mount Angelus Road London SW15 4JA
<b>Auditors</b>	HaysMac LLP 10 Queen Street Place London, EC4R 1AG
<b>Solicitors</b>	Stone King 13 Queen Square Bath BA1 2HG
<b>Principal Bankers</b>	Royal Bank of Scotland plc 250 Bishopsgate London EC2M 4AA
<b>Investment Managers</b>	Quilter Cheviot Investment Management Senator House 85 Queen Victoria Street London EC4V 4AB  Sarasin & Partners 100 St Paul's Churchyard London EC4M 8BU  UBS Wealth Management 5 Broadgate, London EC2M 2AN  CCLA One Angel Lane London EC4R 3AB
<b>Estates Manager</b>	Burnet Ware & Graves Chartered Surveyors 13 Half Moon Lane London SE24 9JU
<b>Website</b>	<a href="http://www.poor servants.com">www.poor servants.com</a>
<b>Charity Registration No</b>	227931

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Introduction

The Trustees present the annual report of the Charity of the Poor Servants of the Mother of God for the year ended 31st March 2025.

*In this year of both stability and transition, the Charity continued to respond with compassion and quiet faith to the needs of the time — through care services, outreach ministries, and international mission work. Inspired by the vision of our foundress, Venerable Frances Margaret Taylor, we remain committed to serving those who are poor, vulnerable and marginalised.*

### Our Structure at a Glance

#### The Congregation

An international religious community of Catholic Sisters, founded in 1869.

#### The Charity

Registered as “Poor Servants of the Mother of God” in England and Wales (No. 227931). Holds UK assets and governs charitable activity.

#### Frances Taylor Foundation (FTF)

The operational name for social care, retreat, and pastoral work in the UK. Not a separate legal entity.

### Who We Are

The Poor Servants of the Mother of God was founded in 1869 by Frances Margaret Taylor to serve the poor and marginalised through care, education, and spiritual accompaniment. Today, the Congregation continues this work across the UK, Ireland, Kenya, Tanzania, and Italy, with around 160 Sisters worldwide.

### From the Foundress:

Serve God always but not always in the same way.

### Our Mission

The Charity works to advance the life and mission of the Congregation through four core aims:

1. The advancement of the Catholic religion
2. The relief of poverty
3. The advancement of education
4. The advancement of the religious and other charitable works of the Congregation

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Our Mission in Action

- **Social Care:** Residential and supported living services for elderly people and adults with learning disabilities.
- **Spiritual Outreach:** Pastoral care, prison chaplaincy, spiritual direction, and support for parishes.
- **Education:** School partnerships, adult education and literacy programmes.
- **Retreats & Prayer:** The Kairos Centre and other locations offer accessible spiritual reflection and hospitality.
- **International Mission:** Healthcare, women's empowerment, education and formation in East Africa.

### Charity Commission Compliance

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in exercising their duties and planning activities for the year. The Charity's work is open to all and delivered in partnership with public bodies, community groups, and local Churches.

### Looking Ahead

In the year ahead, we remain committed to deepening our presence in the communities we serve. This includes ongoing care and outreach in the UK, strengthening governance and sustainability in our overseas missions, and supporting the spiritual and vocational life of our Sisters.

### Activities

The aims and mission activities of the Charity can be broadly categorised into the following core areas each reflecting its strong commitment and service to wider community:

#### A. Residential and Nursing Care Services

The Charity continues to provide high-quality residential and nursing care for older adults and people with learning disabilities across several UK locations. Services are inclusive, person-centred, and offered in the spirit of the Charity's mission — with a particular emphasis on dignity, compassion, and spiritual presence.

All services are open to the public and not restricted to members of the Congregation. Local authority funding remains the primary income source, supplemented in some locations by charitable donations and private contributions.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

### YEAR ENDED 31 MARCH 2025

#### A. Residential and Nursing Care Services (continued)

We provide residential care across 5 locations, including Roehampton, Brighton, Liverpool and Brentford. These services range from being a home with 7 beds to homes with 42 beds across three floors. Whilst some of our homes are considered large homes, they each have a dedicated staff team to every floor or area. Our service at St Joseph's in Liverpool is divided into 3 separate homes, known as 'Woodlands', 'Pine Lodge' and 'Sea View'. The structure within our services includes a Service Manager, a Deputy Service Manager, Team Leaders, Senior Support Workers and so on. It is our aim that there is a senior member of staff on shift at all times.

*Feedback from relatives of JT – 'we wish that JT had found St Raphael's 8 years ago when our mum died. She would have had a much better quality of life. She loves being at STR and feels like she belongs'.*

*Feedback from a Social Worker from Westminster: "I would like to thank you both immensely for all the care and support you provided to LXXXX at St Raphael's. You are truly one of the most amazing care providers I have ever worked with. I cannot thank you enough for giving LXXXX the quality of life she deserved."*

#### B. Supported Living and Community Services

In Brighton and across Liverpool, the Charity provides supported living arrangements for adults with varying levels of need. These settings promote independence, wellbeing, and social connection in community-based environments. The people we support in these settings are encouraged to maintain their own tenancies and to be active members of their community. The people we support enjoy going on holidays abroad, cruises and to shows at their local theatres.

In Sefton (Liverpool), five tenancies offer bespoke support for adults with complex needs. Across the year, 325 weekly hours of care were delivered, with 80% average occupancy. A related day service, Fernley Resource Centre, welcomed 39 external clients and 22 residents, with daily attendance averaging 30.

#### C. Day Services and Meaningful Activities

The Charity continues to invest in day services that foster community, creativity and engagement.

At St Mary's, Roehampton, 15 residents participate in daily activities including arts and crafts, group reflection, and music therapy. The service is also available on a Saturday; this is proving very popular with the residents at St Mary's.

Fernley Resource Centre in Sefton continues to offer a wide range of structured day activities — from therapeutic group work to recreational outings — supporting adults with disabilities and mental health challenges in building confidence and independence. Fernley Resource Centre has begun accessing different activities within the local community also, allowing the people who attend Fernley to become active members of their community.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT**

#### **YEAR ENDED 31 MARCH 2025**

##### **C. Day Services and Meaningful Activities (continued)**

Some people we supported attended Peoples First Session run by Sefton Council with peers – they really enjoyed being part of the group advocacy and will be attending regularly moving forward.

*A person we support at Fernley Resource Centre has been suffering from severe anxiety and hasn't been accessing the community for a length of time, the staff team worked with this individual and their mum over a period of time and built up their confidence to enjoy a day out in the minibus. The person we support, the staff team and the individual's mum were delighted with the outcome, as this was a huge achievement for all involved.*

*A person we support has been learning to play the clarinet and brought it along to a group meeting where he performed two songs.*

##### **D. Retreats and Spiritual Ministry**

The Kairos Centre in Roehampton continues to be a vital hub for spiritual reflection, community formation and quiet renewal. It welcomed 2,965 guests over the year, hosted 11 retreats for 164 guests, and ran individually guided retreats for 17 retreatants. The provision of Quiet Days for visitors remained very popular with 45 bookings between 1st September 2024 to 28th January 2025 alone. Moreover, we remain a popular venue for local schools (particularly Marymount International School and Donhead Preparatory School) and for Congregations – who organise weeklong Chapters and Retreats; the Augustinians, Comboni Fathers and the Sisters of Mercy are a few specific examples.

The Centre is open to people of all faiths and none, with a particular welcome to those in ministry, religious life, and lay service. Guests come for a wide variety of reasons — prayer, retreat, recovery, or simply peace. Feedback remains overwhelmingly positive.

A second retreat space, St. Joseph's Prayer Centre, in Liverpool continues to offer hospitality and spirituality in a prayerful and peaceful environment to small groups and individuals. Situated adjacent to the National Trust woodland and to Formby beach, it provides an oasis of quiet harmony and peace to individuals and groups, either on a residential or non-residential basis.

Both locations are animated by the presence and prayer of Sisters, who support and accompany guests throughout their stay.

##### **Operation of Prayer and Retreat Centres and Chapels**

St. Joseph's Prayer Centre serves Individuals of different religious beliefs, Sisters, Clergy and Laity enjoy contemplative space, spiritual direction, retreats and workshops.

Groups, use the facilities for ongoing training, review, renewal, sharing of ideas and ideals. Among these are Religious Sisters, Parish groups, lay organisations, professional groups. During the past year the number of groups has increased by 5%. The cultural and religious diversity has also increased. All evaluations mention the atmosphere of peace and hospitality experienced by our guests. Our diary shows that many groups renew bookings on a monthly or annual basis. Most new groups discover our existence as a result of the testimony of others and are very satisfied with our facilities. Our weekends are our busiest times. More than 85% have been fully booked during the past year. We are also receiving bookings into the year 2026.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

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#### Operation of Prayer and Retreat Centres and Chapels (continued)

On week-days many local schools, primary and secondary, use our facilities to offer an “away experience” to students. Teachers find that our premises are ideal for indoor and outdoor activities and also appreciate the provision of a more intimate “prayer space”. College students from Liverpool have also enjoyed some time here.

The Centre aims to operate on a sustainable basis, but those who need assistance are never refused.

Since the Prayer Centre shares the ground-space with St. Joseph’s Nursing Home which cares for people with profound disability, many guests are also very touched to see this expression of the practical personal care provided here.

At Kairos Centre between 1st April 2024 and 31st March 2025, 2,881 rooms were sold compared with 3,793 rooms sold the previous year. The former figure equates to an occupancy rate of 28.4% for the year. Of this number, 1,461 were for individual guests and 1,420 were for guest sizes more than 1. Lower occupancy in 2024 coincided with the cancellation of some retreats due to low interest and attendance and Kairos Centre Manager’s unexpected extended leave. Booking activity increased following a slowdown in spring in the current financial year.

In summary, a total of 2,965 overnight guests stayed at the Centre. Furthermore, a total of 172 people came for Quiet Days.

Month	Number of rooms sold	Number of overnight guests
April 2024 (2023)	86 (335)	87 (395)
May	194 (338)	197 (356)
June	314 (374)	324 (383)
July	276 (424)	288 (439)
August	337 (393)	348 (409)
September	334 (320)	338 (338)
October	372 (399)	383 (405)
November	276 (240)	282 (246)
December	191 (206)	191 (206)
January 2025	158 (164)	91 (91)
February	148 (235)	154 (256)
March	195 (438)	209 (484)

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2025**

#### **Operation of Prayer and Retreat Centres and Chapels (continued)**

Between 1st April 2024 and 31st March 2025, there were 10 residential retreats of which 9 were Preached Retreats and attended by 153 guests. The remaining retreat was a dedicated Individually Guided Retreat, attended by 8 retreatants overall. We continue to be mindful of the popularity of these retreats amongst religious communities on the one hand and the natural occurrence of ageing populations and deaths within this cohort on the other.

A new price list was established in April 2024, and we continue to monitor how this affects bookings and income.

Questionnaires continued to be a key tool in evaluating the retreats that were hosted at Kairos. For example, following the preached retreats that took place in September and October 2024, a total of 25 evaluation forms were completed. 100% of those provided Excellent/Good ratings. Similarly, of the 11 evaluation forms received from the retreatants on the December 2024 Advent Triduum retreats, 100% gave Excellent/Good ratings.

Furthermore, Kairos has continued to host the internal management training programmes facilitated by WorkNest. Managers and Service Managers from within the Frances Taylor Foundation participated in this programme. Five courses were delivered between April 2024 and March 2025.

Feedback from the WorkNest Management Training sessions has also proved constructive. Of 14 evaluation forms that were returned after a course, 12/14 rated Kairos 9 or 10 out of 10 and the remaining 2 rated Kairos 8/10.

Since the creation of the new Spiritual Team in March 2024, we hosted another gathering in September 2024 to outline 2025 events and one other member has since joined the Team. It is hoped that their background, training and expertise will help with Kairos provision going forward.

New developments since last year in Kairos

Following an inspection by the Environmental Health Officer in October 2024, we were delighted to maintain the top rating of 5 for Food and Hygiene.

Due to ongoing cost and issues with the card machine and provider, we replaced that contract with another one provided by TakePayments/EVO whose card machine and technical support are much more beneficial for the overall operations at Kairos.

With regards to new building works, extensive work has been undertaken in one of the communal bathrooms, which has now been converted to a shower room and some of the ensuite bathrooms have updated shower facilities. The Lift was updated with a new emergency telephone system inserted. The Summer House was completely refurbished and a new boiler was installed for the Chapel. New kitchen equipment including a double door commercial freezer and food mixer were also purchased.

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#### **YEAR ENDED 31 MARCH 2025**

#### **Operation of Prayer and Retreat Centres and Chapels (continued)**

##### **New IT developments**

The new website for the Kairos Centre was launched in February 2025. We are hoping that this will enhance our digital presence and enable us to secure more bookings as a result.

##### **Recruitment of staff**

In July 2024, we bid farewell to a PSMG sister who returned to Kenya to continue her vocation and work there. She was a valuable member of the Bookings Team and a notable presence at Reception. Following her departure, another member of the Bookings Team was transferred to Reception and this has proved to be beneficial to the day-to-day operations of the Centre.

In September 2024, we were delighted to hire a new Kitchen Assistant, who has since passed her probation and it is hoped that her appointment will be a very fruitful one.

A part-time contract was established for the in-house Spiritual Director and this was confirmed in March 2025.

##### **Interesting Activities**

On a weekly basis, the Kairos Centre continues to be used as a dedicated space for AA meetings.

In March 2025, a meeting was held with the Director of a local service 'Our Roehampton' to plan a Christmas gathering for the elderly in December 2025.

The Kairos Centre provides a room for a practitioner/therapist from the Healing Hands network to offer Holistic massage and Aromatherapy to guests who may wish to benefit from this therapy.

##### **E. Public Benefit and Access**

All UK-based services are operated with the intention of serving the public good. Care homes are registered with relevant regulatory bodies and operate in partnership with local authorities. Retreat centres, chaplaincy work and pastoral outreach are offered without discrimination or requirement of faith, and are either free or offered at low cost, ensuring accessibility.

The Charity's support for people with disabilities, older adults, refugees, and those experiencing isolation demonstrates clear public benefit. This work is made possible through the dedication of Sisters, staff, volunteers, and partners.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### UK Activities

The Charity undertakes a range of initiatives to support communities across the country, focusing its efforts on health, education, poverty alleviation, and the facilitation of religious and spiritual services.

#### A. Residential and Nursing Care Services

Our residential care homes continue to support older adults with dignity, compassion, and faith-informed care. Services are inclusive and open to people of all backgrounds.

Location	Type	Capacity	%Occupancy	Funded by	CQC / Recognition
Maryville, Brentford	Residential/ Nursing	39	99	Mixed (LA/private/charity)	Top 20 Care Homes in London (Carehome.co.uk)
St Joseph's, Freshfield	Residential	36	69	Local authority and NHS	CQC: Good
St Mary's, Roehampton	Residential	40	95	Local authority	CQC: Good
St Raphael's, Brentford	Residential	21	95	Local authority	CQC: Good
Marina, Brighton & Hove	Residential	9	98	Local authority	CQC: Good
Laverstoke Gardens, Roehampton	Residential	7	100	Local authority	CQC: Good

*Quote from a Resident: "The care I receive here is like being part of a family — people genuinely listen and look after you."*

*Quote from a family: "This is to all the carers who are so wonderful with X. We are so grateful for the brilliant atmosphere and the rapport at Marina. X is in such a special place – her home. (Y – X's brother)."*

*"Our grateful thanks for all you have achieved with K' (J, K's Mum)."*

*"Thank you, Lisa... for this and for EVERYTHING you did to help me make my darling A's funeral take place in the Chapel and make it so memorable and special."*

*Valeria and I were so affected by seeing so many Service Users, carers and management staff standing on the pavement clutching a solitary rose... we were not expecting that! All our family members and friends commented emotionally about it and also on Richard's beautiful Eulogy on behalf of everyone at St Mary's.*

*I intend to send our thanks in a card to you and all at St Mary's but, first, I have to go buy one!*

*Thank you, again for all the care and kindness that A received at St Mary's over the past 15 years.*

*Feedback from a recent incident involving paramedics: "we always know when we come here (STR) that it isn't a waste of our time, and the residents are the best cared for. Your staff are lovely too – always so welcoming, even if it is an emergency."*

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT

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#### B. Supported Living and Day Activities

We provide community-based support services in Brighton, Liverpool, Sefton and Roehampton. These services focus on maximising independence, wellbeing, and community participation.

##### Key highlights:

- **Brighton:** St Anne's apartments offering supported living services to 12 individuals.
- **Liverpool & Sefton:**
  - Liverpool Adult Service supported 39 people with personal care and housing related support exceeded 1,400 hours per week.
  - Sefton Supported Living delivered 325 hours of individualised care each week across 5 tenancies. Weekly occupancy reached 80%.
  - Fernley Resource Centre (Day Centre) hosted 39 external clients and 24 residents, offering structured day support.

##### St Mary's Roehampton:

A 6 day a week centre offering engaging activities and community for approx. 15 on-site residents per day. Activities range from cooking, chair-based exercise, board games, gardening, arts and crafts, drama, video and music.

##### *Quote from an attendee*

*We are very happy the day centre is now open on a Saturday; we would like it to be opened on a Sunday too.*

#### C. Education and Adult Literacy

The Charity continues to support Catholic education through the provision of buildings and governance expertise.

- Three schools (in Banstead, Amersham and formerly Chippenham) are leased at peppercorn rents, collectively valued at approx. £5 million.
- Sisters or representatives serve as school governors, contributing to ethos, Religious Education, and pupil wellbeing.
- In collaboration with the Hospitaller Order of St John of God, the Charity supports TB rehab and adult education for migrant workers.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2025**

#### **D. Pastoral and Spiritual Outreach**

This work remains central to the Charity's identity and is largely carried out on a voluntary basis by Sisters across the UK.

##### **Key areas of outreach include:**

- Hospital and hospice visiting
- Parish and sacramental support (Rite of Christian Initiation of Adults, Eucharistic ministry)
- Spiritual direction, Scripture reflection, and prayer groups
- Ministry to migrants, refugees, people in addiction recovery, and the bereaved.
- Written contributions to Catholic publications.

##### **Voluntary Contribution at a Glance**

- Sisters are involved in pastoral work across the UK
- Work is entirely voluntary — stipends covenanted back to the Charity
- Includes administration, community presence, retreat and prayer ministry

##### ***Reflection from someone visited by a sister***

*"I am so lucky to have you; where would I be without your visits? Thank you Sister and may God bless you for what you do for me and for all the others who need you so much."*

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

### YEAR ENDED 31 MARCH 2025

#### E. Staff Training and Development

We remain committed to developing our teams through structured training and vocational progression. Our Senior Managers have just completed a 12 month managerial training programme offered through our HR partners at WorkNest. This has included topics on Absence Management, Equality, Diversity and Inclusion, Managing Mental Well Being, Menopause, the new legislation regarding Sexual Harassment in the workplace.

All staff across FTF have received training and development for the new electronic care document system 'Nourish', with all services going live across the organisation in October 2024.

<b>Services – Staff Qualifications</b>									
	<b>Total number of employees</b>	<b>NVQ2 or QCF equivalent</b>	<b>%</b>	<b>NVQ3 or QCF equivalent</b>	<b>%</b>	<b>NVQ4 or QCF equivalent</b>	<b>%</b>	<b>RMA / Management QCF equivalent</b>	<b>%</b>
<b>Marina, Lansdowne Road, Hove</b>	12	3	25	3	25	1	8.5	2	16
<b>Laverstoke Gardens, Roehampton</b>	12	1	8.3	4	33	2	16.7	1	8.3
<b>St. Mary's Roehampton</b>	59	11	18.6	10	16.9	2	3.4	2	3.4
<b>St. Raphael's</b>	44	3	6.8	4	9	-	-	-	-
<b>Maryville</b>	67	6	9	4	6	2	3	3	4
<b>Liverpool Adult Services</b>	63	58	92	15	23.8	5	8	6	9.5
<b>Fernley Resource Centre, St. Joseph's, Freshfield</b>	38	10	26.3	10	26.3	-	-	-	-
<b>St. Joseph's Home, Freshfield, including L37 Short Breaks Service</b>	68	23	33.8	16	23.5	2	3	7	10.3
<b>Extra Care Supported Living (at St Anne's</b>	12	1	8.3	8	66	1	8.3	1	8.3
<b>Sefton Supported Living</b>	10	6	60	1	10	1	10	-	-

#### Key Statistics

- Across FTF, 27% of staff have completed a Health and Social Care level 3 or above.
- Across the Charity, 11 care staff are working towards their Level 2–5 qualifications, including maintenance, senior Leadership and Human Resources.
- Ongoing training includes safeguarding, health & safety, dementia care and leadership.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2025**

### **F. Key Performance and Outcomes**

#### **Occupancy and use data [sample]:**

- Maryville maintained high occupancy and was again ranked in the Top 20 care homes in London.
- Sefton Supported Living: 80% occupancy, 325 hours of support/week
- Kairos Centre welcomed 2,695 residential guests over the year.

#### **At a Glance - 2024-2025**

- 154 residential care places
- 56 supported living tenancies
- 78 clients in day services including 39 residents
- 3 leased school sites
- 10 residential retreats and individually guided retreats for 17 retreatants
- 400+ staff receiving training or qualifications
- Fernley averaged 30 participants/day for day activities 10+ staff receiving training or qualifications

Poor Servants of the Mother of God continues to make meaningful impact on wide range of communities throughout various regions in the country. Through its own initiatives and collaborations with like-minded organisations the Charity aims to improve the lives of many disadvantaged individuals and support them in leading dignified lives.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2025**

### **Overseas Outreach**

#### **Our Mission in East Africa**

Since 1985, the Poor Servants of the Mother of God have supported communities in East Africa through a deeply relational, faith-driven model of service. Rooted in the charism of our foundress, Frances Taylor, and the priorities of our local Sisters, we focus on healthcare, education, women's empowerment, and spiritual accompaniment.

Today, we operate eight main mission communities in Kenya and Tanzania— in Mutito, Mulutu, Mwingi, Ting'ang'a (Kiambu), Chepchoina, Sirende (in Kitale), Ikutha (Kitui) and Huruvi (Tanzania).

#### **East Africa Outreach – 2024–2025 Highlights**

- 43,372+ patients treated at mission clinics
- 90+ children supported in early years education
- 80+ young people given technical skills
- 138 women involved in livelihood and enterprise projects (e.g. leatherwork, sports ball production)
- 2 Kenyan Sisters made final profession
- 1 tractor purchased for agricultural income generation
- Construction of new convent in Mwingi
- Continued TB and HIV outreach in underserved areas
- Ongoing catechetical, retreat and parish ministry

Images and testimonials from mission communities have been included throughout this section.

#### **A. Healthcare and Clinics (Mutito & Mulutu)**

Our dispensaries in Mutito and Mulutu continue to provide frontline health care to communities with limited or no other options. Services include:

- General outpatient treatment
- Maternal and child health support
- Health education
- Home visits and outreach clinics
- Comprehensive care clinics for people affected by HIV

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

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### Overseas Outreach

#### Our Mission in East Africa

##### A. Healthcare and Clinics (Mutito & Mulutu) (continued)

By March 2025, over 25,000 people in Mutito Health Centre and 18,000 in Mulutu accessed treatment. Cases of tuberculosis, HIV, and malnutrition remain high, particularly in remote areas. Through partnerships with the Kenyan Ministry of Health, the Diocese of Kitui and donors especially Miseen Cara, we deliver both care and health education, ensuring families are supported holistically.

##### *Quote from community member, Catherine:*

*"Without the Sisters, we would not be able to get medical care for ourselves and our children. They are our first and only clinic."*



Kwamuta outreach clinic home visit



We are grateful to God for having an increased number of inpatients and outpatients in our facility, as well as newborn babies. We thank Sr Nora Daly in a special way for bringing some crocheted clothes for the babies.

##### B. Education and Youth Training (Mwingi)

Education remains a pillar of our outreach. In Mwingi:

- Our kindergarten supports 92 young children with early education.
- 60 needy children get a daily meal to help them remain in other neighbouring public schools.
- An adjoining polytechnic offers tailoring, hairdressing, and other skills training to over 120 local youth and young mothers.
- Many graduates use these skills to find work or support their families through small enterprise.

The Mwingi community also hosts adult literacy and English classes — often attended by women who did not have access to formal schooling as children.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Overseas Outreach

#### Our Mission in East Africa

#### B. Education and Youth Training (Mwingi) (continued)



One of the Kindergarten classes with two teaches from Ireland.



FTFLC students and preparatory school kids during environmental day.

#### C. Women's Empowerment and Local Enterprise

We support income-generating projects as part of our vision for long-term sustainability. In Mwingi, a women's self-help group meets weekly for prayer, shared learning, and enterprise.

Activities include:

- Leatherwork and shoe repair
- Manufacturing and stitching sports balls
- Gardening and kitchen farming
- Small livestock rearing

#### ***Short story from student at the polytechnic:***

*"My name is Mwikali, and I grew up in a poor neighbourhood in Mwingi where life was a daily struggle. My mother did odd jobs to keep us alive, but at 17 I became pregnant, which made life even harder. In 2023, I was welcomed by the sisters into the FTFLC and trained in Food and Beverage. I earned my NITA Grade 3 qualification and was hired in the Centre's production unit because of my strong cooking and baking skills. Today, I earn an income that supports my child and have even started building a small house for my mum and me."*

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Overseas Outreach

#### Our Mission in East Africa

#### C. Women's Empowerment and Local Enterprise (continued)

The recent purchase of a tractor has strengthened local agriculture efforts and enabled Sisters and community members to produce food both for household use and local sale.

#### *Short story about income raised from crops or goods sold:*

*"My name is Mwendu, a 60-year-old woman from Mwingi. I live with my daughter, who gave birth while still in Primary school, and I care for her two children. When life became too difficult, I turned to the sisters for support, and they welcomed me into the women empowerment group. Through table banking and the seed money I received, I was able to buy a goat and start selling bananas at the market. These small steps have made a big difference, helping me feed the family and educate the children."*



Students attending the Catering class FTFLC.

Local women being trained on how to do grafting of Mango trees.



# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2025**

### **Overseas Outreach**

#### **Our Mission in East Africa**

##### **D. Pastoral and Spiritual Ministry**

Each of our missions is grounded in a rhythm of prayer, hospitality, and accompaniment. Sisters support parishes, visit homes and hospitals, and run catechetical programmes for children and adults.

##### **Examples include:**

- Sisters work and animate the Pontifical Missionary Children (PMC) in the parishes where they reside
- Sunday school and sacramental preparation
- Parish retreats and Scripture groups
- Bereavement support and home blessing
- Youth groups and faith formation

In Sirende and Ikutha, we continue to develop a new spiritual outreach hub, with building works underway for a convent and retreat space. The Sisters' presence there is already drawing interest from women discerning religious life and from local families seeking prayer and support.



Educating children to visit the sick and elderly and to understand the joy of giving.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

### YEAR ENDED 31 MARCH 2025

#### Overseas Outreach

#### Our Mission in East Africa

#### E. Formation and Local Vocations

*Quote from Mary:*

*"They are not just missionaries — they are our neighbours and our hope."*

We are committed to supporting local vocations through formation, education and accompaniment.

- In 2024 – Four Sisters made their final vows.
- In 2024 - 2025, 7 Kenyan Sisters made their first profession.
- Several women are currently in postulancy or novitiate.
- Vocations are accompanied locally, with oversight from the UK-based Formation Team.
- The Tanzanian mission is developing as a second African community.

This long-term investment in local leadership is central to our vision of sustainability.



122 women under the livelihood project in Ikutha getting tea during training sessions.

Huruvi (Tanzania):  
By utilising drip irrigation, water is conserved, whilst crop yield is maximized, thus helping to feed the poor and train them to improve their livelihoods.



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Overseas Outreach

#### Our Mission in East Africa

#### F. Governance, Oversight and Sustainability

We are deeply conscious of our responsibility to ensure transparency, good stewardship, and sustainable impact.

- Five UK-based Trustees also serve on the Kenyan-registered trusts and visit regularly, ensuring strong alignment.
- Funds are disbursed in instalments and tied to approved project budgets.
- Annual accounts, reports and narrative updates are reviewed by UK trustees.
- Local Sisters manage procurement, staffing and monitoring in line with project goals.
- Our Accounts are audited independently annually and report sent to UK Trustees and finance team.

Our aim is to build mission communities that are locally led, spiritually rooted, and less dependent on external funding. Through vocational formation, small-scale enterprise and active governance, our East African outreach is moving steadily toward long-term sustainability.

#### G. A Shared Mission of Hope

As we reflect on another year of joy and challenge, we give thanks for the resilience of our Sisters and the communities we walk alongside. Each clinic visit, lesson taught, field harvested, and prayer offered is part of our shared mission — to serve the poor with love, humility and hope.

#### ***Quote from Sister Cecilia:***

*"I find great joy in my mission as a sister working at Muluu Catholic Health Centre, where each day I witness the struggles of poor mothers from distant villages and feel blessed to help them access primary healthcare and live with hope."*

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Governance and Risk Management

#### A. Governance and Legal Structure

The Charity of the Poor Servants of the Mother of God is governed by a Trust Deed, most recently updated in 1957. It is a registered charity in England and Wales (No. 227931), and its corporate trustee is the Incorporated Trustees of the Poor Servants of the Mother of God. The Charity is regulated by the Charity Commission and operates in accordance with UK charity law.

##### Governance at a Glance

- **Legal structure:** Incorporated charity governed by Trust Deed
- **Regulator:** Charity Commission for England and Wales
- **Trustees:** Members of the Congregation, appointed by the Superior General
- **Meetings:** Monthly, with regular agenda of safeguarding, finance, mission and operations
- **Advisors:** External consultants support legal, financial, property, investment, and HR matters
- **Operations:** Day-to-day activity delegated to local service leaders and mission teams

#### B. Trustee Roles and Training

All Trustees are members of the Congregation and serve in a voluntary capacity. They bring to their roles deep familiarity with the mission and charism of the Charity, as well as significant lived experience in care, education, spiritual leadership, and management. No Trustee receives payment or personal benefit from their role.

Trustees receive regular updates on charity law, regulatory requirements, and best practice in governance. During the year, this included webinars, briefings, and legal updates on safeguarding, investment strategy, property management, and risk. Relevant reading is shared, and key topics are discussed at meetings. External advisors attend as needed to support complex or technical decisions.

##### *Quote from Trustee*

*"As Trustees, we have attended a number of webinars on the duties of Trustees and also on Safeguarding during the year. We found some challenging but on the whole they were most helpful.*

*We are also pleased to have engaged ARC to advise us on our investments. Their involvement and advice has been invaluable and gives us an extra sense of security with regard to our portfolios."*

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Governance and Risk Management

#### C. Oversight and Accountability

Trustees meet monthly, with formal minutes and agenda papers circulated in advance. Decisions are recorded and reviewed, and trustees receive regular narrative reports from those responsible for key areas (e.g. care services, property, finance, overseas missions). Trustees also review accounts, budgets, fundraising performance, and regulatory compliance throughout the year.

Specific decisions reviewed this year included:

- Oversight of overseas project funding and governance
- Safeguarding updates and risk register reviews
- Investment performance and ethical policy compliance
- Consideration of future planning for aging members of the Congregation
- Review and approval of staff pay, including pay arrangement of key management personnel , in line with policy and regulations

#### D. Risk Management and Internal Controls

The Trustees actively manage risk across all areas of the Charity's work. A central risk register is maintained and reviewed at least annually. Local risk assessments are conducted for each service and updated regularly. Where appropriate, external advisors or regulators (e.g. CQC) support risk identification and compliance.

#### Key Risks and Mitigation

Risk	Impact	Mitigation
Care compliance	CQC findings; reputational risk	Regular audits; staff training; policy reviews
Safeguarding	Harm to vulnerable people	CSSA policies; DBS checks; designated officers
Property condition	Legal liability; safety issues	Scheduled maintenance; external inspections
Financial volatility	Reserves pressure on individual units; sustainability	Investment oversight; conservative budgeting, able to sustain the deficits in individual units
Aging Sisters	Increased care needs	Investment allocation; service planning

The Trustees recognise that some level of risk is inherent in charitable work and seek to manage rather than eliminate risk. This is especially true in the context of international outreach and changing care sector demands. Where necessary, specialist advice is sought to ensure informed and balanced decision-making.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

### Governance and Risk Management

#### E. Safeguarding

Safeguarding remains a core priority of the Charity. Trustees follow the safeguarding policy and procedures of the Catholic Safeguarding Standards Agency (CSSA). All Trustees, staff and volunteers are subject to enhanced DBS checks and undergo regular safeguarding training.

The designated safeguarding officer oversees compliance and responds to concerns in accordance with both civil and ecclesial guidance. Regular safeguarding updates are presented at trustee meetings, and all services maintain up-to-date local safeguarding policies and procedures.

**Safeguarding officer** Elizabeth Bano

Email : [Elizabeth.bano@psmgs.org.uk](mailto:Elizabeth.bano@psmgs.org.uk)

### Financial Review

#### Overview

In 2024–2025, the Charity maintained stable operational income while navigating continuing volatility in the investment markets. Income from care services and returns from investments remained the primary funding streams, alongside donations, grants and other income. Operating expenditure increased in line with staffing and inflationary pressures across the health and social care sectors. With an overall increase in net funds, the Charity retains a strong financial position and remains committed to prudent long-term planning.

#### Financial Overview 2024–2025

Category	Amount £
<b>Total Income</b>	<b>24,009,238</b>
– Charitable Activities (Care Services)	16,390,427
– Charitable Activities (Supported Living, Retreat Centre Fees & Rent on properties let for charitable purposes)	1,066,163
– Investment Income	4,006,900
– Donations & Other Income	2,545,748
<b>Total Expenditure</b>	<b>20,195,854</b>
– Staff Costs	13,775,599
– Operational Costs	5,975,660
– Cost of Raising Funds	444,595
<b>Net Surplus (before investment gains)</b>	<b>3,813,384</b>
<b>Investment Gain</b>	<b>6,254,443</b>
<b>Net Movement in Funds</b>	<b>10,067,827</b>
<b>Total Funds Carried Forward</b>	<b>£173,756,916</b>

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2025**

#### **Financial Review**

##### **Income and Expenditure**

The Charity's largest income stream remains its charitable activity — particularly care services provided across the UK. This income is primarily derived from local authority funding, with some private fees and charitable support. Income from investments provided an important secondary stream, though returns were significantly impacted by market conditions during the year. The sale of property generated a significant amount of other income. Donations and legacy income, excluding property sale, remained stable reflecting continued support for the Charity's mission.

Operational expenditure decreased modestly, higher staffing costs are reflecting inflationary pressures and ongoing compliance requirements. The Trustees continue to monitor the balance between costs and service quality, ensuring that resources are used effectively in service of beneficiaries.

##### **Investment Performance and Ethical Policy**

Despite the volatility in global market, the Charity's investment portfolio experienced positive growth this year. Investment gains have been reinvested, demonstrating the Charity's continued ability to meet its short-term financial obligations. Trustees continue to adopt a long-term approach to investment, supported by professional advisors, and review performance regularly.

The Charity's investment policy prioritises both financial return and ethical responsibility.

##### **Ethical Investment Policy**

The Charity does not invest in companies whose activities conflict with its mission and values. These include businesses involved in:

- Weapons or armaments
- Environmental degradation
- Tobacco, pornography, or gambling
- Human rights violations or labour exploitation

Fund managers are required to apply these criteria, and portfolios are reviewed periodically for compliance and impact.

##### **Going Concern and Reserves**

The Trustees confirm that the Charity remains a going concern. Sufficient reserves are held to manage operational obligations and support future planning. The Charity's financial stability is underpinned by a diversified income base, including fee-based services, long-standing investments, and a prudent approach to expenditure.

The Charity maintains a reserves policy which is reviewed annually. Funds are allocated with consideration for future liabilities, including the care of aging members of the Congregation, property maintenance, and support for overseas missions.

The Trustees are confident that the Charity remains well placed to continue fulfilling its obligations and charitable objectives.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT

### YEAR ENDED 31 MARCH 2025

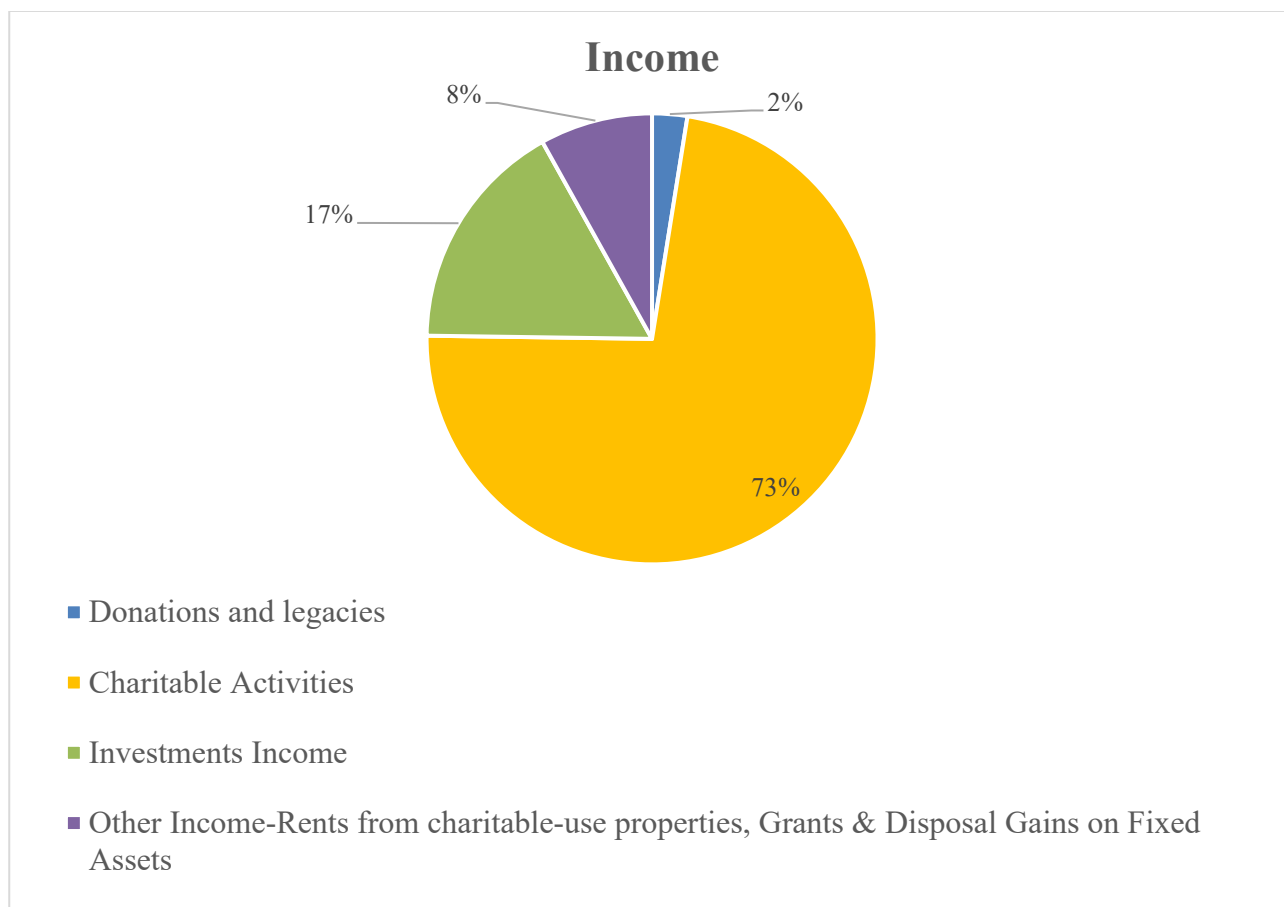
#### Future Outlook

The Trustees recognise the growing pressures in the external environment — including rising staff costs, increased demand for care services, and a constrained commissioning landscape. In response, the Charity will continue to:

- Monitor and adapt investment strategy
- Control core costs and maximise efficiency
- Review service models in light of long-term sustainability
- Prioritise ethical stewardship of all resources

As always, our financial decisions are guided not only by duty, but by mission — to serve those most in need, with integrity, care, and vision for the future.

#### Income Sources (2024-2025)



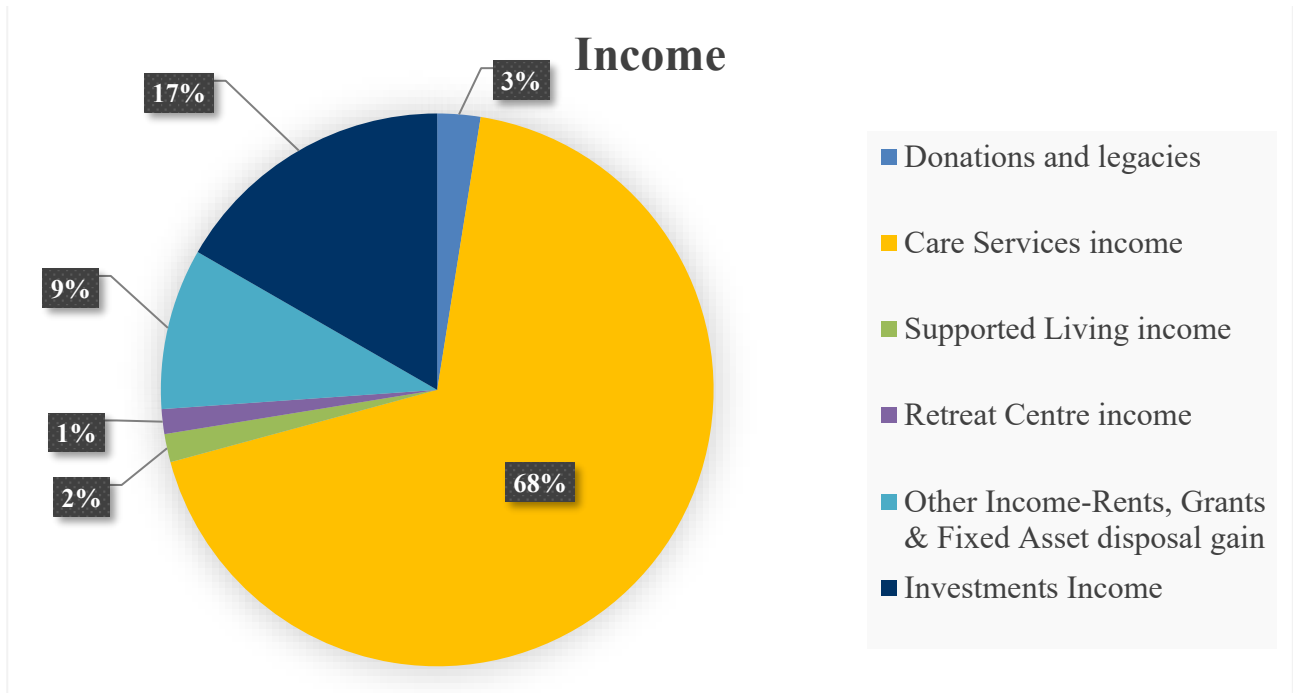
**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT**

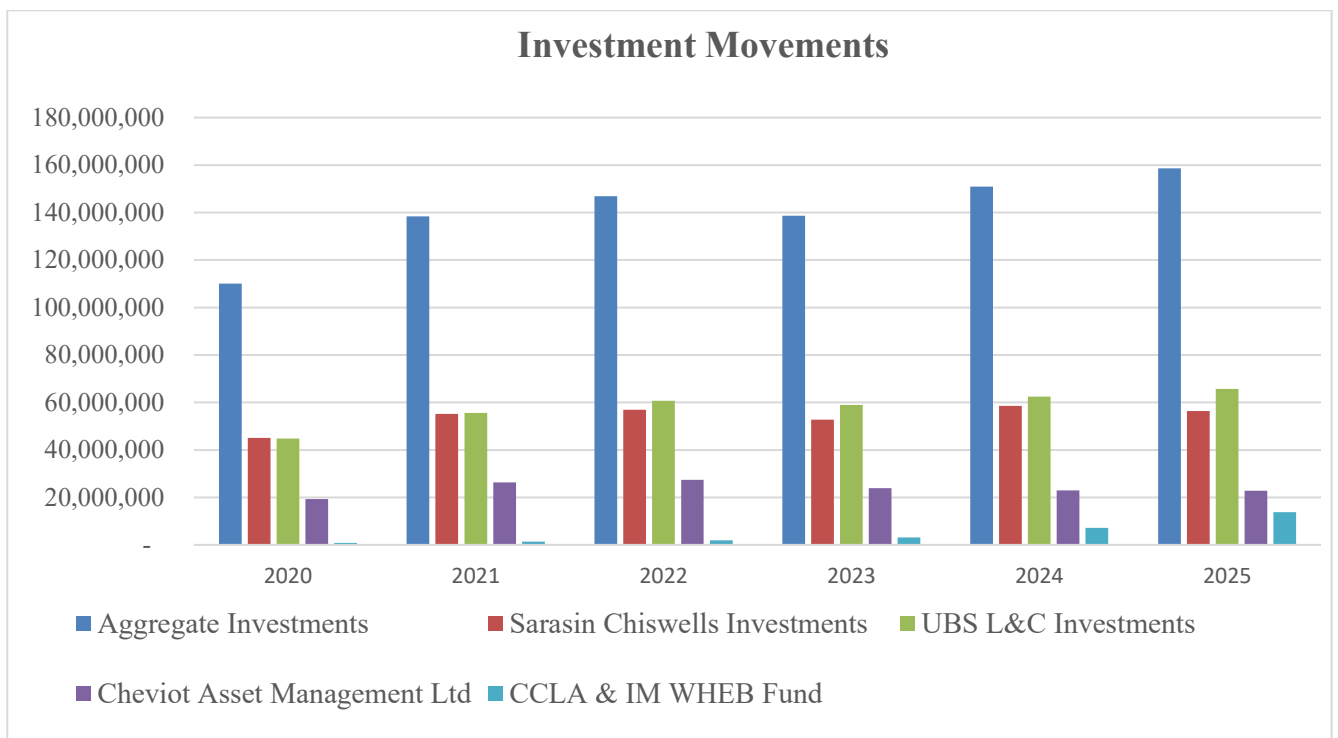
**YEAR ENDED 31 MARCH 2025**

**Future Outlook**

**Income Sources (2024-2025)**



**Bar graph of investment movement over time (2020 to 2025)**



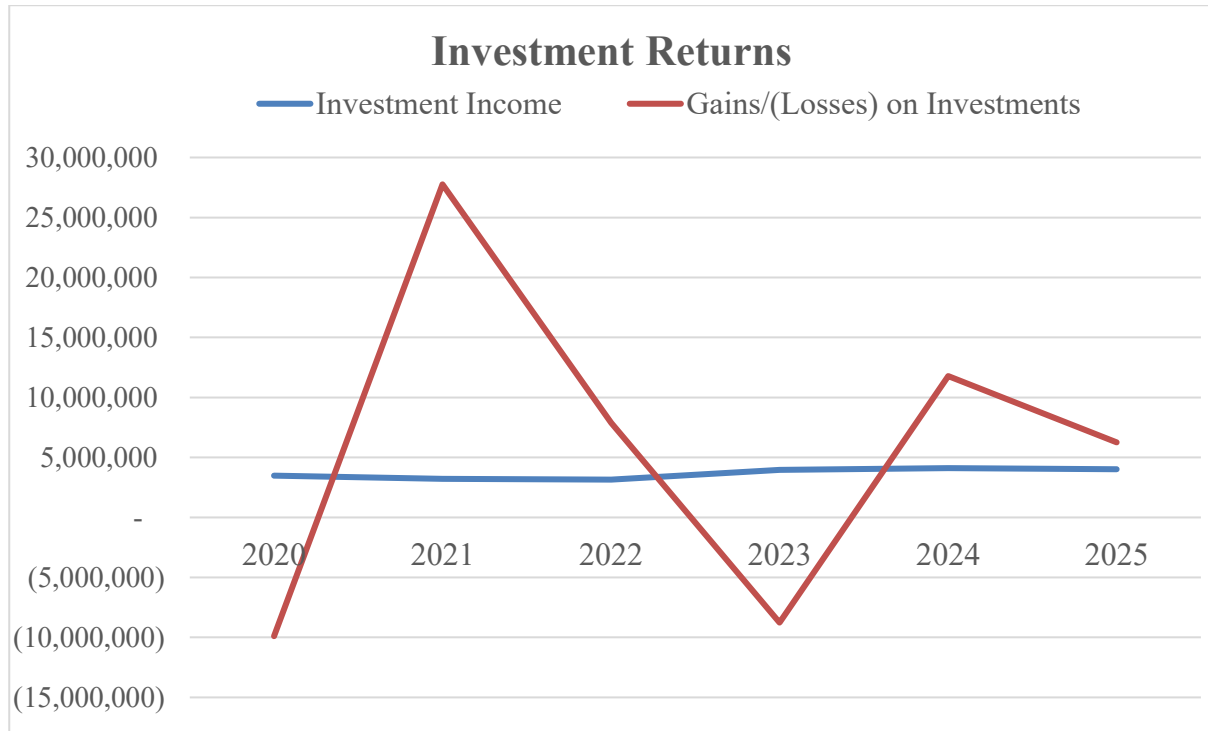
**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2025**

**Future Outlook**

**Graph of Investment Returns (2020 to 2025)**



# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2025**

#### **RESERVES POLICY**

At the year end the total funds of the Charity were £173.7m of which £143.7m were designated. Details are set out in Note 20 of the financial statements. Designations are as follows:

£84.4m is reserved for the care of the elderly members. The number of elderly and sick members continues to increase. Most of the frail elderly members are cared for in one of the homes operated by the Charity. The aim is to keep the members as active as possible through second and even third careers. Many do voluntary work in their local areas. The Trustees commissioned in 2022 an actuarial review of the long-term requirement for funds for the care of the elderly. This review had indicated that a fund of between £65m and £77m will be required for this purpose. This fund increased in value mainly due to investment gains in the year. Considering the continued volatility in investment markets and increasing cost of care, Trustees decided this Fund balance of £84.4m is prudent to maintain higher than the top range of actuarial review.

The trustees are mindful that a significant proportion of the Fund is represented by quoted investments which are, by nature, volatile and that the needs of members are also subject to constant change. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

£8.9m has been designated for development and upgrading of the services and accommodation facilities provided by the Charity for the next five to ten years. At the beginning of the financial year the fund value was £8.4m which increased with investment income less net outgoings and investment gains. Following an in-depth review of future plans and related costs by the Trustees decided a fund of £8.9m will be required for development expenditure both in the UK and overseas and transfers from general reserves will be made in coming periods.

£33.6m has been designated by the Trustees for relief of poverty and distress. At the beginning of the financial year the fund was valued at £31.8m. This increased over the year due to investment income, net of outgoings, and gains from investments. The trustees have reviewed their commitment to relief of poverty and distress and have decided to designate £33.6m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership, it is not possible for the Charity to provide direct support and with availability of finance resources it is considered the best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Trustees expect this to be a longer-term commitment, over ten years and have not placed any restrictions on use of income or capital. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

£7.0m is designated to provide funding for the overseas outreach programmes anticipated to occur in the next five years. Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. Overseas payments amounting to £443k with donations, investment income and net investment gains allocated to the fund in the amount of £504k. In view of the continuing commitment to Congregation's missions in Kenya and Tanzania, trustees decided to continue to maintain the fund at £7m and transfers were made to the general Fund of £61k. In Kenya and Tanzania, the provision of health care through dispensaries and clinics continues to be a challenge. Education is also a high priority. Members are being trained as teachers, nurses, laboratory technicians, social workers, and pharmacists. These skills and professional training are essential for the sustainability of our mission in these places. Trustees will continue to monitor the need for overseas support in Kenya and Tanzania and set the reserve in line with their commitment.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2025**

#### **RESERVES POLICY (continued)**

Just over £9.8m is designated to represent the net book value of the Charity's properties which cannot be realised without undermining the Charity's works.

The General Funds of the Charity at the year-end stood nearly at £30m. This represents almost 18 months' expenditure on the Charity's continuing activities. This is therefore in line with the levels stated in the Trustees' policy which is to hold between one- and two-years' expenditure in reserve. A reserve of between one- and two-years' expenditure is considered by the Trustees to be prudent.

Such "Free Reserves" are required to ensure that the Charity has sufficient cash resources to meet all its liabilities and commitments as they fall due. Also, with such a broad range of activities and a significant portfolio of properties, many of which are quite old, through which these activities are conducted, it is felt that a reasonable provision against contingencies is essential. In addition, a significant proportion of the Charity's reserves are represented by quoted investments which are needed for the income that they generate, particularly in view of the low level of interest rates, but the value of these is subject to quite volatile fluctuations in the current uncertain political and economic environment. Therefore, prudence dictates that a reasonable cushion is held against sudden dramatic falls in value.

The Trustees will continue to monitor the Charity's reserves levels.

#### **Looking Ahead: Strategic Priorities for 2025–2026**

As we reflect on the past year, the Trustees give thanks for the dedication of our Sisters, staff, volunteers, and partners, whose commitment sustained our work through both progress and challenge. Across care services, outreach, and international missions, the Charity continued to express the values of our foundress through practical love, spiritual accompaniment, and service to those in need.

Looking ahead, our priorities remain rooted in long-term sustainability, ethical stewardship, and deepened mission presence — both in the UK and overseas.

#### **A. Strengthening Care and Support**

- Maintain and improve occupancy levels and quality of life across remaining services.
- Monitor sector changes and respond to CQC updates with continuous improvement from all statutory bodies, enhancing relationships with local authorities and other external stakeholders.
- Continuing to build the reputation and demand for the Respite Service that is currently on offer at St Joseph's.
- We are constantly looking to improve the quality of the service we provide to all our users. We have complaints and whistleblowing policies and procedures which we monitor and keep under constant review.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2025**

#### **Looking Ahead: Strategic Priorities for 2025–2026 (continued)**

##### **B. Investing in People**

- Continue professional development across our care teams, including engagement with the apprenticeship services. A number of our staff have committed to courses ranging from level two to level 5 in care and support, leadership and Human Resources.
- Building on the 12 month Management Training Programme that Service Managers and Deputy Service Managers participated in, moving onto a Leadership Training Programme over the coming 12 months.
- Support Sisters in active ministry, formation and leadership, ensuring safe and supported communities.
- Advance long-term workforce planning and governance succession.
- The Trustees are committed to fostering a culture of equality, diversity and inclusion across all areas of the Charity's work.

##### **C. Expanding Pastoral and Spiritual Outreach**

- Grow capacity for retreats, individually guided retreats, spiritual direction at the Kairos Centre and other locations.
- Continue to develop the spiritual and pastoral provisions offered at the Kairos Centre.
- To develop new ways to increase presence e.g. using different digital and face-to-face opportunities.
- Deepen our presence in chaplaincy and parish life.
- Explore digital tools to support remote pastoral accompaniment, prayer and formation.

##### **D. Sustaining Overseas Missions**

- Support the completion of the Ikutha convent and community development.
- Complete the Charity's registration for the Tanzanian mission
- Strengthen formation pathways for Sisters in Kenya and Tanzania.
- Continue building local enterprise, healthcare and education projects that reduce long-term dependency.
- Maintain robust governance, financial oversight and mission alignment through close trustee collaboration.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT**

#### **YEAR ENDED 31 MARCH 2025**

#### **Looking Ahead: Strategic Priorities for 2025–2026 (continued)**

##### **E. Stewarding Resources and Financial Resilience**

- Continue careful oversight of income and expenditure in light of care sector pressures and inflation.
- Monitor investment portfolios in partnership with professional advisors, guided by our ethical investment framework.
- Review service models for sustainability, while maintaining care quality and access.
- The Charity remains committed to environmental stewardship, including improvements to energy efficiency, sustainable procurement, and reducing waste across our care homes and retreat centres.

##### **F. Fundraising Compliance Statement**

The Charity does not engage in public fundraising or use professional fundraising agencies, and has received no complaints related to fundraising during the year.

##### **Reflections and Hopes**

This year has reminded us of the enduring relevance of quiet, faithful presence in a world that often moves too fast. Our mission is not only to provide services, but to be companions to those who are overlooked, vulnerable, or in spiritual need. We are inspired by the resilience of our Sisters and the grace of those we serve.

###### ***Quote from Sister***

*"I feel humbled and very privileged to be so closely involved in the daily struggles and joys of the housebound and lovely people in my area"*

##### **Closing Message**

The Trustees remain united in their commitment to the Charity's founding vision: to serve with love, humility, and courage. With gratitude for the support of all who share in this mission — benefactors, local authorities, staff, families, and friends — we look forward to the year ahead in faith and hope.

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT (continued)**

**YEAR ENDED 31 MARCH 2025**

**Trustee Responsibilities**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We confirm that there is no audit information of which you as auditors are unaware, and that each trustee has taken steps to make themselves aware of any relevant information and to establish that you are aware of that information.

The Trustees appreciate the professionalism, dedication and commitment of their members, management personnel, staff, and advisers.

Approved by the Trustees on 24 November 2025 and signed as authorised on their behalf by

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Holmes  
Trustee

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD**

### **Opinion**

We have audited the financial statements of Poor Servants of the Mother of God for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of the charity's net movement in funds for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

### **Basis for opinion**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder. We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Independent auditor's report to the trustees of  
POOR SERVANTS OF THE MOTHER OF GOD (continued)**

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity; or
- sufficient and proper accounting records have not been kept; or
- the charity financial statements are not in agreement with the accounting records and returns;  
or

we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees for the financial statements**

As explained more fully in the trustees' responsibilities statement set out on page 32, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding regulations, care quality commission compliance, employment law and taxes and Charity law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and the Charities SORP.

**Independent auditor's report to the trustees of  
POOR SERVANTS OF THE MOTHER OF GOD (continued)**

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to recognition of income. Audit procedures performed by the engagement team included:

- Inspecting minutes of Trustees' meetings;
- Inspecting correspondence with regulators and tax authorities;
- Reviewing the latest Care Quality Commission (CQC) reports;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals including the control environment and purpose; and
- Challenging assumptions and judgements made by management in their critical accounting estimates. These related to depreciation charges.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including to those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more the compliance with a law or financial regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's trustees as a body for our audit work, for this report, or for the opinions we have formed.

HaysMac LLP  
Statutory Auditors  
10 Queen Street Place  
London  
EC4R 1AG

Date:

HaysMac LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**POOR SERVANTS OF THE MOTHER OF GOD**

**STATEMENT OF FINANCIAL ACTIVITIES**

**FOR THE YEAR ENDED 31 MARCH 2025**

		<b>Unrestricted Funds</b>	
		<b>2025</b>	<b>2024</b>
	<b>Notes</b>	<b>Total</b>	<b>Total</b>
		<b>£</b>	<b>£</b>
<b>Income from</b>			
Donations and legacies	1	<b>604,745</b>	664,193
Charitable Activities	2	<b>17,456,590</b>	15,855,194
Other charitable activities			
- Rents receivable from charitable-use properties temporarily surplus to operational requirements		<b>277,367</b>	200,398
Investments	3	<b>4,006,900</b>	4,112,223
Other			
- Gain on disposal of tangible fixed assets	4	<b>1,649,503</b>	3,081
- Grants received	4a	<b>14,133</b>	14,589
<b>Total Income</b>		<b>24,009,238</b>	20,849,678
<b>Expenditure on</b>			
Cost of raising funds			
- Investment management costs		<b>444,595</b>	368,098
Charitable activities	5	<b>19,751,259</b>	19,827,920
<b>Total expenditure</b>		<b>20,195,854</b>	20,196,018
<b>Net income/(expenditure) before gains/(losses) on investments</b>		<b>3,813,384</b>	653,660
Net gains/(losses) on investments		<b>6,196,396</b>	11,775,907
<b>Net movement in funds for the year</b>		<b>10,009,780</b>	12,429,567
Fund balances at 1 April 2024		<b>163,689,089</b>	151,259,522
<b>Fund balances at 31 MARCH 2025</b>		<b>£173,698,869</b>	£163,689,089

Included in the above figures is a £8,783 (2024: £30,695) restricted donation which has not been spent by 31 March 2025. During the year restricted donations of £500 were received. This has not been separately disclosed as a restricted fund at 31 March 2025 as this amount is immaterial in context of the overall funds of the Charity. The above figures exclude permanent endowment of £50 which accounts for the difference between the fund balances and the Balance Sheet total.

The notes on pages 42 to 52 form part of these financial statements.

# POOR SERVANTS OF THE MOTHER OF GOD

## BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
<b>Fixed Assets</b>			
Tangible assets	15	10,005,716	10,341,684
Investments	16	158,614,869	150,918,519
		<u>168,620,585</u>	<u>161,260,203</u>
<b>Current Assets</b>			
Debtors	17	1,455,598	1,422,328
Cash at bank and in hand		5,266,256	2,471,646
		<u>6,721,854</u>	<u>3,893,974</u>
<b>Creditors:</b>			
Amounts falling due within one year	18	(1,643,520)	(1,465,038)
<b>Net Current Assets</b>		<u>5,078,334</u>	<u>2,428,936</u>
<b>Net Assets</b>		<u><u>£173,698,919</u></u>	<u><u>£163,689,139</u></u>
<b>Funds</b>			
<b>Permanent Endowment Fund</b>	21	<u>50</u>	<u>50</u>
<b>Unrestricted Funds:</b>			
General Funds		29,995,053	26,720,481
Designated Funds	20	143,703,816	136,968,608
		<u>173,698,869</u>	<u>163,689,089</u>
		<u><u>£173,698,919</u></u>	<u><u>£163,689,139</u></u>

Approved by the Trustees on 24 November 2025 and signed as authorised on their behalf by:

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Holmes  
Trustee

The notes on pages 39 to 53 form part of these financial statements.

# POOR SERVANTS OF THE MOTHER OF GOD

## CASH FLOW STATEMENT

### FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
<b>Cash flows from Operating Activities</b>			
Net cash outflow from operating activities	A	(1,333,765)	(2,957,151)
<b>Cash flows from investing activities</b>			
Dividends and interest from investments		4,006,900	4,112,223
Payments to acquire tangible fixed assets		(34,974)	(62,799)
Receipts from sales of tangible fixed assets		1,656,403	68,999
Payments to acquire investments		(63,834,084)	(45,582,902)
Receipts from sales of investments		62,334,130	45,107,848
<b>Net cash provided by/(used in) investing activities</b>		<b>4,128,375</b>	<b>3,643,369</b>
<b>Change in cash and cash equivalents in year</b>		<b>2,794,610</b>	<b>686,218</b>
Cash and cash equivalents at 1 April 2023	B	2,471,646	1,785,428
Cash and cash equivalents at 31 March 2024	B	<b>£5,266,256</b>	<b>£2,471,646</b>

#### Notes to the Cash Flow Statement

##### A. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
<b>Net movement in funds (as per the Statement of Financial Activities)</b>	10,009,780	12,429,567
<b>Adjustments for</b>		
(Gains)/Losses on investments	(6,196,396)	(11,775,907)
Dividends and interest from investments	(4,006,900)	(4,112,223)
Depreciation	364,042	363,194
Gains on disposal of tangible fixed assets	(1,649,503)	(3,083)
Decrease/(Increase) in debtors	(33,270)	(15,304)
Increase/(Decrease) in creditors	178,482	156,605
<b>Net cash (used in) operating activities</b>	<b>(1,333,765)</b>	<b>(2,957,151)</b>

##### B. Analysis of cash and cash equivalents

Cash at bank and in hand	5,266,256	2,471,646
<b>Total cash and cash equivalents</b>	<b>£5,266,256</b>	<b>£2,471,646</b>

The charity has no debt therefore analysis of net debt is not required.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES**

#### **FOR THE YEAR ENDED 31 MARCH 2025**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

#### **Basis of preparation**

The financial statements have been prepared in accordance with all statutory requirements and with the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The accounts are presented in sterling and are rounded to the nearest pound.

#### **Critical accounting estimates and areas of judgement**

Preparation of the accounts requires the Trustees to make significant judgements and estimates. The items in the accounts where these judgements and estimates have been made include:

- estimating the economic useful life of tangible fixed assets.

#### **Assessment of going concern**

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these accounts. The Trustees have made this assessment in respect to a period no less than one year from the date of approval of these accounts.

Senior management with the Trustees continue to monitor the Charity's cash flow forecasts and financial performance of individual units. The Charity's improved net cash-generating capacity means that no withdrawal from its investment portfolios is planned for the year ending 31 March 2026. The Charity is in a fortunate position to be able to access the required financial resource should the need arise.

The Trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due. With access to Charity's investments if required to support cash flow requirements for the operations, Charity will continue to be a going concern in the foreseeable future. The most significant areas of judgement that affect items in the accounts are detailed above. With regard to the next accounting period and following financial year ending 31 March 2027, the most significant areas that affect the carrying value of the assets held by the charity are the level of investment return and the performance of the investment markets (see the investment policy and the risk management sections of the Trustees' Report for more information).

#### **Income recognition**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2025**

##### **Income recognition (continued)**

Income received in advance of the provision of care services service is deferred until the criteria for income recognition are met.

In accordance with the Charities SORP FRS102, volunteer time is not recognised.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### **Expenditure recognition and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds - these comprise fees paid in respect of fund management advice in relation to the charity's portfolio of quoted investments, which is managed under a discretionary management agreement.
- Expenditure on charitable activities – these include the costs of running the charity's Nursing and Care Homes and its Retreat Centres as well as all other costs associated with furthering the charitable purposes of the charity through the provision of its charitable activities. These costs comprise charitable grants and donations and direct and support costs in respect to the support of members of the Congregation and their ministry. It also includes governance costs.

Charitable grants and donations are made where the Trustees consider there is real need following a review of the details of each particular case and comprise single year payments rather than multi-year grants. Grants and donations are included in the statement of financial activities when approved for payment. Provision is made for grants and donations approved but unpaid at the period end.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### **Allocation of support and governance costs**

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development, financial procedures, provision of office services and equipment and a suitable working environment.

##### **Tangible fixed assets**

Individual fixed assets costing £5,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

	Annual rate
Freehold land	Nil
Freehold buildings	2%
Building improvements	10%
Plant and equipment	10 - 20%
Motor vehicles	25%

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2025**

##### **Financial Instruments and investments**

The charity only holds financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

##### **Investments**

Quoted investments are a form of basic financial instrument and are initially recognised at cost and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Gains or losses on investments are disclosed in the statement of financial activities as a combined figure for realised gains or losses from investment sales in the year (sale proceeds less market value last year) and unrealised gains or losses arising from the increase/decrease in value during the year of investments still held.

As noted above, the main form of financial risk to which the charity is exposed is that of the volatility in investment markets.

##### **Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

##### **Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Deposits for more than three months and up to one year have been disclosed as short-term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

##### **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

##### **Services provided by members of the Congregation**

For the purposes of these accounts, no value has been placed on administrative and other services provided by the members of the Congregation.

##### **Foreign currencies**

Assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at the date of the transaction. Exchange differences are taken into account in arriving at the net movement in funds.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2025**

##### **Funds**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

Restricted funds are held subject to donor imposed conditions and restricted to their use for the specific purpose.

Designated funds are monies set aside from the general funds and designated for specific purposes by the Trustees.

General funds are monies required for operating day-to-day activities of the Charity and to meet its charitable objectives.

##### **Leased assets**

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Leases are classified as finance leases whenever the terms of the lease transfer substantially all of the risks and rewards of ownership to the charity. Assets held under finance leases are recognised initially at the fair value of the leased assets (or, if lower, the present value of the minimum lease payments) at the inception of the lease. The corresponding liability to the lessor is recognised as a finance lease obligation. Lease payments are apportioned between finance charges and the reduction of the lease obligation using the effective interest method in order to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged to the statement of financial activities. Assets held under finance leases are capitalised and depreciated and assessed for impairment losses in the same way as owned assets.

##### **Pension contributions**

Charity operates a Group Personal Pension Scheme (GPPS); a defined contribution scheme. Another defined contribution scheme was set up to manage Auto-Enrolment (AE) in 2014 for employees who did not join the GPPS as required by the government regulations. Both schemes are defined contribution schemes, and the assets of the schemes are held separately from those of the Charity. The GPPS is no longer available to new joiners.

The rate of contribution by the charity as employer ranges from 4% to 20% for the GPPS and 3% for AE Pensions Plans. Employees may opt to make additional contributions.

Contributions are also made to the National Health Service Pension Scheme for a number of employees at one of the charity's nursing homes. For the purposes of complying with the relevant accounting standards, the Scheme is accounted for as a defined contribution scheme as the Home is not responsible for, or entitled to receive benefit from, any deficit or surplus on the scheme. Another home is required to make monthly payments to the Merseyside Pension Fund to help fund the pension liabilities of several former employees. Contributions are charged to the statement of financial activities as they are made.

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2025

1. DONATIONS AND LEGACIES	2025 £	2024 £
Salaries and pensions of individual religious members received under Gift Aid or deed of covenant	454,662	511,591
General donations and gifts	148,651	147,482
Legacies	1,432	5,120
	<u>£604,745</u>	<u>£664,193</u>
2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES	2025 £	2024 £
Care Services	16,390,427	14,709,020
Supported Living	396,630	389,335
Retreat Centre fees	348,268	408,681
	<u>17,135,325</u>	<u>15,507,036</u>
Rents on properties let for charitable purposes	321,265	348,158
	<u>£17,456,590</u>	<u>£15,855,194</u>
3. INVESTMENT INCOME	2025 £	2024 £
Bank deposit interest	73,454	16,303
Dividends and interest from quoted investment portfolio	3,933,446	4,095,920
	<u>£4,006,900</u>	<u>£4,112,223</u>
4. GAIN ON DISPOSAL OF TANGIBLE FIXED ASSETS	2025 £	2024 £
Properties	1,652,603	-
Other	(3,100)	3,081
	<u>£1,649,503</u>	<u>£3,081</u>

#### 4a. GRANTS RECEIVED

	Generalate £	Care Services £	Retreat Centre £	Total 2025 £	Total 2024 £
Covid-19 Infection Control Grant	-	-	-	-	14,589
Digital Records Management System Grant	-	14,133	-	14,133	-
	<u>£-</u>	<u>£14,133</u>	<u>£-</u>	<u>£14,133</u>	<u>£14,589</u>

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Care Services	Accommodation Services	Retreat Centre	Support of Sisters and their ministries	Overseas outreach	Total 2025	Total 2024
	£	£	£	£	£	£	£
Staff costs (including agency staff)	13,202,973	-	418,879	153,747	-	<b>13,775,599</b>	13,740,524
Depreciation	209,223	32,866	7,689	114,264	-	<b>364,042</b>	363,194
Other operational costs	890,654	184,156	155,693	647,310	-	<b>1,877,813</b>	1,579,583
Administrative Expenses	389,622	12,008	19,941	-	-	<b>421,571</b>	414,472
Grants to overseas Missions (note 7)	-	-	-	-	422,509	<b>422,509</b>	697,689
Care of elderly sisters	-	-	-	626,597	-	<b>626,597</b>	785,616
	<u>14,692,472</u>	<u>229,030</u>	<u>602,202</u>	<u>1,541,918</u>	<u>422,509</u>	<b><u>17,488,131</u></b>	<u>17,581,078</u>
Support costs (note 6)	1,545,249	24,088	63,335	162,168	44,436	<b>1,839,276</b>	1,845,554
Governance costs (note 6)	339,082	8,477	12,716	59,339	4,238	<b>423,852</b>	401,288
	<u>£16,576,803</u>	<u>£261,595</u>	<u>£678,253</u>	<u>£1,763,425</u>	<u>£471,183</u>	<b><u>£19,751,259</u></b>	<u>£19,827,920</u>
<b>Prior Year</b>							
	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2024	
	£	£	£	£	£	£	
Staff costs (including agency staff)	13,221,381	-	374,355	144,788	-	<b>13,740,524</b>	
Depreciation	209,223	32,866	7,689	113,416	-	<b>363,194</b>	
Other operational costs	764,128	190,930	132,735	491,790	-	<b>1,579,583</b>	
Administrative Expenses	380,557	13,107	20,808	-	-	<b>414,472</b>	
Grants to overseas missions	-	-	-	-	697,689	<b>697,689</b>	
Care of elderly sisters	-	-	-	785,616	-	<b>785,616</b>	
	<u>14,575,289</u>	<u>236,903</u>	<u>535,587</u>	<u>1,535,610</u>	<u>697,689</u>	<b><u>17,581,078</u></b>	
Support costs (note 6)	1,530,024	24,869	56,223	161,199	73,239	<b>1,845,554</b>	
Governance costs (note 6)	321,030	8,026	12,039	56,180	4,013	<b>401,288</b>	
	<u>£16,426,343</u>	<u>£269,798</u>	<u>£603,849</u>	<u>£1,752,989</u>	<u>£774,941</u>	<b><u>£19,827,920</u></b>	

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS	2025	2024
	£	£
Support costs comprise:		
Sisters' expenses	495,748	517,289
Establishment expenses	448,833	435,645
Administrative costs		
- Staff costs	315,308	308,261
- Other	569,830	564,866
Exchange losses/(gains)	9,557	19,493
	<u>1,839,276</u>	<u>1,845,554</u>
Governance costs:		
Staff costs	337,075	325,235
Audit fees	66,540	62,190
Other	20,237	13,863
	<u>423,852</u>	<u>401,288</u>
	<u>£2,263,128</u>	<u>£2,246,842</u>
<b>Allocation of Governance &amp; Support Costs</b>		
Care Services	1,884,331	1,851,054
Accommodation Services	32,565	32,895
Retreats	76,051	68,262
	<u>1,992,947</u>	<u>1,952,211</u>
Support of Sisters & their ministries	221,507	217,379
Overseas outreach	48,674	77,252
	<u>£2,263,128</u>	<u>£2,246,842</u>

### 7. OVERSEAS OUTREACH

The direct costs of Overseas Outreach include the payment of grants as follows:

	2025	2024
	£	£
Support of the Congregation's missions in:		
Kenya, Tanzania and Venezuela	<u>£422,509</u>	<u>£697,689</u>

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 8. SUMMARY ANALYSIS OF EXPENDITURE AND RELATED INCOME FOR CHARITABLE ACTIVITIES

##### Current Year

	Care Services £	Accommodation Services £	Retreat Centre £	Total 2025 £	Total 2024 £
Direct costs	14,692,472	229,030	602,202	15,523,704	15,347,779
Governance and support costs	1,884,331	32,565	76,051	1,992,947	1,952,211
	<u>16,576,803</u>	<u>261,595</u>	<u>678,253</u>	<u>17,516,651</u>	<u>17,299,990</u>
Fees and rents receivable	<u>16,390,427</u>	<u>396,630</u>	<u>348,268</u>	<u>17,135,325</u>	<u>15,507,036</u>
<b>Net income/(cost)</b>	<u>£(186,376)</u>	<u>£135,035</u>	<u>£(329,985)</u>	<u>£(381,326)</u>	<u>£(1,792,954)</u>

##### Prior Year

	Care Services £	Accommodation Services £	Retreat Centre £	Total 2024 £
Direct costs	14,575,289	236,903	535,587	15,347,779
Governance and support costs	1,851,054	32,895	68,262	1,952,211
	<u>16,426,343</u>	<u>269,798</u>	<u>603,849</u>	<u>17,299,990</u>
Fees and rents receivable	<u>14,709,020</u>	<u>389,335</u>	<u>408,681</u>	<u>15,507,036</u>
<b>Net income/(cost)</b>	<u>£(1,717,323)</u>	<u>£119,537</u>	<u>£(195,168)</u>	<u>£(1,792,954)</u>

#### 9. NET INCOME FOR THE YEAR

2025  
£

2024  
£

##### This is stated after charging:

Depreciation	364,042	363,194
Auditors' remuneration		
- Audit fees (including VAT)	66,540	62,190
Losses/(Gains) on currency conversion	9,557	19,493
	<u>364,042</u>	<u>363,194</u>

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

10. STAFF COSTS	2025	2024
	£	£
Staff costs during the year were as follows:		
Wages and salaries	11,367,222	11,373,719
Social security costs	1,029,451	992,696
Other pension costs	421,367	415,727
Agency staff	1,429,427	1,300,470
Other costs (including Apprenticeship Levy and recruitment costs)	162,634	190,163
Staff restructuring	17,881	101,245
	<u>£14,427,982</u>	<u>£14,374,020</u>

Staff restructuring costs comprise:

Redundancy and termination payments	<u>£17,881</u>	<u>£101,245</u>
-------------------------------------	----------------	-----------------

	2025	2024
	No.	No.
The number of employees whose emoluments exceeded £60,000 were:		
£60,001 - £70,000	1	3
£70,001 - £80,000	3	1
£90,001 - £100,000	-	1
£100,001 - £110,000	1	-
170,001 - £180,000	-	1
£180,001 - £190,000	1	-
	<u>1</u>	<u>6</u>

Employer contributions of £59,773 (2024: £44,749) were contributed to the employee Group Personal Pension Plan on behalf of the employees earning more than £60,000 (2023: £60,000)

The key management personnel of the charity in charge of directing, controlling and operating the charity on a day to day basis comprise the Trustees together with the following:

Director of Finance  
 Director of Operations  
 Associate Director of Operations  
 Human Resources Manager  
 Retreat Centre Manager

The total remuneration (including taxable benefits, employer's national insurance contributions and employer's pension contributions) of the five (2024:5) key management personnel for the year was £544,771 (2024:£512,149).

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

<b>11. STAFF NUMBERS</b>	<b>2025</b>	<b>2024</b>
	<b>No.</b>	<b>No.</b>
The average monthly head count of staff:		
Care Services	<b>404</b>	437
Retreats	<b>12</b>	13
Others	<b>39</b>	43
	<hr/> <b>455</b> <hr/>	<hr/> <b>493</b> <hr/>

### 12. PENSIONS

The charity operates a defined contribution Group Personal Pension Plan for its employees. The charity is not liable to finance any shortfall of funding and cannot benefit from over funding. Employer contributions payable into the scheme during the year were at a rate of between 4% and 20% of pensionable salary and members contributed between 0% and 7% of pensionable salary.

Employer contributions of £421,367 (2024: £415,727) were paid during the year. The amount outstanding at the year-end was Nil (2024: £35,536).

### 13. TRUSTEE REMUNERATION AND EXPENSES

The Trustees of the Charity are also members of the Congregation and as such have taken vows of poverty under which they have renounced all personal rights to income and capital. The Charity provides for the essential needs of all members of the Congregation.

The living costs of the 6 Trustees are therefore borne by the Charity.

As members of the Congregation, none of the Trustees have resources of their own. As well as all earnings, pensions and other income have been donated to the Charity under a Gift Aid compliant Deed of Covenant.

During the year, Trustees donated a total of £5,272 (2023: £5,826) which includes contributions made through individual pension receipts and other charitable donations.

### 14. TAXATION

As a registered charity the Poor Servants of the Mother of God is not liable to income tax or corporation tax on income or gains derived from its charitable activities, as they fall within the various exemptions available to registered charities.

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 15. TANGIBLE FIXED ASSETS

	Freehold land and Buildings £	Plant and Equipment £	Motor Vehicles £	Total £
<b>COST</b>				
At 1 April 2024	18,847,373	302,293	267,227	19,416,893
Additions	-	34,974	-	34,974
Assets written off	-	-	-	-
Disposals in year	-	-	(23,566)	(23,566)
	<u>18,847,373</u>	<u>337,267</u>	<u>243,661</u>	<u>19,428,301</u>
<b>DEPRECIATION</b>				
At 1 April 2024	8,725,351	91,541	258,317	9,075,209
Charge for year	300,822	61,220	2,000	364,042
Released on assets write off	-	-	-	-
Disposals in year	-	-	(16,666)	(16,666)
	<u>9,026,173</u>	<u>152,761</u>	<u>243,651</u>	<u>9,422,585</u>
<b>NET BOOK VALUE</b>				
<b>At 31 March 2025</b>	<u><b>£9,821,200</b></u>	<u><b>£184,506</b></u>	<u><b>£10</b></u>	<u><b>£10,005,716</b></u>
At 31 March 2024	<u>£10,122,022</u>	<u>£210,752</u>	<u>£8,910</u>	<u>£10,341,684</u>

Apart from a small proportion of excess accommodation, which is let, and minimal use for management and administrative purposes, all fixed assets are held for charitable purposes.

Three Voluntary Aided School properties registered in the names of the trustees are not included in fixed assets. All these schools were formerly run by the Congregation but the two Voluntary Aided Schools, at Banstead and Amersham, have been handed over to Roman Catholic Dioceses on long term leases, and the third, at Chippenham has been leased to the governors. As all rights and obligations in respect of these properties have effectively been transferred from the Charity, the Trustees consider their ownership to be in the nature of custodianship of the assets and they have, therefore, not been capitalised. The total insurance value of these schools is approximately £5m.

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 16. INVESTMENTS

	2025		2024	
	£	£	£	£
Value 1 April 2024		<b>£150,918,519</b>		138,667,558
Additions during the year		<b>63,834,084</b>		45,582,902
Disposals				
Proceeds	<b>(62,334,130)</b>		(52,059,421)	
Realised gains / (losses)	<b>1,634,958</b>		(2,980,675)	
		<b>(60,699,172)</b>		(45,690,036)
Revaluations		<b>4,561,438</b>		12,358,095
Value at 31 March 2025		<b>£158,614,869</b>		£150,918,519
			<b>2025</b>	<b>2024</b>
			£	£
Listed on a UK Stock Exchange				
- Fixed interest stocks			<b>20,657,413</b>	23,139,472
- Equities and Unit Trusts			<b>131,507,795</b>	124,938,239
Portfolio bank accounts			<b>6,449,481</b>	2,840,808
Total			<b>£158,614,869</b>	£150,918,519

All investments (other than cash and deferred annuity contracts) are quoted on a recognised UK Stock Exchange or are valued by reference to investments listed on a recognised Stock Exchange.

Included in the above investments none represented more than 5% of the total value of investments.

#### 17. DEBTORS

	2025	2024
	£	£
Fees receivable	<b>945,428</b>	991,552
Prepayments and other debtors	<b>510,170</b>	430,776
Total	<b>£1,455,598</b>	£1,422,328

#### 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Taxation and Social Security	<b>250,242</b>	230,793
Other creditors and accruals	<b>1,393,278</b>	1,234,245
Total	<b>£1,643,520</b>	£1,465,038

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2025 £</b>
<b>Endowment Fund</b>	-	-	50	-	<b>50</b>
<b>General Funds</b>	184,516	24,732,253	6,721,804	(1,643,520)	<b>29,995,053</b>
<b>Designated Funds (note 20)</b>					
Properties Fund	9,821,200	-	-	-	<b>9,821,200</b>
Retirement Fund	-	84,377,296	-	-	<b>84,377,296</b>
Development Fund	-	8,894,338	-	-	<b>8,894,338</b>
Relief of Poverty & Distress Fund	-	33,610,982	-	-	<b>33,610,982</b>
Overseas Outreach Fund	-	7,000,000	-	-	<b>7,000,000</b>
	9,821,200	133,882,616	-	-	<b>143,703,816</b>
<b>Total Net Assets</b>	<b>£10,005,716</b>	<b>£158,614,869</b>	<b>£6,721,854</b>	<b>£(1,643,520)</b>	<b>£173,698,919</b>
Unrealised gains included above at 31 March 2025	£-	<b>£16,272,146</b>	£-	£-	<b>£16,272,146</b>
<b>Prior Year</b>	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2024 £</b>
<b>Endowment Fund</b>	-	-	50	-	<b>50</b>
<b>General Funds</b>	219,662	24,071,933	3,893,924	(1,465,038)	<b>26,720,481</b>
<b>Designated Funds (note 20)</b>					
Properties Fund	10,122,022	-	-	-	<b>10,122,022</b>
Retirement Fund	-	79,733,655	-	-	<b>79,733,655</b>
Development Fund	-	8,357,963	-	-	<b>8,357,963</b>
Relief of Poverty & Distress Fund	-	31,754,968	-	-	<b>31,754,968</b>
Overseas Outreach Fund	-	7,000,000	-	-	<b>7,000,000</b>
	10,122,022	126,846,586	-	-	<b>136,968,608</b>
<b>Total Net Assets</b>	<b>£10,341,684</b>	<b>£150,918,519</b>	<b>£3,893,974</b>	<b>£(1,465,038)</b>	<b>£163,689,139</b>
Unrealised gains included above at 31 March 2024	£-	<b>£18,792,805</b>	£-	£-	<b>£18,792,805</b>

# POOR SERVANTS OF THE MOTHER OF GOD

## NOTES TO THE FINANCIAL STATEMENTS (Continued)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 20. DESIGNATED FUNDS

##### Analysis of Movements

	Balance at 1 April 2024 £	Net Income and Gains/Losses £	Transfers £	Balance at 31 March 2025 £
Properties Fund	10,122,022	(300,822)	-	9,821,200
Retirement Fund	79,733,655	4,643,641	-	84,377,296
Development Fund	8,357,963	536,375	-	8,894,338
Relief of Poverty & Distress Fund	31,754,968	1,856,014	-	33,610,982
Overseas Outreach Fund	7,000,000	57,875	(57,875)	7,000,000
	<b>£136,968,608</b>	<b>£6,793,083</b>	<b>£(57,875)</b>	<b>£143,703,816</b>

##### Prior Year

	Balance at 1 April 2023 £	Net Income and Gains/Losses £	Transfers £	Balance at 31 March 2024 £
Properties Fund	10,484,494	(362,472)	-	10,122,022
Retirement Fund	72,292,022	7,441,633	-	79,733,655
Development Fund	7,517,471	840,492	-	8,357,963
Relief of Poverty & Distress Fund	28,714,154	3,040,814	-	31,754,968
Overseas Outreach Fund	7,000,000	175,532	(175,532)	7,000,000
	<b>£126,008,141</b>	<b>£11,135,999</b>	<b>£(175,532)</b>	<b>£136,968,608</b>

##### Properties Fund

The charity has a number of properties which are used to fulfil its charitable objectives. These properties although they are unrestricted assets, cannot be realised without undermining the charity's work and reflect the investment in properties held to further the charitable work undertaken. Transfers are made as appropriate to reflect the net change in properties arising from acquisitions and/or disposals.

##### Retirement Fund

A fund has been designated in respect of the charity's commitment to provide for the retirement and care, in old age and sickness, of the Congregation's members. Lump sums received and transfers from general funds are credited to this fund together with the income and capital growth/decline arising from designated investments. A review of the Congregation's membership has indicated that a fund in the region of £65m and £77m would be required to finance the Charity's commitment to provide care for its elderly members after taking account of their occupational pension rights. During the year, the fund received investment income less portfolio management charges and investment valuation losses. Considering the continued volatility in investment markets and increasing cost of care, Trustees decided this Fund balance of £84.4m is prudent to maintain higher than the top range of actuarial review. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **NOTES TO THE FINANCIAL STATEMENTS (Continued)**

### **FOR THE YEAR ENDED 31 MARCH 2025**

#### **20 DESIGNATED FUNDS (continue)**

##### **Development Fund**

The trustees reviewed the requirement for development of Charity's accommodation including social and healthcare facilities. During the year the fund gained £193k from investment income net of portfolio management fees and from investment gains of £346k increasing the designation to £8.9m. The Trustees believe £8.4m fund for the development of social and health care facilities will be sufficient for the next five to six years. The trustees will keep this designation under review and will adjust the designation to meet future needs.

##### **Relief of Poverty and Distress**

The trustees have reviewed their commitment to relief of poverty and distress and have decided to increase designation to £33.6m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership and availability of resources to support people in poverty and distress it is considered best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Net income in the Fund including the investment gains in the year amounted to £1.9m. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

##### **Overseas Outreach Fund**

Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. The trustees have designated £7m for this fund. Overseas payments amounting to £443k were expended on Sisters living costs, running of clinics, dispensaries, ambulance service, education and food for local communities (including feeding street children) and relief of famine caused by climate change (Trustees report page 14 to 22 details Overseas Outreach support activities). Net gains of £60.6k after donations, investment income and investment gains were incurred during the year and same amount was transferred to General Fund to maintain the balance of this fund to £7m. The trustees will keep this designation under review and will adjust the designation to meet future needs.

#### **21. PERMANENT ENDOWMENT FUND**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

#### **22. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year (2024: None).

**POOR SERVANTS OF THE MOTHER OF GOD**

England & Wales - Charity number 227931

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# Accounts

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**POOR SERVANTS OF THE MOTHER OF GOD**

**(Registered Charity No: 227931)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED**

**31 MARCH 2024**

# **POOR SERVANTS OF THE MOTHER OF GOD**

**YEAR ENDED 31 MARCH 2024**

## **REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	Sr Margaret Cashman Sr Margaret Herlihy Sr Mary Holmes Sr Mary Whelan Sr Juliana Munanie Syengo
<b>Bursar General</b>	Sr Margaret Herlihy
<b>Principal Office</b>	Maryfield Convent Mount Angelus Road London SW15 4JA
<b>Website</b>	<a href="http://www.poorservants.com">www.poorservants.com</a>
<b>Charity Registration No</b>	227931
<b>Auditors</b>	HaysMac LLP 10 Queen Street Place London, EC4R 1AG
<b>Solicitors</b>	Stone King 13 Queen Square Bath BA1 2HG
<b>Principal Bankers</b>	Royal Bank of Scotland plc 250 Bishopsgate London EC2M 4AA
<b>Investment Managers</b>	Quilter Cheviot Investment Management Senator House 85 Queen Victoria Street London EC4V 4AB  Sarasin & Partners 100 St Paul's Churchyard London EC4M 8BU  UBS Wealth Management 5 Broadgate, London EC2M 2AN  CCLA One Angel Lane London EC4R 3AB
<b>Estates Manager</b>	Burnet Ware & Graves Chartered Surveyors 13 Half Moon Lane London SE24 9JU

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2024**

The Trustees present this report of the Charity of the Poor Servants of the Mother of God for the year ended 31st March 2024.

#### **INTRODUCTION**

The Congregation of the Poor Servants of the Mother of God is an international religious order. It supports 160 Sisters worldwide. It was founded in London in 1869 by Frances Margaret Taylor. The Congregation is divided into areas, USA, Ireland, Rome, Kenya, Tanzania and the United Kingdom.

The Congregation's Charity, Poor Servants of the Mother of God, is registered with the Charity Commission for England and Wales under the number 227931. It is the vehicle through which the charitable activities of the Congregation in the UK are conducted and in which its UK assets are held. The governing instrument of the Charity is a Trust Deed dated 5th April 1957. Incorporated trustee status was granted on 2 July 1971.

In 1994 permission was granted by the Charity Commission to use "Frances Taylor Foundation" (FTF) as a business name for the social, health and pastoral care services of the Charity. FTF is not a legal entity in its own right.

#### **MISSION**

The Charity's four main aims as set out in its governing document are:

The furtherance of the religious and other charitable works of the order.

The relief of poverty and distress.

The advancement of the Roman Catholic religion.

The advancement of religious and secular education.

The Charity aims to support as many people as possible through the works and ministries carried out by the members of the Congregation and their collaborators across the world. By caring for members of the Congregation, the Charity aims to enable the Sisters to live out their faith and to put it into practice through a wide variety of charitable works. The Trustees have carefully considered the Charity Commission's guidance on public benefit, especially the supplementary guidance on the advancement of Religion and have accordingly planned the areas of involvement especially by the Sisters. The works of the Charity, all of which benefit numerous members of the general public, fall into the following main areas:

#### **Operation of Care Services**

During the year the Charity continued to own and operate one care home for the elderly in the London area. The home provides excellent care for the general public as well as for members of the Congregation. This unit is registered for nursing and residential care and has 39 beds. The reports on the nursing home are a clear testament to the commitment of the Charity to respecting the dignity of all people, especially those who are vulnerable. The home gives access to care to those who are supported by various Boroughs through income support schemes.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **Operation of Care Services (continued)**

The Charity also owns and operates care homes for people with learning disabilities and other care and support needs as follows:

##### Greater London

- St Raphael's Services, Brentford
- Two houses in Streatham: Woodbourne Avenue and Tooting Bec Gardens
- Laverstoke Gardens, Roehampton
- St Mary's High Street, Roehampton

##### Brighton

- Marina, Lansdowne Road

##### Merseyside

- St Joseph's Adult Service, in Freshfield, Formby.

Other care and support services provided for people with learning disabilities and other care and support needs are:

##### Greater London

- Day activities based in St. Mary's Home, Roehampton

##### Brighton and Hove

- Home & Community Support until April 2022
- Extra Care Facility at St Anne's Apartments in Hove

##### Merseyside

- Fernley Resource Centre, Freshfield, Formby
- Liverpool Adult Services – supported living
- Sefton Supported Living Service, Lincoln Road

All services aim to provide an excellent level of care and are open to all, irrespective of faith, ethnic background, or ability to pay. All care homes and their staff have experienced difficult times during the pandemic. Vacancies continue to be difficult to fill, with the increasing cost base. Recruitment of staff has improved; however, sickness absences remain significantly above pre-pandemic level.

#### **Social and Pastoral work**

Many members of the Congregation are involved in various forms of social and pastoral work, including care of the elderly and people with special needs, family support, chaplaincy work in hospitals and prison visiting, work with the homeless and the marginalised, catechetical work and pastoral visiting in parishes. Social and pastoral works carried out by the members are unremunerated. The social and pastoral work has resumed in person and also carried out virtually through various mediums and traditional telephone and text.

#### **Worship and prayer**

Members of the Congregation are given the opportunity to take part in private worship and prayer and to avail of study and development in the knowledge of their faith. Members of the Congregation pray with members of the wider local community and are available to listen especially in difficult times. Members are also involved in giving retreats and the celebration of the liturgy through prayer groups and church services for various religious dominations. Worship has mainly resumed in person and members who are not able to attend in person continue to participate virtually.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **Operation of Prayer and Retreat Centres and Chapels**

The Charity provides places for quiet reflection, prayer, and spiritual development, which are open to all denominations. Where there is a financial contribution structure in place for retreats, inability to contribute financially does not prohibit participation. The Charity owns and manages prayer and retreat centres: Kairos in Roehampton and St Joseph's Prayer Centre near Formby, Liverpool.

St. Joseph's aims to offer hospitality and spirituality in a prayerful and peaceful environment. Situated adjacent to National Trust woodland and to Formby beach, it provides an oasis of quiet harmony and peace to individuals and groups.

Individuals of different religious beliefs, sisters, clergy and laity enjoy contemplative space, spiritual direction, retreats and workshops.

Groups, use the facilities for ongoing training, review, renewal, sharing of ideas and ideals. Among these are Religious Sisters, Parish groups, lay organisations, professional groups. Our diary shows that many of these renew bookings on a monthly or annual basis. Happily, some new groups are also discovering our existence and are using our facilities. Our weekends are our busiest times. More than 85% have been fully booked during the past year. We are also receiving bookings into the year ahead.

On weekdays many local schools, primary and secondary, use our facilities to offer an "away experience" to students. College students from Liverpool have also enjoyed some time here.

The Centre aims to operate on a sustainable basis, but those who need assistance are never refused. Since the Prayer Centre shares the ground-space with St. Joseph's Nursing Home which cares for people with profound disability, many guests are also very touched to see this expression of practical personal care provided here.

Activities in the Kairos Centre have resumed although not yet reached to pre-pandemic level. Kairos Centre participants are local and national groups, as well as individuals who also come and spend time in the quiet areas of the house and gardens. These facilities are open to:

- People of all faiths and none who wish to have time apart for retreat, reflection, study, and quiet time.
- Local Groups for meetings, training or conferences are supported by providing meeting spaces on a donation or gratis basis – including our own PSMG/FTF services for training as the Charity has many units in the UK. Other organisations including Roehampton Forum, the neighbourhood police team, Al-Anon, Alcoholics Anonymous, the Catenian Association, Justice & Peace groups, Catholic school & parish groups, and local community groups,
- Between 1st April 2023 and 31st March 2024, 3,793 (2023: 3,678) rooms were booked at the Kairos Centre, equating to an occupancy rate of 41.0% for the year. A total of 4,008 (2023: 3,787) overnight guests stayed at the Centre as a few of the rooms are multi occupancy rooms.
- Between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024, there were 10 residential retreats of which 9 were Preached Retreats and attended by 170 guests. The remaining retreat was an Individually Guided Retreat, attended by 11 retreatants overall. We continue to be mindful of the popularity of these retreats amongst religious communities on the one hand and the natural occurrence of ageing populations and deaths within this cohort on the other.
- A total of 149 (2023: 67) people came for Quiet Days and 22 (2023: 56) individual sessions of Spiritual Direction were delivered. These sessions were executed by one of the Spiritual Director Team.
- In January 2024, Kairos hosted biggest day group booking (120 staff from a School Academy in London used Kairos for an off-site Ethos Day) and this was very well received.
- In March 2024, a gathering took place to meet with current and prospective Spiritual Directors with a focus on expanding the Kairos team and provision.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **Operation of Prayer and Retreat Centres and Chapels (continued)**

- A Questionnaires continued to be a key tool in evaluating the retreats (preached and individually guided retreats (IGR)) that were hosted at Kairos. For example, following the Advent Triduum (9th -13th December 2023), of the 9 questionnaires that were returned, 100% gave excellent/good ratings for all aspects of the Retreat and Kairos Centre provision. Notable positive comments ranged from feedback on the catering offering and the facilities, to the atmosphere of the Centre and the welcome of staff. More specifically, whilst one retreatant stated "Kairos is a place of its own. The welcome, care and facilities are out of this world. Thank you", another retreatant wrote "There was a lot that was very helpful. The welcoming atmosphere throughout the 3 plus days. The staff were so lovely, kind, courteous and also very welcoming. The sisters were so hospitable and helpful in every way."
- Kairos was used to host an internal management training programme facilitated by WorkNest. Managers and Service Managers from within PSMG and Frances Taylor Foundation participated in this course.

#### **New developments since last year in Kairos**

Following an inspection by the Environmental Health Officer in May 2023, we were delighted to maintain the top hygiene rating of 5.

With regards to new building works, extensive decoration work was undertaken in the Bungalow, the Kitchen underwent significant modernisation with the installation of stainless-steel worktop and shelving and there was fitting of new skylights on the first floor of the main house. A new washing machine was purchased to replace an old one for the Housekeeping Team.

All staff working as part of the Bookings Team, on Reception or in a managerial role were trained and/or had training updates on Rezlynx software to enhance the overall booking service and function. In the final months of 2023, initial meetings in relation to the creation of a new website for the Kairos Centre commenced. There is currently no Zoom provision in place and this is under consideration.

Between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024, 2 members of staff failed their respective probation periods and subsequently left Kairos. These staff came from the Kitchen and Maintenance departments. More importantly, 5 staff members from the following areas:- Kitchen, Housekeeping and Bookings successfully completed their Probationary periods. The new Director also passed probation and was offered the full-time position. Whilst one of the Housekeeping team had their contract extended from 18 hours a week to 25, another member of the Department was given full time hours.

In August 2023, we were delighted to welcome another PSMG sister from Kenya who worked full time on the Bookings Team and at Reception. She continued to work in this role until July 2024.

#### **Interesting Activities**

On a weekly basis, the Kairos Centre continues to be used as a dedicated space for AA meetings.

Our convent in Swindon, Wiltshire offered a facility for prayer and reflection used by local parish groups for meetings and prayer. This convent was closed as Sisters were not able to continue to maintain the facility and is now leased to the Medaille Trust, a charity supporting those in risk of human trafficking.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **Operation of Schools**

The Charity works in collaboration with the Roman Catholic Dioceses of Arundel & Brighton and Northampton to whom it has leased the primary schools at peppercorn rents. St. Mary's RC School in Chippenham was previously leased to the Governors was transferred to the Roman Catholic Diocese of Clifton for the property to be used as a Catholic non fee paying School.

All three schools provide an excellent education for the children of the local community. Members of the Charity or their representatives are active members of the Board of Governors of these schools.

#### **Overseas outreach**

The Charity is involved in working in health care, education, retreat and social work in Rome, USA, Kenya, Tanzania, and Venezuela. In Venezuela support by means of donations is only through the other similar UK based charitable organisations who also have presence in Venezuela.

#### **PUBLIC BENEFIT**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing the Charity's aims and objectives and in their planning for future activities. The Trustees have undertaken training on Public Benefit and in particular on the requirements placed on Religious Charities. Particular consideration has been given by the Trustees to the impact of planned activities on the aims and objectives which have been agreed.

The underpinning values of the Charity and the Religious Congregation as set out in the Trust Deed are based on Catholic Christian principles and Gospel values of respect for the dignity of every human being, hospitality and welcome to all. The main areas in which the Charity generates public benefit are set out below.

#### **Care Services**

The importance of respect, dignity, hospitality, and welcome is recognised in all the service provision which is carried out on behalf of the Charity in nursing care, residential and other care, and support needs. Admission of residents is based on assessment of their care needs and the ability of the service to provide the level of care needed by the resident. The services welcome residents regardless of background, faiths, cultures and gender. We aim to keep our fees at levels which enable us to support the long-term future of the services. In cases of financial hardship, we assist with fees. (See Activities, Objectives, Policies and Strategies on page 12 onwards)

During the year twelve social care services were operated by the Charity are registered with the Care Quality Commission (CQC). Two Streatham Services were closed in January 2024 and has been de-registered with CQC. CQC inspects services in detail, and rates them as Inadequate, Requires Improvements, Good or Outstanding – the latter rating being relatively rarely used. All of our care services have Good CQC rating.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2024**

#### **PUBLIC BENEFIT (continued)**

##### **Sisters and their work in the local areas**

The Sisters in the Charity have been working on a voluntary basis for and with the poor for over 150 years. Pastoral and outreach work brings the Sisters into daily contact with many people in need. The number of those in need has increased due to the economic situation and the rising costs of basic necessities. The Sisters are acutely conscious of the large number of people who have come to the UK from EU and other countries and are living on the margins of society. Some have secured employment in the past but quite frequently they have been made redundant or have had their hours of work reduced. The advent of new technologies has impacted on employment in many companies. Through the Sisters' presence and response, they bring both spiritual and practical pastoral support to those who may be poor, homeless, in prison, sick, alone, elderly or in need of education.

In many of the houses of the Charity the chapel space is made available for daily callers for prayer and quiet reflection.

On average 60 people visit St Mary's Roehampton Convent chapel each week for prayer services and/or reflection. The Chapel at Taylorville is open each day to the local community from 7.30am to 8.00 pm for prayer, reflection, and the friendly chat. Brentford Chapel is available to all on the site as well as to the Parishioners.

##### **Education**

We have leased two Voluntary Aided primary schools to third party Roman Catholic organisations. This involves provision of land and buildings at low rents. In addition, members of the Congregation serve on these schools' boards of governors on a voluntary basis and a number of Sisters work in collaboration with other agencies providing adult education to the most vulnerable members of society. The project, set up in collaboration with the St. John of God Hospitaller Charity, for the support and education of migrant workers is progressing. The 5<sup>th</sup> Floor of the building is being used by the project to care for and to help rehabilitate those suffering from tuberculosis. This project has been very successful and is continuing. All available space within the house has been successfully converted into accommodation.

##### **Overseas Outreach**

The Charity supports the Sisters' work in overseas missions in East Africa (Kenya and Tanzania). Our work involves liaison with local community leaders to ensure that they meet the most urgent needs in the areas of poverty, especially the relief of famine, health care needs, training, and empowerment. In both service provision and individual pastoral work, the members of the Charity affect the lives of many hundreds of people in practical and in less tangible ways, but often highly supportive and spiritual ways.

In Huruvi Tanzania, the Sisters are involved mainly in the pastoral ministry of teaching catechism, formation of the members of the small Christian communities, agricultural activities and visiting the sick and the poor. Sisters support the poor with monthly food donations. Income generated by Sister's engagement in agricultural activities assist them in continuing mission activities in East Africa. Through these activities Sisters train the communities for better livelihood and ensure their food security.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2024**

### **GOVERNANCE, STRUCTURE AND MANAGEMENT**

#### **Governance**

The Congregation is governed by the Superior General and three General Council members. These are elected every six years at the General Chapter, i.e., a meeting of the representatives of all the areas of the Congregation. Council members are chosen after a twelve-month process of preparation and discussion.

New Trustees are appointed by Superior General. All Trustees are members of the Congregation and as such have a comprehensive knowledge of the various works and structure of the Charity and all work full-time on a voluntary basis in the furtherance of its objectives. They receive no remuneration for their services as Trustees.

The last General Chapter for members of the Congregation was held in August 2022 and set the broad vision for the following six years. It was decided at the General Chapter in August that the General Chapter term will be six years and the next General Chapter will take place in 2028. At that Chapter a new General Council was appointed, and Sr. Margaret Herlihy was reappointed as a Bursar General and Trustee of the Charity. Resignations and appointments of Trustees following the Chapter are as noted on page 1.

The documents issued from the 2022 Chapter focused on the energies of the Congregation and a fresh call to all members to be significant witnesses to the values and aims of the Congregation.

The Chapter set out the broad vision for the Charity for the next six years:

- to focus on current global and local needs
- to collaborate with others.
- to maintain responsible stewardship of resources
- to provide support for our Kenyan mission and the formation of Kenyan Sisters
- to develop a plan which would focus our resources on service with and for the poor.
- Review of all FTF Care services.

The Trustees share responsibility for the running of the Charity. Sr Margaret Herlihy is correspondent for the group.

#### **Training and Trustee Induction**

Over the past year training and update days have taken place for the Trustees, staff, associates and those connected with the Charity.

Resources and literature on charity law and procedures, as well as the minutes of all Trustee meetings are available at the offices for perusal and study by the Trustees. Trustees regularly meet with all the advisers: legal, financial, human resources, property and investments and also visit periodically all the locations of the Charity. The Trustees have attended the annual Catholic Charity Conference as well as trustee training seminars on investments, charity law, property matters, safeguarding, and the current economic situation, which are organized by the various professional groups. Webinars are frequently used to update Trustees on Charity matters. During the year Trustees have attended many webinars on governance matters.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **GOVERNANCE, STRUCTURE AND MANAGEMENT (continued)**

##### **Structure and management (continued)**

The Trustees are ultimately responsible for the policies and assets of the Charity. In the past year a number of finance and personnel policies have been reviewed and issued for the Charity. Safeguarding policies have been revised and issued. Regular meetings of the Safeguarding Committee take place. The Trustees meet monthly or more frequently, if needed. They review developments in the Charity and its activities and make decisions, based on reflection, and appropriate advice. The Trustees are conscious of the need to seek advice and support from their professional advisers, including financial advisers, property consultants, investment managers and solicitors, when taking important decisions which impact on the work, good name, or future viability of the Charity.

The day-to-day management of the various activities of the Charity are delegated to the three area leaders, the Director of Social Services and Team and the unit managers at each location.

The key management personnel of the Charity in charge of directing, controlling, and operating the Charity on a day-to-day basis comprise the Trustees, Local Leaders, Director of Finance, Directorate Team for the Care Services, Human Resources Department and Director of The Kairos Centre. As religious Sisters, under vow of poverty, the Trustees and Local Leaders, do not receive any remuneration.

The Charity is committed to ensuring equal treatment in respect of pay and conditions for those doing equivalent work throughout the Charity. The key management personnel are very important roles in leadership, management, governance and continued development of the Charity and their remuneration will take into account the need to attract and retain the best person possible with the right skills for the role. Remuneration of the key personnel will reflect the level of responsibility of the role, skill and contribution of the postholder, any internal comparisons, and external markets. Trustees approve the pay for all the key personnel. The operational structure in place facilitates reports from each service of the Charity, of which there are ten locations throughout the UK. Three area local leaders are responsible for the general care and daily activities of communities.

Meetings with the Trustees take place at least three times each year. Reflection and discussion days are organised for all members of the Congregation two to three times each year for support and to discuss developments, new trends, matters of concern and to plan for the future. The Trustees make a number of visits to each location each year to meet with Sisters and staff as well as to be au fait with the current position of each service.

Our IT consultants continue to monitor and upgrade the IT facilities across the services in the Charity. Since the pandemic, there has been much greater reliance and use of IT. Charity is continuing IT infrastructure improvements, enhancements, and upgrades.

The Director of Social Services reports to the Trustees on a monthly basis for the Care Services as does the director of the Kairos Retreat Centre. Departmental heads of Finance, Social Care Directorate team and HR hold regular meetings which are also attended by Trustees. Policies are updated and information is communicated to the Service Managers and employees.

Financial reports from the communities and the service locations are received each month at the Area office and quarterly financial reports are sent to the Trustees. The Director of Finance with Trustees approval issues guidelines annually for the formation of the revenue and capital budgets. Budgets are reviewed at various levels before final review and approval by the Trustees.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **Structure and management (continued)**

Lines of communication, reporting protocols and levels of competence have been agreed by the Trustees to enable the Charity to function more effectively. The reporting structures for the finance personnel at each location have been improved and a robust system has been introduced. The Trustees have overall responsibility for all the activities of the Charity.

#### **WORKING WITH OTHER ORGANISATIONS**

Collaboration with other organisations and public bodies operating in the same field of providing care to the vulnerable, children and the elderly is considered by the Trustees to be in the forefront of the way ahead for the Charity. The collaboration with other charities, groups and public bodies enhances the Charity's understanding and ability to respond to the needs of those it is seeking to help.

The areas of involvement by the Sisters are many as people struggle to cope with unemployment, homelessness, hostel living, new family structures in this 21st Century.

Many meetings are held virtually via modern media; webinars; Microsoft teams, zoom, email correspondence or telephone. Virtual meetings have enabled greater participation with reduction in carbon footprint and time costs. Most people are more confident using modern communication platforms which became a necessity during the pandemic. Examples of some of the main groups and organisations the Charity has worked with during the past year are listed below:

- Social Services in Liverpool, Brighton and Hove, Wandsworth, Hounslow, Lambeth and Sefton
- Dioceses of Liverpool, Westminster, Northampton, Arundel and Brighton, Armagh, and Southwark
- Field Lane Foundation
- Friends of St. Joseph's Charity
- Daisy Hill Hospital, Newry
- Various parish communities in the dioceses of Southwark, Westminster, Clifton, Arundel & Brighton, Liverpool, and Armagh
- The Hospitaller Order of St John of God
- Tear Fund, L'Arche
- Churches Together
- Methodist Church
- Missionary Sisters of Africa, Sisters of Charity, Sisters of the Sacred Heart, Holy Cross Sisters, Mill Hill Fathers, The Missionary Congregation of the Evangelising Sisters of Mary (MCESM)
- Conference of Religious of England and Wales
- The Medaille Trust

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **RISK MANAGEMENT**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Trust and are satisfied that systems are in place to mitigate our exposure to the major risks. The Trustees have identified the following as the key risks facing the Charity:

- Provision of care services is the Charity's main activity and as with any such operation, there are continual regulatory changes which must be complied with and financial pressures. Such pressures include cuts in government funding, which impacts income, whilst at the same time costs tend to rise with a general shortage of appropriately qualified nursing staff and the cost of regulation. The Trustees employ specialist personnel and, where appropriate, external consultants to manage and keep under review, the Homes' operations. The compliance of the Care Home will also continue to be kept under close scrutiny by the Trustees.
- One area is to ensure that our properties continue to be safe places for the Sisters, service users and visitors to use. Attention is given to keeping our properties in good repair. General maintenance is regularly carried out. The Charity has a consultant property manager.
- The Charity has an obligation, both moral and legal, to provide care for its members, none of whom have resources of their own and all of whom have devoted a significant part of their lives to the work of the Charity. The Sisters are all under a vow of poverty and therefore providing them with support is considered to be an important element of the Charity's work. Wherever possible, care is provided for frail and unwell members within communities but sometimes it is necessary to place Sisters in homes, the cost of which can be significant. The likelihood of such care needs is impossible to predict with any degree of accuracy and the Trustees therefore believe that it is incumbent upon them to maintain reserves at an appropriate level to ensure that the Charity is able to meet this obligation.
- Safeguarding - Along with all other organisations who serve in the community, the Trustees recognise the absolute necessity of ensuring the protection and safety of all those the Charity serves. This means that all staff and all Sisters who are in any kind of role or ministry in Great Britain involving the young or vulnerable adults have had to obtain clearance from the Disclosure and Baring Service (DBS). The Trustees are committed to implementing all policies and procedures of the Catholic Safeguarding Advisory Service (CSAS). The safeguarding policy is under constant review.
- The Trustees are aware of the need to continually assess whether all compliance, monitoring and reporting procedures are adequate, for example Laws relating to beneficiaries (e.g., care of the elderly) and Employment Law. Regular compliance reviews are conducted for all the key areas of the Charity's operations.

Our work with the Consultant from PIB (previously known as DE Ford) began in 2010 where they were initially invited to work with the PSMG Charity and particularly with the Frances Taylor Foundation to assist us with our risk management requirements.

- Health and safety policy last updated in June 2023 and kept under regular review.
- Risk management compliance reviews are carried out annually by PIB to ascertain current risk management status
- Investigate benchmarking opportunities (for health and safety management)

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2024**

#### **RISK MANAGEMENT (continued)**

In conjunction with the above 'top down' audit and with the assistance of the Service Managers and any Health and Safety Officers a full risk review was carried out at each location. Each risk review has resulted in an action plan being created and presented to service managers for them to progress. It is important to check with each location this coming year to see how they are moving their actions forward.

Effective controls to mitigate the risks as far as possible have been put in place. The Trustees recognise that in order to fulfil the mission, the acceptance and management of risk in certain areas of work is necessary. The Trustees are satisfied reasonable steps are being undertaken to limit the probability and impact of risks. All risk areas are under regular review.

The Risk Register for the Charity is reviewed annually.

- A Risk Management Committee is in place and meets three times each year.
- A continuous review of all the policies in operation throughout the Charity is in place.
- A Health & Safety consultant has been engaged by the Charity and a review of each site has taken place. As part of operational risk assessment, the Health and Safety policy is regularly reviewed and updated.

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES**

As stated above, the aims and mission activities of the Charity can be broadly divided into six areas:

##### **Operation of Residential and Nursing Homes**

As already stated, the Charity owns and operates one care home for the elderly and a number of residential homes for people with disabilities as well as supported living projects. (See Mission above).

The ethos and values of the Charity are based upon care and respect for the dignity of each person. In each service the aim is to ensure that the quality of the service is excellent in every way and is accessible to all. Fees are set at levels which are realistic for the proper functioning of the service while at the same time making the facility accessible to ordinary people.

St. Mary's Adult Service has 40 residents and 2 respite places in 7 units. Residents are funded by various local authorities. At St. Raphael's Adult Services all residents are also funded by the Local Authorities.

Of the 39 residents being cared for in Maryville, are funded from local authorities, private funding and various charities or their families fund the remainder of the residents. The residential and nursing home services are accessible to all persons whose care needs are able to be met by the service.

St Joseph' Home, Freshfield is a care home with 36 places across three interconnecting houses. It was opened in 1990 as a nursing home for people with learning disabilities and high and complex needs. From January 2014 the home changed its status from care home with nursing to a residential care home without on-going nursing. This service offers short breaks for people with learning disabilities and a range of additional needs, while also offering families some respite from their usual caring responsibilities.

Fernley Resource Centre, also in Freshfield, is a day support service for adults, offering activities for disabled, older, or working age adults, to support them with important aspects of social, health, nutrition and daily living. This specialised care service is for adults with many different support needs, in particular adults with learning disability and/or autism, brain injury and long-term health conditions. A special celebration film was made by the service users and staff at Fernley Resource Centre and various events were held to mark world book day, remember the importance of kindness etc.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2024**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

Maryville Management Team has been shortlisted for the Management Team of the Year 2024 Caring UK Award. While the outcome of this award often depends on sponsorship levels, being shortlisted and selected as one of seven finalists from across the UK is a significant achievement. This recognition is a testament to the hard work and dedication of our team and the caring environment that Maryville provides. A group of Maryville staff will be attending the award ceremony.

Maryville Care Home has been chosen by residents and their families as one of the top 2 care homes in London. Marville has been chosen as one of the top 20 care homes in London for three consecutive years.

There are over a thousand care homes in London with top 20 receiving an award from the UK's leading review guides to care homes, [carehome.co.uk](http://carehome.co.uk). The award is based on reviews of the care home written by their residents, as well as their friends and relatives.

To celebrate this huge accomplishment a grand celebration was organised for the home's residents and wonderful staff.

From a resident of Maryville *"I am enjoying staying here. All the staff are very kind and caring."*

From a family member of a resident at Maryville *"I am so pleased we found Maryville, We visited in advance to review the home and facilities. Then a home visit was made to us to learn about Mum and ascertain her needs. The care team all came to welcome Mum on her first day encouraged us to make her room her own. They took time to get to know Mum and arrange her care plan. All the staff I have met are compassionate, supportive and kind. The team leaders are excellent, equally so the management and administrative staff who have an open door policy and are very approachable. Mum and I love the beautiful garden and enjoy spending time there. There is a very enthusiastic and committed Activities Coordinator who plans lots of activities for the residents. Maryville is very clean and comfortable, the lounges and dining areas are beautifully kept and the atmosphere is always calm and purposeful. I visit daily and can now spend quality time with Mum rather than run around trying to meet all her needs myself and I really value that."*

Service Managers and their teams continue to be imaginative and inventive in planning activities and innovations to help keep the people we support occupied and active whilst they were not allowed to leave the confines of their care setting – be it care home or supported living.

##### **Social and Pastoral work**

The Trustees are conscious of the stress and demands of modern living on the older age groups in their localities. Being available and offering a listening presence has been found through the local parishes to be of great benefit to the people.

The following is a short summary of the work usually undertaken by members of the Congregation, most of whom are retired and are now in their second or third career.

- Working in parishes, visiting the sick and elderly, housebound, helping in catechetical programmes, RCIA (Rite of the Christian Initiation of Adults), ministers of the word and Eucharist in parishes, various parish, and Deanery groups e.g., Vincent de Paul, CAFOD, Sacramental preparation groups etc.
- Working with asylum and refugee groups, advocacy, and support for homeless
- Hospital visiting
- Pastoral care in care homes and nursing homes and hospitals; working with hospices.
- Assisting residents with shopping and hospital appointments
- Guiding prayer and associate groups; scripture groups.
- Bereavement accompaniment,

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Social and Pastoral work (continued)**

- Making the chapels in various houses available for worship & prayer e.g. The Chapel at St Mary's High Street Roehampton, Brentford, Taylorville, Liverpool were normally open each day for quiet prayer or worship for local communities.
- Forming groups where people can meet to be supported e.g., bereavement groups, Scripture reflection groups, ecumenical prayer meditation, Taizé.
- Providing a meeting place for a number of Alcoholics Anonymous and support groups from the local areas.
- Liturgy groups, volunteering with Marie Curie group
- Lectio Divina, prayer groups
- Funeral services arranged and led.

The activities greatly benefit the local areas and set up links and opportunities for the development of the vulnerable. Most of this work carries little or no remuneration but any stipends or salaries that are received by the Sisters are covenanted to the Charity. During the year the members of the Congregation contributed in many hours of voluntary work across the UK. The use of modern IT has continued to be deployed to keep in touch with the elderly, the sick and housebound. The small contribution of a daily call helps to prevent or lessen mental health issues of the vulnerable.

##### **Operation of Schools**

Two Voluntary Aided schools at Banstead and Amersham continue to be managed by the R C Dioceses of Arundel and Brighton and Northampton respectively, under long-term leases from the Charity. The insurance value of these three properties is £5m but they are let at nil or peppercorn rents. Members of the Congregation or their representatives continue to support these schools as governors and report to the Trustees as appropriate. The Charity sees the use of these properties for Catholic education as a significant contribution to the local community and as fulfilling one of their aims. A number of Sisters are working in collaboration with other agencies providing adult education to the most vulnerable in our society through language and literacy programmes.

##### **Overseas outreach**

The Congregation has worked in Kenya since 1985 and in Tanzania as from 2019. The communities are based in different dioceses. In Kitui Diocese we have convents in Mutito, Mwingi, Mulutu and Ikutha; in the Archdiocese of Nairobi, we have Ting'ang'a Convent; in Kitale Diocese we have Chepchoina and Sirende Convents; in Tanzania we have a community in Huruvi in Kondo Diocese. Much progress has been made during that time. Members of the Congregation work in very poor, semi-arid areas of Kenya and Tanzania. The main activities of the Trust, all of which benefit numerous members of the general public, revolve around five pillars namely, Formation, Education, Healthcare, Community Development and Pastoral Ministry. Others include environmental care and sustainability.

Congregation's work in Kenya and Tanzania includes administration of and running dispensaries and clinics in areas where there are no medical facilities. Aids testing and counselling has been one of the most urgent needs in all the areas in Kenya. Trustees from UK visit overseas missions in East Africa at least two times a year and three are also Trustees of the charities in Kenya. These three Trustees also participate in reviews of monthly accounts and setting of annual budgets. Request for financial support from the charity in Kenya and Tanzania is carefully considered by the UK Trustees before agreeing to this request. Funds are sent in instalments and regular reports are received, which are complemented by the visits of the UK trustees to East Africa missions.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 1. Mutito Catholic Health Centre in Mutito Convent

The PSMG engagement in Kenya started in 1973 through the health care work of the late Sr. Ignatius Barron (SMG) from Ireland. Mutito Convent is situated in a very remote area. The Sisters run a health Centre which is generally the only available means of medical help for the local communities. The health Centre also operates an outreach program for remote groups. Various programs include health education, maternity and outreach clinic services. The number of people reached through healthcare services since January 2024 is 7290 patients.

The Convent has a very good relationship with the local primary, secondary and technical schools, where they carry out health checks on the children. The Charity, through Sisters in Mutito, has managed to pay school fees for 30 Students; 24 in secondary school and six in technical school.



Outreach clinic for immunization, CDS screening such as diabetes, hypertension, cervical and prostate cancer.



Twin babies born in Mutito Health Centre Maternity – much to the joy of Sisters, family and staff celebrating new life.



The Sisters are also involved in ecology-climate intervention. Thirty women received training in kitchen gardening and were given seed-ling tomatoes.

*Left and right:* Kitchen garden training



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

### 2. Mwingi Community

From Mutito, the next stop for SMG Sisters was Mwingi in 1995. There was a need for a separate community to handle the novitiate. On the 23rd of September 1996, the first SMGs and novices took up residence in the new building. The house was given a name Baraka house (House of Blessing) because of the thanksgiving to God for the strengthening of SMG presence in Kenya.

The first Kenyan Sisters were professed in 1997. The Sisters took up different apostolates. They visited the schools for Pastoral programs, taught Sunday school lessons and presided over the Sunday services in different Outstations of the parish. The feeding of poor children developed then in the compound and later moved to a rented house in Mwingi town. Since then, it has developed into Frances Taylor family Learning Center (FTFLC) that takes care of various programs including feeding the hungry children from the street, empowering women, training girls in the polytechnic and educating children in Early Childhood Development (ECDE).

Mwingi community has continued being relevant to the society through quite a number of ministries, such as the sponsorship of students and a feeding program on weekdays and Sundays; support for women and young mothers; health care support and provision of shelter; education, youth ministry and pastoral care involvement among others. 168 poor people have been served between the community and FTFLC. During this financial year, school fees were paid for 58 students in secondary, primary, polytechnic and special school. 15 people who are on medication are helped with money for medication and hospital bills. Three two-roomed houses have been constructed for the poor. Two of the houses were built for very poor women who had nowhere to sleep. The third house was built for a woman whose house was swept away by the floods last year.



Fr Anthony blessing the new house built by the Sisters



Sr. Maria with pupils on the feeding program

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

With regard to environmental care, Sisters have been very committed. In the past year, Sisters, students, staff and the women's group planted trees in schools and in the public hospital.

Sisters are active in the small Christian communities, members of which are very appreciative. Sisters have also been vital in pastoral work, especially in leading Sunday services and taking Holy Communion to the outstations. On such occasions, Sisters get time to talk and listen to the Christians, as they enjoy sharing with Sisters.



Sisters and local women planting trees



Sr Catherine with young mothers

Sisters have been journeying with vulnerable women in society and young mothers. They were introduced to table banking for self-help. Having their savings, they visit one another and share ideas concerning their lives and support each other.

### 3. Mulutu Catholic dispensary in Mulutu Convent Community

Mulutu convent was officially opened 1st January 2000. Mulutu is about five kilometers away from Kitui County Headquarters and is a fairly green area during rainy seasons. Despite this, the area is typically rural, with limited job opportunities and households depend solely on subsistence agriculture. Mulutu Catholic Dispensary offers medical care, and medication is available to the ordinary people who are far from any hospital and who often suffer from malaria, tuberculosis, chest infections etc. The Sisters in Mulutu, through the Charity, sponsor students by paying school fees. They are also involved in environmental care. The number of patients who benefited from Mulutu dispensary services since April 2023 to March 2024 was 15,000. The services include outreach activities, medicine, immunizations, etc., Students are supported in different ways: fully supported with school fees number 25 and 15 students are partially supported (right). Sisters have been in the forefront of environmental care around and outside of Mulutu parish. They have shown women how to re-cycle local available materials and water, how they can use organic fertilizer in their kitchen gardens and avoid using pesticides (*left*). Sisters have also supplied them with tree, fruit and vegetable seedlings.



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

#### 4. Ting'ang'a Community

Ting'ang'a community began in January 2003 with three Sisters. We continue with our ministries in the parish, P.M.C, Y.C.S Youth Education and home visits. We are also happy to enjoy farming on our new land and we are grateful for the support that was given to us to purchase such fertile land.

The community has several ministries in the parish: PMC, YCS, youth education and home visits. We also support poor students with school fees. This year, we are supporting 23 students in second level schools. We also have two students in a school for the deaf, three students in a school for the physically disabled and one boy in a special school for autism. Some poor families cannot afford to pay their medical bills and so we have helped seven people with their hospital bills. In addition, we helped two very poor families to build homes, and 18 families are supported with food donations. One of the children who we are supporting in a special school is a boy who cannot walk. His mother is HIV positive and is unable to work (*left picture*). Pictured right is a disabled lady, for whom we bought a bed and blankets.



#### 5. Chepchoina Convent in Kitalé

The convent was officially opened on 30th November 2013. In Chepchoina we are grateful to God and our benefactors for their generous support towards the ministry in Chepchoina parish and the wider society. Through their kind financial support, we have been able to reach out to many poor families and various groups. We are actively involved in different ways in our ministry to empower the less privileged, for example by ensuring poor students can continue their studies by paying their school fees. Currently, we are supporting 13 students: four in boarding school, six in day school and three in technical school.



## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2024

### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)



Sr Rose and boarding school pupil

We have also helped thirteen of the poorest pupils in Maliki Primary School, by purchasing their school uniforms, as well as buying costumes for 16 pupils who participated in music and drama festivals (*left*).

#### 6. St. Lucy's Convent in Sirende, Kitale

Sirende community is not far from Kitale town. The Sisters are involved in pastoral ministry – teaching catechism, visiting the sick, teaching in the local secondary school and the poor within the parish. They have reconnected with Creation in a number of ways, for example, by holding agricultural exhibitions to help the local community set up kitchen gardens using recycled materials and planting trees.

The community has been able to support fifty poor families with food. In addition, twenty students are supported through the payment of school fees, so they may be empowered through education. Some poor people are not able to pay medical bills, and the Sisters have been able to support ten families by clearing their medication and hospital bills. With regard to care of the environment, fifty families were shown how to plant trees and build energy-saving jikos. The community makes every effort to be mindful of the environment and utilizes organic farming.

*Right:* Free range chickens are not only for community use but also show villagers how they can be more self-sufficient.



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 7. PSMG Huruvi Community

The PSMG mission in Huruvi commenced on 12<sup>th</sup> February 2019 when Sisters were missioned to Tanzania, Huruvi Parish, Kondoia Diocese. The Sisters are involved mainly in the pastoral ministry of teaching catechism, formation of members of small Christian communities, agricultural activities and visiting the sick and the poor. Through your donations, Sisters are able to support the poor with monthly food donations. Sisters engage in agricultural activities which will generate income and thus help them continue the mission in East Africa. Through these activities, they also train the communities to achieve better livelihoods and enable them to become more self-sufficient.



Sisters have bought a tractor to facilitate larger scale farming to support the poor and aid self-sufficiency



Sisters support poor families with donations of food



Local villagers assist Sisters on the farm whilst learning how to achieve a better livelihood.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 8. St Monica's Community, Ikutha

This is our new convent which was opened on 27th August 2023. Ikutha is in Catholic Diocese of Kitui in Kenya. Sisters in Ikutha are directly involved in pastoral work, which includes communion service on Sundays, Small Christian Communities in the villages, Young Catholic Students (YCS), Pontifical Missionary Children (PMC), youth groups, Catholic Women Association (CWA), Catholic Men Association (CMA), Mass / altar servers. Being a new foundation, Sisters are working on clearing the land and farming as well as looking after the goats and chickens. During the year, the Sisters have helped families with seeds and seedlings for planting and around 11 families have been supported with food harvested by the Sisters from our own garden.



Sr. Mumbi with students from Ikutha Girls Secondary School some of whom are supported by the Sisters

Sisters are financially supporting five students in secondary school, one in polytechnic and seven in primary school. Depending on their different needs, some are given uniforms, others school fees, others shopping and some with examination fees. Two students are very poor, and we support them fully. Four people have been supported financially to help them pay for their medicines, transport to hospital and clearing hospital bills.



Srs. Mumbi and Catherine with one of the pupils who is supported through payment of his school fees

##### Sustainability of Missions in East Africa

Sisters engage in activities that will help them continue the mission in East Africa through income generation. These include farming and other agricultural investments.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2024**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

Members are involved in the local Roman Catholic parish as readers, Eucharistic ministers and are part of the sacramental programs and RCIA. Local groups are welcomed to the chapel to pray and share the liturgy. In previous years on special days many people gathered to meet and celebrate culture either in person or virtually.

Donations and other payments are agreed by the Trustees in support of the missionary work and ministry in consultation with the members of the Congregation. Some of the groups supported were:

- CAFOD
- Sacred Heart Mission
- Médecins Sans Frontières
- Famine relief in various war-torn areas of the world.
- Church in Action
- Migrant projects through UISG

The Charity is not a grant-making charity and does not engage actively in fundraising.

##### **Voluntary Work**

Through the use of modern technology, the members of the Congregation gave much time over the past year to assist the poor, the vulnerable and the marginalised, visiting virtually and supporting the housebound, the hospitalised and prisoners, assisting the homeless, refugees and asylum seekers. Parish pastoral care visits by Sisters to the community is highly valued. Many members of the Congregation do non-remunerated administrative tasks within the Charity which enables it to function effectively.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE**

The following outlines the achievements during the year in the various areas of activity of the Charity.

##### **Operation of Care Homes**

Maryville Care Home Brentford continued to offer quality care to 39 residents during the year. The occupancy level has been almost 100%.

Residential care homes at Roehampton, Laverstoke Gardens, and Brentford have all delivered care to a wide range of residents drawn from multi-faith backgrounds, a wide variety of cultures and ethnic groups.

Trustees made a sad decision to close both the Services in Streatham. Congregation has been associated with Streatham for over one hundred years, and Congregation's Foundress started one of the first missions here. Trustees carefully considered requirements from both building and Social Care regulations to ensure both buildings are fit for purpose and can meet the needs of service users now and in the future. The needs of service users have also changed with age and the buildings will require major adaptation to meet these needs. This requires significant financial commitment. Unfortunately, the layout and fabric of the buildings make it difficult to meet the on-going needs of service users even with that investment. The decision to close the two services was reached with a heavy heart. The process was completed by end of January 2024.

The Extra Care Supported Living in Brighton and Hove opened in 2014 and is flourishing. Some of the tenants had lived in residential settings and are now enjoying much more personal freedom and choice. Each resident has an apartment. Each also has a care package for helping them to cope with personal care and activities.

Supported Living projects in Liverpool and Brighton continue to enable persons with disabilities to experience a more independent lifestyle. The residents now live more independently in these small settings and out of the institutional setting.

##### **Day Activities**

Day Activity Services are provided at St. Mary's Roehampton, St Raphael's Services at Brentford and in Fernley Resource Centre in Freshfield.

One of the Trustees' main objectives for the year was to maintain a high level of occupancy as well as ensure the quality of service in these facilities. These two objectives high quality service and full occupancy levels continue in the coming year for all the services.

We encourage all our Care staff to work towards the professional development and appropriate care qualifications to meet the needs of the Service. In addition, all our Care employees undertake specific training to meet the specific needs of the individual Service Users.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out some important statistics showing the achievements of the Charity during the year. The Staff Training program continued during the year. The following table sets out the training achievements of the staff.

<b>Services – Staff Qualifications</b>									
	Total number of employees	NVQ2 or QCF equivalent	%	NVQ3 or QCF equivalent	%	NVQ4 or QCF equivalent	%	RMA / Management QCF equivalent	%
Marina, Lansdowne Road, Hove	12	3	25	3	25	1	8.5	2	16
Laverstoke Gardens, Roehampton	12	1	8.3	4	33	2	16.7	1	8.3
St. Mary's Roehampton	59	11	18.6	10	16.9	2	3.4	2	3.4
St. Raphael's	44	3	6.8%	4	9%	-	-	-	-
Maryville	67	6	9	4	6	2	3	3	4
Tooting Bec Gardens, Streatham	Service closed in January 2024.								
Woodbourne Avenue, Streatham	Service closed in January 2024.								
Liverpool Adult Services	63	58	92	15	23.8	5	8	6	9.5
Fernley Resource Centre, St. Joseph's, Freshfield	38	10	26.3	10	26.3	-	-	-	-
St. Joseph's Home, Freshfield, including L37 Short Breaks Service	68	23	33.8	16	23.5	2	3	7	10.3
Extra Care Supported Living (at St Anne's Apartments)	12	1	8.3	8	66	1	8.3	1	8.3
Sefton Supported Living	10	6	60	1	10	1	10	-	-

- The qualification levels of staff at all the services are being monitored constantly.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2024

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out occupancy levels of care facilities showing the achievements of the Charity during the financial year:

<b>Services – Occupancy / Utilisation</b>		
<b>Residential Care Homes</b>	<b>Number of Places</b>	<b>% occupancy</b>
Marina, Lansdowne Road	9	98
Laverstoke Gardens	7	100
St Mary's Roehampton	40	95
St Raphael's	21	95
Maryville	39	99
Tooting Bec Gardens	Service closed in January 2024	
Woodbourne Avenue	Service closed in January 2024	
St Joseph's Home, Freshfield	36	69

<b>Housing Related Support and Personal Care Services</b>					
	<b>Number of people supported</b>	<b>% occupancy of tenancies</b>	<b>Total hours per week – housing related support</b>	<b>Total hours per week – personal care</b>	<b>Total hours per week (support and care hours combined)</b>
Liverpool Adult Services	36	85	789	658.5	1,447.5
Extra Care Supported Living (St Anne's Apartment & 3C)	13	100	100	411	511
Sefton Supported Living	4	80	222	103	325

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2024

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

Day Activity Services		
	Number of people supported ("on the books")	Average number attending per day
Fernley Resource Centre, St Joseph's Freshfield	On site residents: 24	10
	External clients: 39	30
St. Mary's Roehampton	On site residents	30
	External clients	-

#### Social and Pastoral work

Throughout the year the Charity assisted a large number of the members to carry out their pastoral, charitable and religious work throughout the UK and in other areas of the world as documented in the Activities, Objectives, Policies and Strategies section above.

This pastoral and social work enables the Charity to fulfil its aim to reach those most in need in our society today. Through visiting the lonely in their homes and doing some very mundane tasks for them, a significant number of people have benefited.

All members work in their chosen ministry apart from 9 members of the Congregation who are cared for in care homes.

#### Overseas missionary work

##### Kenya

During the year the Charity continued to support and expand its mission in Kenya as well as financing of the education of young Kenyan women. Commitment to and development of the Kenyan mission is one of the long term aims of the Charity.

##### Tanzania

Since February 2019, there are three Sisters in Tanzania, involved in pastoral work and research into what is the real need of the Tanzanian people. It is very evident that there is a very real mission into the future. It is a very poor area. A plot of land has been bought and construction of the convent will be completed very soon. There is a need for education for the local young people. Polytechnical education is needed in the area. This will be the next step in establishing the mission. Agriculture will also be a large part of the development of this mission.

#### GOING CONCERN

Charity's income before investment gains/losses is sufficient to meet its operating expenditure and Trustees expect this to continue in the coming year. However, the trustees are mindful that the funding from local authorities to support the care provision is proving to be challenging in meeting the operational expenditure. However, Charity's investments can be utilised to meet the needs of the beneficiaries and deliver Charity's strategy. Charity's investments have recovered in value since the lows of March 2020 and exceed the pre pandemic valuations. It is however highly likely that investment markets will remain volatile as we have seen in recent global political challenges in Ukraine and middle east, expected high inflationary environment impacting cost of living for people leading to higher demand in wages and shortage of experienced and trained staff. The exact financial impact is difficult to assess with any high level of confidence, but the Trustees are of the opinion that the charity will be able to meet all its financial obligations and commitments for the foreseeable future. Thus, they consider that the charity is a Going Concern.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2024**

#### **FUNDRAISING ACTIVITIES**

The Charity does not seek funds from the public as such. The donated income that it does receive mainly consists of the pensions and salaries donated by the Sisters of the Congregation.

The Charity's undertakes no direct fundraising activities. The Charity does receive donations from an independent charity, 'The Friends of St Joseph's' (Charity number: 502759) which is not under the direct control of the Charity Trustees. Funds raised by this independent charity for the benefit of Service Users who use the St Joseph's Home and Fernley Resource Centre and are used to provide additional amenities and opportunities that contribute to the quality of life of Service Users of these two Services. The minibus provided by the Friends of St Joseph's has been of great benefit to the Residents.

The Charity also receives donations in recognition of or gratitude for its provision of facilities and services for which no charge is made, such as the provision of facilities for quiet reflection and prayer and/or Sisters' spiritual accompaniment of individuals. However, such facilities and services are offered irrespective of the ability to pay.

The Charity does not engage any professional fundraisers or commercial participators.

Since we do not participate in fundraising activity, the Trustees of the Charity do not feel there is any need to subscribe to a particular scheme or set of standards for fundraising regulation.

There have been no instances of failure to protect vulnerable members of the public and no complaints have been received in relation to the conduct of the Charity or Friends organisation in respect of fundraising activities.

#### **FINANCIAL REVIEW**

The Charity's principal source of income continues to be the fees generated from its charitable activities in the form of the Care Services, Retreats, and charitable accommodation that it provides. Income from these sources rose to £15.9m (2023: £14.2m). Investment income increased to £4.11m from £3.97m.

Total income rose to £20.85m (2023: £19.72m). Therefore income, excluding gains on disposal of tangible fixed assets, increased from previous year by some £1.78m. However, there is, an expectation that the tendency in future will be downward pressure on income.

At the same time, total expenditure also increased to £20.2m from £19.56m with charitable activities expenditure increasing to £19.8m from £19.0m. The net effect was that there was an excess of income over expenditure, before investment gains, of £653.7k (2023: £170.2k).

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **FINANCIAL REVIEW (continued)**

Investment gains for the year were £11.78m (2023 losses: £8.7m). In 2024 investment values improved reversing the losses of the prior year and were in line with market expectations. During the year the Charity maintained withdrawal from investment portfolios to £4.0m to meet cash flow requirements for the year. The overall result was a net surplus and increase in overall reserves of £12.4m (2023 loss: £8.6m m). Since the end of the financial year investment values have slightly improved, although the inflationary pressures have steadied but not quite abated with the geopolitical situation not settled yet. Investment income is likely to continue to be challenged as corporations face increasing costs on wages and materials with limited capital growth in the medium term. We are increasingly more reliant on our investment portfolios to support our charitable activities. For the future, although many of the older Sisters still continue to carry out voluntary work, in both our own services and those managed by other agencies, the increasing age profile of Sisters and the reduction in membership numbers result not only in a reduction in income but also in a need to employ more lay people to carry out the work formerly performed by Sisters. Costs, in the form of maintenance of Sisters, are also expected to rise with the increased age profile. Therefore, it is anticipated that the costs of the Charity will rise significantly at the same time as it is faced with challenging income growth. The funds required to care for the sisters of the congregation over the longer term are substantial demonstrating the need to maintain matching reserves.

The trustees invested £4.7m, out of the £7.0m withdrawn from investment portfolios, in one of the Charity's portfolios of quoted investments, other than reinvesting the investment income. Costs of operating the various charitable activities continue to increase, with limited increase in income. During the year bank deposit rates increased which resulted in the Charity earning £21.8k bank interest. However, the Charity continues to be dependent on the income arising from its investment portfolios. Investment income improved from previous year. As a Charity we are fortunate that we can rely on our investments to support us during these challenging times. Trustees are mindful that they must not expose the Charity to undue levels of risk with the investments and therefore, continue their policy of maintaining a well-diversified range of investments and closely monitoring the Charity's finances with appropriate advice from the Charity's fund managers.

#### **INVESTMENT POLICY AND PERFORMANCE**

The Charity's investments were managed by four main investment managers as listed in the Reference and Administrative Details section of this report. The Trustees have wide powers within the Trust Deed and are empowered to invest any monies as authorised by law in a manner they think fit.

All portfolios are subject to a medium degree of risk. The Trustees intend that the real value of the assets be maintained and enhanced over the long term by investment in a portfolio of equities, fixed income stocks and cash. The fund managers' performance is regularly reviewed by the Trustees and their advisors through quarterly reports and scheduled meetings.

The Trustees require the fund managers to adopt an ethical policy and to use their best endeavours to avoid investments that are predominantly involved in areas of unacceptable exploitation. This is very relevant where the Charity has direct investment in shares.

The Trustees have instructed the fund managers not to invest in companies which are involved in, or associated with, the defence industry, manufacture of anti-life products, use of animals for testing cosmetics, harming the environment through unacceptable levels of water pollution, destruction of woodlands or forests, gambling, oppressive regimes, exploitation of labour (unsafe working conditions, child labour, poor wages or race discrimination), pornography, exploitation of third world countries through charging high interest rates on loans or the manufacture of tobacco products. However, where investments take the form of collective investment funds, the Trustees are unable to exercise direct control over the ethical policy adopted by the fund manager.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **INVESTMENT POLICY AND PERFORMANCE (continued)**

As noted in the financial review, the year to 31st March 2024 the Charity's investment portfolios recovered more than losses incurred in previous year.

The gains on investments during the year amounted to some £11.77m (2023 losses: £8.76m) whilst the income return was £4.11m (2023: £3.97m). Investment performance has been generally in line with market movements and returns have been ahead of inflation, more than protecting capital and future income streams. Investment values appreciated by 11.6% (2023 depreciated: 2.9%).

Differing benchmarks are given to different fund managers as a way of diversifying the Charity's exposure to the risks inherent in stock market investment. The overall return generated by the Charity's investments was ahead of the principal benchmark utilised, the ARC Steady Growth Index which showed a negative return for the year of 9.8%. Over the longer period, Charity's overall returns have been at least as good as the benchmarks set and therefore, they have been, in the opinion of the Trustees, satisfactory particularly in view of the difficult economic climate and the challenging economic climate experienced in the recent years. In the period since the year end, the charity's investments have slightly improved although Trustees are mindful of the continued volatility in investment markets. Despite uncertainties, which are inherent in investing at any time, the portfolios look to be well-positioned to benefit from any economic growth whilst carrying sufficient risk protection in the form of less volatile holdings. The income-yield of equity investments is attractive compared to that available from most other forms of investment.

The Charity has maintained its withdrawal to £4.0m (2023: £4.0m) during the financial year to cushion the effects of cost-of-living crisis on its net cash generating ability and is in a fortunate position to be able to do so. Trustees expect to continue to withdraw modest amounts in the foreseeable future from the Charity's investment portfolios to support its charitable activities. Trustees will continue to monitor closely investment returns and continued support required for its operations.

#### **RESERVES POLICY**

At the year end the total funds of the Charity were £163.7m of which £137m were designated. Details are set out in Note 20 of the financial statements. Designations are as follows:

£79.7m is reserved for the care of the elderly members. The number of elderly and sick members continues to increase. Most of the frail elderly members are cared for in one of the homes operated by the Charity. The aim is to keep the members as active as possible through second and even third careers. Many do voluntary work in their local areas. The Trustees commissioned in 2022 an actuarial review of the long-term requirement for funds for the care of the elderly. This review had indicated that a fund of between £65m and £77m will be required for this purpose and the Trustees. This fund increased in value mainly due to investment gains in the year. Considering the continued volatility in investment markets and increasing cost of care, Trustees decided this Fund balance of £79.7m is prudent to maintain higher than the top range of actuarial review.

The trustees are mindful that a significant proportion of the Fund is represented by quoted investments which are, by nature, volatile and that the needs of members are also subject to constant change. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2024**

##### **RESERVES POLICY (continued)**

£8.4m has been designated for development and upgrading of the services and accommodation facilities provided by the Charity for the next five to ten years. At the beginning of the financial year the fund value was £7.5m which increased with investment income less net outgoings and investment gains. Following an in-depth review of future plans and related costs by the Trustees decided a fund of £8.35m will be required for development expenditure both in the UK and overseas and transfers from general reserves will be made in coming periods.

£31.8m has been designated by the Trustees for relief of poverty and distress. At the beginning of the financial year the fund value was £28.7 which increased with investment income less net outgoings and investment gains. The trustees have reviewed their commitment to relief of poverty and distress and have decided to designate £31.8m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership, it is not possible for the Charity to provide direct support and with availability of finance resources it is considered the best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Trustees expect this to be a longer-term commitment, over ten years and have not placed any restrictions on use of income or capital. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

£7.0m is designated to provide funding for the overseas outreach programmes anticipated to occur in the next five years. Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. Overseas payments amounting to £716k with donations, investment income and net investment gains allocated to the fund in the amount of £830k. In view of the continuing commitment to Congregation's missions in Kenya and Tanzania, trustees decided to continue to maintain the fund at £7m and transfers were made to the general Fund of £113.8k. In Kenya and Tanzania, the provision of health care through dispensaries and clinics continues to be a challenge. Education is also a high priority. Members are being trained as teachers, nurses, laboratory technicians, social workers, and pharmacists. These skills and professional training are essential for the sustainability of our mission in these places. Trustees will continue to monitor the need for overseas support in Kenya and Tanzania and set the reserve in line with their commitment.

Just over £10.1m is designated to represent the net book value of the Charity's properties which cannot be realised without undermining the Charity's works.

The General Funds of the Charity at the year-end stood nearly at £26.7m. This represents almost 16 months' expenditure on the Charity's continuing activities. This is therefore in line with the levels stated in the Trustees' policy which is to hold between one- and two-years' expenditure in reserve. A reserve of between one- and two-years' expenditure is considered by the Trustees to be prudent.

Such "Free Reserves" are required to ensure that the Charity has sufficient cash resources to meet all its liabilities and commitments as they fall due. Also, with such a broad range of activities and a significant portfolio of properties, many of which are quite old, through which these activities are conducted, it is felt that a reasonable provision against contingencies is essential. In addition, a significant proportion of the Charity's reserves are represented by quoted investments which are needed for the income that they generate, particularly in view of the low level of interest rates, but the value of these is subject to quite volatile fluctuations in the current uncertain political and economic environment. Therefore, prudence dictates that a reasonable cushion is held against sudden dramatic falls in value.

The Trustees will continue to monitor the Charity's reserves levels.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2024**

#### **FUTURE PLANS**

##### **The Trustees intend to:**

- Continue to support the pastoral work and ministry of the Sisters of the Congregation in the Charity's existing care facilities and in the local areas where the Charity has members and or services.
- Critically assess the sustainability of all works and ministry.
- Review current structure of charity's constitution and adopt modern structure which will be relevant to the future needs of the Charity.
- Consider adapting or closing existing facilities to meet the needs of ageing members and service users.
- Continue to support the outreach to the people in our mission areas of East Africa.
- Continue development of the Mission in Tanzania in the Kondoa Diocese.
- Commit to maintaining the highest possible quality of care in all of its facilities.
- Provide staff with appropriate and relevant training.

##### **Specific aims include:**

- Continue to collaborate with SJOG in working with migrant workers and tuberculosis patients project in Euston and with Field Lane Foundation in working with vulnerable families in Pembridge.
- Monitor the internal controls in the services.
- Continue to upgrade the IT and HR services within the Charity. Specifically implementing the digital records management system and time and attendance system throughout the Charity.
- Monitor occupancy levels in all services and staff qualifications.
- Continue to review the Charity's financial position and long-term strategies in the light of the on-going economic situation.
- Review the accommodation services provision in Liverpool and Brighton.
- Review in the coming months all the services being provided in the light of the increasing needs of service users which can be met within the confines of existing facilities.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT (continued)

### YEAR ENDED 31 MARCH 2024

#### Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We confirm that there is no audit information of which you as auditors are unaware, and that each trustee has taken steps to make themselves aware of any relevant information and to establish that you are aware of that information.

The Trustees appreciate the professionalism, dedication and commitment of their members, management personnel, staff, and advisers.

Approved by the Trustees on 25 November 2024 and signed as authorised on their behalf by

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Holmes  
Trustee

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD**

### **Opinion**

We have audited the financial statements of Poor Servants of the Mother of God for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of the charity's net movement in funds for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

### **Basis for opinion**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder. We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD (continued)**

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity; or
- sufficient and proper accounting records have not been kept; or
- the charity financial statements are not in agreement with the accounting records and returns; or

we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees for the financial statements**

As explained more fully in the trustees' responsibilities statement set out on page 32, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding regulations, care quality commission compliance, employment law and taxes and Charity law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and the Charities SORP.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to recognition of income. Audit procedures performed by the engagement team included:

- Inspecting minutes of Trustees' meetings;
- Inspecting correspondence with regulators and tax authorities;
- Reviewing the latest Care Quality Commission (CQC) reports;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals including the control environment and purpose; and
- Challenging assumptions and judgements made by management in their critical accounting estimates. These related to depreciation charges.

**Independent auditor's report to the trustees of  
POOR SERVANTS OF THE MOTHER OF GOD (continued)**

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including to those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more the compliance with a law or financial regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's trustees as a body for our audit work, for this report, or for the opinions we have formed.

HaysMac LLP  
Statutory Auditors  
10 Queen Street Place  
London  
EC4R 1AG

HaysMac LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**POOR SERVANTS OF THE MOTHER OF GOD**

**STATEMENT OF FINANCIAL ACTIVITIES**

**FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted Funds	
		2024 Total £	2023 Total £
<b>Income from</b>			
Donations and legacies	1	664,193	650,129
Charitable Activities	2	15,855,194	14,211,545
Other charitable activities			
- Rents receivable from charitable-use properties temporarily surplus to operational requirements		200,398	197,157
Investments	3	4,112,223	3,968,755
Other			
- Gain on disposal of tangible fixed assets	4	3,081	660,428
- Grants received	4a	14,589	37,952
<b>Total Income</b>		<b>20,849,678</b>	<b>19,725,966</b>
<b>Expenditure on</b>			
Cost of raising funds			
- Investment management costs		368,098	493,655
Charitable activities	5	19,827,920	19,062,103
<b>Total expenditure</b>		<b>20,196,018</b>	<b>19,555,758</b>
<b>Net income/(expenditure) before gains/(losses) on investments</b>		<b>653,660</b>	<b>170,208</b>
Net gains/(losses) on investments		11,775,907	(8,758,696)
<b>Net movement in funds for the year</b>		<b>12,429,567</b>	<b>(8,588,488)</b>
Fund balances at 1 April 2023		151,259,522	159,848,010
<b>Fund balances at 31 MARCH 2024</b>		<b>£163,689,089</b>	<b>£151,259,522</b>

Included in the above figures is a £30,695 (2023: £3,595) restricted donation which has not been spent by 31 March 2024. During the year restricted donations of £27,100 were received. This has not been separately disclosed as a restricted fund at 31 March 2024 as this amount is immaterial in context of the overall funds of the Charity. The above figures exclude permanent endowment of £50 and this the difference above fund balances and Balance Sheet.

The notes on pages 39 to 53 form part of these financial statements.

# POOR SERVANTS OF THE MOTHER OF GOD

## BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2023 £
<b>Fixed Assets</b>			
Tangible assets	15	10,341,684	10,707,995
Investments	16	150,918,519	138,667,558
		<u>161,260,203</u>	<u>149,375,553</u>
<b>Current Assets</b>			
Debtors	17	1,422,328	1,407,024
Cash at bank and in hand		2,471,646	1,785,428
		<u>3,893,974</u>	<u>3,192,452</u>
<b>Creditors:</b>			
Amounts falling due within one year	18	(1,465,038)	(1,308,433)
<b>Net Current Assets</b>		<u>2,428,936</u>	<u>1,884,019</u>
<b>Net Assets</b>		<u><u>£163,689,139</u></u>	<u><u>£151,259,572</u></u>
<b>Funds</b>			
<b>Permanent Endowment Fund</b>	21	<u>50</u>	<u>50</u>
<b>Unrestricted Funds:</b>			
General Funds		26,720,481	25,251,381
Designated Funds	20	136,968,608	126,008,141
		<u>163,689,089</u>	<u>151,259,522</u>
		<u><u>£163,689,139</u></u>	<u><u>£151,259,572</u></u>

Approved by the Trustees on 25 November 2024 and signed as authorised on their behalf by:

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Holmes  
Trustee

The notes on pages 39 to 53 form part of these financial statements.

**POOR SERVANTS OF THE MOTHER OF GOD**

**CASH FLOW STATEMENT**

**FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	2023 £
<b>Cash flows from Operating Activities</b>			
Net cash outflow from operating activities	A	(2,957,151)	(4,341,909)
<b>Cash flows from investing activities</b>			
Dividends and interest from investments		4,112,223	3,968,755
Payments to acquire tangible fixed assets		(62,799)	(210,628)
Receipts from sales of tangible fixed assets		68,999	1,185,480
Payments to acquire investments		(45,582,902)	(52,546,256)
Receipts from sales of investments		45,107,848	52,059,421
<b>Net cash provided by/(used in) investing activities</b>		<u>3,643,369</u>	<u>4,456,772</u>
<b>Change in cash and cash equivalents in year</b>		<b>686,218</b>	<b>114,863</b>
Cash and cash equivalents at 1 April 2023	B	1,785,428	1,978,417
Cash and cash equivalents at 31 March 2024	B	<u><b>£2,471,646</b></u>	<u><b>£1,785,428</b></u>

**Notes to the Cash Flow Statement**

**A. Reconciliation of net movement in funds to net cash flow from operating activities**

	2024 £	2023 £
<b>Net movement in funds (as per the Statement of Financial Activities)</b>	12,429,567	(8,588,488)
<b>Adjustments for</b>		
(Gains)/Losses on investments	(11,775,907)	8,758,696
Dividends and interest from investments	(4,112,223)	(3,968,755)
Depreciation	363,194	331,603
Gains on disposal of tangible fixed assets	(3,083)	(660,428)
Decrease/(Increase) in debtors	(15,304)	(210,230)
Increase/(Decrease) in creditors	156,605	(4,307)
<b>Net cash (used in) operating activities</b>	<u>(2,957,151)</u>	<u>(4,341,909)</u>
<b>B. Analysis of cash and cash equivalents</b>		
Cash at bank and in hand	2,471,646	1,785,428
<b>Total cash and cash equivalents</b>	<u><b>£2,471,646</b></u>	<u><b>£1,785,428</b></u>

The charity has no debt an analysis of net debt in not required.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES**

#### **FOR THE YEAR ENDED 31 MARCH 2024**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

#### **Basis of preparation**

The financial statements have been prepared in accordance with all statutory requirements and with the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The accounts are presented in sterling and are rounded to the nearest pound.

#### **Critical accounting estimates and areas of judgement**

Preparation of the accounts requires the Trustees to make significant judgements and estimates. The items in the accounts where these judgements and estimates have been made include:

- estimating the economic useful life of tangible fixed assets.

#### **Assessment of going concern**

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these accounts. The Trustees have made this assessment in respect to a period no less than one year from the date of approval of these accounts.

Senior management with the Trustees continue to monitor the Charity's cash flow forecasts and financial performance of individual units. To cushion the effect of the Charity's net cash generating ability, a planned withdrawal from Charity's investment portfolios of £2.0m will continue for the year ended 31 March 2025. The Charity will continue to monitor its cash flow requirements and adjust the withdrawal from its investment portfolios accordingly. The Charity is in a fortunate position to be able to access the required financial resource.

The Trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due. With access to Charity's investments if required to support cash flow requirements for the operations, Charity will continue to be a going concern in the foreseeable future. The most significant areas of judgement that affect items in the accounts are detailed above. With regard to the next accounting period and following financial year ending 31 March 2026, the most significant areas that affect the carrying value of the assets held by the charity are the level of investment return and the performance of the investment markets (see the investment policy and the risk management sections of the Trustees' Report for more information).

#### **Income recognition**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of care services service is deferred until the criteria for income recognition are met.

In accordance with the Charities SORP FRS102, volunteer time is not recognised.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2024**

##### **Income recognition (continued)**

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### **Expenditure recognition and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds - these comprise fees paid in respect of fund management advice in relation to the charity's portfolio of quoted investments, which is managed under a discretionary management agreement.
- Expenditure on charitable activities – these include the costs of running the charity's Nursing and Care Homes and its Retreat Centres as well as all other costs associated with furthering the charitable purposes of the charity through the provision of its charitable activities. These costs comprise charitable grants and donations and direct and support costs in respect to the support of members of the Congregation and their ministry. It also includes governance costs.

Charitable grants and donations are made where the Trustees consider there is real need following a review of the details of each particular case and comprise single year payments rather than multi-year grants. Grants and donations are included in the statement of financial activities when approved for payment. Provision is made for grants and donations approved but unpaid at the period end.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### **Allocation of support and governance costs**

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development, financial procedures, provision of office services and equipment and a suitable working environment.

##### **Tangible fixed assets**

Individual fixed assets costing £5,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

	Annual rate
Freehold land	Nil
Freehold buildings	2%
Building improvements	10%
Plant and equipment	10 - 20%
Motor vehicles	25%

##### **Financial Instruments and investments**

The charity only holds financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2024**

##### **Investments**

Quoted investments are a form of basic financial instrument and are initially recognised at cost and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Gains or losses on investments are disclosed in the statement of financial activities as a combined figure for realised gains or losses from investment sales in the year (sale proceeds less market value last year) and unrealised gains or losses arising from the increase/decrease in value during the year of investments still held.

As noted above, the main form of financial risk to which the charity is exposed is that of the volatility in investment markets.

##### **Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

##### **Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Deposits for more than three months and up to one year have been disclosed as short-term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

##### **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

##### **Services provided by members of the Congregation**

For the purposes of these accounts, no value has been placed on administrative and other services provided by the members of the Congregation.

##### **Foreign currencies**

Assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at the date of the transaction. Exchange differences are taken into account in arriving at the net movement in funds.

##### **Funds**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

Restricted funds are held subject to donor imposed conditions and restricted to their use for the specific purpose.

Designated funds are monies set aside from the general funds and designated for specific purposes by the Trustees.

General funds are monies required for operating day-to-day activities of the Charity and to meet its charitable objectives.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2024**

##### **Leased assets**

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Leases are classified as finance leases whenever the terms of the lease transfer substantially all of the risks and rewards of ownership to the charity. Assets held under finance leases are recognised initially at the fair value of the leased assets (or, if lower, the present value of the minimum lease payments) at the inception of the lease. The corresponding liability to the lessor is recognised as a finance lease obligation. Lease payments are apportioned between finance charges and the reduction of the lease obligation using the effective interest method in order to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged to the statement of financial activities. Assets held under finance leases are capitalised and depreciated and assessed for impairment losses in the same way as owned assets.

##### **Pension contributions**

Charity operates a Group Personal Pension Scheme (GPPS); a defined contribution scheme. Another defined contribution scheme was set up to manage Auto-Enrolment (AE) in 2014 for employees who did not join the GPPS as required by the government regulations. Both schemes are defined contribution schemes, and the assets of the schemes are held separately from those of the Charity. The GPPS is no longer available to new joiners.

The rate of contribution by the charity as employer ranges from 4% to 20% for the GPPS and 3% for AE Pensions Plans. Employees may opt to make additional contributions.

Contributions are also made to the National Health Service Pension Scheme for a number of employees at one of the charity's nursing homes. For the purposes of complying with the relevant accounting standards, the Scheme is accounted for as a defined contribution scheme as the Home is not responsible for, or entitled to receive benefit from, any deficit or surplus on the scheme. Another home is required to make monthly payments to the Merseyside Pension Fund to help fund the pension liabilities of several former employees. Contributions are charged to the statement of financial activities as they are made.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>1. DONATIONS AND LEGACIES</b>		<b>2024</b>	<b>2023</b>		
		<b>£</b>	<b>£</b>		
Salaries and pensions of individual religious received under Gift Aid or deed of covenant		511,591	510,104		
General donations and gifts		147,482	139,192		
Legacies		5,120	833		
		<u>£664,193</u>	<u>£650,129</u>		
		<u>£664,193</u>	<u>£650,129</u>		
<b>2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES</b>		<b>2024</b>	<b>2023</b>		
		<b>£</b>	<b>£</b>		
Care Services		14,709,020	13,181,178		
Supported Living		389,335	361,037		
Retreat Centre fees		408,681	343,611		
		<u>15,507,036</u>	<u>13,885,826</u>		
Rents on properties let for charitable purposes		348,158	325,719		
		<u>£15,855,194</u>	<u>£14,211,545</u>		
		<u>£15,855,194</u>	<u>£14,211,545</u>		
<b>3. INVESTMENT INCOME</b>		<b>2024</b>	<b>2023</b>		
		<b>£</b>	<b>£</b>		
Bank deposit interest		16,303	21,864		
Dividends and interest from quoted investment portfolio		4,095,920	3,946,891		
		<u>£4,112,223</u>	<u>£3,968,755</u>		
		<u>£4,112,223</u>	<u>£3,968,755</u>		
<b>4. GAIN ON DISPOSAL OF TANGIBLE FIXED ASSETS</b>		<b>2024</b>	<b>2023</b>		
		<b>£</b>	<b>£</b>		
Properties		-	657,539		
Other		3,081	2,889		
		<u>£3,081</u>	<u>£660,428</u>		
		<u>£3,081</u>	<u>£660,428</u>		
<b>4a. GRANTS RECEIVED</b>					
	<b>Generalate</b>	<b>Care Services</b>	<b>Retreat Centre</b>	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Covid-19 Infection Control Grant	-	14,589	-	14,589	37,952
	<u>£-</u>	<u>£14,589</u>	<u>£-</u>	<u>£14,589</u>	<u>£37,952</u>
	<u>£-</u>	<u>£14,589</u>	<u>£-</u>	<u>£14,589</u>	<u>£37,952</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

**5. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Care Services	Accommodation Services	Retreat Centre	Support of Sisters and their ministries	Overseas outreach	Total 2024	Total 2023
	£	£	£	£	£	£	£
Staff costs (including agency staff)	13,221,381	-	374,355	144,788	-	<b>13,740,524</b>	13,632,359
Depreciation	209,223	32,866	7,689	113,416	-	<b>363,194</b>	331,602
Other operational costs	764,128	190,930	132,735	491,790	-	<b>1,579,583</b>	1,060,195
Administrative Expenses	380,557	13,107	20,808	-	-	<b>414,472</b>	575,697
Grants to overseas Missions (note 7)	-	-	-	-	697,689	<b>697,689</b>	532,928
Care of elderly sisters	-	-	-	785,616	-	<b>785,616</b>	1,031,535
	<u>14,575,289</u>	<u>236,903</u>	<u>535,587</u>	<u>1,535,610</u>	<u>697,689</u>	<b><u>17,581,078</u></b>	<u>17,164,316</u>
Support costs (note 6)	1,530,024	24,869	56,223	161,199	73,239	<b>1,845,554</b>	1,527,153
Governance costs (note 6)	321,030	8,026	12,039	56,180	4,013	<b>401,288</b>	370,634
	<u>£16,426,343</u>	<u>£269,798</u>	<u>£603,849</u>	<u>£1,752,989</u>	<u>£774,941</u>	<b><u>£19,827,920</u></b>	<u>£19,062,103</u>

**Prior Year**

	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2023
	£	£	£	£	£	£
Staff costs (including agency staff)	12,578,310	-	400,935	653,114	-	<b>13,632,359</b>
Depreciation	168,735	32,866	1,104	128,897	-	<b>331,602</b>
Other operational costs	714,187	136,477	149,222	60,309	-	<b>1,060,195</b>
Administrative Expenses	545,563	10,787	19,347	-	-	<b>575,697</b>
Grants to overseas missions	-	-	-	-	532,928	<b>532,928</b>
Care of elderly sisters	-	-	-	1,031,535	-	<b>1,031,535</b>
	<u>14,006,795</u>	<u>180,130</u>	<u>570,608</u>	<u>1,873,855</u>	<u>532,928</u>	<b><u>17,164,316</u></b>
Support costs (note 6)	1,246,220	16,027	50,768	166,722	47,416	<b>1,527,153</b>
Governance costs (note 6)	296,507	7,413	11,119	51,889	3,706	<b>370,634</b>
	<u>£15,549,522</u>	<u>£203,570</u>	<u>£632,495</u>	<u>£2,092,466</u>	<u>£584,050</u>	<b><u>£19,062,103</u></b>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Support costs comprise:		
Sisters' expenses	517,289	313,082
Establishment expenses	435,645	405,461
Administrative costs		
- Staff costs	308,261	226,736
- Other	564,866	615,643
Exchange losses/(gains)	19,493	(33,769)
	<u>1,845,554</u>	<u>1,527,153</u>
Governance costs:		
Staff costs	325,235	298,527
Audit fees	62,190	56,400
Other	13,863	15,707
	<u>401,288</u>	<u>370,634</u>
	<u>£2,246,842</u>	<u>£1,897,787</u>
<b>Allocation of Governance &amp; Support Costs</b>		
Care Services	1,851,054	1,542,727
Accommodation Services	32,895	23,440
Retreats	68,262	61,887
	<u>1,952,211</u>	<u>1,628,054</u>
Support of Sisters & their ministries	217,379	218,611
Overseas outreach	77,252	51,122
	<u>£2,246,842</u>	<u>£1,897,787</u>

**7. OVERSEAS OUTREACH**

The direct costs of Overseas Outreach include the payment of grants as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Support of the Congregation's missions in:		
Kenya, Tanzania and Venezuela	<u>£697,689</u>	<u>£532,928</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

**8. SUMMARY ANALYSIS OF EXPENDITURE AND RELATED INCOME FOR CHARITABLE ACTIVITIES**

**Current Year**

	<b>Care Services £</b>	<b>Accommodation Services £</b>	<b>Retreat Centre £</b>	<b>Total 2024 £</b>	<b>Total 2023 £</b>
Direct costs	14,575,289	236,903	535,587	<b>15,347,779</b>	14,757,533
Governance and support costs	1,851,054	32,895	68,262	<b>1,952,211</b>	1,628,055
	<u>16,426,343</u>	<u>269,798</u>	<u>603,849</u>	<b><u>17,299,990</u></b>	<u>16,385,588</u>
Fees and rents receivable	14,709,020	389,335	408,681	<b>15,507,036</b>	13,885,826
<b>Net income/(cost)</b>	<b><u>£(1,717,323)</u></b>	<b><u>£119,537</u></b>	<b><u>£(195,168)</u></b>	<b><u>£(1,792,954)</u></b>	<b><u>£(2,499,762)</u></b>

**Prior Year**

	<b>Care Services £</b>	<b>Accommodation Services £</b>	<b>Retreat Centre £</b>	<b>Total 2023 £</b>
Direct costs	14,006,795	180,130	570,608	14,757,533
Governance and support costs	1,542,728	23,440	61,887	1,628,055
	<u>15,549,523</u>	<u>203,570</u>	<u>632,495</u>	<u>16,385,588</u>
Fees and rents receivable	13,181,178	361,037	343,611	13,885,826
<b>Net income/(cost)</b>	<b><u>£(2,368,345)</u></b>	<b><u>£157,467</u></b>	<b><u>£(288,884)</u></b>	<b><u>£(2,499,762)</u></b>

**9. NET INCOME FOR THE YEAR**

**2024  
£**                      **2023  
£**

**This is stated after charging:**

Depreciation	<b>363,194</b>	331,603
Auditors' remuneration		
- Audit fees (including VAT)	<b>62,190</b>	56,400
Losses/(Gains) on currency conversion	<b>19,493</b>	(33,769)
	<u><b>363,194</b></u>	<u>331,603</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>10. STAFF COSTS</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Staff costs during the year were as follows:		
Wages and salaries	<b>11,373,719</b>	10,166,917
Social security costs	<b>992,696</b>	888,123
Other pension costs	<b>415,727</b>	357,624
Agency staff	<b>1,300,470</b>	2,436,097
Other costs (including Apprenticeship Levy and recruitment costs)	<b>190,163</b>	204,653
Staff restructuring	<b>101,245</b>	104,208
	<b>£14,374,020</b>	£14,157,622

Staff restructuring costs comprise:		
Redundancy and termination payments	<b>£101,245</b>	£104,208

	<b>2024</b>	<b>2023</b>
	<b>No.</b>	<b>No.</b>
The number of employees whose emoluments exceeded £60,000 were:		
£60,001 - £70,000	<b>3</b>	4
£70,001 - £80,000	<b>1</b>	-
£90,001 - £100,000	<b>1</b>	-
£160,001 - £170,000	<b>-</b>	1
£170,001 - £180,000	<b>1</b>	1

Employer contributions of £44,749 (2023: £45,554) were contributed to the employee Group Personal Pension Plan on behalf of the employees earning more than £60,000 (2023: £60,000)

The key management personnel of the charity in charge of directing, controlling and operating the charity on a day to day basis comprise the Trustees together with the following:

Director of Finance  
 Director of Operations  
 Associate Director of Operations  
 Human Resources Manager  
 Retreat Centre Manager

The total remuneration (including taxable benefits and employer's pension contributions) of the five (2023:5) key management personnel for the year was £512,149 (2023: £589,192)

## POOR SERVANTS OF THE MOTHER OF GOD

### NOTES TO THE FINANCIAL STATEMENTS (Continued)

#### FOR THE YEAR ENDED 31 MARCH 2024

<b>11. STAFF NUMBERS</b>	<b>2024</b>	<b>2023</b>
	<b>No.</b>	<b>No.</b>
The average monthly head count of staff:		
Care Services	437	388
Supported Living	-	-
Retreats	13	13
Others	43	61
	<u>493</u>	<u>462</u>

#### 12. PENSIONS

The charity operates a defined contribution Group Personal Pension Plan for its employees. The charity is not liable to finance any shortfall of funding and cannot benefit from over funding. Employer contributions payable into the scheme during the year were at a rate of between 4% and 20% of pensionable salary and members contributed between 0% and 7% of pensionable salary.

Employer contributions of £415,727 (2023: £357,624) were paid during the year. The amount outstanding at the year-end was £35,536 (2023: £36,284).

#### 13. TRUSTEE REMUNERATION AND EXPENSES

The Trustees of the Charity are also members of the Congregation and as such have taken vows of poverty under which they have renounced all personal rights to income and capital. The Charity provides for the essential needs of all members of the Congregation.

The living costs of the 6 Trustees are therefore borne by the Charity.

As members of the Congregation, none of the Trustees have resources of their own. As well as all earnings, pensions and other income have been donated to the Charity under a Gift Aid compliant Deed of Covenant.

During the year, the total donated by the Trustees was £5,826 (2023: £3,035).

#### 14. TAXATION

As a registered charity the Poor Servants of the Mother of God is not liable to income tax or corporation tax on income or gains derived from its charitable activities, as they fall within the various exemptions available to registered charities.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>15 TANGIBLE FIXED ASSETS</b>	<b>Freehold land and Buildings £</b>	<b>Plant and Equipment £</b>	<b>Motor Vehicles £</b>	<b>Total £</b>
<b>COST</b>				
At 1 April 2023	18,937,373	248,694	320,973	<b>19,507,040</b>
Additions	-	53,599	9,200	<b>62,799</b>
Assets written off	-	-	-	-
Disposals in year	(90,000)	-	(62,946)	<b>(152,946)</b>
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	18,847,373	302,293	267,227	<b>19,416,893</b>
	<hr/>	<hr/>	<hr/>	<hr/>
<b>DEPRECIATION</b>				
At 1 April 2023	8,452,879	37,316	308,850	<b>8,799,045</b>
Charge for year	300,822	54,225	8,147	<b>363,194</b>
Released on assets write off	-	-	-	-
Disposals in year	(28,350)	-	(58,680)	<b>(87,030)</b>
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	8,725,351	91,541	258,317	<b>9,075,209</b>
	<hr/>	<hr/>	<hr/>	<hr/>
<b>NET BOOK VALUE</b>				
<b>At 31 March 2024</b>	<b>£10,122,022</b>	<b>£210,752</b>	<b>£8,910</b>	<b>£10,341,684</b>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31 March 2023	£10,484,494	£211,378	£12,123	£10,707,995
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Apart from a small proportion of excess accommodation, which is let, and minimal use for management and administrative purposes, all fixed assets are held for charitable purposes.

Three Voluntary Aided School properties registered in the names of the trustees are not included in fixed assets. All these schools were formerly run by the Congregation but the two Voluntary Aided Schools, at Banstead and Amersham, have been handed over to Roman Catholic Dioceses on long term leases, and the third, at Chippenham has been leased to the governors. As all rights and obligations in respect of these properties have effectively been transferred from the Charity, the Trustees consider their ownership to be in the nature of custodianship of the assets and they have, therefore, not been capitalised. The total insurance value of these schools is approximately £5m.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

**16. INVESTMENTS**

	2024		2023	
	£	£	£	£
Value 1 April 2023		138,667,558		146,939,419
Additions during the year		45,582,902		52,546,256
Disposals				
Proceeds	(45,107,848)		(52,059,421)	
Realised gains / (losses)	(582,188)		(2,980,675)	
		<u>(45,690,036)</u>		<u>(55,040,096)</u>
Revaluations		12,358,095		(5,778,021)
Value at 31 March 2024		<u><u>£150,918,519</u></u>		<u><u>£138,667,558</u></u>

	2024	2023
	£	£
Listed on a UK Stock Exchange		
- Fixed interest stocks	18,654,574	19,163,078
- Equities and Unit Trusts	122,305,776	114,312,997
Portfolio bank accounts	9,958,169	5,191,483
Total	<u><u>£150,918,519</u></u>	<u><u>£138,667,558</u></u>

All investments (other than cash and deferred annuity contracts) are quoted on a recognised UK Stock Exchange or are valued by reference to investments listed on a recognised Stock Exchange.

Included in the above investments none represented more than 5% of the total value of investments.

**17. DEBTORS**

	2024	2023
	£	£
Fees receivable	991,552	896,738
Prepayments and other debtors	430,776	510,286
Total	<u><u>£1,422,328</u></u>	<u><u>£1,407,024</u></u>

**18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2024	2023
	£	£
Taxation and Social Security	230,793	242,880
Other creditors and accruals	1,234,245	1,065,553
Total	<u><u>£1,465,038</u></u>	<u><u>£1,308,433</u></u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

**19. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2024 £</b>
<b>Endowment Fund</b>	-	-	50	-	50
<b>General Funds</b>	219,662	24,071,933	3,893,924	(1,465,038)	26,720,481
<b>Designated Funds (note 20)</b>					
Properties Fund	10,122,022	-	-	-	10,122,022
Retirement Fund	-	79,733,655	-	-	79,733,655
Development Fund	-	8,357,963	-	-	8,357,963
Relief of Poverty & Distress Fund	-	31,754,968	-	-	31,754,968
Overseas Outreach Fund	-	7,000,000	-	-	7,000,000
	<u>10,122,022</u>	<u>126,846,586</u>	<u>-</u>	<u>-</u>	<u>136,968,608</u>
<b>Total Net Assets</b>	<b>£10,341,684</b>	<b>£150,918,519</b>	<b>£3,893,974</b>	<b>£(1,465,038)</b>	<b>£163,689,139</b>
Unrealised gains included above at 31 March 2023	<u>£-</u>	<u>£18,792,805</u>	<u>£-</u>	<u>£-</u>	<u>£18,792,805</u>
<b>Prior Year</b>	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2023 £</b>
<b>Endowment Fund</b>	-	-	50	-	50
<b>General Funds</b>	223,501	23,143,911	3,192,402	(1,308,433)	25,251,381
<b>Designated Funds (note 20)</b>					
Properties Fund	10,484,494	-	-	-	10,484,494
Retirement Fund	-	72,292,022	-	-	72,292,022
Development Fund	-	7,517,471	-	-	7,517,471
Relief of Poverty & Distress Fund	-	28,714,154	-	-	28,714,154
Overseas Outreach Fund	-	7,000,000	-	-	7,000,000
	<u>10,484,494</u>	<u>115,523,647</u>	<u>-</u>	<u>-</u>	<u>126,008,141</u>
<b>Total Net Assets</b>	<b>£10,707,995</b>	<b>£138,667,558</b>	<b>£3,192,452</b>	<b>£(1,308,433)</b>	<b>£151,259,572</b>
Unrealised gains included above at 31 March 2023	<u>£-</u>	<u>£8,258,300</u>	<u>£-</u>	<u>£-</u>	<u>£8,258,300</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2024**

**20. DESIGNATED FUNDS**

**Analysis of Movements**

	<b>Balance at 1 April 2023 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2024 £</b>
Properties Fund	10,484,494	(362,472)	-	10,122,022
Retirement Fund	72,292,022	7,441,633	-	79,733,655
Development Fund	7,517,471	840,492	-	8,357,963
Relief of Poverty & Distress Fund	28,714,154	3,040,814	-	31,754,968
Overseas Outreach Fund	7,000,000	175,532	(175,532)	7,000,000
	<b>£126,008,141</b>	<b>£11,135,999</b>	<b>£(175,532)</b>	<b>£136,968,608</b>

**Prior Year**

	<b>Balance at 1 April 2022 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2023 £</b>
Properties Fund	11,311,718	(302,172)	(525,052)	10,484,494
Retirement Fund	75,000,000	(2,707,978)	-	72,292,022
Development Fund	8,000,000	(482,529)	-	7,517,471
Relief of Poverty & Distress Fund	30,000,000	(1,285,846)	-	28,714,154
Overseas Outreach Fund	7,000,000	(704,903)	704,903	7,000,000
	<b>£131,311,718</b>	<b>£(5,483,428)</b>	<b>£179,851</b>	<b>£126,008,141</b>

**Properties Fund**

The charity has a number of properties which are used to fulfil its charitable objectives. These properties although they are unrestricted assets, cannot be realised without undermining the charity's work and reflect the investment in properties held to further the charitable work undertaken. Transfers are made as appropriate to reflect the net change in properties arising from acquisitions and/or disposals.

**Retirement Fund**

A fund has been designated in respect of the charity's commitment to provide for the retirement and care, in old age and sickness, of the Congregation's members. Lump sums received and transfers from general funds are credited to this fund together with the income and capital growth/decline arising from designated investments. A review of the Congregation's membership has indicated that a fund in the region of £65m and £77m would be required to finance the Charity's commitment to provide care for its elderly members after taking account of their occupational pension rights. During the year, the fund received investment income less portfolio management charges and investment valuation losses. Considering the continued volatility in investment markets and increasing cost of care, Trustees decided this Fund balance of £79.7m is prudent to maintain higher than the top range of actuarial review. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **NOTES TO THE FINANCIAL STATEMENTS (Continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2024**

#### **20 DESIGNATED FUNDS (continue)**

##### **Development Fund**

The trustees reviewed the requirement for development of Charity's accommodation including social and healthcare facilities. During the year the fund gained £202k from investment income net of portfolio management fees and from investment gains of £638k increasing the designation to £8.4m. The Trustees believe £8.4m fund for the development of social and health care facilities will be sufficient for the next five to six years. The trustees will keep this designation under review and will adjust the designation to meet future needs.

##### **Relief of Poverty and Distress**

The trustees have reviewed their commitment to relief of poverty and distress and have decided to increase designation to £31.8m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership and availability of resources to support people in poverty and distress it is considered best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Net income in the Fund including the investment gains in the year amounted to £3.04m. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

##### **Overseas Outreach Fund**

Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. The trustees have designated £7m for this fund. Overseas payments amounting to £697k were expended on Sisters living costs, running of clinics, dispensaries, ambulance service, education and food for local communities (including feeding street children) and relief of famine caused by climate change (Trustees report page 14 to 22 details Overseas Outreach support activities). Net gains of £175.5k after donations, investment income and investment gains were incurred during the year and same amount was transferred to General Fund to maintain the balance of this fund to £7m. The trustees will keep this designation under review and will adjust the designation to meet future needs.

#### **21. PERMANENT ENDOWMENT FUND**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

#### **22. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year (2023: None).

**POOR SERVANTS OF THE MOTHER OF GOD**

England & Wales - Charity number 227931

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# Accounts

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**POOR SERVANTS OF THE MOTHER OF GOD**

**(Registered Charity No: 227931)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED**

**31 MARCH 2023**

# POOR SERVANTS OF THE MOTHER OF GOD

YEAR ENDED 31 MARCH 2023

## REFERENCE AND ADMINISTRATIVE DETAILS

<b>Trustees</b>	Sr Rosarii O'Connor Sr Kathleen Coleman Sr Margaret Cashman Sr Anne Curran Sr Anastasia Meki Ngemu Sr Margaret Herlihy Sr Mary Holmes Sr Mary Whelan Sr Juliana Munanie Syengo	(resigned 19 October 2022) (resigned 19 October 2022)  (resigned 19 October 2022) (resigned 19 October 2022)  (appointed 19 October 2022) (appointed 19 October 2022) (appointed 17 January 2023)
<b>Bursar General</b>	Sr Margaret Herlihy	
<b>Principal Office</b>	Maryfield Convent Mount Angelus Road London SW15 4JA	
<b>Website</b>	<a href="http://www.poor servants.com">www.poor servants.com</a>	
<b>Charity Registration No</b>	227931	
<b>Auditors</b>	Haysmacintyre LLP 10 Queen Street Place London, EC4R 1AG	
<b>Solicitors</b>	Stone King 13 Queen Square Bath BA1 2HG	
<b>Principal Bankers</b>	Royal Bank of Scotland plc 62/63 Threadneedle Street London EC2R 8LA	
<b>Investment Managers</b>	Quilter Cheviot Investment Management One Kingsway London WC2B 6AN  Sarasin & Partners 100 St Paul's Churchyard London EC4M 8BU  UBS Wealth Management 5 Broadgate, London EC2M 2AN	
<b>Estates Manager</b>	Burnet Ware & Graves Chartered Surveyors 13 Half Moon Lane London SE24 9JU	

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2023**

The Trustees present this report of the Charity of the Poor Servants of the Mother of God for the year ended 31st March 2023.

#### **INTRODUCTION**

The Congregation of the Poor Servants of the Mother of God is an international religious order. It supports 160 Sisters worldwide. It was founded in London in 1869 by Frances Margaret Taylor. The Congregation is divided into areas, USA, Ireland, Rome, Kenya, Tanzania and the United Kingdom.

The Congregation's Charity, Poor Servants of the Mother of God, is registered with the Charity Commission for England and Wales under the number 227931. It is the vehicle through which the charitable activities of the Congregation in the UK are conducted and in which its UK assets are held. The governing instrument of the Charity is a Trust Deed dated 5th April 1957. Incorporated trustee status was granted on 2 July 1971.

In 1994 permission was granted by the Charity Commission to use "Frances Taylor Foundation" (FTF) as a business name for the social, health and pastoral care services of the Charity. FTF is not a legal entity in its own right.

#### **MISSION**

The Charity's four main aims as set out in its governing document are:

- The furtherance of the religious and other charitable works of the order.
- The relief of poverty and distress.
- The advancement of the Roman Catholic religion.
- The advancement of religious and secular education.

The Charity aims to support as many people as possible through the works and ministries carried out by the members of the Congregation and their collaborators across the world. By caring for members of the Congregation, the Charity aims to enable the Sisters to live out their faith and to put it into practice through a wide variety of charitable works. The Trustees have carefully considered the Charity Commission's guidance on public benefit, especially the supplementary guidance on the advancement of Religion and have accordingly planned the areas of involvement especially by the Sisters. The works of the Charity, all of which benefit numerous members of the general public, fall into the following main areas:

#### **Operation of Care Services**

During the year the Charity continued to own and operate one care home for the elderly in the London area. The home provides excellent care for the general public as well as for members of the Congregation. This unit is registered for nursing and residential care and has 39 beds. The reports on the nursing home are a clear testament to the commitment of the Charity to respecting the dignity of all people, especially those who are vulnerable. The home gives access to care to those who are supported by various Boroughs through income support schemes.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **MISSION**

##### **Operation of Care Services (continued)**

The Charity also owns and operates care homes for people with learning disabilities and other care and support needs as follows:

###### Greater London

- St Raphael's Services, Brentford
- Two houses in Streatham: Woodbourne Avenue and Tooting Bec Gardens
- Laverstoke Gardens, Roehampton
- St Mary's High Street, Roehampton

###### Brighton

- Marina, Lansdowne Road

###### Merseyside

- St Joseph's Adult Service, in Freshfield, Formby.

Other care and support services provided for people with learning disabilities and other care and support needs are:

###### Greater London

- Day activities based in St. Mary's Home, Roehampton

###### Brighton and Hove

- Home & Community Support until April 2022
- Extra Care Facility at St Anne's Apartments in Hove

###### Merseyside

- Fernley Resource Centre, Freshfield, Formby
- Liverpool Adult Services – supported living
- Sefton Supported Living Service, Lincoln Road

All services aim to provide an excellent level of care and are open to all, irrespective of faith, ethnic background, or ability to pay. All care homes and their staff have experienced difficult times during the pandemic. Vacancies continue to be difficult to fill, with the increasing cost base. Recruitment of staff has improved; however, sickness absences remain significantly above pre-pandemic level.

##### **Social and Pastoral work**

Many members of the Congregation are involved in various forms of social and pastoral work, including care of the elderly and people with special needs, family support, chaplaincy work in hospitals and prison visiting, work with the homeless and the marginalised, catechetical work and pastoral visiting in parishes. Social and pastoral works carried out by the members are unremunerated. The social and pastoral work has resumed in person and also carried out virtually through various mediums and traditional telephone and text.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

##### **Worship and prayer**

Members of the Congregation are given the opportunity to take part in private worship and prayer and to avail of study and development in the knowledge of their faith. Members of the Congregation pray with members of the wider local community and are available to listen especially in difficult times. Members are also involved in giving retreats and the celebration of the liturgy through prayer groups and church services for various religious dominations. Worship has mainly resumed in person and members who are not able to attend in person continue to participate virtually.

##### **Operation of Prayer and Retreat Centres and Chapels**

The Charity provides places for quiet reflection, prayer, and spiritual development, which are open to all denominations. Where there is a financial contribution structure in place for retreats, inability to contribute financially does not prohibit participation. The Charity owns and manages prayer and retreat centres: Kairos in Roehampton and The Liverpool Prayer Centre near Formby.

Activities in the Kairos Centre have resumed although not yet reached to pre-pandemic level. Kairos Centre participants are local and national groups, as well as individuals who also come and spend time in the quiet areas of the house and gardens. These facilities are open to:

- People of all faiths and none who wish to have time apart for retreat, reflection, study, and quiet time.
- Local Groups for meetings, training or conferences are supported by providing meeting spaces on a donation or gratis basis – including our own PSMG/FTF services for training as the Charity has many units in the UK. Other organisations including Roehampton Forum, the neighbourhood police team, Al-Anon, Alcoholics Anonymous, the Catenian Association, Justice & Peace groups, Catholic school & parish groups, and local community groups,
- Between 1st April 2022 and 31st March 2023, 3,678 rooms were booked at the Kairos Centre, equating to an occupancy rate of 40.1% for the year. A total of 3,787 overnight guests stayed at the Centre as a few of the rooms are multi occupancy rooms.
- Between 1st April 2022 and 31st March 2023, there were 13 residential retreats of which 7 were Preached Retreats and attended by 135 guests. The remaining 6 retreats were Individually Guided Retreats, attended by 23 retreatants overall.
- During the year 163 bookings were made for day visits and the Centre subsequently welcomed well over 350 day guests. This is taking into account those who came on Quiet Days or availed of the function rooms. Quarter ending March 2023 was the busiest period for day visits.
- A total of 67 people came for Quiet Days and 56 individual sessions of Spiritual Direction were delivered. These sessions were executed by one of the Spiritual Director Team.
- All retreatants gave an excellent/good ratings for all aspects of the Retreat and Kairos Centre provision demonstrating the value of the Centre to its visitors. Notable positive comments ranged from the quality of the liturgies and Spiritual Directors to the helpfulness and generosity of the Sisters and staff. Other feedback highlighted the degree to which Kairos was seen as a tranquil, peaceful and sacred space as stated here: - *'The atmosphere here is what makes me return for a retreat. The house is quiet and invites prayer and reflection'*. Moreover, one retreatant remarked how they continue to recommend the venue to others.

Prior to Covid, the Kairos Centre had many volunteers but thereafter, volunteering reduced dramatically. During the year mostly SMG Sisters volunteered at Kairos Centre and a Sister from another Congregation also volunteered on Saturday mornings.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **Operation of Prayer and Retreat Centres and Chapels (continued)**

##### **New developments since last year in Kairos**

A change in management and the subsequent period of transition between 2022-2023 contributed to the fact that no new activities were undertaken. This period was also somewhat characterised by staff changes. Several members of staff left, and a similar number were recruited. In summary, rather than implementing new activities, the context for Kairos was such that the focus was on maintaining the Centre at the best level possible rather than taking on new challenges. The employees that worked through these times did their utmost in ensuring that the Centre continued to deliver at an optimum level to all guests and retreatants.

Of equal significance, there was a key focus on preparation and organisation ahead of the hosting of the SMG Congregation Chapter at Kairos in August 2022. No other bookings were possible for the month of August due to this highly significant event.

With regards to new building works, a new boiler was installed and the offices for the Bookings Team and Director were refurbished and redecorated.

During this period, the online communications platform, Zoom, was, and is still, proving to be a useful tool in facilitating online Spiritual Direction. Numerous directees benefitted from such. Discussions about developing and expanding online spiritual provision began and are still ongoing.

Enhanced IT equipment was purchased to support the work undertaken by the Bookings Team and Director.

Unusually for the Centre there was high staff turnover during the year. Changes were across all the teams in the Centre. Staff training has been undertaken as a priority for all staff including the new joiners.

Safeguarding training was delivered in April 2022.

In January 2023, staff professional development covered the following areas: Emergency First Aid, Level 2 Safe Moving and Handling, Level 2 Manual Handling and Level 2 Principles of COSHH. This was delivered by PIB Risk Management.

In February, Guestline (Rezlynx) training was given to the Booking Team Staff and other members of the staff community.

##### **Interesting Activities**

In June 2022, following the national four-day celebration marking the Queen's Platinum Jubilee, an afternoon tea was organised at Kairos for local Senior Citizens. Entertainment was also provided and approximately 60 people enjoyed the festivities.

The Chapter for the Poor Servants of the Mother of God Congregation took place in August 2022.

Following Covid, in December 2022, there was the successful return of the Senior Citizens Christmas Party and approximately 100 people attended this event.

In terms of outreach, as part of the approach to recruit staff from the locality, advertising was positioned in key community hotspots.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

##### **Operation of Prayer and Retreat Centres and Chapels (continued)**

Our convent in Swindon, Wiltshire offered a facility for prayer and reflection used by local parish groups for meetings and prayer. This convent was closed as Sisters were not able to continue to maintain the facility and is now leased to the Medaille Trust, a charity supporting those in risk of human trafficking.

##### **Operation of Schools**

The Charity works in collaboration with the Roman Catholic Dioceses of Arundel & Brighton and Northampton to whom it has leased the primary schools at peppercorn rents. St. Mary's RC School in Chippenham was previously leased to the Governors was transferred to the Roman Catholic Diocese of Clifton for the property to be used as a Catholic non fee paying School.

All three schools provide an excellent education for the children of the local community. Members of the Charity or their representatives are active members of the Board of Governors of these schools.

##### **Overseas outreach**

The Charity is involved in working in health care, education, retreat and social work in Rome, USA, Kenya, Tanzania, and Venezuela. In Venezuela support by means of donations is only through the other similar UK based charitable organisations who also have presence in Venezuela.

##### **PUBLIC BENEFIT**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing the Charity's aims and objectives and in their planning for future activities. The Trustees have undertaken training on Public Benefit and in particular on the requirements placed on Religious Charities. Particular consideration has been given by the Trustees to the impact of planned activities on the aims and objectives which have been agreed.

The underpinning values of the Charity and the Religious Congregation as set out in the Trust Deed are based on Catholic Christian principles and Gospel values of respect for the dignity of every human being, hospitality and welcome to all. The main areas in which the Charity generates public benefit are set out below.

##### **Care Services**

The importance of respect, dignity, hospitality, and welcome is recognised in all the service provision which is carried out on behalf of the Charity in nursing care, residential and other care, and support needs. Admission of residents is based on assessment of their care needs and the ability of the service to provide the level of care needed by the resident. The services welcome residents regardless of background, faiths, cultures and gender. We aim to keep our fees at levels which enable us to support the long-term future of the services. In cases of financial hardship, we assist with fees. (See Activities, Objectives, Policies and Strategies on page 12 onwards)

During the year twelve social care services were operated by the Charity are registered with the Care Quality Commission (CQC). HCS was closed in April 2022 and has been de-registered with CQC. CQC inspects services in detail, and rates them as Inadequate, Requires Improvements, Good or Outstanding – the latter rating being relatively rarely used. All of our care services except one have Good CQC rating. 1 service is rated Requires improvement by CQC. We are working with CQC and sponsoring local authority for improvements in this services.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

#### **PUBLIC BENEFIT (continued)**

##### **Sisters and their work in the local areas**

The Sisters in the Charity have been working on a voluntary basis for and with the poor for over 150 years. Pastoral and outreach work brings the Sisters into daily contact with many people in need. The number of those in need has increased due to the economic situation and the rising costs of basic necessities. The Sisters are acutely conscious of the large number of people who have come to the UK from EU and other countries and are living on the margins of society. Some have secured employment in the past but quite frequently they have been made redundant or have had their hours of work reduced. The advent of new technologies has impacted on employment in many companies. Through the Sisters' presence and response, they bring both spiritual and practical pastoral support to those who may be poor, homeless, in prison, sick, alone, elderly or in need of education.

In many of the houses of the Charity the chapel space is made available for daily callers for prayer and quiet reflection.

On average 50 people visit St Mary's Roehampton Convent chapel each week for prayer services and/or reflection. The Chapel at Taylorville is open each day to the local community from 7.30am to 8.00 pm for prayer, reflection, and the friendly chat. Brentford Chapel is available to all on the site as well as to the Parishioners.

##### **Education**

We have leased three Voluntary Aided primary schools to third party Roman Catholic organisations. This involves provision of land and buildings at low rents. In addition, members of the Congregation serve on these schools' boards of governors on a voluntary basis and a number of Sisters work in collaboration with other agencies providing adult education to the most vulnerable members of society. The project, set up in collaboration with the St. John of God Hospitaller Charity, for the support and education of migrant workers is progressing. The 5<sup>th</sup> Floor of the building is being used by the project to care for and to help rehabilitate those suffering from tuberculosis. This project has been very successful and is continuing. All available space within the house has been successfully converted into accommodation.

##### **Overseas Outreach**

The Charity supports the Sisters' work in overseas missions in East Africa. Our work involves liaison with local community leaders to ensure that they are meeting the most urgent needs in the areas of poverty, especially the relief of famine, health care needs, training, and empowerment. Three Sisters have been missioned to Tanzania, Diocese of Kondoa, and have started a mission there to help the poor and the marginalized. In both service provision and individual pastoral work, the members of the Charity affect the lives of many hundreds of people in practical and in less tangible ways, but often highly supportive and spiritual ways. A piece of land has been bought by the Congregation's registered charitable Trust in Kenya and construction of the convent is nearly completed.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2023**

### **GOVERNANCE, STRUCTURE AND MANAGEMENT**

#### **Governance**

The Congregation is governed by the Superior General and three General Council members. These are elected every six years at the General Chapter, i.e., a meeting of the representatives of all the areas of the Congregation. Council members are chosen after a twelve-month process of preparation and discussion.

New Trustees are appointed by Superior General. All Trustees are members of the Congregation and as such have a comprehensive knowledge of the various works and structure of the Charity and all work full-time on a voluntary basis in the furtherance of its objectives. They receive no remuneration for their services as Trustees.

The last General Chapter for members of the Congregation was held in August 2022 and set the broad vision for the following six years. It was decided at the General Chapter in August that the General Chapter term will be six years and the next General Chapter will take place in 2028. At that Chapter a new General Council was appointed, and Sr. Margaret Herlihy was reappointed as a Bursar General and Trustee of the Charity. Resignations and appointments of Trustees following the Chapter are as noted on page 1.

The documents issued from the 2022 Chapter focused on the energies of the Congregation and a fresh call to all members to be significant witnesses to the values and aims of the Congregation.

The Chapter set out the broad vision for the Charity for the next six years:

- to focus on current global and local needs
- to collaborate with others.
- to maintain responsible stewardship of resources
- to provide support for our Kenyan mission and the formation of Kenyan Sisters
- to develop a plan which would focus our resources on service with and for the poor.
- Review of all FTF Care services.

The Trustees share responsibility for the running of the Charity. Sr Margaret Herlihy is correspondent for the group.

#### **Training and Trustee Induction**

Over the past year training and update days have taken place for the Trustees, staff, associates and those connected with the Charity.

Resources and literature on charity law and procedures, as well as the minutes of all Trustee meetings are available at the offices for perusal and study by the Trustees. Trustees regularly meet with all the advisers: legal, financial, human resources, property and investments and also visit periodically all the locations of the Charity. The Trustees have attended the annual Catholic Charity Conference as well as trustee training seminars on investments, charity law, property matters, safeguarding, and the current economic situation, which are organized by the various professional groups. Webinars are frequently used to update Trustees on Charity matters. During the year Trustees have attended many webinars on governance matters.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **GOVERNANCE, STRUCTURE AND MANAGEMENT (continued)**

##### **Structure and management (continued)**

The Trustees are ultimately responsible for the policies and assets of the Charity. In the past year a number of finance and personnel policies have been reviewed and issued for the Charity. Safeguarding policies have been revised and issued. Regular meetings of the Safeguarding Committee take place. The Trustees meet monthly or more frequently, if needed. They review developments in the Charity and its activities and make decisions, based on reflection, and appropriate advice. The Trustees are conscious of the need to seek advice and support from their professional advisers, including financial advisers, property consultants, investment managers and solicitors, when taking important decisions which impact on the work, good name, or future viability of the Charity.

The day-to-day management of the various activities of the Charity are delegated to the three area leaders, the Director of Social Services and Team and the unit managers at each location.

The key management personnel of the Charity in charge of directing, controlling, and operating the Charity on a day-to-day basis comprise the Trustees, Local Leaders, Director of Finance, Directorate Team for the Care Services, Human Resources Department and Director of The Kairos Centre. As religious Sisters, under vow of poverty, the Trustees and Local Leaders, do not receive any remuneration.

The Charity is committed to ensuring equal treatment in respect of pay and conditions for those doing equivalent work throughout the Charity. The key management personnel are very important roles in leadership, management, governance and continued development of the Charity and their remuneration will take into account the need to attract and retain the best person possible with the right skills for the role. Remuneration of the key personnel will reflect the level of responsibility of the role, skill and contribution of the postholder, any internal comparisons, and external markets. Trustees approve the pay for all the key personnel. The operational structure in place facilitates reports from each service of the Charity, of which there are ten locations throughout the UK. Three area local leaders are responsible for the general care and daily activities of communities.

Meetings with the Trustees take place at least three times each year. Reflection and discussion days are organised for all members of the Congregation two to three times each year for support and to discuss developments, new trends, matters of concern and to plan for the future. The Trustees make a number of visits to each location each year to meet with Sisters and staff as well as to be au fait with the current position of each service.

Our IT consultants continue to monitor and upgrade the IT facilities across the services in the Charity. Since the pandemic, there has been much greater reliance and use of IT. Charity is continuing IT infrastructure improvements, enhancements, and upgrades.

The Director of Social Services reports to the Trustees on a monthly basis for the twelve Care Services as does the director of the Kairos Retreat Centre. Departmental heads of Finance, Social Care Directorate team and HR hold regular meetings which are also attended by Trustees. Policies are updated and information is communicated to the Service Managers and employees.

Financial reports from the communities and the service locations are received each month at the Area office and quarterly financial reports are sent to the Trustees. The Director of Finance with Trustees approval issues guidelines annually for the formation of the revenue and capital budgets. Budgets are reviewed at various levels before final review and approval by the Trustees.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **Structure and management (continued)**

Lines of communication, reporting protocols and levels of competence have been agreed by the Trustees to enable the Charity to function more effectively. The reporting structures for the finance personnel at each location have been improved and a robust system has been introduced. The Trustees have overall responsibility for all the activities of the Charity.

#### **WORKING WITH OTHER ORGANISATIONS**

Collaboration with other organisations and public bodies operating in the same field of providing care to the vulnerable, children and the elderly is considered by the Trustees to be in the forefront of the way ahead for the Charity. The collaboration with other charities, groups and public bodies enhances the Charity's understanding and ability to respond to the needs of those it is seeking to help.

The areas of involvement by the Sisters are many as people struggle to cope with unemployment, homelessness, hostel living, new family structures in this 21st Century.

Many meetings are held virtually via modern media; webinars; Microsoft teams, zoom, email correspondence or telephone. Virtual meetings have enabled greater participation with reduction in carbon footprint and time costs. Most people are more confident using modern communication platforms which became a necessity during the pandemic. Examples of some of the main groups and organisations the Charity has worked with during the past year are listed below:

- Social Services in Liverpool, Brighton and Hove, Wandsworth, Hounslow, Lambeth and Sefton
- Dioceses of Liverpool, Westminster, Northampton, Arundel and Brighton, Armagh, and Southwark.
- Field Lane Foundation
- Friends of St. Joseph's Charity
- Daisy Hill Hospital, Newry
- Various parish communities in the dioceses of Southwark, Westminster, Clifton, Arundel & Brighton, Liverpool, and Armagh
- The Hospitaller Order of St John of God
- Regenerate, Tear Fund, L'Arche
- Churches Together, Tumble Trust
- Methodist Church
- Missionary Sisters of Africa, Sisters of Charity, Sisters of the Sacred Heart, Holy Cross Sisters, Mill Hill Fathers, The Missionary Congregation of the Evangelising Sisters of Mary (MCESM)
- Conference of Religious of England and Wales

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **RISK MANAGEMENT**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Trust and are satisfied that systems are in place to mitigate our exposure to the major risks. The Trustees have identified the following as the key risks facing the Charity:

- Provision of care services is the Charity's main activity and as with any such operation, there are continual regulatory changes which must be complied with and financial pressures. Such pressures include cuts in government funding, which impacts income, whilst at the same time costs tend to rise with a general shortage of appropriately qualified nursing staff and the cost of regulation. The Trustees employ specialist personnel and, where appropriate, external consultants to manage and keep under review, the Homes' operations. The compliance of the Care Home will also continue to be kept under close scrutiny by the Trustees.
- One area is to ensure that our properties continue to be safe places for the Sisters, service users and visitors to use. Attention is given to keeping our properties in good repair. General maintenance is regularly carried out. The Charity has a consultant property manager.
- The Charity has an obligation, both moral and legal, to provide care for its members, none of whom have resources of their own and all of whom have devoted a significant part of their lives to the work of the Charity. The Sisters are all under a vow of poverty and therefore providing them with support is considered to be an important element of the Charity's work. Wherever possible, care is provided for frail and unwell members within communities but sometimes it is necessary to place Sisters in homes, the cost of which can be significant. The likelihood of such care needs is impossible to predict with any degree of accuracy and the Trustees therefore believe that it is incumbent upon them to maintain reserves at an appropriate level to ensure that the Charity is able to meet this obligation.
- Safeguarding - Along with all other organisations who serve in the community, the Trustees recognise the absolute necessity of ensuring the protection and safety of all those the Charity serves. This means that all staff and all Sisters who are in any kind of role or ministry in Great Britain involving the young or vulnerable adults have had to obtain clearance from the Disclosure and Barring Service (DBS). The Trustees are committed to implementing all policies and procedures of the Catholic Safeguarding Advisory Service (CSAS). The safeguarding policy is under constant review.
- The Trustees are aware of the need to continually assess whether all compliance, monitoring and reporting procedures are adequate, for example Laws relating to beneficiaries (e.g., care of the elderly) and Employment Law. Regular compliance reviews are conducted for all the key areas of the Charity's operations.

Our work with the Consultant from PIB (previously known as DE Ford) began in 2010 where they were initially invited to work with the PSMG Charity and particularly with the Frances Taylor Foundation to assist us with our risk management requirements.

- Health and safety policy last updated in June 2023 and kept under regular review.
- Risk management compliance reviews are carried out annually by PIB to ascertain current risk management status
- Investigate benchmarking opportunities (for health and safety management)

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **RISK MANAGEMENT (continued)**

In conjunction with the above 'top down' audit and with the assistance of the Service Managers and any Health and Safety Officers a full risk review was carried out at each location. Each risk review has resulted in an action plan being created and presented to service managers for them to progress. It is important to check with each location this coming year to see how they are moving their actions forward.

Effective controls to mitigate the risks as far as possible have been put in place. The Trustees recognise that in order to fulfil the mission, the acceptance and management of risk in certain areas of work is necessary. The Trustees are satisfied reasonable steps are being undertaken to limit the probability and impact of risks. All risk areas are under regular review.

The Risk Register for the Charity is reviewed annually.

- A Risk Management Committee is in place and meets three times each year.
- A continuous review of all the policies in operation throughout the Charity is in place.
- A Health & Safety consultant has been engaged by the Charity and a review of each site has taken place. As part of operational risk assessment, the Health and Safety policy is regularly reviewed and updated.

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES**

As stated above, the aims and mission activities of the Charity can be broadly divided into six areas:

##### **Operation of Residential and Nursing Homes**

As already stated, the Charity owns and operates one care home for the elderly and a number of residential homes for people with disabilities as well as supported living projects. (See Mission above).

The ethos and values of the Charity are based upon care and respect for the dignity of each person. In each service the aim is to ensure that the quality of the service is excellent in every way and is accessible to all. Fees are set at levels which are realistic for the proper functioning of the service while at the same time making the facility accessible to ordinary people.

St. Mary's Adult Service has 40 residents and 2 respite places in 7 units. Residents are funded by various local authorities. At St. Raphael's Adult Services all residents are also funded by the Local Authorities.

Of the 39 residents being cared for in Maryville, are funded from local authorities, private funding and various charities or their families fund the remainder of the residents. The residential and nursing home services are accessible to all persons whose care needs are able to be met by the service.

St Joseph' Home, Freshfield is a care home with 36 places across three interconnecting houses. It was opened in 1990 as a nursing home for people with learning disabilities and high and complex needs. From January 2014 the home changed its status from care home with nursing to a residential care home without on-going nursing. This service offers short breaks for people with learning disabilities and a range of additional needs, while also offering families some respite from their usual caring responsibilities.

Fernley Resource Centre, also in Freshfield, is a day support service for adults, offering activities for disabled, older, or working age adults, to support them with important aspects of social, health, nutrition and daily living. This specialised care service is for adults with many different support needs, in particular adults with learning disability and/or autism, brain injury and long-term health conditions. A special celebration film was made by the service users and staff at Fernley Resource Centre and various events were held to mark world book day, remember the importance of kindness etc.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

Maryville Care Home has been chosen by residents and their families as one of the top 20 care homes in London for two consecutive years.

There are 1,270 care homes in London with top 20 receiving an award from the UK's leading review guides to care homes, [carehome.co.uk](http://carehome.co.uk). The award is based on reviews of the care home written by their residents, as well as their friends and relatives.

To celebrate this huge accomplishment a grand celebration was organised for the home's residents and wonderful staff.

From a resident of Maryville *"I didn't plan to go in a care home, but life took over and I moved to Maryville. I really couldn't be happier. There is an overwhelming warmth and generosity amongst the staff. It is the first thing family and friends comment on during their visits here as is the welcome given to all the visitors. It is good that other people have the opportunity to see these efforts recognised through this award"*

Service Managers and their teams continue to be imaginative and inventive in planning activities and innovations to help keep the people we support occupied and active whilst they were not allowed to leave the confines of their care setting – be it care home or supported living.

##### **Social and Pastoral work**

The Trustees are conscious of the stress and demands of modern living on the older age groups in their localities. Being available and offering a listening presence has been found through the local parishes to be of great benefit to the people.

The following is a short summary of the work usually undertaken by members of the Congregation, most of whom are retired and are now in their second or third career.

- Working in parishes, visiting the sick and elderly, housebound, helping in catechetical programmes, RCIA (Rite of the Christian Initiation of Adults), ministers of the word and Eucharist in parishes, various parish, and Deanery groups e.g., Vincent de Paul, CAFOD, Sacramental preparation groups etc.
- Working with asylum and refugee groups, advocacy, and support for homeless
- Hospital visiting
- Pastoral care in care homes and nursing homes and hospitals; working with hospices.
- Assisting residents with shopping and hospital appointments
- Spiritual direction and retreat work, guiding prayer and associate groups; scripture groups.
- Bereavement accompaniment,
- Teaching English language and literacy to immigrants.
- Writing articles for Catholic Newspapers, reflective blogs for internet
- Making the chapels in various houses available for worship & prayer e.g. The Chapel at St Mary's High Street Roehampton, Brentford, Taylorville, Liverpool were normally open each day for quiet prayer or worship for local communities.
- Forming groups where people can meet to be supported e.g., bereavement groups, Scripture reflection groups, ecumenical prayer meditation, Taizé.
- Providing a meeting place for a number of Alcoholics Anonymous and support groups from the local areas.
- Liturgy groups, Justice & peace groups
- Volunteering with Marie Curie group
- Lectio Divina, prayer groups
- Funeral services arranged and led.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Social and Pastoral work (continued)**

The activities greatly benefit the local areas and set up links and opportunities for the development of the vulnerable. Most of this work carries little or no remuneration but any stipends or salaries that are received by the Sisters are covenanted to the Charity. During the year the members of the Congregation contributed in many hours of voluntary work across the UK. The use of modern IT has continued to be deployed to keep in touch with the elderly, the sick and housebound. The small contribution of a daily call helps to prevent or lessen mental health issues of the vulnerable.

##### **Operation of Schools**

Two Voluntary Aided schools at Banstead and Amersham continue to be managed by the R C Dioceses of Arundel and Brighton and Northampton respectively, under long-term leases from the Charity. A third Voluntary Aided School at Chippenham was transferred to the Diocese of Clifton in October 2022. The insurance value of these three properties is £5m but they are let at nil or peppercorn rents. Members of the Congregation or their representatives continue to support these schools as governors and report to the Trustees as appropriate. The Charity sees the use of these properties for Catholic education as a significant contribution to the local community and as fulfilling one of their aims. A number of Sisters are working in collaboration with other agencies providing adult education to the most vulnerable in our society through language and literacy programmes.

##### **Overseas outreach**

The Congregation has worked in Kenya since 1985 and in Tanzania as from 2019. The communities are based in different dioceses. In Kitui Diocese we have convents in Mutito, Mwingi and Mulutu; in the Archdiocese of Nairobi, we have Ting'ang'a Convent; in Kitale Diocese we have Chepchoina and Sirende Convents; in Tanzania we have a community in Huruvi in Kondo Diocese. Much progress has been made during that time. Members of the Congregation work in very poor, semi-arid areas of Kenya. The main activities of the Trust, all of which benefit numerous members of the general public, revolve around five pillars namely, Formation, Education, Healthcare, Community Development and Pastoral Ministry. Others include environmental care and sustainability.

Congregation's work in Kenya and Tanzania includes administration of and running dispensaries and clinics in areas where there are no medical facilities. Aids testing and counselling has been one of the most urgent needs in all the areas in Kenya. Trustees from UK visit overseas missions in Kenya in person or virtually and four are also Trustees of the charities in Kenya. These four trustees also participate in review of monthly accounts and setting of annual budgets. Request for financial support from the charity in Kenya is carefully considered by the UK Trustees before agreeing to this request. Funds are sent in instalments and regular reports are received which are complemented by the visits of the UK trustees to Kenya missions.

The charity provides financial support for these mission activities. Funds are transferred to various projects as needed by the Sisters to buy drugs, food, equipment, books, and clothing. The trustees have resumed post Covid visits to each area two or three times annually to monitor progress and assess the emerging needs. The charity has a coordinator to oversee all the activities in Kenya and to send regular reports on both the finances and the progress of projects. It is the aim of the charity to continue to develop the relationships already well established in these communities.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

### 1. Mutito Catholic Health Centre in Mutito Convent

The PSMG engagement in Kenya started in 1973 through the health care work of the late Sr. Ignatius Barron (SMG) from Ireland. Mutito Convent is situated in a very remote area. Here the Sisters run a health center and activity unit which is generally the only available means of medical help for the local communities. The health center also operates an outreach program for remote groups. Various programs include Health education, Maternity and Outreach clinic services. The number of people reached since January 2023 is 5,900 patients. The Convent has a very good relationship with the local primary schools where they carry out health checks on the children. These projects give access to medical care to the ordinary person.



*Presentation of a wheelchair to a child with special needs*

*Outreach activities are offered through our dispensary in Mutito. Sisters take services to the remote villages to be able to serve the poor who live very far from our health facilities*



# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

##### **2. Mwingi Community**

From Mutito, the next stop for SMG Sisters was Mwingi in 1995. There was a need for a separate community to handle the novitiate. On the 23rd of September 1996, the first SMGs and novices took up residence in the new building. The house was given a name Baraka house (House of Blessing) because of the thanksgiving to God for the strengthening of SMG presence in Kenya.

The first Kenyan Sisters were professed in 1997. The Sisters took up different apostolates. They visited the schools for Pastoral programs, taught Sunday school lessons and presided over the Sunday services in different Outstations of the parish. The feeding of poor children developed then in the compound and later moved to a rented house in Mwingi town. Since then, it has developed into Frances Taylor family Learning Center (FTFLC) that takes care of various programs including feeding the hungry children from the street, empowering women, training girls in the polytechnic and educating children in Early Childhood Development (ECDE).

##### **The Frances Taylor Family Centre (FTFLC)**

Frances Taylor Family Learning Centre (FTFLC) was established in the year 2000 by the Poor Servants of the Mother of God (PSMG) with the aim of responding to the variety of problems that faced Mwingi town and its environs. Over the years the project has come to focus on a number of activities that attempt to mitigate the harsh impact of the problems arising from extreme poverty and semi-arid conditions of Mwingi area. Currently FTFLC focuses on the most vulnerable populations and neglected children on the streets of Mwingi. The center has a Kindergarten, Polytechnic, feeding program, a women's self-help, Leather work project, fee sponsorship and Branding department. The activities of FTFLC are pegged on three main pillars. Education, Livelihoods, and Income Generating Activities (IGAs) and mainstreaming marginalized populations. The center is named Frances Taylor, after the foundress of PSMG Sisters whose strong zeal was for the poor and marginalized populations.

The center has Early Years Education (EYE) has an enrolment of 90 babies, a polytechnic which has 40 girls, a feeding program giving food to more than 70 households, a women's self-help group with 36 women, a ball making project, and sponsorship of fees for children in different schools.

Babies from needy families around Mwingi town enjoying their lunch. SMGs Sisters run a Frances Taylor preparatory school for needy babies in preparation for primary school.



# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

##### **3. Mulutu Catholic dispensary in Mulutu Convent Community**

Mulutu convent was officially opened 1st January 2000. Mulutu is about 5 kilometers away from Kitui County headquarters and is a fairly green area during rainy seasons. Despite this scenario, the area is a typically a rural place with limited job opportunities and households depend solely on subsistence agriculture. Mulutu Catholic dispensary offers medical care and medication is available to the ordinary people who are far from any hospital and who often suffer from malaria, tuberculosis, chest infections etc.



Mulutu maternity, receives a new baby.

##### **4. Ting'ang'a Community**

Ting'ang'a community began in January 2003 with three Sisters. We continue with our ministries in the parish, P.M.C, Y.C.S Youth Education and home visits. We are also happy to enjoy farming on our new land and we are grateful for the support that was given to us to purchase such fertile land.



maize plantation

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 5. Chepchoina Convent in Kitalé

The convent was officially opened on 30th November 2013. In Chepchoina we continue to thank God for the opportunity to be the sign of hope, joy, and courage to many people we are privileged to serve. It's time for harvesting and drying maize. Compounds appear to have white carpets as maize is spread in the morning to catch up the heat from the sun before midday rains. The planting of short season crops is in progress, We thank God for rains and produce from our garden. We thank our Generalate for their great support and we thank our Benefactors for their generosity and kindness throughout the year.

sharing of food with a needy grandmother



Kitchen gardening



Sister with children during music festival

Sisters are involved in the education ministry also. It was a great joy to serve the Sisters and the joyful and unique event in Maliki primary school when for the first time in history, the pupils participated in music festivals and proceeded to the Regionals and later to the National festival as trained by a Sister. The team was fine and financially supported by the Sisters, the Local Authority and well wishes, especially donors from Holland through Adrian who is well-known to the Sisters. The learners were overjoyed with the exposure they received as they travelled long distances to the venues. They made a stopover at the Thompson Falls. Through this participation the Maliki Pre Primary School was recognized as the most active class in the Sub-County.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 6. St. Lucy's Convent in Sirende, Kitale

Sirende community is not far from Kitale town. The Sisters are involved in pastoral ministry - teaching catechism, visiting the sick, teaching in local secondary school, and poor within the parish. They have re-established solidarity with Creation in a number of ways, one among them being holding agricultural exhibitions to help the local community set up their kitchen gardens using recycled materials and planting trees.

Kitchen Garden



Chicken rearing activity to support the poor



##### 7. PSMG Huruvi Community

The Huruvi community has 3 Sisters. The mission in Huruvi started on 12<sup>th</sup> February 2019 and Sisters are involved mainly in pastoral ministry of teaching catechism, formation of members of small Christian communities, farming, visiting the sick, and poor. starting specific SMG ministries.



The Sisters have bought a tractor. It has been a long process. It is a big machine with a plough, harrow and planter. They will be real farmers. The joy is beyond expression. Thanks to Margaret and her Council. God bless them. They were very kind to give permission and the money to buy the tractor.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 7. PSMG Huruvi Community (continued)

Local women helping Sisters to harvest tomatoes.



Pastoral ministry with Sunday school children



##### 8. St Monica's Community, Ikutha

This is our new convent which was opened on 27th August 2023. Ikutha is in Catholic Diocese of Kitui in Kenya. The community has 3 Sisters. They will be involved mainly in pastoral ministry of teaching catechism, formation of members of small Christian communities, visiting the sick, and poor as we await to carry out needs assessment of the area.

Sisters embracing the call of Pope Francis – taking care of the environment - Planting trees



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### Sustainability of Missions in East Africa

Sisters engage in activities that will help them continue the mission in East Africa through income generation. These include farming and other agricultural investments.

Pawpaw plant



Pawpaw harvest



Aiming at large scale farming

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

Members are involved in the local Roman Catholic parish as readers, Eucharistic ministers and are part of the sacramental programs and RCIA. Local groups are welcomed to the chapel to pray and share the liturgy. In previous years on special days many people gathered to meet and celebrate culture either in person or virtually.

Donations and other payments are agreed by the Trustees in support of the missionary work and ministry in consultation with the members of the Congregation. Some of the groups supported were:

- CAFOD
- Sacred Heart Mission
- Médecins Sans Frontières
- Famine relief in various war-torn areas of the world.
- Church in Action
- Migrant projects through UISG

The Charity is not a grant-making charity and does not engage actively in fundraising.

##### **Voluntary Work**

Through the use of modern technology, the members of the Congregation gave much time over the past year to assist the poor, the vulnerable and the marginalised, visiting virtually and supporting the housebound, the hospitalised and prisoners, assisting the homeless, refugees and asylum seekers. Parish pastoral care visits by Sisters to the community is highly valued. Many members of the Congregation do non-remunerated administrative tasks within the Charity which enables it to function effectively.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE**

The following outlines the achievements during the year in the various areas of activity of the Charity.

##### **Operation of Care Homes**

Maryville Care Home Brentford continued to offer quality care to 39 residents during the year. The occupancy level has been almost 100%.

Residential care homes at Roehampton, Laverstoke Gardens, Streatham, and Brentford have all delivered care to a wide range of residents drawn from multi-faith backgrounds, a wide variety of cultures and ethnic groups.

Trustees made a sad decision recently to close both the Services in Streatham. Congregation has been associated with Streatham for over one hundred years, and Congregation's Foundress started one of the first missions here. Trustees carefully considered requirements from both building and Social Care regulations to ensure both buildings are fit for purpose and can meet the needs of service users now and in the future. The needs of service users have also changed with age and the buildings will require major adaptation to meet these needs. This requires significant financial commitment. Unfortunately, the layout and fabric of the buildings make it difficult to meet the on-going needs of service users even with that investment. The decision to close the two services has been reached with a heavy heart. Trustees are in consultation and working with service users, their families, local authorities sponsoring the service users and employees of the two services. They expect the process to be completed by end of January 2024.

The Supported Living projects in Liverpool and Middlesex, London have been very impacted over the past year as potential residents were unable to move into care. The Charity has closed the supported living facility at 101 The Drive. Residents were accommodated in the Residential services to fill vacancies.

The Extra Care Supported Living in Brighton and Hove opened in 2014 and is flourishing. Some of the tenants had lived in residential settings and are now enjoying much more personal freedom and choice. Each resident has an apartment. Each also has a care package for helping them to cope with personal care and activities.

Supported Living projects in Liverpool and Brighton continue to enable persons with disabilities to experience a more independent lifestyle. The residents now live more independently in these small settings and out of the institutional setting.

##### **Operation of Home and Community Support**

The Home and Community Service in Brighton was transferred to another provider in April 2022.

##### **Day Activities**

Day Activity Services are provided at St. Mary's Roehampton, St Raphael's Services at Brentford and in Fernley Resource Centre in Freshfield. Activities in St Mary's Roehampton have not yet reached to pre-pandemic levels.

One of the Trustees' main objectives for the year was to maintain a high level of occupancy as well as ensure the quality of service in these facilities. These two objectives high quality service and full occupancy levels continue in the coming year for all the services.

We encourage all our Care staff to work towards the professional development and appropriate care qualifications to meet the needs of the Service. In addition, all our Care employees undertake specific training to meet the specific needs of the individual Service Users.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out some important statistics showing the achievements of the Charity during the year. The Staff Training program continued during the year. The following table sets out the training achievements of the staff.

<b>Services – Staff Qualifications</b>									
	Total number of employees	NVQ2 or QCF equivalent	%	NVQ3 or QCF equivalent	%	NVQ4 or QCF equivalent	%	RMA / Management QCF equivalent	%
Marina, Lansdowne Road, Hove	17	1	5.8	6	35.2	2	11.7	2	11.7
Laverstoke Gardens, Roehampton	11	1	10	4	40	2	20	1	10
St. Mary's Roehampton	60	10	16.6	4	6.6	1	1.6	1	1.6
St. Raphael's	37	4	10.8	2	5.4	1	2.7	2	5.4
Maryville	67	8	12	4	6	2	3	3	4
Tooting Bec Gardens, Streatham	7	7	100	7	100	1	14.2	1	14.2
Woodbourne Avenue, Streatham	7	7	100	6	85.7	2	28.6	2	28.6
Liverpool Adult Services	70	48	68.5	10	14.2	4	5.7	4	5.7
Home and Community Support	Service closed in April 2022								
Fernley Resource Centre, St. Joseph's, Freshfield	52	8	15.4	9	17.3	-	-	1	1.9
St. Joseph's Home, Freshfield, including L37 Short Breaks Service	82	25	30.4	20	24.3	4	4.8	7	8.5
Extra Care Supported Living (at St Anne's)	16	1	6.25	11	68.75	2	12.5	1	6.25
Sefton Supported Living	11	8	72.7	2	18	2	18	1	9

- The qualification levels of staff at all the services are being monitored constantly.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2023

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out occupancy levels of care facilities showing the achievements of the Charity during the financial year:

<b>Services – Occupancy / Utilisation</b>		
<b>Residential Care Homes</b>	<b>Number of Places</b>	<b>% occupancy</b>
Marina, Lansdowne Road	9	99.8
Laverstoke Gardens	7	85.7
St Mary's Roehampton	42	93
St Raphael's	21	70
Maryville	39	98
Tooting Bec Gardens	8	75
Woodbourne Avenue	8	100
St Joseph's Home, Freshfield	32	96

<b>Housing Related Support and Personal Care Services</b>					
	<b>Number of people supported</b>	<b>% occupancy of tenancies</b>	<b>Total hours per week – housing related support</b>	<b>Total hours per week – personal care</b>	<b>Total hours per week (support and care hours combined)</b>
Liverpool Adult Services	37	88	868.73	665.59	1,534.32
Extra Care Supported Living (St Anne's Apartment & 3C)	14	100	98	436.5	534.5
Sefton Supported Living	4	80	157	168	325

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2023

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

Day Activity Services		
	Number of people supported ("on the books")	Average number attending per day
Fernley Resource Centre, St Joseph's Freshfield	On site residents: 22 External clients: 39	21 30
St. Mary's Roehampton	On site residents External clients	15 -

#### Social and Pastoral work

Throughout the year the Charity assisted a large number of the members to carry out their pastoral, charitable and religious work throughout the UK and in other areas of the world as documented in the Activities, Objectives, Policies and Strategies section above.

This pastoral and social work enables the Charity to fulfil its aim to reach those most in need in our society today. Through visiting the lonely in their homes and doing some very mundane tasks for them, a significant number of people have benefited.

All members work in their chosen ministry apart from 9 members of the Congregation who are cared for in care homes.

#### Overseas missionary work

##### Kenya

During the year the Charity continued to support and expand its mission in Kenya as well as financing of the education of young Kenyan women. Commitment to and development of the Kenyan mission is one of the long term aims of the Charity.

##### Tanzania

Since February 2019, there are three Sisters in Tanzania, involved in pastoral work and research into what is the real need of the Tanzanian people. It is very evident that there is a very real mission into the future. It is a very poor area. A plot of land has been bought and construction of the convent will be completed very soon. There is a need for education for the local young people. Polytechnical education is needed in the area. This will be the next step in establishing the mission. Agriculture will also be a large part of the development of this mission.

#### GOING CONCERN

Charity's income before investment gains/losses is sufficient to meet its operating expenditure and Trustees expect this to continue in the coming year. However, the trustees are mindful that the funding from local authorities to support the care provision is proving to be challenging in meeting the operational expenditure. However, Charity's investments can be utilised to meet the needs of the beneficiaries and deliver Charity's strategy. Charity's investments after previous year's recovery fell during the year. The values have recovered since the lows of March 2020 and exceed the pre pandemic valuations. It is however highly likely that investment markets will remain volatile as we have seen in recent days' global political challenges in Ukraine and middle east, high inflationary environment impacting cost of living for people leading to higher demand in wages and shortage of experienced and trained staff. The exact financial impact is difficult to assess with any high level of confidence, but the Trustees are of the opinion that the charity will be able to meet all its financial obligations and commitments for the foreseeable future. Thus, they consider that the charity is a Going Concern.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

#### **FUNDRAISING ACTIVITIES**

The Charity does not seek funds from the public as such. The donated income that it does receive mainly consists of the pensions and salaries donated by the Sisters of the Congregation.

The Charity's undertakes no direct fundraising activities. The Charity does receive donations from an independent charity, 'The Friends of St Joseph's' (Charity number: 502759) which is not under the direct control of the Charity Trustees. Funds raised by this independent charity for the benefit of Service Users who use the St Joseph's Home and Fernley Resource Centre and are used to provide additional amenities and opportunities that contribute to the quality of life of Service Users of these two Services. The minibus provided by the Friends of St Joseph's has been of great benefit to the Residents.

The Charity also receives donations in recognition of or gratitude for its provision of facilities and services for which no charge is made, such as the provision of facilities for quiet reflection and prayer and/or Sisters' spiritual accompaniment of individuals. However, such facilities and services are offered irrespective of the ability to pay.

The Charity does not engage any professional fundraisers or commercial participators.

Since we do not participate in fundraising activity, the Trustees of the Charity do not feel there is any need to subscribe to a particular scheme or set of standards for fundraising regulation.

There have been no instances of failure to protect vulnerable members of the public and no complaints have been received in relation to the conduct of the Charity or Friends organisation in respect of fundraising activities.

#### **FINANCIAL REVIEW**

The Charity's principal source of income continues to be the fees generated from its charitable activities in the form of the Care Services, Retreats, and charitable accommodation that it provides. Income from these sources rose to £14.2m (2022: £13.0m). Investment income increased to £3.97m from £3.15m.

Total income rose to £19.72m (2022: £18.33m). Therefore income, excluding gains on disposal of tangible fixed assets, increased from previous year by some £1.4m. However, there is, an expectation that the tendency in future will be downward pressure on income.

At the same time, total expenditure also increased to £19.56m from £17.9m with charitable activities expenditure increasing to £19.0m from £17.4m. The net effect was that there was an excess of income over expenditure, before investment losses, of £170.2k (2022: £407.3k).

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **FINANCIAL REVIEW (continued)**

Investment losses for the year were £8.7m (2022 gains: £7.8m). In 2023 investment values declined reversing the gains achieved in the prior year and were in line with market expectations. The Charity increased withdrawal from investment portfolios to £4.0m during the year to meet cash flow requirements for the year. The overall result was a net deficit and decrease in overall reserves of £8.6m (2022 gain: £8.3m). Since the end of the financial year investment values have slightly improved, although the inflationary pressures have steadied but not quite abated with the geopolitical situation not settled yet. Investment income is likely to continue to be challenged as corporations face increasing costs on wages and materials with limited capital growth in the medium term. We are increasingly more reliant on our investment portfolios to support our charitable activities. For the future, although many of the older Sisters still continue to carry out voluntary work, in both our own services and those managed by other agencies, the increasing age profile of Sisters and the reduction in membership numbers result not only in a reduction in income but also in a need to employ more lay people to carry out the work formerly performed by Sisters. Costs, in the form of maintenance of Sisters, are also expected to rise with the increased age profile. Therefore, it is anticipated that the costs of the Charity will rise significantly at the same time as it is faced with challenging income growth. The funds required to care for the sisters of the congregation over the longer term are substantial demonstrating the need to maintain matching reserves.

The trustees invested £1.26m, out of the £4.0m withdrawn from investment portfolios, in one of the Charity's portfolios of quoted investments, other than reinvesting the investment income. Costs of operating the various charitable activities continue to increase, with limited increase in income. During the year bank deposit rates increased which resulted in the Charity earning £21.8k bank interest. However, the Charity continues to be dependent on the income arising from its investment portfolios. Investment income improved from previous year. As a Charity we are fortunate that we can rely on our investments to support us during these challenging times. Trustees are mindful that they must not expose the Charity to undue levels of risk with the investments and therefore, continue their policy of maintaining a well-diversified range of investments and closely monitoring the Charity's finances with appropriate advice from the Charity's fund managers.

#### **INVESTMENT POLICY AND PERFORMANCE**

The Charity's investments were managed by three main investment managers as listed in the Reference and Administrative Details section of this report. The Trustees have wide powers within the Trust Deed and are empowered to invest any monies as authorised by law in a manner they think fit.

All portfolios are subject to a medium degree of risk. The Trustees intend that the real value of the assets be maintained and enhanced over the long term by investment in a portfolio of equities, fixed income stocks and cash. The fund managers' performance is regularly reviewed by the Trustees and their advisors through quarterly reports and scheduled meetings.

The Trustees require the fund managers to adopt an ethical policy and to use their best endeavours to avoid investments that are predominantly involved in areas of unacceptable exploitation. This is very relevant where the Charity has direct investment in shares.

The Trustees have instructed the fund managers not to invest in companies which are involved in, or associated with, the defence industry, manufacture of anti-life products, use of animals for testing cosmetics, harming the environment through unacceptable levels of water pollution, destruction of woodlands or forests, gambling, oppressive regimes, exploitation of labour (unsafe working conditions, child labour, poor wages or race discrimination), pornography, exploitation of third world countries through charging high interest rates on loans or the manufacture of tobacco products. However, where investments take the form of collective investment funds, the Trustees are unable to exercise direct control over the ethical policy adopted by the fund manager.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

##### **INVESTMENT POLICY AND PERFORMANCE (continued)**

As noted in the financial review, the year to 31st March 2023 the Charity's investment portfolios recorded losses from previous year.

The losses on investments during the year amounted to some £8.76m (2022 gains: £7.88m) whilst the income return was £3.97m (2022: £3.15m). Investment performance has been generally in line with market movements and returns have been ahead of inflation, more than protecting capital and future income streams. Investment values depreciated by 2.9% (2022 appreciated: 8.2%).

Differing benchmarks are given to different fund managers as a way of diversifying the Charity's exposure to the risks inherent in stock market investment. The overall return generated by the Charity's investments was ahead of the principal benchmark utilised, the ARC Steady Growth Index which showed a negative return for the year of 4.0%. Over the longer period, Charity's overall returns have been at least as good as the benchmarks set and therefore, they have been, in the opinion of the Trustees, satisfactory particularly in view of the difficult economic climate and the gains experienced in the recent years. In the period since the year end, the charity's investments have slightly improved although Trustees are mindful of the continued volatility in investment markets. Despite uncertainties, which are inherent in investing at any time, the portfolios look to be well-positioned to benefit from any economic growth whilst carrying sufficient risk protection in the form of less volatile holdings. The income-yield of equity investments is attractive compared to that available from most other forms of investment.

The Charity has increased its withdrawal to £4.0m (2022: £2.4m) during the financial year to cushion the effects of cost of living crisis on its net cash generating ability and is in a fortunate position to be able to do so. Trustees expect to continue to withdraw modest amounts in the foreseeable future from the Charity's investment portfolios to support its charitable activities. Trustees will continue to monitor closely investment returns and continued support required for its operations.

##### **RESERVES POLICY**

At the year end the total funds of the Charity were £151.3m of which £126.0m were designated. Details are set out in Note 20 of the financial statements. Designations are as follows:

£72.3m is reserved for the care of the elderly members. The number of elderly and sick members continues to increase. Most of the frail elderly members are cared for in one of the homes operated by the Charity. The aim is to keep the members as active as possible through second and even third careers. Many do voluntary work in their local areas. The Trustees commissioned in 2022 an actuarial review of the long-term requirement for funds for the care of the elderly. This review has indicated that a fund of between £65m and £77m will be required for this purpose and the Trustees. Trustees decided this Fund balance of £72.3m assessing the current valuations is mid-range of actuarial review.

The trustees are mindful that a significant proportion of the Fund is represented by quoted investments which are, by nature, volatile and that the needs of members are also subject to constant change. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2023**

##### **RESERVES POLICY (continued)**

£7.5m has been designated for development and upgrading of the services and accommodation facilities provided by the Charity for the next five to ten years. At the beginning of the financial year the fund value was £8.0m which decreased with investment income less net outgoings and investment losses. Following an in-depth review of future plans and related costs by the Trustees decided a fund of £7.5m will be required for development expenditure both in the UK and overseas and surplus to this requirement remaining reserves was released to general reserves.

£28.7m has been designated by the Trustees for relief of poverty and distress. At the beginning of the financial year the fund value was £30.0m which decreased with investment income less net outgoings and investment losses. The trustees have reviewed their commitment to relief of poverty and distress and have decided to designate £28.7m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership, it is not possible for the Charity to provide direct support and with availability of finance resources it is considered the best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Trustees expect this to be a longer-term commitment, over ten years and have not placed any restrictions on use of income or capital. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

£7.0m is designated to provide funding for the overseas outreach programmes anticipated to occur in the next five years. Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. Overseas payments amounting to £556k with donations, investment income and net investment losses allocated to the fund in the amount of £148k. In view of the continuing commitment to Congregation's missions in Kenya and Tanzania, trustees decided to continue to maintain the fund at £7m and transfers were made from the general Fund of £0.7k. In Kenya and Tanzania, the provision of health care through dispensaries and clinics continues to be a challenge. Education is also a high priority. Members are being trained as teachers, nurses, laboratory technicians, social workers, and pharmacists. These skills and professional training are essential for the sustainability of our mission in these places. Trustees will continue to monitor the need for overseas support in Kenya and Tanzania and set the reserve in line with their commitment.

Just over £10.5 is designated to represent the net book value of the Charity's properties which cannot be realised without undermining the Charity's works.

The General Funds of the Charity at the year-end stood at £25.3m. This represents 15 months' expenditure on the Charity's continuing activities. This is therefore in line with the levels stated in the Trustees' policy which is to hold between one and two years' expenditure in reserve. A reserve of between one and two years' expenditure is considered by the Trustees to be prudent.

Such "Free Reserves" are required to ensure that the Charity has sufficient cash resources to meet all its liabilities and commitments as they fall due. Also, with such a broad range of activities and a significant portfolio of properties, many of which are quite old, through which these activities are conducted, it is felt that a reasonable provision against contingencies is essential. In addition, a significant proportion of the Charity's reserves are represented by quoted investments which are needed for the income that they generate, particularly in view of the low level of interest rates, but the value of these is subject to quite volatile fluctuations in the current uncertain political and economic environment. Therefore, prudence dictates that a reasonable cushion is held against sudden dramatic falls in value.

The Trustees will continue to monitor the Charity's reserves levels.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2023**

#### **FUTURE PLANS**

##### **The Trustees intend to:**

- Continue to support the pastoral work and ministry of the Sisters of the Congregation in the Charity's existing care facilities and in the local areas where the Charity has members and or services.
- Critically assess the sustainability of all works and ministry.
- Review current structure of charity's constitution and adopt modern structure which will be relevant to the future needs of the Charity.
- Consider adapting or closing existing facilities to meet the needs of ageing members and service users.
- Continue to support the outreach to the people in our mission areas of East Africa.
- Continue development of the Mission in Tanzania in the Kondoa Diocese.
- Commit to maintaining the highest possible quality of care in all of its facilities.
- Provide staff with appropriate and relevant training.

##### **Specific aims include:**

- Continue to collaborate with SJOG in working with migrant workers and tuberculosis patients project in Euston and with Field Lane Foundation in working with vulnerable families in Pembridge.
- Monitor the internal controls in the services.
- Continue to upgrade the IT and HR services within the Charity.
- Monitor occupancy levels in all services and staff qualifications.
- Continue to review the Charity's financial position and long-term strategies in the light of the on-going economic situation.
- Review the accommodation services provision in Liverpool and Brighton.
- Review in the coming months all the services being provided in the light of the increasing needs of service users which can be met within the confines of existing facilities.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT (continued)**

### **YEAR ENDED 31 MARCH 2023**

#### **Trustee Responsibilities**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We confirm that there is no audit information of which you as auditors are unaware, and that each trustee has taken steps to make themselves aware of any relevant information and to establish that you are aware of that information.

The Trustees appreciate the professionalism, dedication and commitment of their members, management personnel, staff, and advisers.

Approved by the Trustees on 11 December 2023 and signed as authorised on their behalf by

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Holmes  
Trustee

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD**

### **Opinion**

We have audited the financial statements of Poor Servants of the Mother of God for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of the charity's net movement in funds for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

### **Basis for opinion**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder. We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD (continued)**

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity; or
- sufficient and proper accounting records have not been kept; or
- the charity financial statements are not in agreement with the accounting records and returns; or

we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees for the financial statements**

As explained more fully in the trustees' responsibilities statement set out on page 32, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding regulations, care quality commission compliance, employment law and taxes and Charity law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and the Charities SORP.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to recognition of income. Audit procedures performed by the engagement team included:

- Inspecting minutes of Trustees' meetings;
- Inspecting correspondence with regulators and tax authorities;
- Reviewing the latest Care Quality Commission (CQC) reports;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals including the control environment and purpose; and
- Challenging assumptions and judgements made by management in their critical accounting estimates. These related to depreciation charges.

**Independent auditor’s report to the trustees of  
POOR SERVANTS OF THE MOTHER OF GOD (continued)**

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including to those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more the compliance with a law or financial regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor’s report.

**Use of our report**

This report is made solely to the charity’s trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity’s trustees those matters we are required to state to them in an Auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity’s trustees as a body for our audit work, for this report, or for the opinions we have formed.

Haysmacintyre LLP  
Statutory Auditors  
10 Queen Street Place  
London  
EC4R 1AG

..... 2023

Haysmacintyre LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**POOR SERVANTS OF THE MOTHER OF GOD**

**STATEMENT OF FINANCIAL ACTIVITIES**

**FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds	
		2023 Total £	2022 Total £
<b>Income from</b>			
Donations and legacies	1	650,129	691,020
Charitable Activities	2	14,211,545	13,049,578
Other charitable activities			
- Rents receivable from charitable-use properties temporarily surplus to operational requirements		197,157	189,002
Investments	3	3,968,755	3,153,306
Other			
- Gain on disposal of tangible fixed assets	4	660,428	714,017
- Grants received	4a	37,952	534,128
<b>Total Income</b>		<b>19,725,966</b>	<b>18,331,051</b>
<b>Expenditure on</b>			
Cost of raising funds			
- Investment management costs		493,655	498,228
Charitable activities	5	19,062,103	17,425,452
<b>Total expenditure</b>		<b>19,555,758</b>	<b>17,923,680</b>
<b>Net income/(expenditure) before gains/(losses) on investments</b>		<b>170,208</b>	<b>407,371</b>
Net (losses)/gains on investments		(8,758,696)	7,882,749
<b>Net movement in funds for the year</b>		<b>(8,588,488)</b>	<b>8,290,120</b>
Fund balances at 1 April 2022		159,848,010	151,557,890
<b>Fund balances at 31 MARCH 2023</b>		<b>£151,259,522</b>	<b>£159,848,010</b>

Included in the above figures is a £3,595 (2022: £21,082) restricted donation which has not been spent by 31 March 2023. During the year restricted donations of £2,497 were received. Some £20k were spent during the year from restricted funds. This has not been separately disclosed as a restricted fund at 31 March 2023 as this amount is immaterial in context of the overall funds of the Charity. The above figures exclude permanent endowment of £50 and this the difference above fund balances and Balance Sheet.

The notes on pages 39 to 53 form part of these financial statements.

# POOR SERVANTS OF THE MOTHER OF GOD

## BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
<b>Fixed Assets</b>			
Tangible assets	15	10,707,995	11,354,022
Investments	16	138,667,558	146,939,419
		<u>149,375,553</u>	<u>158,293,441</u>
<b>Current Assets</b>			
Debtors	17	1,407,024	1,196,794
Cash at bank and in hand		1,785,428	1,670,565
		<u>3,192,452</u>	<u>2,867,359</u>
<b>Creditors:</b>			
Amounts falling due within one year	18	(1,308,433)	(1,312,740)
<b>Net Current Assets</b>		<u>1,884,019</u>	<u>1,554,619</u>
<b>Net Assets</b>		<u><u>£151,259,572</u></u>	<u><u>£159,848,060</u></u>
<b>Funds</b>			
<b>Permanent Endowment Fund</b>	21	<u>50</u>	<u>50</u>
<b>Unrestricted Funds:</b>			
General Funds		25,251,381	28,536,292
Designated Funds	20	126,008,141	131,311,718
		<u>151,259,522</u>	<u>159,848,010</u>
		<u><u>£151,259,572</u></u>	<u><u>£159,848,060</u></u>

Approved by the Trustees on 11 December 2023 and signed as authorised on their behalf by:

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Holmes  
Trustee

The notes on pages 39 to 53 form part of these financial statements.

## POOR SERVANTS OF THE MOTHER OF GOD

### CASH FLOW STATEMENT

#### FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
<b>Cash flows from Operating Activities</b>			
Net cash outflow from operating activities	A	(4,341,909)	(3,724,674)
<b>Cash flows from investing activities</b>			
Dividends and interest from investments		3,968,755	3,153,306
Payments to acquire tangible fixed assets		(210,628)	(23,430)
Receipts from sales of tangible fixed assets		1,185,480	941,727
Payments to acquire investments		(52,546,256)	(51,963,222)
Receipts from sales of investments		52,059,421	51,308,441
<b>Net cash provided by/(used in) investing activities</b>		<b>4,456,772</b>	<b>3,416,822</b>
<b>Change in cash and cash equivalents in year</b>		<b>114,863</b>	<b>(307,852)</b>
Cash and cash equivalents at 1 April 2022	B	1,670,565	1,978,417
Cash and cash equivalents at 31 March 2023	B	<b>£1,785,428</b>	<b>£1,670,565</b>

#### Notes to the Cash Flow Statement

##### A. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
<b>Net movement in funds (as per the Statement of Financial Activities)</b>	(8,588,488)	8,290,120
<b>Adjustments for</b>		
Losses/(Gains) on investments	8,758,696	(7,882,749)
Dividends and interest from investments	(3,968,755)	(3,153,306)
Depreciation	331,603	344,785
Gains on disposal of tangible fixed assets	(660,428)	(714,017)
(Increase)/decrease in debtors	(210,230)	(483,653)
(Decrease)/increase in creditors	(4,307)	(125,854)
<b>Net cash (used in) operating activities</b>	<b>(4,341,909)</b>	<b>(3,724,674)</b>

##### B. Analysis of cash and cash equivalents

Cash at bank and in hand	1,785,428	1,670,565
<b>Total cash and cash equivalents</b>	<b>£1,785,428</b>	<b>£1,670,565</b>

The charity has no debt an analysis of net debt in not required.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

#### **Basis of preparation**

The financial statements have been prepared in accordance with all statutory requirements and with the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The accounts are presented in sterling and are rounded to the nearest pound.

#### **Critical accounting estimates and areas of judgement**

Preparation of the accounts requires the Trustees to make significant judgements and estimates. The items in the accounts where these judgements and estimates have been made include:

- estimating the economic useful life of tangible fixed assets.

#### **Assessment of going concern**

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these accounts. The Trustees have made this assessment in respect to a period no less than one year from the date of approval of these accounts.

Senior management with the Trustees continue to monitor the Charity's cash flow forecasts and financial performance of individual units. To cushion the effect of the Charity's net cash generating ability, a planned withdrawal from Charity's investment portfolios of £4.0m will continue for the year ended 31 March 2024. The Charity will continue to monitor its cash flow requirements and adjust the withdrawal from its investment portfolios accordingly. The Charity is in a fortunate position to be able to access the required financial resource.

The Trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due. With access to Charity's investments if required to support cash flow requirements for the operations, Charity will continue to be a going concern in the foreseeable future. The most significant areas of judgement that affect items in the accounts are detailed above. With regard to the next accounting period and following financial year ending 31 March 2025, the most significant areas that affect the carrying value of the assets held by the charity are the level of investment return and the performance of the investment markets (see the investment policy and the risk management sections of the Trustees' Report for more information).

#### **Income recognition**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of care services service is deferred until the criteria for income recognition are met.

In accordance with the Charities SORP FRS102, volunteer time is not recognised.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

##### **Income recognition (continued)**

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### **Expenditure recognition and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds - these comprise fees paid in respect of fund management advice in relation to the charity's portfolio of quoted investments, which is managed under a discretionary management agreement.
- Expenditure on charitable activities – these include the costs of running the charity's Nursing and Care Homes and its Retreat Centres as well as all other costs associated with furthering the charitable purposes of the charity through the provision of its charitable activities. These costs comprise charitable grants and donations and direct and support costs in respect to the support of members of the Congregation and their ministry. It also includes governance costs.

Charitable grants and donations are made where the Trustees consider there is real need following a review of the details of each particular case and comprise single year payments rather than multi-year grants. Grants and donations are included in the statement of financial activities when approved for payment. Provision is made for grants and donations approved but unpaid at the period end.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### **Allocation of support and governance costs**

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development, financial procedures, provision of office services and equipment and a suitable working environment.

##### **Tangible fixed assets**

Individual fixed assets costing £5,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

	Annual rate
Freehold land	Nil
Freehold buildings	2%
Building improvements	10%
Plant and equipment	10 - 20%
Motor vehicles	25%

##### **Financial Instruments and investments**

The charity only holds financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

#### **Investments**

Quoted investments are a form of basic financial instrument and are initially recognised at cost and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Gains or losses on investments are disclosed in the statement of financial activities as a combined figure for realised gains or losses from investment sales in the year (sale proceeds less market value last year) and unrealised gains or losses arising from the increase/decrease in value during the year of investments still held.

As noted above, the main form of financial risk to which the charity is exposed is that of the volatility in investment markets.

#### **Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

#### **Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Deposits for more than three months and up to one year have been disclosed as short-term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

#### **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### **Services provided by members of the Congregation**

For the purposes of these accounts, no value has been placed on administrative and other services provided by the members of the Congregation.

#### **Foreign currencies**

Assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at the date of the transaction. Exchange differences are taken into account in arriving at the net movement in funds.

#### **Funds**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

Restricted funds are held subject to donor imposed conditions and restricted to their use for the specific purpose.

Designated funds are monies set aside from the general funds and designated for specific purposes by the Trustees.

General funds are monies required for operating day-to-day activities of the Charity and to meet its charitable objectives.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

##### **Leased assets**

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Leases are classified as finance leases whenever the terms of the lease transfer substantially all of the risks and rewards of ownership to the charity. Assets held under finance leases are recognised initially at the fair value of the leased assets (or, if lower, the present value of the minimum lease payments) at the inception of the lease. The corresponding liability to the lessor is recognised as a finance lease obligation. Lease payments are apportioned between finance charges and the reduction of the lease obligation using the effective interest method in order to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged to the statement of financial activities. Assets held under finance leases are capitalised and depreciated and assessed for impairment losses in the same way as owned assets.

##### **Pension contributions**

Charity operates a Group Personal Pension Scheme (GPPS); a defined contribution scheme. Another defined contribution scheme was set up to manage Auto-Enrolment (AE) in 2014 for employees who did not join the GPPS as required by the government regulations. Both schemes are defined contribution schemes, and the assets of the schemes are held separately from those of the Charity. The GPPS is no longer available to new joiners.

The rate of contribution by the charity as employer ranges from 4% to 20% for the GPPS and 3% for AE Pensions Plans. Employees may opt to make additional contributions.

Contributions are also made to the National Health Service Pension Scheme for a number of employees at one of the charity's nursing homes. For the purposes of complying with the relevant accounting standards, the Scheme is accounted for as a defined contribution scheme as the Home is not responsible for, or entitled to receive benefit from, any deficit or surplus on the scheme. Another home is required to make monthly payments to the Merseyside Pension Fund to help fund the pension liabilities of several former employees. Contributions are charged to the statement of financial activities as they are made.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

<b>1. DONATIONS AND LEGACIES</b>		<b>2023</b>	<b>2022</b>		
		<b>£</b>	<b>£</b>		
Salaries and pensions of individual religious received under Gift Aid or deed of covenant		510,104	565,995		
General donations and gifts		139,192	119,115		
Legacies		833	5,910		
		<u>£650,129</u>	<u>£691,020</u>		
<b>2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES</b>		<b>2023</b>	<b>2022</b>		
		<b>£</b>	<b>£</b>		
Care Services		13,181,178	12,080,838		
Supported Living		361,037	377,854		
Retreat Centre fees		343,611	265,618		
		<u>13,885,826</u>	<u>12,724,310</u>		
Rents on properties let for charitable purposes		325,719	325,268		
		<u>£14,211,545</u>	<u>£13,049,578</u>		
<b>3. INVESTMENT INCOME</b>		<b>2023</b>	<b>2022</b>		
		<b>£</b>	<b>£</b>		
Bank deposit interest		21,864	215		
Dividends and interest from quoted investment portfolio		3,946,891	3,153,091		
		<u>£3,968,755</u>	<u>£3,153,306</u>		
<b>4. GAIN ON DISPOSAL OF TANGIBLE FIXED ASSETS</b>		<b>2023</b>	<b>2022</b>		
		<b>£</b>	<b>£</b>		
Properties -		657,539	696,884		
Other		2,889	17,133		
		<u>£660,428</u>	<u>£714,017</u>		
<b>4a. GRANTS RECEIVED</b>					
	<b>Generalate</b>	<b>Care Services</b>	<b>Retreat Centre</b>	<b>Total 2023</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Covid-19 Infection Control Grant	-	37,952	-	37,952	193,614
Rapid Test Grant	-	-	-	-	152,047
Workforce Capacity Grant	-	-	-	-	129,746
HMRC JRS Grant	-	-	-	-	39,209
Business Support Grant	-	-	-	-	19,512
	<u>£-</u>	<u>£37,952</u>	<u>£-</u>	<u>£37,952</u>	<u>£534,128</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**5. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Care Services	Accommodation Services	Retreat Centre	Support of Sisters and their ministries	Overseas outreach	Total 2023	Total 2022
	£	£	£	£	£	£	£
Staff costs (including agency staff)	12,578,310	-	400,935	653,114	-	<b>13,632,359</b>	12,002,570
Deprecation	168,735	32,866	1,104	128,897	-	<b>331,602</b>	344,785
Other operational costs	714,187	136,477	149,222	60,309	-	<b>1,060,195</b>	1,251,334
Administrative Expenses	545,563	10,787	19,347	-	-	<b>575,697</b>	531,212
Grants to overseas Missions (note 7)	-	-	-	-	532,928	<b>532,928</b>	573,738
Care of elderly sisters	-	-	-	1,031,535	-	<b>1,031,535</b>	889,905
	<u>14,006,795</u>	<u>180,130</u>	<u>570,608</u>	<u>1,873,855</u>	<u>532,928</u>	<u><b>17,164,316</b></u>	<u>15,593,544</u>
Support costs (note 6)	1,246,220	16,027	50,768	166,722	47,416	<b>1,527,153</b>	1,469,050
Governance costs (note 6)	296,507	7,413	11,119	51,889	3,706	<b>370,634</b>	362,858
	<u>£15,549,522</u>	<u>£203,570</u>	<u>£632,495</u>	<u>£2,092,466</u>	<u>£584,050</u>	<u><b>£19,062,103</b></u>	<u>£17,425,452</u>

**Prior Year**

	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2022
	£	£	£	£	£	£
Staff costs (including agency staff)	11,246,223	-	307,291	449,056	-	<b>12,002,570</b>
Deprecation	152,302	32,866	-	159,617	-	<b>344,785</b>
Other operational costs	505,659	143,334	102,421	499,920	-	<b>1,251,334</b>
Administrative Expenses	502,186	11,768	17,258	-	-	<b>531,212</b>
Grants to overseas missions	-	-	-	-	573,738	<b>573,738</b>
Care of elderly sisters	-	-	-	889,905	-	<b>889,905</b>
	<u>12,406,370</u>	<u>187,968</u>	<u>426,970</u>	<u>1,998,498</u>	<u>573,738</u>	<u><b>15,593,544</b></u>
Support costs (note 6)	1,168,791	17,708	40,224	188,276	54,051	<b>1,469,050</b>
Governance costs (note 6)	290,286	7,257	10,886	50,800	3,629	<b>362,858</b>
	<u>£13,865,447</u>	<u>£212,933</u>	<u>£478,080</u>	<u>£2,237,574</u>	<u>£631,418</u>	<u><b>£17,425,452</b></u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

<b>6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Support costs comprise:		
Sisters' expenses	313,082	469,435
Establishment expenses	405,461	412,409
Administrative costs		
- Staff costs	226,736	331,872
- Other	615,643	272,039
Exchange (gains)/losses	(33,769)	(16,705)
	<u>1,527,153</u>	<u>1,469,050</u>
 Governance costs:		
Staff costs	298,527	284,011
Audit fees	56,400	49,800
Other	15,707	29,047
	<u>370,634</u>	<u>362,858</u>
	<u>£1,897,787</u>	<u>£1,831,908</u>
 <b>Allocation of Governance &amp; Support Costs</b>		
Care Services	1,542,727	1,459,077
Supported Living	23,440	24,965
Retreats	61,887	51,110
	<u>1,628,054</u>	<u>1,535,152</u>
Support of Sisters & their ministries	218,611	239,076
Overseas outreach	51,122	57,680
	<u>£1,897,787</u>	<u>£1,831,908</u>

**7. OVERSEAS OUTREACH**

The direct costs of Overseas Outreach include the payment of grants as follows:

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Support of the Congregation's missions in:		
Kenya, Tanzania and Venezuela	<u>£532,928</u>	<u>£573,738</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**8. SUMMARY ANALYSIS OF EXPENDITURE AND RELATED INCOME FOR CHARITABLE ACTIVITIES**

**Current Year**

	<b>Care Services £</b>	<b>Accommodation Services £</b>	<b>Retreat Centre £</b>	<b>Total 2023 £</b>	<b>Total 2022 £</b>
Direct costs	14,006,795	180,130	570,608	<b>14,757,533</b>	13,021,308
Governance and support costs	1,542,728	23,440	61,887	1,628,055	1,535,152
	<u>15,549,523</u>	<u>203,570</u>	<u>632,495</u>	<b><u>16,385,588</u></b>	<u>14,556,460</u>
Fees and rents receivable	13,181,178	361,037	343,611	<b>13,885,826</b>	12,724,310
<b>Net income/(cost)</b>	<b><u>£(2,368,345)</u></b>	<b><u>£157,467</u></b>	<b><u>£(288,884)</u></b>	<b><u>£(2,499,762)</u></b>	<b><u>£(1,832,150)</u></b>

**Prior Year**

	<b>Care Services £</b>	<b>Accommodation Services £</b>	<b>Retreat Centre £</b>	<b>Total 2022 £</b>
Direct costs	12,406,370	187,968	426,970	13,021,308
Governance and support costs	1,459,077	24,965	51,110	1,535,152
	<u>13,865,447</u>	<u>212,933</u>	<u>478,080</u>	<u>14,556,460</u>
Fees and rents receivable	12,080,838	377,854	265,618	12,724,310
<b>Net income/(cost)</b>	<b><u>£(1,784,609)</u></b>	<b><u>£164,921</u></b>	<b><u>£(212,462)</u></b>	<b><u>£(1,832,150)</u></b>

**9. NET INCOME FOR THE YEAR**

**2023  
£**                      **2022  
£**

**This is stated after charging:**

Depreciation	331,603	344,785
Auditors remuneration		
- Audit fees (including VAT)	56,400	49,800
(Gains)/Losses on currency conversion	<b>(33,769)</b>	<b>(16,705)</b>
	<u>354,234</u>	<u>377,880</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

<b>10. STAFF COSTS</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Staff costs during the year were as follows:		
Wages and salaries	<b>10,166,917</b>	9,704,980
Social security costs	<b>888,123</b>	785,132
Other pension costs	<b>357,624</b>	346,815
Agency staff	<b>2,436,097</b>	1,675,056
Other costs (including Apprenticeship Levy and recruitment costs)	<b>204,653</b>	106,470
Staff restructuring	<b>104,208</b>	-
	<b>£14,157,622</b>	£12,618,453

Staff restructuring costs comprise:		
Redundancy and termination payments	<b>£104,208</b>	-

	<b>2023</b>	<b>2022</b>
	<b>No.</b>	<b>No.</b>
The number of employees whose emoluments exceeded £60,000 were:		
£60,001 - £70,000	<b>4</b>	-
£130,001 - £140,000	-	1
£140,001 - £150,000	-	1
£160,001 - £170,000	<b>1</b>	-
£170,001 - £180,000	<b>1</b>	-

Employer contributions of £45,554 (2022: £34,983) were contributed to the employee Group Personal Pension Plan on behalf of the employees earning more than £60,000 (2022: £60,000)

The key management personnel of the charity in charge of directing, controlling and operating the charity on a day to day basis comprise the Trustees together with the following:

Director of Finance  
 Social Care Director of Operations  
 Social Care Head of Quality and Compliance  
 Human Resources Officer  
 Retreat Centre Manager

The total remuneration (including taxable benefits and employer's pension contributions) of the five (2022:5) key management personnel for the year was £589,192 (2022: £506,671)

## POOR SERVANTS OF THE MOTHER OF GOD

### NOTES TO THE FINANCIAL STATEMENTS (Continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

<b>11. STAFF NUMBERS</b>	<b>2023</b>	<b>2022</b>
	<b>No.</b>	<b>No.</b>
The average monthly head count of staff:		
Care Services	<b>388</b>	414
Supported Living	-	-
Retreats	<b>13</b>	13
Others	<b>61</b>	60
	<hr/> <b>462</b> <hr/>	<hr/> <b>487</b> <hr/>

#### 12. PENSIONS

The charity operates a defined contribution Group Personal Pension Plan for its employees. The charity is not liable to finance any shortfall of funding and cannot benefit from over funding. Employer contributions payable into the scheme during the year were at a rate of between 4% and 20% of pensionable salary and members contributed between 0% and 7% of pensionable salary.

Employer contributions of £357,624 (2022: £346,815) were paid during the year. The amount outstanding at the year-end was £36,284 (2022: £25,514).

#### 13. TRUSTEE REMUNERATION AND EXPENSES

The Trustees of the Charity are also members of the Congregation and as such have taken vows of poverty under which they have renounced all personal rights to income and capital. The Charity provides for the essential needs of all members of the Congregation.

The living costs of the 6 Trustees are therefore borne by the Charity.

As members of the Congregation, none of the Trustees have resources of their own. As well as all earnings, pensions and other income have been donated to the Charity under a Gift Aid compliant Deed of Covenant.

During the year, the total donated by the Trustees was £3,035 (2022: £4,419).

#### 14. TAXATION

As a registered charity the Poor Servants of the Mother of God is not liable to income tax or corporation tax on income or gains derived from its charitable activities, as they fall within the various exemptions available to registered charities.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

<b>15 TANGIBLE FIXED ASSETS</b>	<b>Freehold land and Buildings £</b>	<b>Plant and Equipment £</b>	<b>Motor Vehicles £</b>	<b>Total £</b>
<b>COST</b>				
At 1 April 2022	19,668,793	52,793	343,055	<b>20,064,641</b>
Additions	-	210,628	-	<b>210,628</b>
Assets written off	-	(14,727)	(5,887)	<b>(20,614)</b>
Disposals in year	(731,420)	-	(16,195)	<b>(747,615)</b>
At 31 March 2023	<u>18,937,373</u>	<u>248,694</u>	<u>320,973</u>	<b><u>19,507,040</u></b>
<b>DEPRECIATION</b>				
At 1 April 2022	8,357,075	45,788	307,756	<b>8,710,619</b>
Charge for year	302,172	6,255	23,176	<b>331,603</b>
Released on assets write off	-	(14,727)	(5,887)	<b>(20,614)</b>
Disposals in year	(206,368)	-	(16,195)	<b>(222,563)</b>
At 31 March 2023	<u>8,452,879</u>	<u>37,316</u>	<u>308,850</u>	<b><u>8,799,045</u></b>
<b>NET BOOK VALUE</b>				
<b>At 31 March 2023</b>	<b><u>£10,484,494</u></b>	<b><u>£211,378</u></b>	<b><u>£12,123</u></b>	<b><u>£10,707,995</u></b>
At 31 March 2022	<u>£11,311,718</u>	<u>£7,005</u>	<u>£35,299</u>	<u>£11,354,022</u>

Apart from a small proportion of excess accommodation, which is let, and minimal use for management and administrative purposes, all fixed assets are held for charitable purposes.

Three Voluntary Aided School properties registered in the names of the trustees are not included in fixed assets. All these schools were formerly run by the Congregation but the two Voluntary Aided Schools, at Banstead and Amersham, have been handed over to Roman Catholic Dioceses on long term leases, and the third, at Chippenham has been leased to the governors. As all rights and obligations in respect of these properties have effectively been transferred from the Charity, the Trustees consider their ownership to be in the nature of custodianship of the assets and they have, therefore, not been capitalised. The total insurance value of these schools is approximately £5m.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**16. INVESTMENTS**

	2023		2022	
	£	£	£	£
Value 1 April 2022		146,939,419		138,401,889
Additions during the year		52,546,256		51,963,222
Disposals				
Proceeds	(52,059,421)		(51,308,441)	
Realised gains / (losses)	(2,980,675)		2,487,376	
		<u>(55,040,096)</u>		<u>(48,821,065)</u>
Revaluations		(5,778,021)		5,395,373
Value at 31 March 2023		<u><u>£138,667,558</u></u>		<u><u>£146,939,419</u></u>

	2023	2022
	£	£
Listed on a UK Stock Exchange		
- Fixed interest stocks	19,163,078	11,602,000
- Equities and Unit Trusts	114,312,997	127,552,180
Portfolio bank accounts	5,191,483	7,785,239
Total	<u><u>£138,667,558</u></u>	<u><u>£146,939,419</u></u>

All investments (other than cash and deferred annuity contracts) are quoted on a recognised UK Stock Exchange or are valued by reference to investments listed on a recognised Stock Exchange.

Included in the above investments none represented more than 5% of the total value of investments.

**17. DEBTORS**

	2023	2022
	£	£
Fees receivable	896,738	790,958
Prepayments and other debtors	510,286	405,836
Total	<u><u>£1,407,024</u></u>	<u><u>£1,196,794</u></u>

**18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Taxation and Social Security	242,880	214,225
Other creditors and accruals	1,065,553	1,098,515
Total	<u><u>£1,308,433</u></u>	<u><u>£1,312,740</u></u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**19. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2022 £</b>
<b>Endowment Fund</b>	-	-	50	-	50
<b>General Funds</b>	223,501	23,143,911	3,192,402	(1,308,433)	25,251,381
<b>Designated Funds (note 20)</b>					
Properties Fund	10,484,494	-	-	-	10,484,494
Retirement Fund	-	72,292,022	-	-	72,292,022
Development Fund	-	7,517,471	-	-	7,517,471
Relief of Poverty & Distress Fund	-	28,714,154	-	-	28,714,154
Overseas Outreach Fund	-	7,000,000	-	-	7,000,000
	10,484,494	115,523,647	-	-	126,008,141
<b>Total Net Assets</b>	<b>£10,707,995</b>	<b>£138,667,558</b>	<b>£3,192,452</b>	<b>£(1,308,433)</b>	<b>£151,259,572</b>
Unrealised gains included above at 31 March 2023	£-	£8,258,300	£-	£-	£8,258,300
<b>Prior Year</b>	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2022 £</b>
<b>Endowment Fund</b>	-	-	50	-	50
<b>General Funds</b>	42,304	26,939,419	2,867,309	(1,312,740)	28,536,292
<b>Designated Funds (note 20)</b>					
Properties Fund	11,311,718	-	-	-	11,311,718
Retirement Fund	-	75,000,000	-	-	75,000,000
Development Fund	-	8,000,000	-	-	8,000,000
Relief of Poverty & Distress Fund	-	30,000,000	-	-	30,000,000
Overseas Outreach Fund	-	7,000,000	-	-	7,000,000
	11,311,718	120,000,000	-	-	131,311,718
<b>Total Net Assets</b>	<b>£11,354,022</b>	<b>£146,939,419</b>	<b>£2,867,359</b>	<b>£(1,312,740)</b>	<b>£159,848,060</b>
Unrealised gains included above at 31 March 2022	£-	£20,746,936	£-	£-	£20,746,936

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**20. DESIGNATED FUNDS**

**Analysis of Movements**

	<b>Balance at 1 April 2022 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2023 £</b>
Properties Fund	11,311,718	(302,172)	(525,052)	10,484,494
Retirement Fund	75,000,000	(2,707,978)	-	72,292,022
Development Fund	8,000,000	(482,529)	-	7,517,471
Relief of Poverty & Distress Fund	30,000,000	(1,285,846)	-	28,714,154
Overseas Outreach Fund	7,000,000	(704,903)	704,903	7,000,000
	<b>£131,311,718</b>	<b>£(5,483,428)</b>	<b>£179,851</b>	<b>£126,008,141</b>

**Prior Year**

	<b>Balance at 1 April 2021 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2022 £</b>
Properties Fund	11,851,132	(313,143)	(226,271)	11,311,718
Retirement Fund	75,000,000	5,710,333	(5,710,333)	75,000,000
Development Fund	8,000,000	609,102	(609,102)	8,000,000
Relief of Poverty & Distress Fund	30,000,000	1,824,467	(1,824,467)	30,000,000
Overseas Outreach Fund	7,000,000	(8,550)	8,550	7,000,000
	<b>£131,851,132</b>	<b>£7,822,209</b>	<b>£(8,361,623)</b>	<b>£131,311,718</b>

**Properties Fund**

The charity has a number of properties which are used to fulfil its charitable objectives. These properties although they are unrestricted assets, cannot be realised without undermining the charity's work and reflect the investment in properties held to further the charitable work undertaken. Transfers are made as appropriate to reflect the net change in properties arising from acquisitions and/or disposals.

**Retirement Fund**

A fund has been designated in respect of the charity's commitment to provide for the retirement and care, in old age and sickness, of the Congregation's members. Lump sums received and transfers from general funds are credited to this fund together with the income and capital growth/decline arising from designated investments. A review of the Congregation's membership has indicated that a fund in the region of £65m and £77m would be required to finance the Charity's commitment to provide care for its elderly members after taking account of their occupational pension rights. During the year, the fund received investment income less portfolio management charges and investment valuation losses, the Trustees decided to leave the designation of the fund to £72.3m which is within the required range. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **NOTES TO THE FINANCIAL STATEMENTS (Continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

#### **20 DESIGNATED FUNDS (continue)**

##### **Development Fund**

The trustees reviewed the requirement for development of Charity's accommodation including social and healthcare facilities. During the year the fund gained £188k from investment income net of portfolio management fees, expended £194k and suffered from investment losses of £477k reducing the designation to £7.5m. The Trustees believe £7.5m fund for the development of social and health care facilities will be sufficient for the next five to six years. The trustees will keep this designation under review and will adjust the designation to meet future needs.

##### **Relief of Poverty and Distress**

The trustees have reviewed their commitment to relief of poverty and distress and have decided to maintain designation of £28.7m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership and availability of resources to support people in poverty and distress it is considered best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Net income in the Fund including the investment losses in the year amounted to £1.3m. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

##### **Overseas Outreach Fund**

Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. The trustees had designated £7m for this fund. Overseas payments amounting to £556k were expended on Sisters living costs, running of clinics, dispensaries, ambulance service, education and food for local communities (including feeding street children) and relief of famine caused by climate change (Trustees report page 14 to 22 details Overseas Outreach support activities). Net deficit of £148k after donations, investment income and investment losses were incurred during the year and same amount was transferred from General Fund to maintain the balance of this fund to £7m. The trustees will keep this designation under review and will adjust the designation to meet future needs.

#### **21. PERMANENT ENDOWMENT FUND**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

#### **22. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year (2022: None).

**POOR SERVANTS OF THE MOTHER OF GOD**

England & Wales - Charity number 227931

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# Accounts

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**POOR SERVANTS OF THE MOTHER OF GOD**

**(Registered Charity No: 227931)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED**

**31 MARCH 2022**

# POOR SERVANTS OF THE MOTHER OF GOD

YEAR ENDED 31 MARCH 2022

## REFERENCE AND ADMINISTRATIVE DETAILS

<b>Trustees</b>	Sr Rosarii O'Connor Sr Kathleen Coleman Sr Margaret Cashman Sr Anne Curran Sr Anastasia Meki Ngemu Sr Margaret Herlihy Sr Mary Holmes Sr Mary Whelan	(resigned 19 October 2022) (resigned 19 October 2022)  (resigned 19 October 2022) (resigned 19 October 2022)  (appointed 19 October 2022) (appointed 19 October 2022)
<b>Bursar General</b>	Sr Margaret Herlihy	
<b>Principal Office</b>	Maryfield Convent Mount Angelus Road London SW15 4JA	
<b>Website</b>	www.poorservants.com	
<b>Charity Registration No</b>	227931	
<b>Auditors</b>	Haysmacintyre LLP 10 Queen Street Place London, EC4R 1AG	
<b>Solicitors</b>	Stone King 13 Queen Square Bath BA1 2HG	
<b>Principal Bankers</b>	Royal Bank of Scotland plc 62/63 Threadneedle Street London EC2R 8LA	
<b>Investment Managers</b>	Quilter Cheviot Investment Management One Kingsway London WC2B 6AN  Sarasin & Partners 100 St Paul's Churchyard London EC4M 8BU  UBS Wealth Management 5 Broadgate, London EC2M 2AN	
<b>Estates Manager</b>	Burnet Ware & Graves Chartered Surveyors 13 Half Moon Lane London SE24 9JU	

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2022**

The Trustees present this report of the Charity of the Poor Servants of the Mother of God for the year ended 31st March 2022.

#### **INTRODUCTION**

The Congregation of the Poor Servants of the Mother of God is an international religious order. It supports 160 Sisters worldwide. It was founded in London in 1869 by Frances Margaret Taylor. The Congregation is divided into areas, USA, Ireland, Rome, Kenya, Tanzania and the United Kingdom.

The Congregation's Charity, Poor Servants of the Mother of God, is registered with the Charity Commission for England and Wales under the number 227931. It is the vehicle through which the charitable activities of the Congregation in the UK are conducted and in which its UK assets are held. The governing instrument of the Charity is a Trust Deed dated 5th April 1957. Incorporated trustee status was granted on 2 July 1971.

In 1994 permission was granted by the Charity Commission to use "Frances Taylor Foundation" (FTF) as a business name for the social, health and pastoral care services of the Charity. FTF is not a legal entity in its own right.

#### **MISSION**

The Charity's four main aims as set out in its governing document are:

The furtherance of the religious and other charitable works of the order.

The relief of poverty and distress.

The advancement of the Roman Catholic religion.

The advancement of religious and secular education.

The Charity aims to support as many people as possible through the works and ministries carried out by the members of the Congregation and their collaborators across the world. By caring for members of the Congregation, the Charity aims to enable the Sisters to live out their faith and to put it into practice through a wide variety of charitable works. The Trustees have carefully considered the Charity Commission's guidance on public benefit, especially the supplementary guidance on the advancement of Religion and have accordingly planned the areas of involvement especially by the Sisters. The works of the Charity, all of which benefit numerous members of the general public, fall into the following main areas:

#### **Operation of Care Services**

During the year the Charity continued to own and operate one care home for the elderly in the London area. The home provides excellent care for the general public as well as for members of the Congregation. This unit is registered for nursing and residential care and has 39 beds. The reports on the nursing home are a clear testament to the commitment of the Charity to respecting the dignity of all people especially those who are vulnerable. The home gives access to care to those who are supported by various Boroughs through income support schemes.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **MISSION**

##### **Operation of Care Services (continued)**

The Charity also owns and operates care homes for people with learning disabilities and other care and support needs as follows:

###### Greater London

- St Raphael's Services, Brentford
- Two houses in Streatham: Woodbourne Avenue and Tooting Bec Gardens
- Laverstoke Gardens, Roehampton
- St Mary's High Street, Roehampton

###### Brighton

- Marina, Lansdowne Road

###### Merseyside

- St Joseph's Adult Service, in Freshfield, Formby.

Other care and support services provided for people with learning disabilities and other care and support needs are:

###### Greater London

- Brentford Supported Living until August 2021
- Day activities based in St. Mary's Home, Roehampton

###### Brighton and Hove

- Home & Community Support until April 2022
- Extra Care Facility at St Anne's Apartments in Hove

###### Merseyside

- Fernley Resource Centre, Freshfield, Formby
- Liverpool Adult Services – supported living
- Sefton Supported Living Service, Lincoln Road

All services aim to provide an excellent level of care and are open to all, irrespective of faith, ethnic background, or ability to pay. All care homes and their staff have experienced difficult times during the pandemic. Vacancies were difficult to fill; costly infection control measures had to be put in place. Staff absences because of Covid or NHS regulation on isolation all put added strain on the services. The grants did help to mitigate some of the expenses incurred.

##### **Social and Pastoral work**

Many members of the Congregation are involved in various forms of social and pastoral work, including care of the elderly and people with special needs, family support, chaplaincy work in hospitals and prison visiting, work with the homeless and the marginalised, catechetical work and pastoral visiting in parishes. Most of the service undertaken by the members is unremunerated. The social and pastoral work was carried out virtually through zoom / Microsoft team / WhatsApp calls and traditional telephone and text contact.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### Worship and prayer

Members of the Congregation are given the opportunity to take part in private worship and prayer and to avail of study and development in the knowledge of their faith. Members of the Congregation pray with members of the wider local community and are available to listen especially in difficult times. Members are also involved in giving retreats and the celebration of the liturgy through prayer groups and church services for various religious dominations. During the year all worship was conducted virtually and in person where possible.

#### Operation of Prayer and Retreat Centres and Chapels

The Charity provides places for quiet reflection, prayer and spiritual development, which are open to all denominations. Where there is a financial contribution structure in place for retreats, inability to contribute financially does not prohibit participation. The Charity owns and manages prayer and retreat centres: Kairos in Roehampton and The Liverpool Prayer Centre near Formby.

Despite the challenges of National Lockdowns, the Kairos Centre has been involved with some local and national groups, as well as individuals who also come and spend time in the quiet areas of the house and gardens. These facilities are open to:

- People of all faiths and none who wish to have time apart for retreat, reflection, study and quiet time.
- Local Groups for meetings, training or conferences are supported by providing meeting spaces on a donation or gratis basis – including our own PSMG/FTF services for training as the Charity has many units in the UK. Other organisations including Roehampton Forum, the neighbourhood police team, Al-Anon, Alcoholics Anonymous, the Catenian Association, Justice & Peace groups, Catholic school & parish groups and local community groups,
- The number of people who passed through the Kairos Centre in the period 1/4/2021 to 31/3/2022 was 5,932 day visitors and 2,902 overnight guests. The figures reflect the 44 weeks that the Kairos Centre was open to the public during the year and social distancing restrictions that remained in place until the end of September 21.
- During physical opening times, the Kairos Centre ran a programme which included 9 Preached Retreats, 1 individually guided group retreat and 7 individually organised IGRs. The Preached Retreats were attended by 214 people, with a 91% occupancy.
- Although there is a year-on-year annual increase in both overnight occupancy and day visitors this is consistent with the mandatory closure periods during this time. To ensure that the centre reopened as a Covid-19 secure environment, permitted guest and visitor numbers were reduced to ensure compliance with social distancing rules at all times.

Month	Day Visitors	Overnight Guests
April 2021	90 (Virtual visits)	-
May	127	68
June	661	447
July	622	414
August	468	253
September	701	332
October	737	363
November	855	347
December	532	208
January 2022	308	91
February	451	263
March	387	116

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

##### Operation of Prayer and Retreat Centres and Chapels (continued)

Year	2021-2022	2021-2022	2019-2021	2018-2019	2017-2018	2016-2017
Virtual Visits	175	82	N/A	N/A	N/A	N/A
Day Guests	5,939	1,306	12,476	14,125	12,833	13,456
Overnight Guests	2,902	875	5,148	5,206	5,580	5,350
Overnight Occupancy	36%*	12%*	51%			

\*Due to the health and safety guidance during the Covid-19 pandemic not all bedrooms were available for guest use.

The Kairos Centre had two active volunteers during the year 2021-2022, who, supported our reception and hospitality teams. Under normal operating conditions they would cover the following working periods;

All day Tuesday            315 hours

Saturday afternoon        113 hours

The Kairos Centre's available volunteer bank was severely reduced by the on-going impact of Covid-19 pandemic. These volunteers are in people facing roles and their age demographic meant that most were categorised as critically vulnerable to the Covid-19 health risk.

##### New developments since last year in Kairos

Normal Kairos Centre activities continued to be severely impacted by the Covid-19 pandemic during the year 2021 to 2022. To safeguard public health and ensure that the NHS was not overwhelmed, all indoor hospitality venues were subject to mandatory closure until May 17<sup>th</sup> 2021. During the physical closure of the centre, the team developed their outreach virtually, providing one to one spiritual direction and a virtual group triduum in place of the usual residential Holy Week Retreat in 2021.

Despite the physical closure of the Kairos Centre during the early part of 2021, we continued to offer Spiritual support via Zoom and hosted a virtual Holy Week Triduum in 2021. There were 38 virtual retreatants and the retreat was facilitated from the Kairos Centre with two speakers providing the input from North London and Eire. Spiritual Direction is still available and provided via Zoom for those retreatants who are not able to visit the Centre in person. Work to develop our virtual outreach by installing cameras in both the Chapel and the

Kairos Hall continued. The final installation took place during 2021-2022. We aim to offer hybrid Kairos organised retreats, where retreatants who are no longer able to access the centre in person, can benefit from virtual activities.

During the closure period the team followed Government and Public Health England guidance and worked to ensure that the centre could reopen as a Covid-19 secure environment for all visiting retreatants, staff and contractors. All areas of the premises, staff and operational procedures were risk assessed and all required physical or procedural changes put in place prior to reopening. The Kairos Centre continues to commit to mitigating risk and is aware that public confidence will continue to be an important factor for potential visitors. The crisis and subsequent closures continue to challenge the centre both financially and practically.

Although the centre has remained open to the public from May 17<sup>th</sup>, 2021, there have been many challenges, particularly with the arrival of the Omicron variant. Although, we did not experience the early 2020 level of complete cancellations, we did experience routinely reduced attendee numbers. The high infection rate severely impacted on our ability to staff the Kairos Centre.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### Operation of Prayer and Retreat Centres and Chapels (continued)

##### Interesting Activities

June 21 – A special day of celebration for the final vows of an SMG sister was held. The service was live streamed to the worldwide members of the congregation who were unable to attend. Mass was followed by a celebratory buffet lunch and afternoon reception.

September & December 21 – The Kairos Centre hosted birthday parties for the residents of the local Frances Taylor Foundation Residential Care Home.

October 21 – The Kairos Centre welcomed a large party of local residents through Wandsworth Supported Living Services for an organised retreat day with lunch and afternoon tea.

February 22 - The Kairos Centre hosted a special celebration day for the SMG Congregation. We celebrated 150 years since the foundation of the Poor Servants of the Mother of God. A special service was followed by lunch and afternoon tea.

**Appendix A** (List of groups, charities, churches, schools and public institutions who have physically used the Kairos centre in 2021/2022)

No	Organisation Name
1	Christian Meditation Group
2	Marian Society of the Holy Redeemer
3	St Patrick's Church, Soho
4	Notre Dame de France – Marriage Preparation Group
5	Mortlake Deanery
6	Regenerate - Roehampton
7	Servite Secular Regional Group
8	Rev Catherine Jinadu Prayer Group
9	SMG Sisters – service of remembrance for our departed sisters
10	Reiki Academy
11	Samyana Yoga Group
12	Servite Secular Fulham Road Group
13	AA Fellowship Group
14	Tai Chi Group
15	South West London Catenians
16	Thames Buddhists
17	Daughters of Charity
18	Emmaus
19	Servite Secular West Sussex Group

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### Operation of Prayer and Retreat Centres and Chapels (continued)

##### Appendix A continues

20	Priests Support Group
21	Kemi Women's Prayer Group
22	FTF Laverstoke Gardens
23	Mustard Seed International Church
24	Grace Temple
25	Christ Community Church
26	St Elizabeth of Portugal Catholic Church
27	Nation Restoration
28	St Mark's Church Wimbledon
29	Prayer and Life
30	St Mark's Coptic Orthodox Church
31	Notre Dame de France Confirmation Group
32	Beacon Church
33	Al Anon
34	Pallotine Fathers
35	FTF Managers
36	Pan Fellowship
37	Escaping Victimhood Support Group
38	Barbara Yeboah Prayer Group
39	Wandsworth Residents Supported Living Group
40	3 Monkeys
41	Liberty Prayer Group
42	Comboni Missionaries
43	Bodhi College
44	Focus Centre Group
45	Rev. Julie Khovac Retreat Group
46	Global Planting Network
47	Regnum Christie
48	London Baptist Conference
49	Southwark Priests Retreats
50	Rahwa Project
51	St Edmund of Canterbury Catholic Church
52	Marymount International School
53	Destra Bokre Prayer Group
54	Cheam Parish Anglican Church
55	St Mary's Catholic Church Barnes
56	Salesian Brothers Community Day
57	Andre Berry Yoga Meditation Group
58	Vineyard Community Group
59	Mercy Union Generalate
60	Archdiocese of Southwark Vocations Retreat
61	Equipping People
62	Navigating Trauma Group
63	St James Church West Streatham
64	Wimbledon Catenians
65	Notre Dame de France Young People's Gaudete Group
66	Diocese of London (Kensington) Retreat Group
67	Sacred Heart Church Wimbledon
68	St Agatha's Catholic Church Kingston
69	South Hanwell Baptist Church

Our convent in Swindon, Wiltshire offers facility for prayer and reflection which is used by local parish groups for meetings and prayer.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT – continued**

### **YEAR ENDED 31 MARCH 2022**

#### **Operation of Schools**

The Charity works in collaboration with the Roman Catholic Dioceses of Arundel & Brighton and Northampton to whom it has leased the primary schools at peppercorn rents. St. Mary's RC School in Chippenham is leased to the Governors. PSMG has requested that the Diocese of Clifton act as Trustees and take responsibility for this school.

All three schools are Voluntary Aided. They provide an excellent education for the children of the local community. Members of the Congregation / Charity are active members of the Board of Governors of these schools. Schools have experienced very challenging times over the past year. Teaching online has been undertaken.

#### **Overseas outreach**

The Charity is involved in working in health care, education, retreat and social work in Rome, USA, Kenya, Tanzania and Venezuela. In Venezuela support is only through the other similar UK based charitable organisations who also have presence in Venezuela.

#### **PUBLIC BENEFIT**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing the Charity's aims and objectives and in their planning for future activities. The Trustees have undertaken training on Public Benefit and in particular on the requirements placed on Religious Charities. Particular consideration has been given by the Trustees to the impact of planned activities on the aims and objectives which have been agreed.

The underpinning values of the Charity and the Religious Congregation as set out in the Trust Deed are based on Catholic Christian principles and Gospel values of respect for the dignity of every human being, hospitality and welcome to all. The main areas in which the Charity generates public benefit are set out below.

#### **Care Services**

The importance of respect, dignity, hospitality, and welcome is recognised in all the service provision which is carried out on behalf of the Charity in nursing care, residential and other care and support needs. Admission of residents is based on assessment of their care needs and the ability of the service to provide the level of care needed by the resident. The services welcome residents regardless of backgrounds, faiths, cultures and gender. We aim to keep our fees at levels which enable us to support the long-term future of the services. In cases of financial hardship, we assist with fees. (See Activities, Objectives, Policies and Strategies on page 12 onwards)

During the year fourteen social care services were operated by the Charity are registered with the Care Quality Commission (CQC). Out of these fourteen Services Brentford Supported Living Service was closed in August 2021 and HCS was closed in April 2022. Both services have been de-registered with CQC. CQC inspects services in detail, and rates them as Inadequate, Requires Improvements, Good or Outstanding – the latter rating being relatively rarely used. 10 of our care services have Good CQC rating. 3 services are rated Requires improvement by CQC. We are working with CQC and sponsoring local authority for improvements in these services.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **PUBLIC BENEFIT (continued)**

##### **Sisters and their work in the local areas**

The Sisters in the Charity have been working on a voluntary basis for and with the poor for 150 years. Pastoral and outreach work brings the Sisters into daily contact with many people in need. The number of those in need has increased due to the economic situation and the rising costs of basic necessities. The Sisters are acutely conscious of the large number of people who have come to the UK from EU and other countries and are living on the margins of society. Some have secured employment in the past but quite frequently they have been made redundant or have had their hours of work reduced. The advent of new technologies has impacted on employment in many companies. Through the Sisters' presence and response, they bring both spiritual and practical pastoral support to those who may be poor, homeless, in prison, sick, alone, elderly or in need of education.

In most of the houses of the Congregation/Charity the chapel space is made available for daily callers for prayer and quiet reflection.

On average 60 people visit St Mary's Roehampton Convent chapel each week for prayer/services and/ or reflection. The Chapel at Taylorville is open each day to the local community from 7.30am to 8.00 pm for prayer and reflection and the friendly chat. Brentford Chapel is available to all on the site as well as to the Parishioners. During the pandemic, these facilities have been suspended but will resume as soon as it is safe to do so.

##### **Education**

We have leased three Voluntary Aided primary schools to third party Roman Catholic organisations. This involves provision of land and buildings at low rents. In addition, members of the Congregation serve on these schools' boards of governors on a voluntary basis and a number of Sisters work in collaboration with other agencies providing adult education to the most vulnerable members of society. The project, set up in collaboration with the St. John of God Hospitaller Charity, for the support and education of migrant workers is progressing. The 5<sup>th</sup> Floor of the building is being used by the project to care for and to help rehabilitate those suffering from tuberculosis. This project has been very successful and is continuing. All available space within the house has been successfully converted into accommodation. A recent flood caused serious damage to the building and the residents had to be accommodated in hotels. The refurbishment has now been completed. The facilities in the upgraded building provide a much better and more dignified service for the residents. Modern technology as well as better accommodation has been very helpful during the recent pandemic. All residents are safe and well.

##### **Overseas Outreach**

The Charity supports the Sisters' work in overseas missions in Kenya. Our work involves liaison with local community leaders to ensure that they are meeting the most urgent needs in the areas of poverty, especially the relief of famine, health care needs, training, and empowerment. Three Sisters have been missioned to Tanzania, Diocese of Kondoa, and are exploring the possibilities of setting up a mission there to help the poor and the marginalized. In both service provision and individual pastoral work, the members of the Charity affect the lives of many hundreds of people in practical and in less tangible ways, but often highly supportive and spiritual ways. A piece of land has been bought by the Congregation's registered charitable Trust in Kenya and a convent / small house is under construction.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

### **GOVERNANCE, STRUCTURE AND MANAGEMENT**

#### **Governance**

The Congregation is governed by the Superior General and four General Council members. These are elected every five years at the General Chapter, i.e., a meeting of the representatives of all the areas of the Congregation. Council members are chosen after a twelve-month process of preparation and discussion.

New Trustees are appointed by Superior General. All Trustees are members of the Congregation and as such have a comprehensive knowledge of the various works and structure of the Charity and all work full-time on a voluntary basis in the furtherance of its objectives. They receive no remuneration for their services as Trustees.

The last General Chapter for members of the Congregation was held in August 2022 and set the broad vision for the following six years. It was decided at the General Chapter in August that the General Chapter term will be six years instead of the current five years and the next General Chapter will take place in 2028. At that Chapter a new General Council was appointed, and Sr. Margaret Herlihy was reappointed as a Bursar General and Trustee of the Charity. Resignations and appointments of Trustees following the Chapter are as noted on page 1.

The documents issued from the 2022 Chapter focused on the energies of the Congregation and a fresh call to all members to be significant witnesses to the values and aims of the Congregation.

The Chapter set out the broad vision for the Charity for the next six years:

- to focus on current global and local needs
- to collaborate with others.
- to maintain responsible stewardship of resources
- to provide support for our Kenyan mission and the formation of Kenyan Sisters
- to develop a plan which would focus our resources on service with and for the poor.
- To review all FTF Care services.

The Trustees share responsibility for the running of the Charity. Sr Margaret Herlihy is correspondent for the group.

#### **Training and Trustee Induction**

Over the past year training and update days have taken place for the Trustees, staff, associates and those connected with the Charity and a number have already been booked.

Trustees were inducted by those leaving office. Regular Trustee meetings are held.

Resources and literature on charity law and procedures, as well as the minutes of all Trustee meetings are available at the offices for perusal and study by the new Trustees. Briefing meetings with all the advisers – legal, financial, human resources, property and investments advisers are organized as well as visits to all the locations of the Charity. The Trustees have attended the annual Catholic Charity Conference as well as trustee training seminars on investments, charity law, property matters, safeguarding and the current economic situation, which are organized by the various professional groups. Webinars are frequently used to update Trustees on Charity matters. During the year Trustees have attended many webinars on training for the future in the new normal, a few examples from a long list: IAPS-COVID 19 Employment and HR considerations; COVID 19 Strategic Considerations for Trustees; Coping with COVID 19 for Charities etc.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **GOVERNANCE, STRUCTURE AND MANAGEMENT (continued)**

##### **Structure and management (continued)**

The Trustees are ultimately responsible for the policies and assets of the Charity. In the past year a number of finance and personnel policies were reviewed and issued for the Charity. Safeguarding policies have been revised and issued. Regular meetings of the Safeguarding Committee take place. The Trustees meet monthly or more frequently, if needed. They review developments in the Charity and its activities and make decisions, based on reflection, and appropriate advice. The Trustees are conscious of the need to seek advice and support from their professional advisers, including financial advisers, property consultants, investment managers and solicitors, when taking important decisions which impact on the work, good name, or future viability of the Charity.

The day-to-day management of the various activities of the Charity are delegated to the three area leaders, the Director of Social Services and Team and the unit managers at each location.

The key management personnel of the Charity in charge of directing, controlling, and operating the Charity on a day-to-day basis comprise the Trustees, Local Leaders, Director of Finance, Directorate Team for the Care Services, Human Resources Department and Director of The Kairos Centre. As religious Sisters, under vow of poverty, the Trustees and Local Leaders, do not receive any remuneration.

The Charity is committed to ensuring equal treatment in respect of pay and conditions for those doing equivalent work throughout the Charity. The key management personnel are very important roles in leadership, management, governance and continued development of the Charity and their remuneration will take into account the need to attract and retain the best person possible with the right skills for the role. Remuneration of the key personnel will reflect the level of responsibility of the role, skill and contribution of the post holder, any internal comparisons, and external markets. Trustees will approve the pay for all the key personnel. The operational structure in place facilitates reports from each community of the Congregation in the UK of which there are ten locations throughout the UK. Three area local leaders are responsible for the general care and daily activities of communities.

Meetings with the Trustees take place at least three times each year. Reflection and discussion days are organised for all members of the Congregation two to three times each year for support and to discuss developments, new trends, matters of concern and to plan for the future. The Trustees make a number of visits to each location each year to meet with Sisters and staff as well as to be au fait with the current position of each service.

Our IT consultants continue to monitor and upgrade the IT facilities across the services in the Charity. As a result of Covid-19, there is much greater reliance on IT and the Charity is continuing IT infrastructure improvements, enhancements, and upgrades. Using Wi-Fi in most of the services has become a necessity.

The Director of Social Services reports to the Trustees on a monthly basis for the 13 Care Services as does the director of the Kairos Retreat Centre. Departmental heads of Finance, Social Care Directorate team and HR hold regular meetings which are also attended by Trustees. The Charity formed a Covid-19 group which has met virtually almost every Friday since the pandemic began and less frequently on easing of Covid restrictions to keep abreast of developments and Government and Health regulations. Policies are updated and information is communicated to the Service Managers and employees.

Financial reports from the communities and the service locations are received each month at the Area office and quarterly financial reports are sent to the Trustees. The Director of Finance with Trustees approval issues guidelines annually for the formation of the revenue and capital budgets. Budgets are reviewed at various levels before final review and approval by the Trustees.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **Structure and management (continued)**

Lines of communication, reporting protocols and levels of competence have been agreed by the Trustees to enable the Charity to function more effectively. The reporting structures for the finance personnel at each location have been improved and a robust system has been introduced. The Trustees have overall responsibility for all the activities of the Charity.

#### **WORKING WITH OTHER ORGANISATIONS**

Collaboration with other organisations and public bodies operating in the same field of providing care to the vulnerable, children and the elderly is considered by the Trustees to be in the forefront of the way ahead for the Charity. The collaboration with other charities, groups and public bodies enhances the Charity's understanding and ability to respond to the needs of those it is seeking to help.

The areas of involvement by the Sisters are many as many people struggle to cope with unemployment, homelessness, hostel living, new family structures in this 21st Century

Since pandemic, many of the meetings are held virtually via modern media; webinars; Microsoft teams, zoom, email correspondence or telephone. Examples of some of the main groups and organisations the Charity has worked with during the past year are listed below:

- Social Services in Liverpool, Brighton and Hove, Wandsworth, Hounslow, Lambeth and Sefton
- Dioceses of Liverpool, Westminster, Northampton, Arundel and Brighton, Armagh, and Southwark.
- Field Lane Foundation
- Sussex Emmaus, Portslade
- St. Joseph's Family Centre, Warrington
- Nugent Care
- Refugee Council
- Friends of St. Joseph's Charity
- London Universities Services
- Daisy Hill Hospital, Newry
- The Spires Day Centre, Streatham
- Various parish communities in the dioceses of Southwark, Westminster, Clifton, Arundel & Brighton, Liverpool, and Armagh
- The Hospitaller Order of St John of God
- Regenerate, Tear Fund, L'Arche
- Churches Together; Alpha Groups, Cursillo Group, Tumble Trust
- Methodist Church
- Missionary Sisters of Africa, Sisters of Charity, Sisters of the Sacred Heart, Holy Cross Sisters, FCJ Sisters; Mill Hill Fathers, Vincentian Fathers., The Missionary Congregation of the Evangelising Sisters of Mary (MCESM)
- Irish Centre London
- St George's Hospital, Tooting, London
- Conference of Religious of England and Wales

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **RISK MANAGEMENT**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Trust and are satisfied that systems are in place to mitigate our exposure to the major risks. The Trustees have identified the following as the key risks facing the Charity:

- Provision of care services is the Charity's main activity and as with any such operation, there are continual regulatory changes which must be complied with and financial pressures. Such pressures include cuts in government funding, which impacts income, whilst at the same time costs tend to rise with a general shortage of appropriately qualified nursing staff and the cost of regulation. The Trustees employ specialist personnel and, where appropriate external consultants to manage and keep under review, the Homes' operations. The compliance of the Care Home will also continue to be kept under close scrutiny by the Trustees.
- One area is to ensure that our properties continue to be safe places for the Sisters, Service users and visitors to use. Attention is given to keeping our properties in good repair. General maintenance is regularly carried out. The Charity has a consultant property manager. During the year non-essential repair works had to be postpone to later time.
- The Charity has an obligation, both moral and legal, to provide care for its members, none of whom have resources of their own and all of whom have devoted a significant part of their lives to the work of the Charity. The Sisters are all under a vow of poverty and therefore providing them with support is considered to be an important element of the Charity's work. Wherever possible, care is provided for frail and unwell members within communities but sometimes it is necessary to place Sisters in homes, the cost of which can be significant. The likelihood of such care needs is impossible to predict with any degree of accuracy and the Trustees therefore believe that it is incumbent upon them to maintain reserves at an appropriate level to ensure that the Charity is able to meet this obligation.
- Safeguarding - Along with all other organisations who serve in the community, the Trustees recognise the absolute necessity of ensuring the protection and safety of all those the Charity serves. This means that all staff and all Sisters who are in any kind of role or ministry in Great Britain involving the young or vulnerable adults have had to obtain clearance from the Disclosure and Baring Service (DBS). The Trustees are committed to implementing all policies and procedures of the Catholic Safeguarding Advisory Service (CSAS). The safeguarding policy is under constant review.
- The Trustees are aware of the need to continually assess whether all compliance, monitoring and reporting procedures are adequate, for example Laws relating to beneficiaries (e.g., care of the elderly) and Employment Law. Regular compliance reviews are conducted for all the key areas of the Charity's operations.
- COVID-19 continues to impact our operating units, necessitating many more risk assessments and additional measures to comply with the Government regulations on matters such as PPE, infection control, testing of residents and staff, freedom of movement and access for visitors etc.

Our work with the Consultant from PIB (previously known as DE Ford) began in 2010 where they were initially invited to work with the PSMG Charity and particularly with the Frances Taylor Foundation to assist us with our risk management requirements.

- Health and safety policy last updated in November 2020 and kept under regular review.
- Risk management compliance reviews are carried out annually by PIB to ascertain current risk management status
- Investigate benchmarking opportunities (for health and safety management)

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **RISK MANAGEMENT (continued)**

In conjunction with the above 'top down' audit and with the assistance of the Service Managers and any Health and Safety Officers a full risk review was carried out at each location. Each risk review has resulted in an action plan being created and presented to service managers for them to progress. It is important to check with each location this coming year to see how they are moving their actions forward.

Effective controls to mitigate the risks as far as possible have been put in place. The Trustees recognise that in order to fulfil the mission, the acceptance and management of risk in certain areas of work is necessary. The Trustees are satisfied reasonable steps are being undertaken to limit the probability and impact of risks. All risk areas are under regular review.

The Risk Register for the Charity is reviewed and updated annually.

- A Risk Management Committee is in place and meets three times each year.
- A continuous review of all the policies in operation throughout the Charity is in place.
- A Health & Safety consultant has been engaged by the Charity and a review of each site has taken place. As part of operational risk assessment, the Health and Safety policy is regularly reviewed and updated. The Health and Safety policy was issued in November 2020.
- To minimize the risks associated with spread of Covid-19 infection regular Covid testing is carried out for employees and residents.

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES**

As stated above, the aims and mission activities of the Charity can be broadly divided into six areas:

##### **Operation of Residential and Nursing Homes**

As already stated, the Charity owns and operates one care home for the elderly and a number of residential homes for people with disabilities as well as supported living projects. (See Mission above).

The ethos and values of the Charity are based upon care and respect for the dignity of each person. In each service the aim is to ensure that the quality of the service is excellent in every way and is accessible to all. Fees are set at levels which are realistic for the proper functioning of the service while at the same time making the facility accessible to ordinary people.

St. Mary's Adult Service has 40 residents and 2 respite places in 7 units. Residents are funded from 12 different local authorities. At St. Raphael's Adult Services all residents are also funded by the Local Authorities.

Of the 39 residents being cared for in Maryville, 5% are funded from local authorities, private funding and various charities or their families fund the remainder of the residents. The residential and nursing home services are accessible to all persons whose care needs are able to be met by the service.

St Joseph' Home, Freshfield is a care home with 36 places across three interconnecting houses. It was opened in 1990 as a nursing home for people with learning disabilities and high and complex needs. Following many discussions with local statutory agencies and the families and friends of the people living there, it was agreed to proceed with changing its status from care home with nursing to a residential care home without on-going nursing. It began operating in this way in January 2014. This service offers short breaks for people with learning disabilities and a range of additional needs, while also offering families some respite from their usual caring responsibilities. The pandemic greatly reduced the number of people seeking respite care. It is hoped to fill the vacancies in the very near future as restrictions ease.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

Fernley Resource Centre, also in Freshfield, is a day support service for adults, offering activities for disabled, older, or working age adults, to support them with important aspects of social, health, nutrition and daily living. This specialised care service is for adults with many different support needs in particular adults with learning disability and/or autism, brain injury and long-term health conditions. The Centre was closed following government instructions at the start of the first lockdown.

The pandemic extending into a second year continued to have a significant impact on the operation of our care services and the lives of the people we support and the teams who care for them.

The restrictions on not just people's working lives but their home life as well required particular resilience and continued flexibility to adapt to the ever-changing Guidelines and Regulations which were introduced by central government.

The overriding priority was to keep people safe, and it is of great credit to all those associated with the Frances Taylor Foundation that they were so successful in achieving that objective.

The scope of the restrictions was very much the same as previously and whilst significant steps were taken to try and return life to normal for the general public, the same cannot be said for the Adult Social Care Sector. Restrictions were still very much in force and indeed some remain in place to this very day. A fact which is largely not understood outside healthcare, and which continues to place a strain on staff and residents alike.

Service Managers and their teams continued to be imaginative and inventive in planning activities and innovations to help keep the people we support occupied and active whilst they were not allowed to leave the confines of their care setting – be it care home or supported living.

It is of great credit to staff that to a very great extent the people we support understood the on-going restrictions on their lives and were prepared to accept the inevitable limitations this placed on their normal routines.

A particular challenge was the significant restrictions placed on visiting and again this became an area where managers needed to be able to balance the need to keep people safe and the undoubted benefits of maintaining contact with loved ones.

When all visiting was banned then technology took over and virtual visiting became the order of the day. Zoom, Teams, WhatsApp, mobile phones and talking through open windows were all pressed into service to make communicating between residents and their families and friends possible.

When face to face visiting was allowed a new expression – visitor pods - came into our vocabulary and further creativity was required.

From purpose-built pods, garden sheds and summer houses, all fitted with heat light and power, managers and their teams put on their thinking caps again and came up with every conceivable means to facilitate safe visiting. to be creative.

All of the above achieved alongside compulsory COVID testing and wearing of full PPE.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

Due to the Government restrictions placed upon people not being able to access care homes meetings and communications generally have continued to be held virtually using Teams or Zoom.

This has allowed people to maintain some sort of contact and has proved particularly useful in areas where Local Authorities have set up Groups for Providers in their areas.

It has allowed important information and updates to be passed directly to service managers about how their Local Authority was working through the pandemic, any local interpretations of Government Guidelines and facilitated some networking between providers.

Importantly it also offered a support structure for managers who were able to see that they were not alone in having to deal with the consequences of COVID and experiences could be shared.

Filling occupancy and staffing vacancies has proved to be a challenge.

It is important to note that due to the specific focus of managers and their teams on following guidelines and keeping people safe we did not experience the devastating loss of residents that befell some providers.

The service primarily affected was Maryville, our one care home for the elderly, where people passed away for non-COVID reasons.

Initially, restrictions were placed on people not being allowed to move into care homes but as these were relaxed anyone moving in had to go into quarantine and be isolated in their room for a period of two weeks.

There was also a public perception of care homes perhaps being unsafe due to COVID which generated a reluctance amongst some people about moving a relative into a home.

The significant publicity around visiting in care home also served to deter some, thereby causing people to delay their move into a care home.

Recruitment has always been one of the major challenges facing Adult Social Care. This became even more pronounced during the pandemic and has worsened as a result.

As with a lot of other employers we are now facing an unprecedented shortage of staff with little prospect of the job market changing in the near future.

All positions are proving difficult to fill and there seems to be a growing shortage of candidates applying for care jobs. The longstanding challenges associated with recruitment and retention were exacerbated by some of the adverse publicity the care sector received during the pandemic including problems associated with compulsory vaccination of staff.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

###### Supportive Comments

- ❖ “We do not have any complaints with J....she is always smiling when we come to pick her up”.
- ❖ “It is by no means a criticism but having information on staff leave etc. so in turn I can talk with my son about who is going to see that day. Mornings can be a struggle so part of our routine is to talk about where he is going etc”.
- ❖ “You have a variety of activities which are excellent, and your meals are also excellent”

This is what you told us we did well

- ✓ We feel our son is well looked after and cared for so well. You consider all his problems and he is treated with respect, love and care. If we have any worries we know that we are also treated the same and you will do anything to help us and him. We have full confidence in you all.
- ✓ You give a good service
- ✓ Plenty of interaction
- ✓ Personal care and medication
- ✓ Involved in everything going on e.g., gardening
- ✓ Care with respect and Dignity, genuine care for the wellbeing of service users.
- ✓ Advice has been invaluable, staff really care about the service users and helping them and families to gain the most from the day. Very approachable.
- ✓ You are doing well with J.... keep up the good service.

“When holding the Service User Annual Review meetings every family member I met with thanked the staff team for the care and support their loved one has received over the course of the pandemic”.

‘Many thanks for all you do for our sister, who we appreciate can be a nightmare at times’, ‘Its thanks to you (collective) that the ‘girls’ have been so safe through COVID.’

Due to the restrictions placed upon care homes and supported living services it has not been possible to hold any open days.

One initiative being planned by St. Joseph’s Care Home in Formby is an online recruitment day which will be run in conjunction with our recruitment partner, Cohesion.

###### CQC Ratings and Date of Last Inspection

Please see attached table.

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

**ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

**Operation of Residential and Nursing Homes (continued)**



Caring – for others when they are sick (serenading PP when she had COVID)

Contact – DH using the video function on the screen whilst talking to her brother. (his microphone didn't work so we improvised!)



**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

**Operation of Care Services (continued)**

Having fun!



Being adaptable.... make your own ball pool



First visit after COVID lockdowns by Davina – didn't she have fun!

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

**Operation of Care Services (continued)**



Active support to enable NM to achieve

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Social and Pastoral work**

The Trustees are conscious of the stress and demands of modern living on the older age groups in their localities. Being available and offering a listening presence has been found through the local parishes to be of great benefit to the people.

The following is a short summary of the work usually undertaken by members of the Congregation, most of whom are retired and are now in their second or third career. Most of the activities mentioned below took place virtually during the past year:

- Working in parishes, visiting the sick and elderly, housebound, helping in catechetical programmes, RCIA (Rite of the Christian Initiation of Adults), ministers of the word and Eucharist in parishes, various parish, and Deanery groups e.g., Vincent de Paul, CAFOD, Sacramental preparation groups etc.
- Working with asylum and refugee groups, advocacy, and support for homeless
- Voluntary teaching assistants, helping slow readers
- Hospital visiting, prison visiting; breakfast club
- School governors; group facilitation
- Pastoral care in care homes and nursing homes and hospitals; working with hospices.
- Chaplaincy work
- Assisting residents with shopping and hospital appointments
- Spiritual direction and retreat work, guiding prayer and associate groups; scripture groups.
- Bereavement accompaniment,
- Teaching English language and literacy to immigrants.
- Writing articles for Catholic Newspapers, reflective blogs for internet
- Making the chapels in various houses available for worship & prayer e.g. The Chapel at St Mary's High Street Roehampton, Brentford, Warrington, Swindon, Brentford Taylorville, Liverpool were normally open each day for quiet prayer or worship for local communities. These have been virtual this year with phone and WhatsApp calls and sharing the photos of the chapels.
- Forming groups where people can meet to be supported e.g., bereavement groups, Scripture reflection groups, ecumenical prayer meditation, Taizé. All virtual in the past year.
- Providing a meeting place for a number of Alcoholics Anonymous and support groups from the local areas. This year due to various lockdowns only telephone calls and virtual meetings were held.
- Liturgy groups, Justice & peace groups
- Advocacy work
- Volunteering with Marie Curie group
- Lectio Divina, prayer groups
- Funeral services arranged and led. All virtual this year.

The activities greatly benefit the local areas and set up links and opportunities for the development of the vulnerable. Most of this work carries little or no remuneration but any stipends or salaries that are received by the Sisters are covenanted to the Charity. During the year the members of the Congregation contributed in many hours of voluntary work across the UK. Since lifting of Covid 19 restrictions, volunteering is gradually returning to pre-pandemic levels. The use of modern IT has continued to be deployed to keep in touch with the elderly, the sick and housebound. The small contribution of a daily call helps to prevent or lessen mental health issues of the vulnerable.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Schools**

Two Voluntary Aided schools at Banstead and Amersham continue to be managed by the R C Dioceses of Arundel and Brighton and Northampton respectively, under long-term leases from the Charity. A third Voluntary Aided School at Chippenham and was handed to the Diocese of Clifton in September 2022. The insurance value of these three properties is £5m but they are let at nil or peppercorn rents. Members of the Congregation continue to support these schools as governors and report to the Trustees as appropriate. The Charity sees the use of these properties for Catholic education as a significant contribution to the local community and as fulfilling one of their aims. A number of Sisters are working in collaboration with other agencies providing adult education to the most vulnerable in our society through language and literacy programmes.

##### **Overseas outreach**

The Congregation has worked in Kenya since 1985 and in Tanzania as from 2019. The communities are based in different dioceses. In Kitui Diocese we have convents in Mutito, Mwingi and Mulutu; in the Archdiocese of Nairobi, we have Ting'ang'a Convent; in Kitale Diocese we have Chepchoina and Sirende Convents; in Tanzania we have a community in Huruvi in Kondo Diocese. Much progress has been made during that time. Members of the Congregation work in very poor, semi-arid areas of Kenya. The main activities of Trust, all of which benefit numerous members of the general public, revolve around five pillars namely, Formation, Education, Healthcare, Community Development and Pastoral Ministry.

Congregation's work in Kenya and Tanzania includes administration of and running dispensaries and clinics in areas where there are no medical facilities. Aids testing and counselling has been one of the most urgent needs in all the areas in Kenya. Trustees from UK visit overseas missions in Kenya in person or virtually and four are also Trustees of the charities in Kenya. These four trustees also participate in review of monthly accounts and setting of annual budgets. Request for financial support from the charity in Kenya is carefully considered by the UK Trustees before agreeing to this request. Funds are sent in instalments and regular reports are received which are complemented by the visits of the UK trustees to Kenya missions.

Our Mulutu dispensary personnel run this clinic. Mulutu Dispensary has just added a small maternity unit to help the local community as in Mutito. The building was opened in August 2017 and had its first delivery on the day it was opened. The facility treats approximately 12,500 clients yearly. The maternity facility is of great help to poor mothers who cannot afford other private hospitals.

The charity provides financial support for these services. Funds are transferred to various projects as needed by the Sister to buy drugs, food, equipment, books, and clothing. The trustees visit each area two or three times annually to monitor progress and assess the emerging needs. The charity has a coordinator to oversee all the activities in Kenya and to send regular reports on both the finances and the progress of projects. It is the aim of the charity to continue to develop the relationships already well established in these communities.

PSMG is also involved in a mission in Kitalé which is the western region of Kenya and is very poor and isolated. We have two communities Chepchoina and Sirende. The mission in Chepchoina began in 2012 continues to grow. The work is being done in collaboration with the Diocese of Kitalé and the Elgon Trust. Some sisters work in the local schools, hospital, and community. We also have Sisters working in Sirende convent in the local dispensary, secondary school, and pastoral work within the parish. In 2019, we opened new mission in Tanzania, Kondo Diocese Huruvi parish and Sisters are involved in different pastoral work within the parish and the local health centre.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 1. Mutito Catholic Health Centre in Mutito Convent

The PSMG engagement in Kenya started in 1973 through the health care work of late Sr. Ignatius Barron (SMG) from Ireland. She joined Ursuline sisters in 1973 in responding to a request by the Ursuline Sisters through the Major Superiors conference to give a sister who was a nurse to help in answering to the need for healthcare in Mutito. Sr. Barron went back to Europe when her term was done but was requested again to return to Mutito in 1982 to set up a dispensary. This time she was accompanied by Sr. Josephine Coughlan (SMG). In 1984 the first SMG community was formed in Mutito, Kenya. In 1984, Bishop William Dunne invited the SMG Sisters to replace the Ursuline Sisters in Mutito as they were withdrawing from the Parish due to other commitments.

Mutito Convent is situated in a very remote area. Here the Sisters run a health centre which is generally the only available means of medical help for the local communities. The health centre also operates an outreach programme for remote groups. Various programmes include Health education, Maternity and Outreach clinic services. Since January 2022, 5798 patients have been supported. The Convent has a very good relationship with the local primary schools where they carry out health checks on the children. These projects give access to medical care to the ordinary person.



*Two newborn delivered on 13<sup>th</sup> and 15<sup>th</sup> Sept 2022*

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

**ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

**Overseas outreach (continued)**



*Service provided to villages/outreach communities*



*Outreach Clinic Services in different areas of Mutito*

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

Late Sr. M. St. Pius, Superior General and Sr. Margaret Doyle visited Mutito on a discerning mission in February 1985. It was decided to establish the first SMG community in Kitui in October 1985. In answer to a request for volunteers from the congregation, Sr. Rosarii O Connor and Sr. Catherine Howard were chosen to join this community. For a period of 10 years there were no local vocations from Kenya joining the SMG Sisters. However, in 1994, two postulants from Kenya joined the congregation. These were Mueni Musyoka and Anna Katuva. These later became the first fruits of the SMG mission in Kenya.

Today Mutito community has four members Sr. Catherine Makau, Sr Catherine Munanie, Sr. Pauline Muema and Sr. Cecilia Minoos. The sisters are involved in education, health care and pastoral work within the parish.

##### Health Education on Disease Prevention



*Sisters giving health education on disease prevention*

*Tei wa Ndiwa (Mercy of Orphans) group is a self-help group of people living with HIV and other members are the guardians of orphans whom their parents died of HIV. They receive support from the sisters.*



# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

### **2. Mwingi Community**

From Mutito, the next stop for SMG Sisters was Mwingi in 1995. There was a need for a separate community to handle the novitiate. With the cooperation of the Mwingi Parish priest, Fr. Mick Kane a site was identified, purchased and constructions were started. On the 23rd of September 1996, the first SMGs and novices took up residence in the new building. They were late Sr. Madeleine Ryan, Anne Katuva, Meki Ngemu, Mary Lulu, Christine Kithwa and Mueni Musyoka. The house was given a name Baraka house (House of Blessing) because of the thanksgiving to God for the strengthening of SMG presence in Kenya. A formal parish welcome for the SMG Sisters was arranged by late Fr. Kane and the parishioners on October 6th of the same year. Among the guests were the late Bishops of Kitui Catholic Diocese Boniface Lele and the late Bishop William Dunne.

The first Kenyan Sisters were professed in 1997. The Sisters took up different apostolates. They visited the schools for Pastoral programs, taught Sunday school lessons and presided over the Sunday services in different Outstations of the parish. The feeding of poor children developed then in the compound and later moved to a rented house in Mwingi town. Since then, it has developed into Frances Taylor family Learning Center (FTFLC) that takes care of various programs including feeding the hungry children from the street, empowering women, training girls in the polytechnic and educating children in Early Childhood Development (ECDE).

Currently Mwingi community has five Sisters; they are Sr, Marietta, Sr Teresa, Sr Bridgit, Sr Catherine and Sr Judy. Being a formation community, currently we have three novices, Emmaculate, Felistus and Anne.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### The Frances Taylor Family Centre (FTFLC)

Frances Taylor Family Learning Centre (FTFLC) was established in the year 2000 by the charity with the aim of responding to the variety of problems that faced Mwingi town in Kenya and its environs. Over the years the project has come to focus on a number of activities that attempt to mitigate the harsh impact of the problems arising from extreme poverty and semi-arid conditions of Mwingi area. Currently FTFLC on the most vulnerable population and neglected children on the streets of Mwingi. The centre has Early Years Education (EYE) has an enrolment of 93 babies, a polytechnic which has 50 girls, a feeding program giving food to more than 30 households, a women's self-help group with 22 women, a ball making project, and sponsorship of fees for children in different schools.



*FTFLC preparatory school babies during their exposure session. These babies are from needy families around Mwingi town and we support them with basic education*

*FTFLC Social worker with children whom Sisters have rescued from the street and we are supporting them with food and clothes while living with their great grandparents because their mother has mental issues*



**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

**ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

**Overseas outreach (continued)**



*FTFLC Polytechnic girls and boys during outside catering session*

*FTFLC self-help group for women during their table banking meeting*



## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

### 3. Mulutu Catholic dispensary in Mulutu Convent Community

Mulutu convent was officially opened 1st January 2000. The postulants moved to Mulutu in 2001 with Sr. Nora as their directress until to date but with different directress. During their time there, as part of their Formation Programme, each group actively get involved in the parish, visiting the sick and needy in their homes and helping to implement various catechetical and pastoral programmes. Sisters, when available, teach on a voluntary basis in the local primary and secondary schools. The people of Mulutu requested the Sisters, if possible, to build a dispensary and after due consideration the decision was reached to go ahead with the building. The construction was started in June 2004 and completed in June 2005. On 25th February 2006, Fr. Frank Minogue officially opened the dispensary. Currently, there are six Sisters in the community: Sisters. Dorcas Ndanu, Josephine, Anna Mwangangi, Maryanne Kiboro, Jacinta Akiru, and Racheal Ritu and five postulants - Annastacia, Anne, Briannah, Maria and Nereus.

Mulutu is about 5 kilometers away from Kitui County headquarters and is a fairly green area during rainy seasons. Despite this scenario, the area is a typically a rural place with limited job opportunities and households depend solely on subsistence agriculture. Mulutu Catholic dispensary offers medical care and medication is available to the ordinary people who are far from any hospital and who often suffer from malaria, tuberculosis, chest infections etc.



*Sr Rachel with class 7 learners on a visit to a woman suffering from cancer.*

*Sister Priscilla in session with Postulants*



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

#### 4. Ting'ang'a Community

Ting'ang'a community began in January 2003 with three Sisters. The Sisters bought an already existing house and equipped it. Ting'ang'a community is the first place where all the Sisters and their guests from abroad go for hospitality and welcoming before they proceed to other parts of the country. This is the community for all the Sisters who are students. It also serves as the administration office of the Kenyan area.

Two Sisters are involved in administrative work whilst two others are involved in different apostolates within the parish. They also attend PMC and youth activities within the parish. When college closes, students are sent to various communities for their holidays, where they can put into practice what they are learning.

We continue with our ministries in the parish, P.M.C, Y.C.S Youth Education and home visits. We are also happy to enjoy farming in our new land and we are grateful for the support that was given to us to purchase such fertile land.



*Sisters donating food to a needy family.*

*Seminar for the students whom we help with school fees, facilitated by sisters.*



## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)



*Harvest of arrow roots from our new land. Sisters are spreading the harvest for airing*

##### 5. St. Monica's Convent – Chepchoina (Kitalé)

The journey to Chepchoina began when the SMG Sisters were invited by Bishop Maurice Crowley of Kitalé Catholic Diocese some years back. The decision to accept this invitation was taken by SMG leadership in 2010. The original dream was to open the new convent for the closing of the year of Mother Magdalen on February 12th, 2012.

Even though the official opening of the convent was on 30th November 2013 the Sisters started living in the new convent by the end of 2012. The progress of the building was not as quick as had been anticipated but to the consternation of the builders, Rosarii O'Connor and Mary Dunlea took up residence in St. Monica's Convent on 8th December 2012.

The convent was officially opened on 30th November 2013 on the Feast of St. Andrew attended by many SMG Sisters from other convents. Bishop Crowley was the Chief Celebrant of the mass and was joined by Fr. Henry Juma the parish priest, Fr. Leo Staples and other clergy. Parishioners, Sisters and people from further afield joined in the celebrations and it proved truly a joyful and memorable occasion even with gifts from well-wishers.

The community currently has four Sisters: Sisters Eunice, Veronica, Rhoda and Rose. The Sisters are involved in different ministries which include education, health care and pastoral within the parish.

The sisters continue to be employed mainly by the Mount Elgon Trust. Currently, two Sisters are employed by the TSC, pastoral work is ongoing where the Sisters help to alleviate poverty in many and varied ways, especially with families through:

- Helping women become more self-sustaining through the setting up of small businesses to enable them to support their children.
- Making education accessible by part payment of school fees
- Visiting homes to find out where help is needed. This leads to offering of help according to the individual needs.
- Assistance with medical bills where appropriate.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

In Chepchoina we continue to thank God for the opportunity to be the sign of hope, joy and courage to many people we are privileged to serve. We thank our Generalate for their great support and we thank our Benefactors for their generosity and kindness throughout the year. We collaborate with institutions as we serve people in our localities. In Andersen medical centre we get 60-100 mothers delivering babies in a month. Most of our mothers are very needy, they come without clothes for their newborn babies. This time we were able to support a few mothers who came to our facility to give birth. We appreciate the nice woven warm cardigans and woven blankets shared to us by our well-wishers. These gifts benefited many of our mothers and they all say 'may God bless the well-wishers' for sending these warm clothes for them. Throughout the year we were able to assist around 70 patients to clear their hospital bills and access referral services. This is through the great support we receive from our benefactors.



*Sr Veronica donating a woven blanket to a newly born baby boy*

Sisters are also involved in education and in one of the poorest schools in the area. The school has a large population of around 800 pupils who are from humbled background. Through the Sisters they received writing materials. Sr Rose was supported to provide costumes for the music club that presented their items for the first time up to County level. The pupils and their parents were full of joy for their participation and exposure. We are very grateful for your generosity and continued support.

*Sr Rose with her music club members*



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

##### 6. St. Lucy's Convent in Sirende, Kitalé

Sirende community is not far from Kitale town. It is our newly constructed convent. The Sisters are involved in pastoral ministry - teaching catechism, visiting the sick, teaching in local secondary school, and poor within the parish.

The Sisters moved to Sirende community on Sunday 13<sup>th</sup> October 2019, the feast of Our Lady of Fatima and by, coincidence, the day when John Cardinal Newman was canonized in Rome. The community has four Sisters: Sisters. Anne, Maureen, Angella and Juliana. The four Sisters are involved in pastoral activities within the parish as well as working in the parish dispensary. The area has plenty of rain and Sisters undertake farming.



*Sr. Juliana with the Young Catholic students during a rally day. All the schools in the zone had come together on a flags day and enrollment for the new members*

*Sr. Annastasia in Parish hospital attending to one of the sick child. This hospital serves over 100 patients each week. They also attend to the children on daily bases who need immunization. Also manage the admitted patients*



## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2022

### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)



*Sr. Anne Katuva with the Catechetical students during one of the graduation ceremonies. This class has 46 students. This group of catechists is trained for four months. The college has two intakes every year training about 90 catechists per year*

*Sr. Juliana in class with the form three students at St. Thomas Aquinas secondary school during English class. The school is single streamed with a capacity of 250 students. One of the Catholic sponsored school which has a high number of students from poor families*



# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2022

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

##### Overseas outreach (continued)

**7. PSMG Huruvi Community**The Huruvi community has 3 Sisters. The mission in Huruvi started on 12<sup>th</sup> February 2019 and Sisters are involved mainly in pastoral ministry of teaching catechism, formation of members of small Christian communities, visiting the sick, and poor. We discern the local needs before construction of the convent and starting specific SMG ministries.



*This photo shows a sister in a home visit, this brings joy to families. 16 families are visited so far.*

*This photo show sisters in the choir together with other Christians listening to a Sunday homily.*



*This photo shows a sister with other religious sisters during profession*

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

Members are involved in the local Roman Catholic parish as readers, Eucharistic ministers and are part of the sacramental programs and RCIA. Local groups are welcomed to the chapel to pray and share the liturgy. In previous years on special days many people gathered to meet and celebrate culture either in person or virtually.

Donations and other payments are agreed by the Trustees in support of the missionary work and ministry in consultation with the members of the Congregation. Some of the groups supported were:

- CAFOD
- Sacred Heart Mission
- Médecins Sans Frontières
- Famine relief in various war-torn areas of the world.
- Church in Action
- Migrant projects through UISG

The Charity is not a grant-making charity and does not engage actively in fundraising.

##### **Voluntary Work**

Through the use of modern technology, the members of the Congregation gave much time over the past year to assist the poor, the vulnerable and the marginalised, visiting virtually and supporting the housebound, the hospitalised and prisoners, assisting the homeless, refugees and asylum seekers. Chaplaincy and parish work pastoral care were restricted to virtual contact. Many members of the Congregation do non-remunerated administrative tasks within the Charity which enables it to function effectively.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE**

The following outlines the achievements during the year in the various areas of activity of the Charity.

##### **Operation of Care Homes**

Maryville Care Home Brentford continued to offer quality care to 39 residents during the year. The occupancy level has been almost 100%. Covid outbreak at the home and lockdown restrictions has made filling vacancies challenging resulting in some loss of income. Staff illness and the requirement for isolation have increased the staffing costs. A number of Agency staff were required to enable the home to function safely.

Residential care homes at Roehampton, Laverstoke Gardens, Streatham, and Brentford have all delivered care to a wide range of residents drawn from multi faith backgrounds, a wide variety of cultures and ethnic groups.

The Supported Living projects in Liverpool and Middlesex, London have been very impacted over the past year as potential residents were unable to move into care. The Charity has closed the supported living facility at 101 The Drive. Residents were accommodated in the Residential services to fill vacancies.

The Extra Care Supported Living in Brighton and Hove opened in 2014 and is flourishing. Some of the tenants had lived in residential settings and are now enjoying much more personal freedom and choice. Each resident has an apartment. Each also has a care package for helping them to cope with personal care and activities. The social activities for these residents have been much disrupted over the past year.

Supported Living projects in Liverpool and Brighton continue to enable persons with disabilities to experience a more independent lifestyle. The residents now live more independently in these small settings and out of the institutional setting.

##### **Operation of Home and Community Support**

The Home and Community Service in Brighton was closed in April 2022.

Home visits during the year were limited due to ongoing impact of Covid 19. The Frances Taylor Foundation was responsible for caring for people in their own homes, but most did not welcome any one from outside to their home during Covid lockdowns.

##### **Day Activities**

Day Activity Services usually provided at St. Mary's Roehampton, St Raphael's Services at Brentford and in Fernley Resource Centre in Freshfield gradually reopened as Covid lockdowns were lifted. The conservatory and adjoining areas, funded from the Friends of St Joseph's Charity, continue to be used as extra spaces in an effort at social distancing.

One of the Trustees' main objectives for the year was to maintain a high level of occupancy as well as ensure the quality of service in these facilities. One of the objectives will be to continue to achieve a high level in the coming year in all the services.

Covid 19 continues to impact on all service provision. Occupancy which would normally be 95% + has diminished in all day activities. It is hoped that all locations will begin to return to providing safe, homely, and welcoming environment in line with modern thinking and legislation on learning disability.

We encourage all our Care staff to work towards the professional development and appropriate care qualifications to meet the needs of the Service. In addition, all our Care employees undertake specific training to meet the specific needs of the individual Service Users.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 202**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

##### **Day Activities**

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## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out some important statistics showing the achievements of the Charity during the year. The Staff Training program continued during the year. The following table sets out the training achievements of the staff.

<b>Services – Staff Qualifications</b>									
	Total number of employees	NVQ2 or QCF equivalent	%	NVQ3 or QCF equivalent	%	NVQ4 or QCF equivalent	%	RMA / Management QCF equivalent	%
Marina, Lansdowne Road, Hove	16	0	0	5	31%	1	6%	2	12%
Laverstoke Gardens, Roehampton	10	2	20%	5	50%	2	20%	1	10%
St. Mary's Roehampton	52	7	12%	6	11%	2	4%	1	2%
St. Raphael's	25			6	24%			4	16%
Maryville	55	10	19%	5	9%	1	2%	3	6%
Tooting Bec Gardens, Streatham	7	7	100%	7	100%	1	14%	1	14%
Woodbourne Avenue, Streatham	7	7	100%	6	86%	2	29%	2	29%
Liverpool Adult Services	65	58	89%	15	24%	5	8%	5	8%
Home and Community Support	Service closed in April 2022								
Brentford Supported Living	Service closed in August 2021								
Fernley Resource Centre, St. Joseph's, Freshfield	44	12	27%	10	22%	2	4.5%	1	2.2%
St. Joseph's Home, Freshfield, including L37 Short Breaks Service	84	26	31%	15	12.5%	3	4%	7	8%
Extra Care Supported Living (at St Anne's Apartments)	16	1	6%	9	56%	1	6%	1	6%
Sefton Supported Living	10	4	40%	4	40%	-	-	-	-

- The qualification levels of staff at all the services are being monitored constantly.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2022

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out occupancy levels of care facilities showing the achievements of the Charity during the financial year:

<b>Services – Occupancy / Utilisation</b>		
<b>Residential Care Homes</b>	<b>Number of Places</b>	<b>% occupancy</b>
Marina, Lansdowne Road	9	99%
Laverstoke Gardens	7	100%
St Mary's Roehampton	40	95%
St Raphael's	21	91%
Maryville	39	92%
Tooting Bec Gardens	7	89%
Woodbourne Avenue	8	98%
St Joseph's Home, Freshfield	36	97%

<b>Housing Related Support and Personal Care Services</b>					
	Number of people supported	% occupancy of tenancies	Total hours per week – housing related support	Total hours per week – personal care	Total hours per week (support and care hours combined)
Liverpool Adult Services	37	88%	967	696	1662
Home and Community Support	-	-	-	-	-
Brentford Supported Living	-	-	-	-	-
Extra Care Supported Living (St Anne's Apartment & 3C)	14	100%	100	435	535
Sefton Supported Living	4	80%	-	-	265

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2022**

**REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

Day Activity Services		
	Number of people supported ("on the books")	Average number attending per day
Fernley Resource Centre, St Joseph's Freshfield	On site residents: 30 Residents External clients: 37 Service users	67
St. Mary's Roehampton	On site residents: 23 External clients: 1	Number of external service users: N/A Number of in-house service users: N/A

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

##### **Social and Pastoral work**

Throughout the year the Charity assisted a large number of the members to carry out their pastoral, charitable and religious work throughout the UK and in other areas of the world as documented in the Activities, Objectives, Policies and Strategies section above.

This pastoral and social work enables the Charity to fulfil its aim to reach those most in need in our society today. Through visiting the lonely in their homes and doing some very mundane tasks for them, a significant number of people have benefited.

All members work in their chosen ministry apart from 17 members of the Congregation who are cared for in care homes.

##### **Overseas missionary work**

###### **Kenya**

During the year the Charity continued to support and expand its mission in Kenya as well as financing of the education of young Kenyan women. Commitment to and development of the Kenyan mission is one of the long term aims of the Charity.

A new Convent is now completed in Sirende and the Sisters are undertaking pastoral work in the parish and in the area. The property is being fenced at this time and a flourishing shamba and chicken project is doing very well.

###### **Tanzania**

Since February 2019, there are three Sisters in Tanzania, involved in pastoral work and research into what is the real need of the Tanzanian people. It is very evident that there is a very real mission into the future. It is very poor area. A plot of land has been bought and already a convent is being built and will be completed very soon. There is need for education for the local young people. Polytechnical education is needed in the area. This will be the next step in establishing the mission.

Kondoa is a new Diocese in Tanzania and Parish of Huruvi is its new Parish (2020). The Bishop of Kondoa said: *"I feel personally your presence in Kondoa is most opportune and your Sisters (SMGs) are offering a new way of pastoral engagement and other education which I think is needed in our time."*

##### **COVID 19**

As has been widely reported, a global coronavirus affected the United Kingdom in early 2020 and continues to impact everyone. However, the vaccinations have allowed gradual return to normality. The elderly and those with serious underlying medical conditions are particularly vulnerable. The trustees recognise the seriousness of the potential impact of the pandemic on the residents in its facilities. They continue to take all necessary steps to protect residents, staff and sisters and are closely following government guidelines. This continues to increase the costs of running the facilities, but it is anticipated that these costs will not have a material effect on the charity's financial results. Most adults are now vaccinated and elderly vulnerable adults starting to receive Covid booster vaccinations. Majority of our staff providing direct care are vaccinated or encouraged to do so.

Charity's investments during the year recovered from the impact of the pandemic. The values have recovered since the lows of March 2020 and exceed the pre pandemic valuations. It is however highly likely that investment markets will remain volatile as we have seen in recent days' collapse of gas suppliers, shortage of fuel availability, global political challenges, Ukraine war, cost of living crisis and shortage of experienced and trained staff. The exact financial impact is difficult to assess with any high level of confidence, but the Trustees are of the opinion that the charity will be able to meet all of its financial obligations and commitments for the foreseeable future. Thus, they consider that the charity is a Going Concern.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

#### **FUNDRAISING ACTIVITIES**

The Charity does not seek funds from the public as such. The donated income that it does receive mainly consists of the pensions and salaries donated by the Sisters of the Congregation.

The Charity's undertakes no direct fundraising activities. The Charity does receive donations from an independent charity, 'The Friends of St Joseph's' (Charity number: 502759) which is not under the direct control of the Charity Trustees. Funds raised by this independent charity for the benefit of Service Users who use the St Joseph's Home and Fernley Resource Centre and are used to provide additional amenities and opportunities that contribute to the quality of life of Service Users of these two Services. The minibus provided by the Friends of St Joseph's has been of great benefit to the Residents.

The Charity also receives donations in recognition of or gratitude for its provision of facilities and services for which no charge is made, such as the provision of facilities for quiet reflection and prayer and/or Sisters' spiritual accompaniment of individuals. However, such facilities and services are offered irrespective of the ability to pay.

The Charity does not engage any professional fundraisers or commercial participators.

Since we do not participate in fundraising activity, the Trustees of the Charity do not feel there is any need to subscribe to a particular scheme or set of standards for fundraising regulation.

There have been no instances of failure to protect vulnerable members of the public and no complaints have been received in relation to the conduct of the Charity or Friends organisation in respect of fundraising activities.

#### **FINANCIAL REVIEW**

The Charity's principal source of income continues to be the fees generated from its charitable activities in the form of the Care Services, Retreats, and charitable accommodation that it provides. Income from these sources rose to £13.0m (2021: £11.94m). Investment income was slightly lower at £3.15m from £3.22m.

With the easing of Covid lockdown restrictions, operating activity improved as reflected in improved income for the Charity. Total income rose to £18.33m (2021: £16.91m). Therefore income, excluding gains on disposal of tangible fixed assets, increased from previous year by some £716k. However, there is, an expectation that the tendency in future will be downward pressure on income.

At the same time, total expenditure also increased to £17.9m from £17.15m with charitable activities expenditure increasing to £17.4m from £16.7m. The net effect was that there was an excess of income over expenditure, before investment gains, of £407.3k compared to excess of expenditure over income of £245.6k in 2020/21.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **FINANCIAL REVIEW (continued)**

Investment gains for the year were £7.8m (2021: £27.7m). In 2021 investment values recovered sharply following a similar sharp decline in 2020 due to impact of Covid with modest increase in 2022. Charity continued to withdraw £2.4m during the year from investments to meet cash flow requirements for the year. The overall result was a net surplus and increase in overall reserves of £8.3m (2021: £27.5m). Since the end of financial year investment values have been declining resulting from war in Ukraine, global costs rising for energy, goods, and services with inflationary pressure. Investment income is likely to be reduced as corporations face increasing costs on wages and materials with limited capital growth in the medium term. We are increasingly more reliant on our investment portfolios to support our charitable activities. For the future, although many of the older Sisters still continue to carry out voluntary work, in both our own services and those managed by other agencies, the increasing age profile of Sisters and the reduction in membership numbers result not only in a reduction in income but also in a need to employ more lay people to carry out the work formerly performed by Sisters. Costs, in the form of maintenance of Sisters, are also expected to rise with the increased age profile. Therefore, it is anticipated that the costs of the Charity will rise significantly at the same time as it is faced with challenging income growth. These factors emphasise the need for the establishment of a sound capital base.

The trustees invested a further £500k in one of the Charity's portfolios of quoted investments, other than reinvesting the investment income. Covid 19 has continued to impact on Charity's income due to partial suspension of certain activities in retreat centres and care services. In addition, costs of operating the various charitable activities continue to have increase, some of these have been partially offset by government grants. The pandemic continued to disrupt and curtail our daily lives resulting in financial uncertainties for many of our activities. The Charity has, along with many other net depositors suffered a reduction in the income generated by its cash reserves becoming more dependent on the income arising from its investment portfolios. Investment income also slightly declined from previous year. As a Charity we are fortunate that we can rely on our investments to support us during these challenging times. Trustees are mindful that they must not expose the Charity to undue levels of risk with the investments and therefore, continue their policy of maintaining a well-diversified range of investments and closely monitoring the Charity's finances with appropriate advice from the Charity's fund managers.

#### **INVESTMENT POLICY AND PERFORMANCE**

The Charity's investments were managed by three fund managers as listed in the Reference and Administrative Details section of this report. The Trustees have wide powers within the Trust Deed and are empowered to invest any monies as authorised by law in a manner they think fit.

All portfolios are subject to a medium degree of risk. The Trustees intend that the real value of the assets be maintained and enhanced over the long term by investment in a portfolio of equities, fixed income stocks and cash. The fund managers' performance is regularly reviewed by the Trustees and their advisors through quarterly reports and scheduled meetings.

The Trustees require the fund managers to adopt an ethical policy and to use their best endeavours to avoid investments that are predominantly involved in areas of unacceptable exploitation. This is very relevant where the Charity has direct investment in shares.

The Trustees have instructed the fund managers not to invest in companies which are involved in, or associated with, the defence industry, manufacture of anti-life products, use of animals for testing cosmetics, harming the environment through unacceptable levels of water pollution, destruction of woodlands or forests, gambling, oppressive regimes, exploitation of labour (unsafe working conditions, child labour, poor wages or race discrimination), pornography, exploitation of third world countries through charging high interest rates on loans or the manufacture of tobacco products. However, where investments take the form of collective investment funds, the Trustees are unable to exercise direct control over the ethical policy adopted by the fund manager.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

##### **INVESTMENT POLICY AND PERFORMANCE** (continued)

As noted in the financial review, the year to 31st March 2022 the Charity's investment portfolios recorded modest gains from previous year.

The gains on investments during the year amounted to some £7.88m (2021: £27.76m) whilst the income return was £3.15m (2021: £3.22m). Investment performance has been generally in line with market movements and returns have been ahead of inflation, more than protecting capital and future income streams. The total return on the portfolios for the year was, approximately 8.2% (2021: 28.1%).

Differing benchmarks are given to different fund managers as a way of diversifying the Charity's exposure to the risks inherent in stock market investment. The overall return generated by the Charity's investments was ahead of the principal benchmark utilised, the ARC Balanced Asset Charity Index which showed a return for the year of 5.4% and 6.3% return on the ARC Steady Growth index. Over the longer period, Charity's overall returns have been at least as good as the benchmarks set and therefore, they have been, in the opinion of the Trustees, satisfactory particularly in view of the difficult economic climate and the gains experienced in the recent years. In the period since the year end, Charity's investments have fallen by approximately 12%. Despite uncertainties, which are inherent in investing at any time, the portfolios look to be well-positioned to benefit from any economic growth whilst carrying sufficient risk protection in the form of less volatile holdings. The income-yield of equity investments is attractive compared to that available from most other forms of investment.

The Charity has continued to withdraw £2.4m (2021: £2.4m) during the financial year to cushion the effects of Covid 19 on its net cash generating ability and is in a fortunate position to be able to do so. Trustees expect to continue to withdraw modest amounts in the foreseeable future from the Charity's investment portfolios to support its charitable activities. Trustees will continue to monitor closely investment returns and continued support required for its operations.

##### **RESERVES POLICY**

At the year end the total funds of the Charity were £159.8m of which £131.3m were designated. Details are set out in Note 20 of the financial statements. Designations are as follows:

£75.0m is reserved for the care of the elderly members. The number of elderly and sick members continues to increase. Most of the frail elderly members are cared for in one of the homes operated by the Charity. The aim is to keep the members as active as possible through second and even third careers. Many do voluntary work in their local areas. The Trustees commissioned in 2022 an actuarial review of the long-term requirement for funds for the care of the elderly. This review has indicated that a fund of between £65m and £77m will be required for this purpose and the Trustees. Trustees decided to leave the Fund balance at £75m assessing the current valuations which is at the upper end of actuarial review.

The trustees are mindful that a significant proportion of the Fund is represented by quoted investments which are, by nature, volatile and that the needs of members are also subject to constant change. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2022**

##### **RESERVES POLICY (continued)**

£8m has been designated for development and upgrading of the services and accommodation facilities provided by the Charity for the next five to ten years. At the beginning of the financial year the fund value was £8.0m which further increased with net gains in investments. Following an in-depth review of future plans and related costs by the Trustees decided a fund of £8m will be required for development expenditure both in the UK and overseas and surplus to this requirement remaining reserves was released to general reserves.

£30.0m has been designated by the Trustees for relief of poverty and distress. The trustees have reviewed their commitment to relief of poverty and distress and have decided to continue to designate £30m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership, it is not possible for the Charity to provide direct support and with availability of finance resources it is considered the best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Trustees expect this to be a longer-term commitment, over ten years and have not placed any restrictions on use of income or capital. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

£7.0m is designated to provide funding for the overseas outreach programmes anticipated to occur in the next five years. Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. Overseas payments amounting to £599k with donations, investment income and net gains allocated to the fund in the amount of £590k. In view of the continuing commitment to Congregation's missions in Kenya and Tanzania, trustees decided to continue to maintain the fund at £7m and transfers were made from the general Fund of £8.5k. In Kenya and Tanzania, the provision of health care through dispensaries and clinics continues to be a challenge. Education is also a high priority. Members are being trained as teachers, nurses, laboratory technicians, social workers, and pharmacists. These skills and professional training are essential for the sustainability of our mission in these places. Trustees will continue to monitor the need for overseas support in Kenya and Tanzania and set the reserve in line with their commitment.

Just over £11.3m is designated to represent the net book value of the Charity's properties which cannot be realised without undermining the Charity's works.

The General Funds of the Charity at the year-end stood at £28.5m. This represents 19 months' expenditure on the Charity's continuing activities. This is therefore in line with the levels stated in the Trustees' policy which is to hold between one and two years' expenditure in reserve. A reserve of between one and two years' expenditure is considered by the Trustees to be prudent.

Such "Free Reserves" are required to ensure that the Charity has sufficient cash resources to meet all its liabilities and commitments as they fall due. Also, with such a broad range of activities and a significant portfolio of properties, many of which are quite old, through which these activities are conducted, it is felt that a reasonable provision against contingencies is essential. In addition, a significant proportion of the Charity's reserves are represented by quoted investments which are needed for the income that they generate, particularly in view of the low level of interest rates, but the value of these is subject to quite volatile fluctuations in the current uncertain political and economic environment. Therefore, prudence dictates that a reasonable cushion is held against sudden dramatic falls in value.

The Trustees will continue to monitor the Charity's reserves levels.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2022**

#### **FUTURE PLANS**

##### **The Trustees intend to:**

- Continue to support the pastoral work and ministry of the Sisters of the Congregation in the Charity's existing care facilities and in the local areas where the Charity has members and or services.
- Critically assess the sustainability of all works and ministry.
- Review current structure of charity's constitution and adopt modern structure which will be relevant to the future needs of the Charity.
- Consider adapting existing facilities as required for ageing residents and members.
- Continue to support the outreach to the people in our mission areas of East Africa.
- Continue development of the Mission in Tanzania in the Kondoa Diocese.
- Commit to maintaining the highest possible quality of care in all of its facilities.
- Provide staff with appropriate and relevant training.

##### **Specific aims include:**

- Continue to collaborate with SJOG in working with migrant workers and tuberculosis patients project in Euston and with Field Lane Foundation in working with vulnerable families in Pembridge.
- Monitor the internal controls in the services.
- Continue to upgrade the IT and HR services within the Charity.
- Monitor occupancy levels in all services and staff qualifications.
- Continue to review the Charity's financial position and long-term strategies in the light of the on-going economic situation.
- Review the accommodation services provision in Liverpool and Brentford.
- Review in the coming months all the services being provided in the light of the impact of COVID 19

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT (continued)

### YEAR ENDED 31 MARCH 2022

#### Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We confirm that there is no audit information of which you as auditors are unaware, and that each trustee has taken steps to make themselves aware of any relevant information and to establish that you are aware of that information.

The Trustees appreciate the professionalism, dedication and commitment of their members, management personnel, staff, and advisers.

Approved by the Trustees on 29 November 2022 and signed as authorised on their behalf by

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Whelan  
Trustee

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD**

### **Opinion**

We have audited the financial statements of Poor Servants of the Mother of God for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of the charity's net movement in funds for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

### **Basis for opinion**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder. We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD (continued)**

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity; or
- sufficient and proper accounting records have not been kept; or
- the charity financial statements are not in agreement with the accounting records and returns; or

we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees for the financial statements**

As explained more fully in the trustees' responsibilities statement set out on page 39, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding regulations, care quality commission compliance, employment law and taxes and Charity law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and the Charities SORP.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to recognition of income. Audit procedures performed by the engagement team included:

- Inspecting minutes of Trustees' meetings;
- Inspecting correspondence with regulators and tax authorities;
- Reviewing the latest Care Quality Commission (CQC) reports;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Reviewing valuations of investments;
- Identifying and testing journals including the control environment and purpose; and
- Challenging assumptions and judgements made by management in their critical accounting estimates. These related to depreciation charges.

**Independent auditor's report to the trustees of  
POOR SERVANTS OF THE MOTHER OF GOD (continued)**

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including to those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more the compliance with a law or financial regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's trustees as a body for our audit work, for this report, or for the opinions we have formed.

Haysmacintyre LLP  
Statutory Auditors  
10 Queen Street Place  
London  
EC4R 1AG

29 November 2022

Haysmacintyre LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**POOR SERVANTS OF THE MOTHER OF GOD**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted Funds	
		2022 Total £	2021 Total £
<b>Income from</b>			
Donations and legacies	1	691,020	748,233
Charitable Activities	2	13,049,578	11,944,225
Other charitable activities			
- Rents receivable from charitable-use properties temporarily surplus to operational requirements		189,002	123,077
Investments	3	3,153,306	3,221,069
Other			
- Gain on disposal of tangible fixed assets	4	714,017	4,945
- Grants received	4a	534,128	864,086
<b>Total Income</b>		<b>18,331,051</b>	<b>16,905,635</b>
<b>Expenditure on</b>			
Cost of raising funds			
- Investment management costs		498,228	411,659
Charitable activities	5	17,425,452	16,739,628
<b>Total expenditure</b>		<b>17,923,680</b>	<b>17,151,287</b>
<b>Net income/(expenditure) before gains/(losses) on investments</b>		<b>407,371</b>	<b>(245,652)</b>
Net gains/(losses) on investments		7,882,749	27,760,878
<b>Net movement in funds for the year</b>		<b>8,290,120</b>	<b>27,515,226</b>
Fund balances at 1 April 2021		151,557,890	124,042,664
<b>Fund balances at 31 MARCH 2022</b>		<b>£159,848,010</b>	<b>£151,557,890</b>

Included in the above figures is a £21,082 (2021: £15,598) restricted donation which has not been spent by 31 March 2022. During the year restricted donations of £13,484 and £345,661 of Covid-19 infection control and rapid testing grants were received. All of the Covid-19 grants were spent during the year along with £8,000 from other restricted funds. This has not been separately disclosed as a restricted fund at 31 March 2022 as this amount is immaterial in context of the overall funds of the Charity. The above figures exclude permanent endowment of £50 and this the difference above fund balances and Balance Sheet.

The notes on pages 55 to 69 form part of these financial statements.

**POOR SERVANTS OF THE MOTHER OF GOD**

**BALANCE SHEET**

**AS AT 31 MARCH 2022**

	Notes	2022 £	2021 £
<b>Fixed Assets</b>			
Tangible assets	15	11,354,022	11,903,087
Investments	16	146,939,419	138,401,889
		<u>158,293,441</u>	<u>150,304,976</u>
<b>Current Assets</b>			
Debtors	17	1,196,794	713,141
Cash at bank and in hand		1,670,565	1,978,417
		<u>2,867,359</u>	<u>2,691,558</u>
<b>Creditors:</b>			
Amounts falling due within one year	18	(1,312,740)	(1,438,594)
<b>Net Current Assets</b>		<u>1,554,619</u>	<u>1,252,964</u>
<b>Net Assets</b>		<u><u>£159,848,060</u></u>	<u><u>£151,557,940</u></u>
 <b>Funds</b>			
<b>Permanent Endowment Fund</b>	21	<u>50</u>	<u>50</u>
<b>Unrestricted Funds:</b>			
General Funds		28,536,292	19,706,758
Designated Funds	20	131,311,718	131,851,132
		<u>159,848,010</u>	<u>151,557,890</u>
		<u><u>£159,848,060</u></u>	<u><u>£151,557,940</u></u>

Approved by the Trustees on 29 November 2022 and signed as authorised on their behalf by:

.....  
Sr Margaret Cashman  
Trustee

.....  
Sr Mary Whelan  
Trustee

The notes on pages 55 to 69 form part of these financial statements.

**POOR SERVANTS OF THE MOTHER OF GOD**

**CASH FLOW STATEMENT**

**FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
<b>Cash flows from Operating Activities</b>			
Net cash outflow from operating activities	A	(3,724,674)	(3,228,880)
<b>Cash flows from investing activities</b>			
Dividends and interest from investments		3,153,306	3,221,069
Payments to acquire tangible fixed assets		(23,430)	(15,387)
Receipts from sales of tangible fixed assets		941,727	4,945
Payments to acquire investments		(51,963,222)	(63,104,659)
Receipts from sales of investments		51,308,441	62,464,113
<b>Net cash provided by/(used in) investing activities</b>		<b>3,416,822</b>	<b>2,570,081</b>
<b>Change in cash and cash equivalents in year</b>		<b>(307,852)</b>	<b>(658,799)</b>
Cash and cash equivalents at 1 April 2021	B	1,978,417	2,637,216
Cash and cash equivalents at 31 March 2022	B	<b>£1,670,565</b>	<b>£1,978,417</b>

**Notes to the Cash Flow Statement**

**A. Reconciliation of net movement in funds to net cash flow from operating activities**

	2022 £	2021 £
<b>Net movement in funds (as per the Statement of Financial Activities)</b>	8,290,120	27,515,226
<b>Adjustments for</b>		
(Gains)/Losses on investments	(7,882,749)	(27,760,878)
Dividends and interest from investments	(3,153,306)	(3,221,069)
Depreciation	344,785	351,680
Gains on disposal of tangible fixed assets	(714,017)	(4,945)
(Increase)/decrease in debtors	(483,653)	(157,280)
(Decrease)/increase in creditors	(125,854)	48,386
<b>Net cash (used in) operating activities</b>	<b>(3,724,674)</b>	<b>(3,228,880)</b>

**B. Analysis of cash and cash equivalents**

Cash at bank and in hand	1,670,565	1,978,417
<b>Total cash and cash equivalents</b>	<b>£1,670,565</b>	<b>£1,978,417</b>

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

#### **Basis of preparation**

The financial statements have been prepared in accordance with all statutory requirements and with the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The accounts are presented in sterling and are rounded to the nearest pound.

#### **Critical accounting estimates and areas of judgement**

Preparation of the accounts requires the Trustees to make significant judgements and estimates. The items in the accounts where these judgements and estimates have been made include:

- estimating the economic useful life of tangible fixed assets.

#### **Assessment of going concern**

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these accounts. The Trustees have made this assessment in respect to a period of one year from the date of approval of these accounts.

Impact of Covid 19 continues on Charity's activities. Although Covid 19 lockdown restrictions continued in the year, gradually lifting of these lockdown restrictions has improved Charity's income but still have not returned to pre-pandemic levels. In addition, costs of operating the various charitable activities are higher than per-pandemic levels as we continue to incur expenditure for health and safety measures to minimise and manage the spread of infection and comply with the regulations. Some of these costs have been partially offset by government grants. Senior management with the Trustees continue to monitor the Charity's cash flow forecasts and financial performance of individual units. To cushion the effect of the Charity's net cash generating ability, a planned withdrawal from Charity's investment portfolios of £4.0m for the year ended 31 March 2023 has been arranged. The Charity will continue to monitor its cash flow requirements and adjust the withdrawal from its investment portfolios accordingly. The Charity is in a fortunate position to be able to access the required financial resource.

The Trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due. With access to Charity's investments if required to support cash flow requirements for the operations, Charity will continue to be a going concern in the foreseeable future. The most significant areas of judgement that affect items in the accounts are detailed above. With regard to the next accounting period and following financial year ending 31 March 2024, the most significant areas that affect the carrying value of the assets held by the charity are the level of investment return and the performance of the investment markets (see the investment policy and the risk management sections of the Trustees' Report for more information).

#### **Income recognition**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of care services service is deferred until the criteria for income recognition are met.

In accordance with the Charities SORP FRS102, volunteer time is not recognised.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

##### **Income recognition (continued)**

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### **Expenditure recognition and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds - these comprise fees paid in respect of fund management advice in relation to the charity's portfolio of quoted investments, which is managed under a discretionary management agreement.
- Expenditure on charitable activities – these include the costs of running the charity's Nursing and Care Homes and its Retreat Centres as well as all other costs associated with furthering the charitable purposes of the charity through the provision of its charitable activities. These costs comprise charitable grants and donations and direct and support costs in respect to the support of members of the Congregation and their ministry. It also includes governance costs.

Charitable grants and donations are made where the Trustees consider there is real need following a review of the details of each particular case and comprise single year payments rather than multi-year grants. Grants and donations are included in the statement of financial activities when approved for payment. Provision is made for grants and donations approved but unpaid at the period end.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### **Allocation of support and governance costs**

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development, financial procedures, provision of office services and equipment and a suitable working environment.

##### **Tangible fixed assets**

Individual fixed assets costing £5,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

	Annual rate
Freehold land	Nil
Freehold buildings	2%
Building improvements	10%
Plant and equipment	10 - 20%
Motor vehicles	25%

##### **Financial Instruments and investments**

The charity only holds financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

#### **Investments**

Quoted investments are a form of basic financial instrument and are initially recognised at cost and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Gains or losses on investments are disclosed in the statement of financial activities as a combined figure for realised gains or losses from investment sales in the year (sale proceeds less market value last year) and unrealised gains or losses arising from the increase/decrease in value during the year of investments still held.

As noted above, the main form of financial risk to which the charity is exposed is that of the volatility in investment markets.

#### **Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

#### **Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Deposits for more than three months and up to one year have been disclosed as short-term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

#### **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### **Services provided by members of the Congregation**

For the purposes of these accounts, no value has been placed on administrative and other services provided by the members of the Congregation.

#### **Foreign currencies**

Assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at the date of the transaction. Exchange differences are taken into account in arriving at the net movement in funds.

#### **Funds**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

Restricted funds are held subject to donor imposed conditions and restricted to their use for the specific purpose.

Designated funds are monies set aside from the general funds and designated for specific purposes by the Trustees.

General funds are monies required for operating day-to-day activities of the Charity and to meet its charitable objectives.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

##### **Leased assets**

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Leases are classified as finance leases whenever the terms of the lease transfer substantially all of the risks and rewards of ownership to the charity. Assets held under finance leases are recognised initially at the fair value of the leased assets (or, if lower, the present value of the minimum lease payments) at the inception of the lease. The corresponding liability to the lessor is recognised as a finance lease obligation. Lease payments are apportioned between finance charges and the reduction of the lease obligation using the effective interest method in order to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged to the statement of financial activities. Assets held under finance leases are capitalised and depreciated and assessed for impairment losses in the same way as owned assets.

##### **Pension contributions**

The Congregation of the Poor Servants on the Mother of God operated a defined contribution scheme open to all employees. The assets of the scheme, which were held separately from those of the Congregation, were invested with an insurance company and the scheme was externally administered by Multiplex Pension Trustees Limited. Contributions were charged to the Statement of Financial Activities as they were made. This scheme has wound up.

From 1 December 2004 the Scheme was replaced by a Group Personal Pension Scheme; a defined contribution scheme. Another defined contribution scheme was set up to manage Auto-Enrolment in 2014 for employees who did not join the Group Personal Pension Scheme as required by the government regulations. Both schemes are defined contribution schemes and the assets of the schemes are held separately from those of the Charity. The Group Personal Scheme is no longer available to new joiners.

The rate of contribution by the charity as employer ranges from 4% to 20% for the Group Personal Pension Plan and 3% for Auto-Enrolment Pensions Plan. Employees may opt to make additional contributions.

Contributions are also made to the National Health Service Pension Scheme for a number of employees at one of the charity's nursing homes. For the purposes of complying with the relevant accounting standards, the Scheme is accounted for as a defined contribution scheme as the Home is not responsible for, or entitled to receive benefit from, any deficit or surplus on the scheme. Another home is required to make monthly payments to the Merseyside Pension Fund to help fund the pension liabilities of several former employees. Contributions are charged to the statement of financial activities as they are made

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022**

<b>1. DONATIONS AND LEGACIES</b>		<b>2022</b>	<b>2021</b>		
		<b>£</b>	<b>£</b>		
Salaries and pensions of individual religious received under Gift Aid or deed of covenant		565,995	649,742		
General donations and gifts		119,115	97,036		
Legacies		5,910	1,455		
		<u>£691,020</u>	<u>£748,233</u>		
<b>2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES</b>		<b>2022</b>	<b>2021</b>		
		<b>£</b>	<b>£</b>		
Care Services		12,080,838	11,142,804		
Supported Living		377,854	398,272		
Retreat Centre fees		265,618	69,721		
		<u>12,724,310</u>	<u>11,610,797</u>		
Rents on properties let for charitable purposes		325,268	333,428		
		<u>£13,049,578</u>	<u>£11,944,225</u>		
<b>3. INVESTMENT INCOME</b>		<b>2022</b>	<b>2021</b>		
		<b>£</b>	<b>£</b>		
Bank deposit interest		215	1,818		
Dividends and interest from quoted investment portfolio		3,153,091	3,219,251		
		<u>£3,153,306</u>	<u>£3,221,069</u>		
<b>4. GAIN ON DISPOSAL OF TANGIBLE FIXED ASSETS</b>		<b>2022</b>	<b>2021</b>		
		<b>£</b>	<b>£</b>		
Properties -		696,884	-		
Other		17,133	4,945		
		<u>£174,017</u>	<u>£4,945</u>		
<b>4a. GRANTS RECEIVED</b>					
	<b>Generalate</b>	<b>Care Services</b>	<b>Retreat Centre</b>	<b>Total 2022</b>	<b>Total 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Covid-19 Infection Control Grant	-	193,614	-	193,614	390,889
Rapid Test Grant	-	152,047	-	152,047	58,589
Workforce Capacity Grant	-	129,746	-	129,746	29,882
HMRC JRS Grant	1,213	24,624	13,372	39,209	359,726
Business Support Grant	-	-	19,512	19,512	25,000
<b>Net income/(cost)</b>	<u><b>£1,213</b></u>	<u><b>£500,031</b></u>	<u><b>£32,884</b></u>	<u><b>£534,128</b></u>	<u><b>£864,086</b></u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**5. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2022	Total 2021
	£	£	£	£	£	£	£
Staff costs (including agency staff)	11,246,223	-	307,291	449,056	-	<b>12,002,570</b>	11,665,469
Deprecation	152,302	32,866	-	159,617	-	<b>344,785</b>	351,680
Other operational costs	505,659	143,334	102,421	499,920	-	<b>791,668</b>	1,221,557
Administrative Expenses	502,186	11,768	17,258	-	-	<b>531,212</b>	559,698
Grants to overseas Missions (note 7)	-	-	-	-	573,739	<b>1,033,405</b>	510,534
Care of elderly sisters	-	-	-	889,905	-	<b>889,905</b>	867,808
	<u>12,406,370</u>	<u>187,968</u>	<u>426,970</u>	<u>1,998,498</u>	<u>573,739</u>	<b><u>15,593,545</u></b>	<u>15,176,746</u>
Support costs (note 6)	1,168,791	17,708	40,224	188,276	54,051	<b>1,469,050</b>	1,227,314
Governance costs (note 6)	290,286	7,257	10,886	50,800	3,629	<b>362,858</b>	335,568
	<u>£13,865,447</u>	<u>£212,933</u>	<u>£478,080</u>	<u>£2,237,574</u>	<u>£631,419</u>	<b><u>£17,425,453</u></b>	<u>£16,739,628</u>
	<u><u>£13,865,447</u></u>	<u><u>£212,933</u></u>	<u><u>£478,080</u></u>	<u><u>£2,237,574</u></u>	<u><u>£631,419</u></u>	<b><u><u>£17,425,453</u></u></b>	<u><u>£16,739,628</u></u>
<b>Prior Year</b>							
	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2021	
	£	£	£	£	£	£	
Staff costs (including agency staff)	10,910,557	-	260,597	494,315	-	<b>11,665,469</b>	
Deprecation	152,302	38,087	-	161,291	-	<b>351,680</b>	
Other operational costs	728,478	154,204	74,725	264,150	-	<b>1,221,557</b>	
Administrative Expenses	528,685	14,813	16,200	-	-	<b>559,698</b>	
Grants to overseas missions	-	-	-	-	510,534	<b>510,534</b>	
Care of elderly sisters	-	-	-	867,808	-	<b>867,808</b>	
	<u>12,320,022</u>	<u>207,104</u>	<u>351,522</u>	<u>1,787,564</u>	<u>510,534</u>	<b><u>15,176,746</u></b>	
Support costs (note 6)	996,296	16,748	28,427	144,557	41,286	<b>1,227,314</b>	
Governance costs (note 6)	268,455	6,711	10,067	46,980	3,355	<b>335,568</b>	
	<u>£13,584,773</u>	<u>£230,563</u>	<u>£390,016</u>	<u>£1,979,101</u>	<u>£555,175</u>	<b><u>£16,739,628</u></b>	
	<u><u>£13,584,773</u></u>	<u><u>£230,563</u></u>	<u><u>£390,016</u></u>	<u><u>£1,979,101</u></u>	<u><u>£555,175</u></u>	<b><u><u>£16,739,628</u></u></b>	

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

<b>6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Support costs comprise:		
Sisters' expenses	469,435	330,357
Establishment expenses	412,409	344,157
Administrative costs		
- Staff costs	331,872	372,672
- Other	272,039	144,294
Exchange (gains)/losses	(16,705)	35,834
	<u>1,469,050</u>	<u>1,227,314</u>
 Governance costs:		
Staff costs	284,011	279,505
Audit fees	49,800	49,800
Other	29,047	6,263
	<u>362,858</u>	<u>335,568</u>
	<u>£1,831,908</u>	<u>£1,562,882</u>
 <b>Allocation of Governance &amp; Support Costs</b>		
Care Services	1,459,077	1,264,751
Supported Living	24,965	23,459
Retreats	51,110	38,494
	<u>1,535,152</u>	<u>1,326,704</u>
Support of Sisters & their ministries	239,076	191,537
Overseas outreach	57,680	44,641
	<u>£1,831,908</u>	<u>£1,562,882</u>

**7. OVERSEAS OUTREACH**

The direct costs of Overseas Outreach include the payment of grants as follows:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Support of the Congregation's missions in:		
Kenya, Tanzania and Venezuela	<u>£573,739</u>	<u>£510,534</u>



**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

<b>10. STAFF COSTS</b>	<b>2022</b>	<b>20201</b>
	<b>£</b>	<b>£</b>
Staff costs during the year were as follows:		
Wages and salaries	<b>9,704,980</b>	9,766,790
Social security costs	<b>785,132</b>	790,425
Other pension costs	<b>346,815</b>	349,212
Agency staff	<b>1,675,056</b>	1,278,298
Other costs (including Apprenticeship Levy and recruitment costs)	<b>106,470</b>	132,921
	<b>£12,618,453</b>	£12,317,646

	<b>2022</b>	<b>2021</b>
	<b>No.</b>	<b>No.</b>
The number of employees whose emoluments exceeded £60,000 were:		
£130,001 - £140,000	<b>1</b>	2
£140,001 - £150,000	<b>1</b>	-

Employer contributions of £34,983 (2021: £32,860) were contributed to the employee Group Personal Pension Plan on behalf of the employees earning more than £60,000 (2021: £60,000)

The key management personnel of the charity in charge of directing, controlling and operating the charity on a day to day basis comprise the Trustees together with the following:

Director of Finance  
 Social Care Head of Operations  
 Social Care Head of Quality and Compliance  
 Human Resources Manager  
 Retreat Centre Director

The total remuneration (including taxable benefits and employer's pension contributions) of the five (2021:5) key management personnel for the year was £506,671 (2021: £508,517)

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

<b>11. STAFF NUMBERS</b>	<b>2022</b>	<b>2021</b>
	<b>No.</b>	<b>No.</b>
The average monthly head count of staff:		
Care Services	<b>414</b>	413
Supported Living	-	-
Retreats	<b>13</b>	12
Others	<b>60</b>	61
	<hr/>	<hr/>
	<b>487</b>	486
	<hr/>	<hr/>

**12. PENSIONS**

The charity operates a defined contribution Group Personal Pension Plan for its employees. The charity is not liable to finance any shortfall of funding and cannot benefit from over funding. Employer contributions payable into the scheme during the year were at a rate of between 4% and 20% of pensionable salary and members contributed between 0% and 7% of pensionable salary.

Employer contributions of £346,815 (2021: £349,212) were paid during the year. The amount outstanding at the year-end was £25,514 (2021: £31,220).

**13. TRUSTEE REMUNERATION AND EXPENSES**

The Trustees of the Charity are also members of the Congregation and as such have taken vows of poverty under which they have renounced all personal rights to income and capital. The Charity provides for the essential needs of all members of the Congregation.

The living costs of the 6 Trustees are therefore borne by the Charity.

As members of the Congregation, none of the Trustees have resources of their own. As well as all earnings, pensions and other income have been donated to the Charity under a Gift Aid compliant Deed of Covenant.

During the year, the total donated by the Trustees was £4,419 (2021: £4,069).

**14. TAXATION**

As a registered charity the Poor Servants of the Mother of God is not liable to income tax or corporation tax on income or gains derived from its charitable activities, as they fall within the various exemptions available to registered charities.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**15. TANGIBLE FIXED ASSETS**

	<b>Freehold land and Buildings £</b>	<b>Plant and Equipment £</b>	<b>Motor Vehicles £</b>	<b>Total £</b>
<b>COST</b>				
At 1 April 2021	20,016,864	45,893	399,842	<b>20,462,599</b>
Additions	-	6,900	16,530	<b>23,430</b>
Disposals in year	(348,071)	-	(73,317)	<b>(421,388)</b>
At 31 March 2022	<u>19,668,793</u>	<u>52,793</u>	<u>343,055</u>	<u><b>20,064,641</b></u>
<b>DEPRECIATION</b>				
At 1 April 2021	8,165,732	42,923	350,857	<b>8,559,512</b>
Charge for year	313,143	2,865	28,777	<b>344,785</b>
Disposals in year	(121,800)	-	(71,878)	<b>(193,678)</b>
At 31 March 2022	<u>8,357,075</u>	<u>45,788</u>	<u>307,756</u>	<u><b>8,710,619</b></u>
<b>NET BOOK VALUE</b>				
<b>At 31 March 2022</b>	<u><b>£11,311,718</b></u>	<u><b>£7,005</b></u>	<u><b>£35,299</b></u>	<u><b>£11,354,022</b></u>
At 31 March 2021	<u>£11,851,132</u>	<u>£2,970</u>	<u>£48,985</u>	<u>£11,903,087</u>

Apart from a small proportion of excess accommodation, which is let, and minimal use for management and administrative purposes, all fixed assets are held for charitable purposes.

Three Voluntary Aided School properties registered in the names of the trustees are not included in fixed assets. All these schools were formerly run by the Congregation but the two Voluntary Aided Schools, at Banstead and Amersham, have been handed over to Roman Catholic Dioceses on long term leases, and the third, at Chippenham has been leased to the governors. As all rights and obligations in respect of these properties have effectively been transferred from the Charity, the Trustees consider their ownership to be in the nature of custodianship of the assets and they have, therefore, not been capitalised. The total insurance value of these schools is approximately £5m.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**16. INVESTMENTS**

	2022		2021	
	£	£	£	£
Value 1 April 2021		138,401,889		110,000,465
Additions during the year		51,963,222		63,104,659
Disposals				
Proceeds	(51,308,441)		(62,464,113)	
Realised gains / (losses)	2,487,376		9,211,009	
		<u>(48,821,065)</u>		<u>(53,253,104)</u>
Revaluations		5,395,373		18,549,869
Value at 31 March 2022		<u><u>£146,939,419</u></u>		<u><u>£138,401,889</u></u>
			<b>2022</b>	<b>2021</b>
			<b>£</b>	<b>£</b>
Listed on a UK Stock Exchange				
- Fixed interest stocks			11,602,000	18,054,266
- Equities and Unit Trusts			127,552,180	117,224,463
Portfolio bank accounts			7,785,239	3,123,160
Total			<u><u>£146,939,419</u></u>	<u><u>£138,401,889</u></u>

All investments (other than cash and deferred annuity contracts) are quoted on a recognised UK Stock Exchange or are valued by reference to investments listed on a recognised Stock Exchange.

Included in the above investments none represented more than 5% of the total value of investments.

**17. DEBTORS**

	2022	2021
	£	£
Fees receivable	790,958	521,401
Prepayments and other debtors	405,836	191,740
Total	<u><u>£1,196,794</u></u>	<u><u>£713,141</u></u>

**18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2022	2021
	£	£
Taxation and Social Security	214,225	271,580
Other creditors and accruals	1,098,515	1,167,014
Total	<u><u>£1,312,740</u></u>	<u><u>£1,438,594</u></u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**19. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2022 £</b>
<b>Endowment Fund</b>	-	-	50	-	<b>50</b>
<b>General Funds</b>	42,304	26,939,419	2,867,309	(1,312,740)	<b>28,536,292</b>
<b>Designated Funds (note 20)</b>					
Properties Fund	11,311,718	-	-	-	<b>11,311,718</b>
Retirement Fund	-	75,000,000	-	-	<b>75,000,000</b>
Development Fund	-	8,000,000	-	-	<b>8,000,000</b>
Relief of Poverty & Distress Fund	-	30,000,000	-	-	<b>30,000,000</b>
Overseas Outreach Fund	-	7,000,000	-	-	<b>7,000,000</b>
	<u>11,311,718</u>	<u>120,000,000</u>	<u>-</u>	<u>-</u>	<u><b>131,311,718</b></u>
Total Net Assets	<b>£11,354,022</b>	<b>£146,939,419</b>	<b>£2,867,359</b>	<b>£(1,312,740)</b>	<b>£159,848,060</b>
Unrealised gains included above at 31 March 2022	<b>£-</b>	<b>£20,746,936</b>	<b>£-</b>	<b>£-</b>	<b>£20,746,936</b>
<b>Prior Year</b>					
	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2021 £</b>
<b>Endowment Fund</b>	-	-	50	-	<b>50</b>
<b>General Funds</b>	51,955	18,401,889	2,691,508	(1,438,594)	<b>19,706,758</b>
<b>Designated Funds (note 20)</b>					
Properties Fund	11,851,132	-	-	-	<b>11,851,132</b>
Retirement Fund	-	75,000,000	-	-	<b>75,000,000</b>
Development Fund	-	8,000,000	-	-	<b>8,000,000</b>
Relief of Poverty & Distress Fund	-	30,000,000	-	-	<b>30,000,000</b>
Overseas Outreach Fund	-	7,000,000	-	-	<b>7,000,000</b>
	<u>11,851,132</u>	<u>120,000,000</u>	<u>-</u>	<u>-</u>	<u><b>131,851,132</b></u>
Total Net Assets	<b>£11,903,087</b>	<b>£138,401,889</b>	<b>£2,691,558</b>	<b>£(1,438,594)</b>	<b>£151,557,940</b>
Unrealised gains included above at 31 March 2021	<b>£-</b>	<b>£33,292,517</b>	<b>£-</b>	<b>£-</b>	<b>£33,292,517</b>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**20. DESIGNATED FUNDS**

**Analysis of Movements**

	<b>Balance at 1 April 2021 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2022 £</b>
Properties Fund	11,851,132	(313,143)	(226,271)	11,311,718
Retirement Fund	75,000,000	5,710,333	(5,710,333)	75,000,000
Development Fund	8,000,000	609,102	(609,102)	8,000,000
Relief of Poverty & Distress Fund	30,000,000	1,824,467	(1,824,467)	30,000,000
Overseas Outreach Fund	7,000,000	(8,550)	8,550	7,000,000
	<b>£131,851,132</b>	<b>£7,822,209</b>	<b>£(8,361,623)</b>	<b>£131,311,718</b>

<b>Prior Year</b>	<b>Balance at 1 April 2020 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2021 £</b>
Properties Fund	12,169,496	(318,364)	-	11,851,132
Retirement Fund	71,926,915	19,988,059	(16,914,974)	75,000,000
Development Fund	21,760,058	6,046,989	(19,807,047)	8,000,000
Relief of Poverty & Distress Fund	-	-	30,000,000	30,000,000
Overseas Outreach Fund	2,558,062	(43,835)	4,485,773	7,000,000
	<b>£108,414,531</b>	<b>£25,672,849</b>	<b>£(2,236,248)</b>	<b>£131,851,132</b>

**Properties Fund**

The charity has a number of properties which are used to fulfil its charitable objectives. These properties although they are unrestricted assets, cannot be realised without undermining the charity's work and reflect the investment in properties held to further the charitable work undertaken. Transfers are made as appropriate to reflect the net change in properties arising from acquisitions and/or disposals.

**Retirement Fund**

A fund has been designated in respect of the charity's commitment to provide for the retirement and care, in old age and sickness, of the Congregation's members. Lump sums received and transfers from general funds are credited to this fund together with the income and capital growth arising from designated investments. A review of the Congregation's membership has indicated that a fund in the region of £65m and £77m would be required to finance the Charity's commitment to provide care for its elderly members after taking account of their occupational pension rights. During the year, the fund not only benefited from investment income less portfolio management charges but also investment valuation gains and the Trustees decided to leave the designation of the fund to £75m being the upper end of requirement. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **NOTES TO THE FINANCIAL STATEMENTS (Continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

#### **20 DESIGNATED FUNDS (continue)**

##### **Development Fund**

The trustees reviewed the requirement for development of their social and healthcare facilities and are continuing to designate £8m for this purpose. They believe £8m fund for the development of social and health care facilities will be sufficient for the next five to six years. Net income in the Fund including the investment gains in the year amounted to £609k with £609k transferred back to general reserves. The trustees will keep this designation under review and will adjust the designation to meet future needs.

##### **Relief of Poverty and Distress**

The trustees have reviewed their commitment to relief of poverty and distress and have decided to continue to designate £30m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership and availability of resources to support people in poverty and distress it is considered best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Net income in the Fund including the investment gains in the year amounted to £1.8m with £1.8m transferred back to general reserves. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

##### **Overseas Outreach Fund**

Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. The trustees had designated £7m for this fund. Overseas payments amounting to £599k were utilised to purchase land for future development, Sisters living costs, running of clinics, dispensaries, ambulance service, education and food for local communities (including feeding street children) and relief of famine caused by climate change (Trustees report page 22 to 36 details Overseas Outreach support activities). During the year donations, investment income and net gains of £590k were allocated to the fund and £8.5k was transferred from General Fund to maintain the balance of this fund to £7m. The trustees will keep this designation under review and will adjust the designation to meet future needs.

#### **21. PERMANENT ENDOWMENT FUND**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

#### **22. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year (2021: None).

**POOR SERVANTS OF THE MOTHER OF GOD**

England & Wales - Charity number 227931

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# Accounts

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**POOR SERVANTS OF THE MOTHER OF GOD**

**(Registered Charity No: 227931)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED**

**31 MARCH 2021**

# POOR SERVANTS OF THE MOTHER OF GOD

YEAR ENDED 31 MARCH 2021

## REFERENCE AND ADMINISTRATIVE DETAILS

<b>Trustees</b>	Sr Rosarii O'Connor Sr Kathleen Coleman Sr Margaret Cashman Sr Anne Curran Sr Anastasia Meki Ngemu Sr Margaret Herlihy
<b>Bursar General</b>	Sr Margaret Herlihy
<b>Principal Office</b>	Maryfield Convent Mount Angelus Road London SW15 4JA
<b>Website</b>	<a href="http://www.poorservants.com">www.poorservants.com</a>
<b>Charity Registration No</b>	227931
<b>Auditors</b>	Haysmacintyre LLP 10 Queen Street Place London, EC4R 1AG
<b>Solicitors</b>	Stone King 13 Queen Square Bath BA1 2HG
<b>Principal Bankers</b>	Royal Bank of Scotland plc 62/63 Threadneedle Street London EC2R 8LA
<b>Investment Managers</b>	Quilter Cheviot Investment Management One Kingsway London WC2B 6AN  Sarasin & Partners 100 St Paul's Churchyard London EC4M 8BU  UBS Wealth Management 5 Broadgate, London EC2M 2AN
<b>Estates Manager</b>	Burnet Ware & Graves Chartered Surveyors 13 Half Moon Lane London SE24 9JU

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2021**

The Trustees present this report of the Charity of the Poor Servants of the Mother of God for the year ended 31st March 2021.

#### **INTRODUCTION**

The Congregation of the Poor Servants of the Mother of God is an international religious order. It supports 200 Sisters worldwide. It was founded in London in 1869 by Frances Margaret Taylor. The Congregation is divided into areas, USA, Ireland, Rome, Kenya, Tanzania and the United Kingdom.

The Congregation's Charity, Poor Servants of the Mother of God, is registered with the Charity Commission for England and Wales under the number 227931. It is the vehicle through which the charitable activities of the Congregation in the UK are conducted and in which its UK assets are held. The governing instrument of the Charity is a Trust Deed dated 5th April 1957. Incorporated trustee status was granted on 2 July 1971.

In 1994 permission was granted by the Charity Commission to use "Frances Taylor Foundation" (FTF) as a business name for the social, health and pastoral care services of the Charity. FTF is not a legal entity in its own right.

#### **MISSION**

The Charity's four main aims as set out in its governing document are:

The furtherance of the religious and other charitable works of the order.

The relief of poverty and distress.

The advancement of the Roman Catholic religion.

The advancement of religious and secular education.

The Charity aims to support as many people as possible through the works and ministries carried out by the members of the Congregation and their collaborators across the world. By caring for members of the Congregation, the Charity aims to enable the Sisters to live out their faith and to put it into practice through a wide variety of charitable works. The Trustees have carefully considered the Charity Commission's guidance on public benefit, especially the supplementary guidance on the advancement of Religion and have accordingly planned the areas of involvement especially by the Sisters. The works of the Charity, all of which benefit numerous members of the general public, fall into the following main areas:

#### **Operation of Care Services**

During the year the Charity continued to own and operate one care home for the elderly in the London area. The home provides excellent care for the general public as well as for members of the Congregation. This unit is registered for nursing and residential care and has 39 beds. The reports on the nursing home are a clear testament to the commitment of the Charity to respecting the dignity of all people especially those who are vulnerable. The home gives access to care to those who are supported by various Boroughs through income support schemes.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **MISSION**

##### **Operation of Care Services (continued)**

The Charity also owns and operates care homes for people with learning disabilities and other care and support needs as follows:

###### Greater London

- St Raphael's Services, Brentford
- Two houses in Streatham: Woodbourne Avenue and Tooting Bec Gardens, also known as St Michael's Adult Services
- Laverstoke Gardens, Roehampton
- St Mary's High Street, Roehampton

###### Brighton

- Marina, Lansdowne Road

###### Merseyside

- St Joseph's Adult Service, in Freshfield, Formby, including four places reserved for the L37 Short Breaks service.

Other care and support services provided for people with learning disabilities and other care and support needs are:

###### Greater London

- Brentford Supported Living
- Day activities based in St. Mary's Home, Roehampton

###### Brighton and Hove

- Home & Community Support
- Extra Care Facility at St Anne's Apartments in Hove

###### Merseyside

- Fernley Resource Centre, Freshfield, Formby
- Liverpool Adult Services – supported living
- Sefton Supported Living Service, Lincoln Road

All services aim to provide an excellent level of care and are open to all, irrespective of faith, ethnic background or ability to pay. All care homes and their staff have experienced difficult times during the pandemic. Vacancies were difficult to fill; costly infection control measures had to be put in place. Staff absences because of Covid or NHS regulation on isolation all put added strain on the services. The grants did help to mitigate some of the expenses incurred.

##### **Social and Pastoral work**

Many members of the Congregation are involved in various forms of social and pastoral work, including care of the elderly and people with special needs, family support, chaplaincy work in hospitals and prison visiting, work with the homeless and the marginalised, catechetical work and pastoral visiting in parishes. Most of the service undertaken by the members is unremunerated. The social and pastoral work was carried out virtually through zoom / Microsoft team / WhatsApp calls and traditional telephone and text contact.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **Social and Pastoral work (continued)**

##### **Worship and prayer**

Members of the Congregation are given the opportunity to take part in private worship and prayer and to avail of study and development in the knowledge of their faith. Members of the Congregation pray with members of the wider local community and are available to listen especially in difficult times. Members are also involved in giving retreats and the celebration of the liturgy through prayer groups and church services for various religious dominations. All worship up to recently was conducted virtually during 2020-2021.

##### **Operation of Prayer and Retreat Centres and Chapels**

The Charity provides places for quiet reflection, prayer and spiritual development, which are open to all denominations. Where there is a financial contribution structure in place for retreats, inability to contribute financially does not prohibit participation.

The Kairos Centre had five active volunteers during the year 2020-2021, who supported our reception and hospitality teams. Under normal operating conditions they would cover the following working periods;

- All day Tuesday 315 hours
- Wednesday morning 126 hours
- day afternoon 90 hours
- Saturday morning & Saturday afternoon 226 hours [2 people]

##### **New developments since last year in Kairos**

Normal Kairos Centre activities were severely impacted by the Covid-19 pandemic during the whole of 2021. To safeguard public health and ensure that the NHS was not overwhelmed, all indoor hospitality venues were subject to mandatory closures throughout the whole year. During the physical closure of the centre, the team developed their outreach virtually, providing one to one spiritual direction and a virtual group triduum in place of the usual residential Holy Week Retreat in 2021.

The Kairos Centre was unable to welcome the public from 24th March 2020 and only reopened with a physical presence on 1st September 2020. A skeleton staff was on-site during this period, to ensure continued premises safety standards and those whose roles allowed, worked from home, the remaining staff were retained under the Government Job Retention Scheme.

During this period the team followed Government and Public Health England guidance and worked to ensure that the centre could reopen as a Covid-19 secure environment for all visiting retreatants, staff and contractors. All areas of the premises, staff and operational procedures were risk assessed and all required physical or procedural changes put in place prior to reopening. The Kairos Centre continues to commit to mitigating risk and is aware that public confidence will be an important factor for potential visitors.

From 1st September 2020, the Centre operated for ten weeks under Covid-19 regulation and guidance, mindful of all visitor and staff health and safety. From 5th November 2020 until 2nd December 2020, National Restrictions were imposed and all indoor hospitality was subject to closure for two weeks. The Kairos Centre reopened for 2 weeks, until 16th December, when London moved to Tier 3 restrictions, this necessitated closure once again. On 20th December, London was moved to Tier 4 restrictions and a National Lockdown was imposed again on 5th January 2021. The Kairos Centre reopened in line with the Government's Stepped Approach on 17th May 2021

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **Operation of Prayer and Retreat Centres and Chapels (continued)**

The crisis and subsequent closures have challenged the centre both financially and practically. The shut-down period, April to August 2020 coincided with the part of the year when the majority of annual income is usually generated through the retreat programme. The many fixed costs and additional expenses that were incurred making the Kairos Centre a Covid-19 secure organisation ensured a financially extremely difficult year.

The pandemic resulted in very limited opening of the Kairos Centre physical spaces to the public and because of this our virtual presence became increasingly important. Two Spiritual Directors conducted spiritual counselling sessions on a one-to-one basis, via the Zoom app. The Kairos Centre's first virtual retreat, 'Sacred Time and Sacred Memories' was held over three days from 29<sup>th</sup> March 2021. There were 38 virtual retreatants and the retreat was facilitated from the Kairos Centre. Two speakers provided the input; one from North London and the other from Eire.

#### **Interesting Activities**

The Kairos Centre has continued to develop the Woodland Walk area of the grounds, taking advantage of repairs to the boundary walls, to clear and replant a scrub area with fruit trees. Additionally, successfully applying to the Woodland Trust for a grant for more small trees to assist the development of the walk and improve the clean environmental footprint of the Centre.

Plans were also developed to increase our virtual outreach by installing cameras in both the Chapel and the Kairos Hall. The final installation will take place during 2021-2022. We aim to offer hybrid Kairos organised retreats, where retreatants who are no longer able to access the centre in person, have the opportunity to benefit from virtual activities.

The Charity owns and manages prayer and retreat centres: Kairos in Roehampton and The Liverpool Prayer Centre near Formby. Despite the challenges of National Lockdowns, the Kairos Centre has been involved with some local and national groups, as well as individuals who also come and spend time in the quiet areas of the house and gardens. These facilities are open to:

- People of all faiths and none who wish to have time apart for retreat, reflection, study and quiet time.
- Local Groups for meetings, training or conferences are supported by providing meeting spaces on a donation or gratis basis – including our own PSMG/FTF services for training; as the Charity has many units in the UK. Other organisations including Roehampton Forum, the neighbourhood police team, Al-Anon, Alcoholics Anonymous, the Catenian Association, Justice & Peace groups, Catholic school & parish groups and local community groups,
- The number of people who passed through the Kairos Centre in the period 1/4/2020 to 31/3/2021 was 1,306 day visitors and 875 overnight guests. The figures reflect the 40 weeks closure period because of the Covid-19 pandemic.
- During physical opening times, the Kairos Centre ran a programme which included 4 Preached Retreats and 1 individually guided retreat attended by 92 people, with a 91% occupancy.
- The annual decrease in both overnight occupancy and day visitors is consistent with the mandatory closure periods during the year. To ensure that the centre reopened as a Covid-19 secure environment, permitted guest and visitor numbers were reduced to ensure compliance with social distancing rules at all times.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2021

#### Operation of Prayer and Retreat Centres and Chapels (continued)

Month	Day Visitors	Overnight Guests
April 2020	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
May	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
June	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
July	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
August	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
September	320	283
October	518	384
November	286	81
December	182	127
January 2021	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
February	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
March	NATIONAL LOCKDOWN	NATIONAL LOCKDOWN
<b>Total</b>	<b>1306</b>	<b>875</b>

Year	2020-2021	2019 - 2020	2018 - 2019	2017 - 2018	2016 - 2017	2015 - 2016
<b>Virtual Visits</b>	82					
<b>Day Guests</b>	1,306	12,476	14,125	12,833	13,456	12,934
<b>Overnight Guests</b>	875	5,148	5,206	5,580	5,350	5,017
<b>Overnight Occupancy</b>	N/A	51%	54%			

**Appendix A** (List of groups, charities, churches, schools and public institutions who have physically used the Kairos centre in 2020/2021)

No	Organisation Name
1	Christian Meditation Group
2	Marian Society of the Holy Redeemer
3	St Patrick's Church, Soho
4	Notre Dame de France – Marriage Preparation Group
5	Mortlake Deanery
6	Regenerate - Roehampton
7	Servite Secular Regional Group
8	Rev Catherine Jinadu Prayer Group
9	SMG Sisters – service of remembrance for our departed sisters
10	Reiki Academy

Swindon, Wiltshire is a small facility which is used by local parish groups for meetings and prayer. All of these activities have been closed during the past year

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT – continued**

### **YEAR ENDED 31 MARCH 2021**

#### **Operation of Schools**

The Charity works in collaboration with the Roman Catholic Dioceses of Arundel & Brighton and Northampton to whom it has leased the primary schools at peppercorn rents. St. Mary's RC School in Chippenham is leased to the Governors. PSMG has requested that the Diocese of Clifton act as Trustees and take responsibility for this school.

All three schools are Voluntary Aided. They provide an excellent education for the children of the local community. Members of the Congregation / Charity are active members of the Board of Governors of these schools. Schools have experienced very challenging times over the past year. Teaching online has been undertaken.

#### **Overseas outreach**

The Charity is involved in working in health care, education, retreat and social work in Rome, USA, Kenya, Tanzania and in Venezuela only through the Associate Group.

#### **PUBLIC BENEFIT**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing the Charity's aims and objectives and in their planning for future activities. The Trustees have undertaken training on Public Benefit and in particular on the requirements placed on Religious Charities. Particular consideration has been given by the Trustees to the impact of planned activities on the aims and objectives which have been agreed.

The underpinning values of the Charity and the Religious Congregation as set out in the Trust Deed are based on Catholic Christian principles and Gospel values of respect for the dignity of every human being, hospitality and welcome to all. The main areas in which the Charity generates public benefit are set out below.

#### **Care Services**

The importance of respect, dignity, hospitality and welcome is recognised in all the service provision which is carried out on behalf of the Charity in nursing care, residential and other care and support needs. Admission of residents is based on assessment of their care needs and the ability of the service to provide the level of care needed by the resident. The services welcome residents regardless of backgrounds, faiths, cultures and gender. We aim to keep our fees at levels which enable us to support the long term future of the services. In cases of financial hardship we assist with fees. (See Activities, Objectives, Policies and Strategies on page 12 onwards)

Thirteen social care services operated by the Charity are registered with the Care Quality Commission (CQC). CQC inspects services in detail, and rates them as Inadequate, Requires Improvements, Good or Outstanding – the latter rating being relatively rarely used. 12 of our care services have Good CQC rating. 1 service is rated Requires improvement by CQC. We are working with CQC and sponsoring local authority for improvements in this service.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **PUBLIC BENEFIT (continued)**

##### **Sisters and their work in the local areas**

The Sisters in the Charity have been working on a voluntary basis for and with the poor for 150 years. Pastoral and outreach work brings the Sisters into daily contact with many people in need. The number of those in need has increased due to the economic situation and the rising costs of basic necessities. The Sisters are acutely conscious of the large number of people who have come to the UK from EU and other countries and are living on the margins of society. Some have secured employment in the past but quite frequently they have been made redundant or have had their hours of work reduced. The advent of new technologies has impacted on employment in many companies. Through the Sisters' presence and response, they bring both spiritual and practical pastoral support to those who may be poor, homeless, in prison, sick, alone, elderly or in need of education.

In most of the houses of the Congregation/Charity the chapel space is made available for daily callers for prayer and quiet reflection.

On average 60 people visit St Mary's Roehampton Convent chapel each week for prayer/services and/ or reflection. The Chapel at Taylorville is open each day to the local community from 7.30am to 8.00 pm for prayer and reflection and the friendly chat. Brentford Chapel is available to all on the site as well as to the Parishioners. During the pandemic, these facilities have been suspended but will resume as soon as it is safe to do so.

##### **Education**

We have leased three Voluntary Aided primary schools to third party Roman Catholic organisations. This involves provision of land and buildings at low rents. In addition members of the Congregation serve on these schools' boards of governors on a voluntary basis and a number of Sisters work in collaboration with other agencies providing adult education to the most vulnerable members of society. The project, set up in collaboration with the St. John of God Hospitaller Charity, for the support and education of migrant workers is progressing. The 5<sup>th</sup> Floor of the building is being used by the project to care for and to help rehabilitate those suffering from tuberculosis. This project has been very successful and is continuing. All available space within the house has been successfully converted into accommodation. A recent flood caused serious damage to the building and the residents had to be accommodated in hotels. The refurbishment has now been completed. The facilities in the upgraded building provide a much better and more dignified service for the residents. Modern technology as well as better accommodation has been very helpful during the recent pandemic. All residents are safe and well.

##### **Overseas Outreach**

The Charity supports the Sisters' work in overseas missions in Kenya. Our work involves liaison with local community leaders to ensure that they are meeting the most urgent needs in the areas of poverty, especially the relief of famine, health care needs, training and empowerment. Three Sisters have been missioned to Tanzania, Diocese of Kondoa, and are setting up to explore the possibilities of setting up a mission there to help the poor and the marginalized. In both service provision and individual pastoral work, the members of the Charity affect the lives of many hundreds of people in practical and in less tangible ways, but often highly supportive and spiritual ways. A piece of land has been bought and a convent / small house is under construction.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **GOVERNANCE, STRUCTURE AND MANAGEMENT**

##### **Governance**

The Congregation is governed by the Superior General and four General Council members. These are elected every five years at the General Chapter, i.e. a meeting of the representatives of all the areas of the Congregation. Council members are chosen after a twelve month process of preparation and discussion.

These five members of the Council and the Bursar General are the Trustees of the Charity. The Trust Deed provides that new Trustees can be appointed by the Superior General. All Trustees are members of the Congregation and as such have a comprehensive knowledge of the various works and structure of the Charity and all work full-time on a voluntary basis in the furtherance of its objectives. They receive no remuneration for their services as Trustees.

The last General Chapter for members of the Congregation took place in Maryfield in September and October 2017. At that Chapter a new General Council was appointed and Sr. Margaret Herlihy was reappointed as a Bursar General and Trustee of the Charity. The next Chapter meeting will be held in 2022.

The documents issued from the 2017 Chapter focused on the energies of the Congregation and a fresh call to all members to be significant witnesses to the values and aims of the Congregation.

The Chapter set out the broad vision for the Charity for the next five years:

- to focus on current global and local needs
- to collaborate with others.
- to maintain responsible stewardship of resources
- to provide support for our Kenyan mission and the formation of Kenyan Sisters
- to develop a plan which would focus our resources on service with and for the poor.

The Trustees share responsibility for the running of the Charity. Sr Margaret Herlihy is correspondent for the group.

##### **Training and Trustee Induction**

Over the past year training and update days have taken place for the Trustees, staff, associates and those connected with the Charity and a number have already been booked.

Trustees were inducted by those leaving office. Regular Trustee meetings are held.

Resources and literature on charity law and procedures, as well as the minutes of all Trustee meetings are available at the offices for perusal and study by the new Trustees. Briefing meetings with all the advisers – legal, financial, human resources, property and investments advisers are organized as well as visits to all the locations of the Charity. The Trustees have attended the annual Catholic Charity Conference as well as trustee training seminars on investments, charity law, property matters, safeguarding and the current economic situation, which are organized by the various professional groups. Webinars are frequently used to update Trustees on Charity matters. During the pandemic Trustees have attended many webinars on training for the future in the new normal, a few examples from a long list: IAPS-COVID 19 Employment and HR considerations; COVID 19 Strategic Considerations for Trustees; Coping with COVID 19 for Charities etc.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **GOVERNANCE, STRUCTURE AND MANAGEMENT (continued)**

##### **Structure and management (continued)**

The Trustees are ultimately responsible for the policies and assets of the Charity. In the past year a number of finance and personnel policies were reviewed and issued for the Charity. Safeguarding policies have been revised and issued. Regular meetings of the Safeguarding Committee take place. The Trustees meet monthly or more frequently, if needed. They review developments in the Charity and its activities and make decisions, based on reflection, and appropriate advice. The Trustees are conscious of the need to seek advice and support from their professional advisers, including financial advisers, property consultants, investment managers and solicitors, when taking important decisions which impact on the work, good name or future viability of the Charity.

The day to day management of the various activities of the Charity are delegated to the three area leaders, the Director of Social Services and Team and the unit managers at each location.

The key management personnel of the Charity in charge of directing, controlling and operating the Charity on a day to day basis comprise the Trustees, Local Leaders, Director of Finance, Directorate Team for the Care Services, Human Resources Department and Director of The Kairos Centre. As religious Sisters, under vow of poverty, the Trustees and Local Leaders, do not receive any remuneration.

The Charity is committed to ensuring equal treatment in respect of pay and conditions for those doing equivalent work throughout the Charity. The key management personnel are very important roles in leadership, management, governance and continued development of the Charity and their remuneration will take into account the need to attract and retain the best person possible with the right skills for the role. Remuneration of the key personnel will reflect the level of responsibility of the role, skill and contribution of the post holder, any internal comparisons and external markets. Trustees will approve the pay for all the key personnel. The operational structure in place facilitates reports from each community of the Congregation in the UK of which there are thirteen locations throughout the UK. Three area local leaders are responsible for the general care and daily activities of communities.

Meetings with the Trustees take place at least three times each year. Reflection and discussion days are organised for all members of the Congregation two to three times each year for support and to discuss developments, new trends, matters of concern and to plan for the future. The Trustees make a number of visits to each location each year to meet with Sisters and staff as well as to be au fait with the current position of each service.

Our IT consultants continue to monitor and upgrade the IT facilities across the services in the Charity. Due to Covid-19, the IT infrastructure has been improved, enhanced and upgraded. Using Wi-Fi in most of the services has become a necessity.

The Director of Social Services reports to the Trustees on a monthly basis for the 13 Care Services as does the director of the Kairos Retreat Centre. Departmental heads of Finance, Social Care Directorate team and HR hold regular meetings which are also attended by Trustees. Since lockdown the meetings have been weekly or biweekly to keep abreast of developments and Government regulations. The Charity formed a Covid-19 group which has met virtually almost every Friday since the pandemic began. The group keeps abreast of the changing Government and Health regulations. Policies are updated and information is communicated to the Service Managers.

Financial reports from the communities and the service locations are received each month at the Area office and quarterly financial reports are sent to the Trustees. The Director of Finance with Trustees approval issues guidelines annually for the formation of the revenue and capital budgets. Budgets are reviewed at various levels before final review and approval by the Trustees.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **Structure and management (continued)**

Lines of communication, reporting protocols and levels of competence have been agreed by the Trustees to enable the Charity to function more effectively. The reporting structures for the finance personnel at each location have been improved and a robust system has been introduced which is working well. An advisory Board has been formed to help the Trustees in their work. The Trustees have overall responsibility for all the activities of the Charity.

#### **WORKING WITH OTHER ORGANISATIONS**

Collaboration with other organisations and public bodies operating in the same field of providing care to the vulnerable, children and the elderly is considered by the Trustees to be in the forefront of the way ahead for the Charity. The collaboration with other charities, groups and public bodies enhances the Charity's understanding and ability to respond to the needs of those it is seeking to help.

The areas of involvement by the Sisters are many as many people struggle to cope with unemployment, homelessness, hostel living, new family structures in this 21st Century

Due to the pandemic the connection had to be via modern media; webinars; Microsoft teams, zoom, email correspondence or telephone. Examples of some of the main groups and organisations the Charity has worked with during the past year are listed below:

- Social Services in Liverpool, Brighton and Hove, Wandsworth, Hounslow, Lambeth and Sefton
- Dioceses of Liverpool, Westminster, Northampton, Arundel and Brighton, Armagh, Southwark and Shrewsbury
- Field Lane Foundation
- Sussex Emmaus, Portslade
- St. Joseph's Family Centre, Warrington
- Nugent Care
- Refugee Council
- Friends of St. Joseph's Charity
- London Universities Services
- Daisy Hill Hospital, Newry
- The Spires Day Centre, Streatham
- Various parish communities in the dioceses of Southwark, Westminster, Clifton, Arundel & Brighton, Liverpool and Armagh
- The Hospitaller Order of St John of God
- Regenerate, Tear Fund, L'Arche
- Churches Together; Alpha Groups, Cursillo Group, Tumble Trust
- Methodist Church
- Missionary Sisters of Africa, Sisters of Charity, Sisters of the Sacred Heart, Holy Cross Sisters, FCJ Sisters; Mill Hill Fathers, Vincentian Fathers., The Missionary Congregation of the Evangelising Sisters of Mary (MCEM)
- Irish Centre London
- St George's Hospital, Tooting, London
- Conference of Religious of England and Wales

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **RISK MANAGEMENT**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Trust and are satisfied that systems are in place to mitigate our exposure to the major risks. The Trustees have identified the following as the key risks facing the Charity:

- Provision of care services is the Charity's main activity and as with any such operation, there are continual regulatory changes which must be complied with and financial pressures. Such pressures include cuts in government funding, which impacts income, whilst at the same time costs tend to rise with a general shortage of appropriately qualified nursing staff and the cost of regulation. The Trustees employ specialist personnel and, where appropriate external consultants to manage and keep under review, the Homes' operations. The compliance of the Care Home will also continue to be kept under close scrutiny by the Trustees.
- One area is to ensure that our properties continue to be safe places for the Sisters, Service users and visitors to use. Attention is given to keeping our properties in good repair. General maintenance is regularly carried out. The Charity has a consultant property manager. During the year non-essential repair works had to be postpone to later time.
- The Charity has an obligation, both moral and legal, to provide care for its members, none of whom have resources of their own and all of whom have devoted a significant part of their lives to the work of the Charity. The Sisters are all under a vow of poverty and therefore providing them with support is considered to be an important element of the Charity's work. Wherever possible, care is provided for frail and unwell members within communities but sometimes it is necessary to place Sisters in homes, the cost of which can be significant. The likelihood of such care needs is impossible to predict with any degree of accuracy and the Trustees therefore believe that it is incumbent upon them to maintain reserves at an appropriate level to ensure that the Charity is able to meet this obligation.
- Safeguarding - Along with all other organisations who serve in the community, the Trustees recognise the absolute necessity of ensuring the protection and safety of all those the Charity serves. This means that all staff and all Sisters who are in any kind of role or ministry in Great Britain involving the young or vulnerable adults have had to obtain clearance from the Disclosure and Baring Service (DBS). The Trustees are committed to implementing all policies and procedures of the Catholic Safeguarding Advisory Service (CSAS). The safeguarding policy is under constant review.
- The Trustees are aware of the need to continually assess whether all compliance, monitoring and reporting procedures are adequate, for example Laws relating to beneficiaries (e.g. care of the elderly) and Employment Law. Regular compliance reviews are conducted for all of the key areas of the Charity's operations.
- COVID-19 has impacted on our services and many more risk assessments have taken place and measures have been put in place to comply with the Government regulations on matters such as PPE, infection control, testing of residents and staff, freedom of movement and access for visitors etc.

Our work with the Consultant from DE Ford began in 2010 where they were initially invited to work with the PSMG Charity and particularly with the Frances Taylor Foundation to assist us with our risk management requirements.

- Health and safety policy last updated in November 2020.
- Compliance reviews required to ascertain current risk management status
- Formation of the H & S representative committee.
- Investigate benchmarking opportunities (for health and safety management)

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **RISK MANAGEMENT (continued)**

In conjunction with the above 'top down' audit and with the assistance of the Service Managers and any Health and Safety Officers a full risk review was carried out at each location. Each risk review has resulted in an action plan being created and presented to service managers for them to progress. It is important to check with each location this coming year to see how they are moving their actions forward.

Effective controls to mitigate the risks as far as possible have been put in place. The Trustees recognise that in order to fulfil the mission, the acceptance and management of risk in certain areas of work is necessary. The Trustees are satisfied reasonable steps are being undertaken to limit the probability and impact of risks. All risk areas are under regular review.

The Risk Register for the Charity is reviewed and updated annually.

- A Risk Management Committee is in place and meets three times each year.
- A continuous review of all the policies in operation throughout the Charity is in place.
- A Health & Safety consultant has been engaged by the Charity and a review of each site has taken place. As part of operational risk assessment, the Health and Safety policy is regularly reviewed and updated. The Health and Safety policy was issued in November 2020.
- To minimize the risks associated with spread of Covid-19 infection regular Covid testing is carried out by employees and residents and Covid return to work risk assessment were done with employees.
- The Risk Management meetings had to be cancelled and the review of the risk register and H&S policy had to be deferred until later in 2020 /2021. A Covid committee was formed and met weekly to assess the risks and implement regulatory changes.
- Organisational Risk Assessment has been completed and a document was issued in March 2021.

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES**

As stated above, the aims and mission activities of the Charity can be broadly divided into six areas:

##### **Operation of Residential and Nursing Homes**

As already stated the Charity owns and operates one care home for the elderly and a number of residential homes for people with disabilities as well as supported living projects. (See Mission above).

The ethos and values of the Charity are based upon care and respect for the dignity of each person. In each service the aim is to ensure that the quality of the service is excellent in every way and is accessible to all. Fees are set at levels which are realistic for the proper functioning of the service while at the same time making the facility accessible to ordinary people.

St. Mary's Adult Service has 40 residents and 2 respite places in 7 units. Residents are funded from 12 different local authorities. At St. Raphael's Adult Services all residents are also funded by the Local Authorities.

Of the 39 residents being cared for in Maryville, 5% are funded from local authorities, private funding and various charities or their families fund the remainder of the residents. The residential and nursing home services are accessible to all persons whose care needs are able to be met by the service.

St Joseph' Home, Freshfield is a care home with 36 places across three interconnecting houses. It was opened in 1990 as a nursing home for people with learning disabilities and high and complex needs. Following many discussions with local statutory agencies and the families and friends of the people living there, it was agreed to proceed with changing its status from care home with nursing to a residential care home without on-going nursing. It began operating in this way in January 2014. This service offers short breaks for people with learning disabilities and a range of additional needs, while also offering families some respite from their usual caring responsibilities. The pandemic greatly reduced the number of people seeking respite care. It is hoped to fill the vacancies in the very near future as restrictions ease.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

Fernley Resource Centre, also in Freshfield, is a day support service for adults, offering activities for disabled, older or working age adults, to support them with important aspects of social, health, nutrition and daily living. This specialised care service is for adults with many different support needs in particular adults with learning disability and/or autism, brain injury and long-term health conditions. The Centre was closed following government instructions at the start of the first lockdown.

The following statements from various services highlight the excellence of the care in our services:

##### **Fernley Resource Centre, Freshfield**

*“Thank you for taking good care for our daughter. You have made what has been a stressful year for everyone that much easier.”*

*“We think all the staff involved in our daughters care are fantastic.”*

*“It was a massive help to myself and our son that the Resource Centre stayed open while the winter pandemic hit hard. His mum was rushed to hospital with a heart attack in January; she needed surgery in March and remained in hospital until April. We thank you for your vital daily support during what was a highly stressful period.”*

*“Really keen to have our son back 5 days a week so we can get back to a normal sleeping pattern and back to normal. He is so happy spending time with you. So thank you.”*

*“The kind and caring way you communicate is excellent. Also you include the families in lots of ways which is so important to me. I just want my daughter to continue coming to you and achieving goals. I have loved St Joseph from the first day I visited and have never changed my opinion. I love the values and the respect for all the families. It is a very special place and we feel blessed to be part of it.”*

##### **St Joseph's & Sefton Supported Living**

*“Just want to reassure you both that I have done nothing but sing your praises as managers in social care and shared all our positive views about how much you have supported Jake and myself since the pandemic started. I am appalled to learn how some settings have not shared your common sense approach and made some very disturbing sanctions on families that have suffered greatly. It's been an eye opener and has shocked me. I am so lucky and grateful.” – S A, mother of one of the residents at St Joseph's.*

*“Kath's dad just rang. He said he was ringing to thank everybody for the excellent work we are doing. He said he has received the letter with the rainbow, and thanked us again.” Father of K B resident at SSL passing on his compliments to the team.*

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Residential and Nursing Homes (continued)**

###### **Tooting Bec Gardens**

*I've never had a problem, over the years. Brilliant cooperative relationship, staff are always willing to help."*

*"No problems at all. Always listening and sympathetic responses. "*

*"Number 11 has always been clean, comfortable and feels very welcoming to me and my family. All areas have been clean, warm and welcoming. A very good standard."*

*"The care is very good and gives me peace of mind that J is safe. The service user knows the kind of care she wants, and is happy within herself and with her care. Today's visit was very welcoming."*

*"L is incredibly well looked after, with all her interests addressed, as far as can be done."*

*"J is happy and has a good life. This has been especially so during the lock downs. I know the staff had to pull out the stops in terms of creativity and attention to needs. My sister seems very happy and comfortable."*

###### **St Anne's Apartments**

*"L seems to be a good match for L as a key worker. For instance we are impressed with all the arrangements to make her birthday a special day! We think the walker was a really good initiative meaning L can be a little more independently mobile. During the last months we are very aware of the logistics of keeping staff and dependents safe. This is a big thank you to all of you!"*

*"During lockdown we were able to enjoy peace of mind knowing that Reba would be safe and well looked after. (Staff are) encouraging and helping her to develop her talents e.g. the time and effort spent on her guitar playing (as well as) identifying ways to help Reba achieve her potential e.g. securing a space on the Princes Trust Course, and ensuring that she knows how to get to the venue etc."*

*"It's clear that staff know people really well and have an attitude of respect for the whole person and interest in their lives that goes well beyond physical care and emotional wellbeing. Prompt responses to any phone calls or emails regarding people we support (and) up to date RA and medical / info when needed."*

###### **Home & Community – Brighton**

Art & Friends Club: provides an opportunity for service users to get involved, learn new skills and meet new people, in light, airy surroundings. It provides a calm and gentle start to the week, offering a choice of different arts. During the past year these activities have not been available due to Covid-19

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Social and Pastoral work**

The Trustees are conscious of the stress and demands of modern living on the older age groups in their localities. Being available and offering a listening presence has been found through the local parishes to be of great benefit to the people.

The following is a short summary of the work usually undertaken by members of the Congregation, most of whom are retired and are now in their second or third career. Most of the activities mentioned below took place virtually during the past year:

- Working in parishes, visiting the sick and elderly, housebound, helping in catechetical programmes, RCIA (Rite of the Christian Initiation of Adults), ministers of the word and Eucharist in parishes, various parish and Deanery groups e.g. Vincent de Paul, CAFOD, Sacramental preparation groups etc.
- Working with asylum and refugee groups, advocacy and support for homeless
- Voluntary teaching assistants, helping slow readers
- Hospital visiting, prison visiting; breakfast club
- School governors; group facilitation
- Pastoral care in care homes and nursing homes and hospitals; working with hospices;
- Chaplaincy work
- Assisting residents with shopping and hospital appointments
- Spiritual direction and retreat work, guiding prayer and associate groups; scripture groups;
- Bereavement accompaniment,
- Teaching English language and literacy to immigrants.
- Writing articles for Catholic Newspapers, reflective blogs for internet
- Making the chapels in various houses available for worship & prayer e.g. The Chapel at St Mary's High Street Roehampton, Brentford, Warrington, Swindon, Brentford Taylorville, Liverpool were normally open each day for quiet prayer or worship for local communities. These have been virtual this year with phone and WhatsApp calls and sharing the photos of the chapels.
- Forming groups where people can meet to be supported e.g. bereavement groups, Scripture reflection groups, ecumenical prayer meditation, Taizé. All virtual in the past year.
- Providing a meeting place for a number of Alcoholics Anonymous and support groups from the local areas. This year due to various lockdowns only telephone calls and virtual meetings were held.
- Liturgy groups, Justice & peace groups
- Advocacy work
- Volunteering with Marie Curie group
- Lectio Divina, prayer groups
- Funeral services arranged and led. All virtual this year.

The activities greatly benefit the local areas and set up links and opportunities for the development of the vulnerable. Most of this work carries little or no remuneration but any stipends or salaries that are received by the Sisters are covenanted to the Charity. During the year the members of the Congregation contributed in many hours of voluntary work across the UK. At present much of the volunteering is on hold due to the Covid-19 pandemic. The use of modern IT has been deployed to keep in touch with the elderly, the sick and housebound. The small contribution of a daily call helps to prevent or lessen mental health issues of the vulnerable. These activities are slowly being undertaken as we emerge from the lockdown.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Operation of Schools**

Two Voluntary Aided schools at Banstead and Amersham continue to be managed by the R C Dioceses of Arundel and Brighton and Northampton respectively, under long-term leases from the Charity. A third Voluntary Aided School at Chippenham continues to be leased to the governors. The insurance value of these three properties is £5m but they are let at nil or peppercorn rents. Members of the Congregation continue to support these schools as governors and report to the Trustees as appropriate. The Charity sees the use of these properties for Catholic education as a significant contribution to the local community and as fulfilling one of their aims. A number of Sisters are working in collaboration with other agencies providing adult education to the most vulnerable in our society through language and literacy programmes.

##### **Overseas outreach**

The Congregation has worked in Kenya since 1985. Much progress has been made during that time. Members of the Congregation work in very poor semi-arid areas of Kenya. Their work includes administration of and running dispensaries and clinics in areas where there are no medical facilities. Aids testing and counselling has been one of the most urgent needs in all the areas in Kenya. Trustees from UK visit overseas missions in Kenya at least three times a year and four are also Trustees of the charities in Kenya. These four trustees also participate in review of monthly accounts and setting of annual budgets. Request for financial support from the charity in Kenya is carefully considered by the UK Trustees before agreeing to this request. Funds are sent in instalments and regular reports are received which are complemented by the visits of the UK trustees to Kenya missions.

Our Muluu dispensary personnel run this clinic. Muluu Dispensary has just added a small maternity unit to help the local community as in Mutito. The building was opened in August 2017 and had its first delivery on the day it was opened. The facility treats approximately 12,500 clients yearly. The maternity facility is of great help to poor mothers who cannot afford other private hospitals.

The charity provides financial support for these services. Funds are transferred to various projects as needed by the Sister to buy drugs, food, equipment, books and clothing. The trustees visit each area two or three times annually to monitor progress and assess the emerging needs. The charity has a coordinator to oversee all the activities in Kenya and to send regular reports on both the finances and the progress of projects. It is the aim of the charity to continue to develop the relationships already well established in these communities.

PSMG is also involved in a mission in Kitalé which is the western region of Kenya and is very poor and isolated. We have two communities Chepchoina and Sirende. The mission in Chepchoina began in 2012 continues to grow. The work is being done in collaboration with the Diocese of Kitalé and the Elgon Trust. Some sisters work in the local schools, hospital and community. We also have Sisters working in Sirende convent in the local dispensary, secondary school and pastoral work within the parish. In 2019, we opened new mission in Tanzania, Kondoa Diocese Huruvi parish and Sisters are involved in different pastoral work within the parish and the local health centre.

##### **1. Mutito Community**

The PSMG engagement in Kenya started in 1973 through the health care work of late Sr. Ignatius Barron (SMG) from Ireland. She joined Ursuline sisters in 1973 in responding to a request by the Ursuline Sisters through the Major Superiors conference to give a sister who was a nurse to help in answering to the need for healthcare in Mutito. Sr. Barron went back to Europe when her term was done but was requested again to return to Mutito in 1982 to set up a dispensary. This time she was accompanied by Sr. Josephine Coughlan (SMG). In 1984 the first SMG community was formed in Mutito, Kenya. In 1984, Bishop William Dunne invited the SMG Sisters to replace the Ursuline Sisters in Mutito as they were withdrawing from the Parish due to other commitments.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2021

### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)

Late Sr. M. St. Pius, Superior General and Sr. Margaret Doyle visited Mutito on a discerning mission in February 1985. It was decided to establish the first SMG community in Kitui in October 1985. In answer to a request for volunteers from the congregation, Sr. Rosarii O Connor and Sr. Catherine Howard were chosen to join this community. For a period of 10 years there were no local vocations from Kenya joining the SMG Sisters. However, in 1994, two postulants from Kenya joined the congregation. These were Mueni Musyoka and Anna Katuva. These later became the first fruits of the SMG mission in Kenya.

Today Mutito community has four members Sr. Catherine Makau, Sr Catherine Munanie, Sr. Pauline Muema and Sr. Cecilia Mino. The sisters are involved in education, health care and pastoral work within the parish.



*Above:* Sisters watering their vegetables

*Right:* Sisters and staff celebrating blessing of new ambulance for their health centre



## 2. Mwingi Community

From Mutito, the next stop for SMG Sisters was Mwingi in 1995. There was a need for a separate community to handle the novitiate. With the cooperation of the Mwingi Parish priest, Fr. Mick Kane a site was identified, purchased and constructions were started. On the 23rd of September 1996, the first SMGs and novices took up residence in the new building. They were late Sr. Madeleine Ryan, Anne Katuva, Meki Ngemu, Mary Lulu, Christine Kithwa and Mueni Musyoka. The house was given a name Baraka house (House of Blessing) because of the thanksgiving to God for the strengthening of SMG presence in Kenya. A formal parish welcome for the SMG Sisters was arranged by late Fr. Kane and the parishioners on October 6th of the same year. Among the guests were the late Bishops of Kitui Catholic Diocese Boniface Lele and the late Bishop William Dunne.

The first Kenyan Sisters were professed in 1997. The Sisters took up different apostolates. They visited the schools for Pastoral programs, taught Sunday school lessons and presided over the Sunday services in different Outstations of the parish. The feeding of poor children developed then in the compound and later moved to a rented house in Mwingi town. Since then, it has developed into Frances Taylor family Learning Center (FTFLC) that takes care of various programs including feeding the hungry children from the street, empowering women, training girls in the polytechnic and educating children in Early Childhood Development (ECDE).

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2021

### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)

Currently Mwingi community has five Sisters; they are Sr, Marietta, Sr Teresa, Sr Bridgit, Sr Catherine and Sr Judy. Being a formation community, currently we have three novices, Emmaculate, Felistus and Anne.

#### The Frances Taylor Family Centre (FTFLC)

Frances Taylor Family Learning Centre (FTFLC) was established in the year 2000 by the charity with the aim of responding to the variety of problems that faced Mwingi town in Kenya and its environs. Over the years the project has come to focus on a number of activities that attempt to mitigate the harsh impact of the problems arising from extreme poverty and semi-arid conditions of Mwingi area. Currently FTFLC offers the following activities:

*Right: Sister serving the children with cocoa*



#### a) Training in Vocational skills

The polytechnic section trains mainly girls who have dropped out of school and are needy. It also offers practical skills in leather work products for boys from the street. The courses offered in the polytechnic include; fashion design and dress making, hairdressing and beauty therapy, cookery, embroidery and craft, knitting and computer skills. The polytechnic has given the girls and boys from the street reasons to hope for a better future hence mitigating risks of sexual exploitation and HIV and AIDS. After the extension of classrooms, a catering department was opened. Students enjoy the classes, and the skills are very remarkable; already different types of cakes are being sold and bring income to the department.



*Above: Some of the girls in vocational training*



*Right: Polytechnic girls in catering class*

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2021

### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)

The branding department is the only department which remained open throughout Covid-19, with many orders to fulfil. The pressure heat machine, received this year from donors, has enabled the branding of many items, such as cups, table covers, aprons and T-shirts. In 2020, six boys from the street joined the leatherwork class. Keeping busy and productive means they are less likely to turn to drug abuse.

*Right:* Leatherwork class for boys from the street



#### b) Children's feeding programme

This program includes giving one mill per day to poor children particularly those from the street who have accepted to go back to school as well as those who have not yet made the decision to go back to school but may do so one day. These children use the dining room which doubles up as a classroom for giving informal education to them. This includes counselling for, drug abuse, moral behaviour, drawing, health education, literacy classes and prayers. Transformation has been realized for the children on the streets who benefit from the feeding program by pulling them away from the streets and making them remain in school either in pre-school, primary, secondary or technical schools.

#### c) Self-help groups of women

These women are the parents, guardians or grandparents of the needy children and the aim of the project is to address the root causes of their economic problems. The project aims to increase their capacity of caring for the children. This is so important because it is one of the ways in which Frances Taylor Family and Learning Centre FTFLC tackles the root causes of abandoned children. The women are empowered in different ways including micro loans for specific entrepreneurial targets; giving uncooked food for their households, training them in specific life and economic skills, providing them with guidance and counselling. However, the women groups face the challenge of not having their own space for meetings and work. The project usually has to suspend some activities in order to accommodate these activities.



Sisters involved with empowering women

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2021

### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)

#### d) Pre-school programme



*Above:* Kindergarten pupils

*Right:* Graduation day for the kindergarten pupils after two years at FTFLC

FTFLC also runs a kindergarten for children from low-income families in the surrounding area. This section has about 68 children from needy backgrounds who are following formal education as a way of preparing them for primary school.



Some sisters work in local primary and secondary schools. Remuneration is very little and is not possible in most schools.

### 3. Mulutu Community

Mulutu convent was officially opened 1st January 2000. The postulants moved to Mulutu in 2001 with Sr. Nora as their directress until to date but with different directress. During their time there, as part of their Formation Programme, each group actively get involved in the parish, visiting the sick and needy in their homes and helping to implement various catechetical and pastoral programmes. Sisters, when available, teach on a voluntary basis in the local primary and secondary schools. The people of Mulutu requested the Sisters, if possible, to build a dispensary and after due consideration the decision was reached to go ahead with the building. The construction was started in June 2004 and completed in June 2005. On 25th February 2006, Fr. Frank Minogue officially opened the dispensary. Currently, there are six Sisters in the community: Sisters. Dorcas Ndanu, Josephine, Anna Mwangangi, Maryanne Kiboro, Jacinta Akiru, and Racheal Ritu and five postulants - Annastacia, Anne, Briannah, Maria and Nereus.



*Above:* Sisters working in the dispensary

*Right:* Sister at a home visit



**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2021**

**ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

**Overseas outreach (continued)**

**4. Ting'ang'a Community**

Ting'ang'a community began in January 2003 with three Sisters. The Sisters bought an already existing house and equipped it. Ting'ang'a community is the first place where all the Sisters and their guests from abroad go for hospitality and welcoming before they proceed to other parts of the country. This is the community for all the Sisters who are students. It also serves as the administration office of the Kenyan area.

Two Sisters are involved in administrative work whilst two others are involved in different apostolates within the parish. They also attend PMC and youth activities within the parish. When college closes, students are sent to various communities for their holidays, where they can put into practice what they are learning.



Students Sisters helping the environment by planting trees



Sisters involved in charity work for the poor



Sister busy threshing pigeon peas

***“O, that someone would rise up to plead the cause of the poor.”*** Mother Magdalen

Generosity is one of our values; the Sisters visit the homes of elderly and less privileged in their village, donating food during the Covid-19 pandemic.

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

#### YEAR ENDED 31 MARCH 2021

#### ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)

#### Overseas outreach (continued)

### 5. St. Monica's Convent – Chepchoina (Kitalé)

The journey to Chepchoina began when the SMG Sisters were invited by Bishop Maurice Crowley of Kitalé Catholic Diocese some years back. The decision to accept this invitation was taken by SMG leadership in 2010. The original dream was to open the new convent for the closing of the year of Mother Magdalen on February 12th, 2012.

Even though the official opening of the convent was on 30th November 2013 the Sisters started living in the new convent by the end of 2012. The progress of the building was not as quick as had been anticipated but to the consternation of the builders, Rosarii O'Connor and Mary Dunlea took up residence in St. Monica's Convent on 8th December 2012.

The convent was officially opened on 30th November 2013 on the Feast of St. Andrew attended by many SMG Sisters from other convents. Bishop Crowley was the Chief Celebrant of the mass and was joined by Fr. Henry Juma the parish priest, Fr. Leo Staples and other clergy. Parishioners, Sisters and people from further afield joined in the celebrations and it proved truly a joyful and memorable occasion even with gifts from well-wishers.

The community currently has four Sisters: Sisters Eunice, Veronica, Rhoda and Rose. The Sisters are involved in different ministries which include education, health care and pastoral within the parish.

The sisters continue to be employed mainly by the Mount Elgon Trust. Currently, two Sisters are employed by the TSC, pastoral work is ongoing where the Sisters help to alleviate poverty in many and varied ways, especially with families through:

- Helping women become more self-sustaining through the setting up of small businesses to enable them to support their children.
- Making education accessible by part payment of school fees
- Visiting homes to find out where help is needed. This leads to offering of help according to the individual needs.
- Assistance with medical bills where appropriate.



Sister Nurses at local health centre

### 6. St. Lucy's Convent Sirende Community



The Sisters moved to Sirende community on Sunday 13<sup>th</sup> October 2019, the feast of Our Lady of Fatima and by, coincidence, the day when John Cardinal Newman was canonized in Rome. The community has four Sisters: Sisters. Anne, Maureen, Angella and Juliana. The four Sisters are involved in pastoral activities within the parish as well as working in the parish dispensary. The area has plenty of rain and Sisters undertake farming.

Left: Sisters at work in their vegetable garden

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2021**

**ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

**Overseas outreach (continued)**

**7. PSMG Huruvi Community**



*Above: On procession into Liturgy*

The Huruvi community has three Sisters - Mumbi, Charity and Catherine. The mission in Huruvi started on 12th February 2019 when Sisters Catherine and Charity were missioned in Tanzania, Huruvi Parish Kondoia Diocese. In May 2019, Sr. Mumbi joined the community. The Sisters live in a three bedroomed house. It has a sitting room which the Sisters use as a chapel and the corridor is used as kitchen. The house was freely given to the Sisters by a parishioner's family, until the Sisters have their own convent

*Right: Animating PMC groups*



## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **ACTIVITIES, SPECIFIC OBJECTIVES, RELEVANT POLICIES AND STRATEGIES (continued)**

##### **Overseas outreach (continued)**

Members are involved in the local Roman Catholic parish as readers, Eucharistic ministers and are part of the sacramental programs and RCIA. Local groups are welcomed to the chapel to pray and share the liturgy. In previous years on special days many people gathered to meet and celebrate culture. This has not been possible this year. Some virtual meetings have taken place.

Donations and other payments are agreed by the Trustees in support of the missionary work and ministry in consultation with the members of the Congregation. Some of the groups supported were:

- CAFOD
- Sacred Heart Mission
- Médecins Sans Frontières
- Famine relief in various war torn areas of the world.
- Church in Action
- Migrant projects through UISG

The Charity is not a grant-making charity and does not engage actively in fundraising.

##### **Voluntary Work**

Through the use of modern technology the members of the Congregation gave much time over the past year to assist the poor, the vulnerable and the marginalised, visiting virtually and supporting the housebound, the hospitalised and prisoners, assisting the homeless, refugees and asylum seekers. Chaplaincy and parish work pastoral care were restricted to virtual contact. Many members of the Congregation do non-remunerated administrative tasks within the Charity which enables it to function effectively.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE**

The following outlines the achievements during the year in the various areas of activity of the Charity.

##### **Operation of Care Homes**

Maryville Care Home Brentford continued to offer quality care to 39 residents during the year. The occupancy level has been almost 100%. Due to COVID since March 2020 there has been an embargo on filling vacancies but since August 2020 these vacancies have been filled. Restrictions and lockdown has made filling vacancies in the service very slow and consequently there has been a loss of income. Staff illness and the requirement for isolation have increased the staffing costs. A number of Agency staff were required to enable the home to function safely.

Residential care homes at Roehampton, Laverstoke Gardens, Streatham and Brentford have all delivered excellent care to a wide range of residents drawn from multi faith backgrounds, a wide variety of cultures and ethnic groups.

The Supported Living projects in Liverpool and Middlesex, London has been very impacted over the past year as potential residents were unable to move into care. The Charity has closed the supported living facility at 8 Somerset Road. Residents were accommodated in the Residential services to fill vacancies.

The Extra Care Supported Living in Brighton and Hove opened in 2014 and is flourishing. Some of the tenants had lived in residential settings and are now enjoying much more personal freedom and choice. Each resident has an apartment. Each also has a care package for helping them to cope with personal care and activities. The social activities for these residents have been much disrupted over the past year.

Supported Living projects in Liverpool and Brighton continue to enable persons with disabilities to experience a more independent lifestyle. The residents now live more independently in these small settings and out of the institutional setting.

##### **Operation of Home and Community Support**

The Home Care Service in Brighton now renamed Community has been severely impacted by COVID-19.

Home visits were very limited and staff were furloughed. The Frances Taylor Foundation was responsible for caring for people in their own homes but most did not welcome any one from outside to their home. There is a gradual return to accepting some visits.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

##### **Day Activities**

Day Activity Services usually provided at St. Mary's Roehampton, St Raphael's Services at Brentford and in Fernley Resource Centre in Freshfield were all closed and are only gradually reopening. The hydrotherapy pool facility at Freshfield is out of service for the past 18 months. The conservatory and adjoining areas, funded from the Friends of St Joseph's Charity, continue to be used as extra spaces in an effort at social distancing.

One of the Trustees' main objectives for the year was to maintain a high level of occupancy as well as ensure the quality of service in these facilities. One of the objectives will be to continue to achieve a high level in the coming year in all the services.

It is hoped that all locations will begin to return to providing safe, homely and welcoming environment in line with modern thinking and legislation on learning disability.

Covid 19 has impacted on all service provision. Occupancy which would normally be 95% + has diminished in all day activities.

We encourage all our Care staff to work towards the professional development and appropriate care qualifications to meet the needs of the Service. In addition, all our Care employees undertake specific training to meet the specific needs of the individual Service Users.

One of the Trustees' main objectives for the year was to maintain a high level of occupancy as well as ensure the quality of service in these facilities.

# POOR SERVANTS OF THE MOTHER OF GOD

## TRUSTEES' ANNUAL REPORT - continued

### YEAR ENDED 31 MARCH 2021

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

The table sets out some important statistics showing the achievements of the Charity during the year. The Staff Training program continued during the year. The following table sets out the training achievements of the staff.

<b>Services – Staff Qualifications</b>									
	Total number of employees	NVQ2 or QCF equivalent	%	NVQ3 or QCF equivalent	%	NVQ4 or QCF equivalent	%	RMA / Management QCF equivalent	%
Marina, Lansdowne Road, Hove	14	1	7%	6	42%	2	14%	2	14%
Laverstoke Gardens, Roehampton	10	-	-	4	40%	2	20%	1	10%
St. Mary's Roehampton	54	8	15%	5	9%	1	2%	1	2%
St. Raphael's	27	4	15%	2	7%	1	4%	2	7%
Maryville	34								
Tooting Bec Gardens, Streatham	8	8	100%	7	87.5%	1	12.5%	1	12.5%
Woodbourne Avenue, Streatham	8	8	100%	8	100%	2	25%	2	25%
Liverpool Adult Services	71	46	64%	12	16%	4	5%	4	5%
Home and Community Support	12			4	30%			2	16%
Brentford Supported Living	3	0	0	2	66%	0	0	0	0
Fernley Resource Centre, St. Joseph's, Freshfield	36	11	30%	11	31%	4	11%	1	3%
St. Joseph's Home, Freshfield, including L37 Short Breaks Service	93	31	33%	18	19%	3	3%	6	6%
Extra Care Supported Living (at St Anne's Apartments)	16	1	6%	11	69%	2	12.5%	1	6%
Sefton Supported Living	13	6	47%	4	30%	-	-	1	8%

- The qualification levels of staff at all the services are being monitored constantly.

**POOR SERVANTS OF THE MOTHER OF GOD**

**TRUSTEES' ANNUAL REPORT - continued**

**YEAR ENDED 31 MARCH 2021**

**REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

The table sets out occupancy levels of care facilities showing the achievements of the Charity during the financial year:

<b>Services – Occupancy / Utilisation</b>		
<b>Residential Care Homes</b>	<b>Number of Places</b>	<b>% occupancy</b>
Marina, Lansdowne Road	9	99.8%
Laverstoke Gardens	7	85%
St Mary's Roehampton	42	93%
St Raphael's	21	71%
Maryville	39	87%
Tooting Bec Gardens	8	75%
Woodbourne Avenue	8	100%
St Joseph's Home, Freshfield	36	92%
L37 Short Breaks Service, at St Joseph's Home, Freshfield	TEMPORARILY CLOSED	TEMPORARILY CLOSED

<b>Housing Related Support and Personal Care Services</b>					
	<b>Number of people supported</b>	<b>% occupancy of tenancies</b>	<b>Total hours per week – housing related support</b>	<b>Total hours per week – personal care</b>	<b>Total hours per week (support and care hours combined)</b>
Liverpool Adult Services	37	88%	868.59	665.59	1534.32
Home and Community Support	53	0	-	-	235
Brentford Supported Living	4	100%	-	52.79	52.79
Extra Care Supported Living (St Anne's Apartment & 3C)	14	100%	98	436.5	534.5
Sefton Supported Living	5	100%	-	-	277

## POOR SERVANTS OF THE MOTHER OF GOD

### TRUSTEES' ANNUAL REPORT - continued

YEAR ENDED 31 MARCH 2021

#### REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)

Day Activity Services		
	Number of people supported ("on the books")	Average number attending per day
Fernley Resource Centre, St Joseph's Freshfield	External clients: Service was closed to external users due to Covid.	We provide support to 32 residents from St Joseph's Residential Care Home.
St. Mary's Roehampton	External clients: Service was closed to all clients due to Covid.	Number of external service users: N/A Number of in-house service users: N/A

#### Laverstoke

- This property has a new Lift which is fully operational, the new walk-in friendly shower room complete, new staff shower room is complete,
- Our last CQC inspection was in October 2017. We have kept in touch with CQC when necessary via regular channels. We are in anticipation as we may have an unannounced inspection.
- In response to COVID, most activities have had to be held virtually e.g. day centre sessions, music sessions, exercise groups. Staff have also had to set up and offer a wider variety of activities within the service.
- Meetings are mainly with outside agencies e.g. local authorities, NHS, Social Care forums, and are held virtually, via Teams.
- The use of technology for residents / staff / WhatsApp by residents has been implemented and video calling has been well taken up by all families and has remained the most used tool of keeping in touch
- One vacancy which has not been filled although many referrals; clients whose needs are very high and extremely challenging are not suitable for Laverstoke Gardens.
- Families of clients are appreciative of the service at Laverstoke Gardens, as is clearly shown by the letters, beautiful cards and monetary gifts.
- Due to COVID-19, regular annual events like friends and families annual BBQ, Christmas party and other regular celebrations could not take place.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

##### **Streatham Services**

- The business improvement plan, implemented September 2019 and is ongoing.
- In response to COVID, Anti bac is used four times daily, there is also PPE, training, compliance, inventory check, capacity tracker, visitors record, weekly PCR test, weekly reports, death in care home, vaccination, LFD testing twice weekly, COVID related risk assessments and business continuity plan etc.
- Clinical appointments, LA annual review, consultations, team meetings across sites, interview, training etc. have been held virtually.
- Almost all service users have smart devices that they generally use to keep in touch with their family, friends and attend work/voluntary work meetings. Technology such as NHS iPad has meant that families can remain in contact with clients.

##### **Liverpool Adult Services**

- Some new activities were introduced, such as quizzes, competitions, e.g. best Easter card, gardening etc.
- Manager /admin meetings continued through Zoom
- Managers used WhatsApp to video call houses and speak to clients
- Three vacancies were filled, in spite of difficulties due to restrictions.
- Due to Covid, there were a number of missed events, including funerals, birthday parties and monthly Brain Charity event.

##### **Home Community Support**

- Clients have learnt how to cook simple meals and batch cook, where previously they would have eaten out in restaurants. They have taken up new interests including walks in their local vicinity discovering new parts of the city which they had never ventured to before.
- Increased use of technology for grocery deliveries, meal services, takeaway deliveries, Zoom activities with their day services and staying in touch with their family and friends.

##### **Marina**

- Increased use of technology, Facebook portals & iPad.
- Some clients now have twice weekly video calls with family and friends - which is a much-increased rate of contact. Whilst on the calls, family / friends play the piano, sing, dogs doing tricks and all sorts of activities that previously would have been done on visits.
- Bicycle scheme for staff - two cycles staff can use to travel back and forth to work to reduce the use of public transport.
- Newsletter has given tremendous feedback and an insight for families into the lives of our service users.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

##### **St Joseph's & Sefton Supported Living**

- Clients have enjoyed a variety of activities during the pandemic such as themed meals (Italian, Mexican and Jamaican), fun days in the home including a Mad Hatter's Tea Party with crocheted cupcakes, oversized playing cards and huge paper machete flowers, a Western Day with wigwams, guitars and jail bars! Clients have also enjoyed gardening activities in the home and walks in the extensive grounds and pinewoods around St Joseph's. Lots of birthdays have been celebrated at St Joseph's and SSL with buffets and party decorations. Mother's Day was celebrated and mothers could speak to their children on the phone. As restrictions eased, trips further afield were made, e.g. Knowsley Safari Park.
- Regular Meetings have been held via Zoom and Teams between the management team at St Joseph's and the Team Leader at SSL to offer her support during the pandemic. Monthly meetings have been held via Zoom with Craig Godding, Sefton Social Services Quality and Compliance Officer. Craig has offered guidance and support throughout the pandemic either via Zoom, e-mail or telephone. Weekly Teams meetings with Finance Department at Sefton Council which have gradually tapered off to more infrequent meetings to discuss the financial impact of Covid and the allocation of the various government grants available.
- Throughout the pandemic, particularly in the early months, residents kept in touch with their loved ones via FaceTime. This has been an essential tool in allowing families to have face-to-face contact with their loved ones and helped to maintain relationships and reduce stress for many relatives, as well as one client who 'attended' a family wedding via Zoom!
- Recruitment was postponed during the early months of the pandemic. Since then, there are no positions currently which have not been filled.
- The summer and Christmas Fayre of 2020 could not take place. Likewise, the Summer Fayre of 2021 could not take place and it is unlikely that the Christmas Fayre of 2021 will take place. Each Christmas at St Joseph's, a large gathering of families of people supported at both St Joseph's and SSL, come to enjoy Christmas lunch held in the dining hall at Fernley Resource Centre. This sadly did not happen in 2020 and is unlikely to take place in 2021.
- The small number of staff who are reluctant to have the Covid Vaccine have been given an information pack to read to help them make an informed choice. 11 members of staff have left as they did not want to get vaccinated. Recruitment to the sector was already a significant challenge. Not only do we have an additional 11 posts to fill but we are recruiting from a much smaller pool of potential candidates. Compulsory vaccination will prevent some people from applying for care jobs and we have to perform additional checks when on-boarding staff. Although not solely attributable to compulsory vaccination some services who have traditionally found it easy to fill posts are now struggling to do so. Additional administration having to check vaccination status of professional visitors to care homes.
- CQC visited in 2019 and reported both the Services overall as Good.
- There is much positive feedback from residents and their relatives about the service; family members always comment on how much they appreciate the hard work of staff and also that they are very pleased with the service and support given to their loved ones. Residents often write notes to staff expressing how thankful they are to staff for their support and kindness.
- Feedback from the clinical team and commissioning team notes that both homes are very welcoming and always well maintained. They have given recognition for the high standard of support provided across the two sites. Two notable comments include: "The service is proactive" (Dementia coordinator); "My colleague told me your service gave a high standard of care" (ward nurse responsible for the discharge of one of our service users).

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **REVIEW OF ACHIEVEMENTS AND PERFORMANCE (continued)**

##### **Social and Pastoral work**

Throughout the year the Charity assisted a large number of the members to carry out their pastoral, charitable and religious work throughout the UK and in other areas of the world as documented in the Activities, Objectives, Policies and Strategies section above.

This pastoral and social work enables the Charity to fulfil its aim to reach those most in need in our society today. Through visiting the lonely in their homes and doing some very mundane tasks for them, a significant number of people have benefited.

All members work in their chosen ministry apart from 16 members of the Congregation who are cared for in care homes.

##### **Overseas missionary work**

###### **Kenya**

During the year the Charity continued to support and expand its mission in Kenya as well as financing of the education of young Kenyan women. Commitment to and development of the Kenyan mission is one of the long term aims of the Charity.

A new Convent is now completed in Sirende and the Sisters are undertaking pastoral work in the parish and in the area. The property is being fenced at this time and a flourishing shamba and chicken project is doing very well.

###### **Tanzania**

Since February 2019, there are three Sisters in Tanzania, involved in pastoral work and research into what is the real need of the Tanzanian people. It is very evident that there is a very real mission into the future. It is very poor area. A plot of land has been bought and already a convent is being built and will be completed very soon. There is need for education for the local young people. Polytechnical education is needed in the area. This will be the next step in establishing the mission.

Kondoa is a new Diocese in Tanzania and Parish of Huruvi is its new Parish (2020). The Bishop of Kondoa said: *"I feel personally your presence in Kondoa is most opportune and your Sisters (SMGs) are offering a new way of pastoral engagement and other education which I think is needed in our time."*

##### **COVID 19**

As has been widely reported, a global coronavirus affected the United Kingdom in early 2020 and continued to impact everyone's lives in 2021. The elderly and those with serious underlying medical conditions are particularly vulnerable. The trustees recognise the seriousness of the potential impact of the pandemic on the residents in its facilities. They continue to take all necessary steps to protect residents, staff and sisters and are closely following government guidelines. This has inevitably increased the costs of running the facilities but it is anticipated that these costs will not have a material effect on the charity's financial results. Most adults are now vaccinated and elderly vulnerable adults starting to receive Covid booster vaccinations. Majority of our staff providing direct care are vaccinated or encouraged to do so. Plans are in place to ensure compliance with vaccination requirement in care settings.

Charity's investments were impacted by the pandemic. The values have recovered since the lows of March 2020 and exceed the pre pandemic valuations. It is however highly likely that investment markets will remain volatile as we have seen in recent days' collapse of gas suppliers, shortage of fuel availability and shortage of experienced and trained staff. The exact financial impact is difficult to assess with any high level of confidence but the Trustees are of the opinion that the charity will be able to meet all of its financial obligations and commitments for the foreseeable future. Thus, they consider that the charity is a Going Concern.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

### **FUNDRAISING ACTIVITIES**

The Charity does not seek funds from the public as such. The donated income that it does receive mainly consists of the pensions and salaries donated by the Sisters of the Congregation.

The Charity's undertakes no direct fundraising activities. The Charity does receive donations from an independent charity, 'The Friends of St Joseph's' (Charity number: 502759) which is not under the direct control of the Charity Trustees. Funds raised by this independent charity for the benefit of Service Users who use the St Joseph's Home and Fernley Resource Centre and are used to provide additional amenities and opportunities that contribute to the quality of life of Service Users of these two Services. The mini bus provided by the Friends of St Joseph's has been of great benefit to the Residents.

The annual Garden Fete, fun afternoon is organised by staff, families and friends of the people we support who reside at Maryville Nursing Home and St. Raphael's Care Home in Brentford was cancelled in 2020 and 2021.

The Charity also receives donations in recognition of or gratitude for its provision of facilities and services for which no charge is made, such as the provision of facilities for quiet reflection and prayer and/or Sisters' spiritual accompaniment of individuals. However, such facilities and services are offered irrespective of the ability to pay.

The Charity does not engage any professional fundraisers or commercial participators.

Since we do not participate in fundraising activity, the Trustees of the Charity do not feel there is any need to subscribe to a particular scheme or set of standards for fundraising regulation.

There have been no instances of failure to protect vulnerable members of the public and no complaints have been received in relation to the conduct of the Charity or Friends organisation in respect of fundraising activities.

### **FINANCIAL REVIEW**

The Charity's principal source of income continues to be the fees generated from its charitable activities in the form of the Care Services, Retreats and charitable accommodation that it provides. Income from these sources was lower at £11.94m (2020: £12.98m). Investment income was also slightly lower at £3.22m from £3.48m.

Total income was lower at £16.91m (2020: £17.52m) even though included in there is £0.86m for grants received related to Covid 19. Therefore income, excluding gains on disposal of tangible fixed assets, declined from previous year by some £611k. However, there is, as explained more fully below, an expectation that the tendency in future will be downward pressure on income.

At the same time, expenditure also slightly declined to £15.62m from £17.48m due to closure of retreat centre during Covid lockdowns. The net effect was that there was an excess of income over expenditure, before investment gains, of £1.29m compared to excess of income over expenditure of £35k in 2019/20.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **FINANCIAL REVIEW (continued)**

Following the sharp decline in investment values in March 2020, due to the impact of Covid 19, investment values recovered by £28.4m net of reinvestment of investment income and withdrawal from investments of £2.4m to meet cash flow requirements at the year-end to £138.4m (2020: £110.0m). The overall result was a net surplus and increase in overall reserves of £27.5m (2020: deficit of £9.9m). A sharp fall in investment values in March 2020 not only gradually recovered but surpassed pre Covid 19 levels, however investment income is likely to be significantly reduced increasing reliance on capital growth. We are increasingly more reliant on our investment portfolios to support our charitable activities. For the future, although many of the older Sisters still continue to carry out voluntary work, in both our own services and those managed by other agencies, the increasing age profile of Sisters and the reduction in membership numbers result not only in a reduction in income but also in a need to employ more lay people to carry out the work formerly performed by Sisters. Costs, in the form of maintenance of Sisters, are also expected to rise with the increased age profile.

As a consequence, it is anticipated that the costs of the Charity will rise significantly at the same time as it is faced with diminishing income. These factors emphasise the need for the establishment of a sound capital base.

The trustees decided not to invest further monies in the Charity's portfolios of quoted investments, other than reinvesting the investment income. Covid 19 has impacted on Charity's income due to full or partial suspension of certain activities in retreat centres and care services. In addition, costs of operating the various charitable activities have increased, some of these have been partially offset by government grants. The pandemic has continued to disrupt and curtail our daily lives resulting in financial uncertainties for many of our activities. The Charity has, along with many other net depositors suffered a reduction in the income generated by its cash reserves becoming more dependent on the income arising from its investment portfolios. As a Charity we are fortunate that we can rely on our investments to support us during these challenging times. Trustees are mindful that they must not expose the Charity to undue levels of risk with the investments and therefore, continue their policy of maintaining a well-diversified range of investments and closely monitoring the Charity's finances with appropriate advice from the Charity's fund managers.

#### **INVESTMENT POLICY AND PERFORMANCE**

The Charity's investments were managed by three fund managers as listed in the Reference and Administrative Details section of this report. The Trustees have wide powers within the Trust Deed and are empowered to invest any monies as authorised by law in a manner they think fit.

All portfolios are subject to a medium degree of risk. The Trustees intend that the real value of the assets be maintained and enhanced over the long term by investment in a portfolio of equities, fixed income stocks and cash. The fund managers' performance is regularly reviewed by the Trustees and their advisors through quarterly reports and scheduled meetings.

The Trustees require the fund managers to adopt an ethical policy and to use their best endeavours to avoid investments that are predominantly involved in areas of unacceptable exploitation. This is very relevant where the Charity has direct investment in shares.

The Trustees have instructed the fund managers not to invest in companies which are involved in, or associated with, the defence industry, manufacture of anti-life products, use of animals for testing cosmetics, harming the environment through unacceptable levels of water pollution, destruction of woodlands or forests, gambling, oppressive regimes, exploitation of labour (unsafe working conditions, child labour, poor wages or race discrimination), pornography, exploitation of third world countries through charging high interest rates on loans or the manufacture of tobacco products. However, where investments take the form of collective investment funds, the Trustees are unable to exercise direct control over the ethical policy adopted by the fund manager.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

#### **INVESTMENT POLICY AND PERFORMANCE** (continued)

As noted in the financial review, the year to 31st March 2021 the Charity's investments recovered following the decline in prior year.

The gains on investments during the year amounted to some £27.7m (2020: £9.9m losses) whilst the income return was £3.22m (2020: £3.48m). Investment performance has been generally in line with market movements and returns have been ahead of inflation, more than protecting capital and future income streams. The total return on the portfolios for the year was, approximately 28.1% (2020: negative return 6.0%).

Differing benchmarks are given to different fund managers as a way of diversifying the Charity's exposure to the risks inherent in stock market investment. The overall return generated by the Charity's investments was ahead of the principal benchmark utilised, the ARC Balanced Asset Charity Index which showed a return for the year of 18.98% and only slightly behind the ARC Steady Growth index. Over the longer period, Charity's overall returns have been at least as good as the benchmarks set and therefore, they have been, in the opinion of the Trustees, satisfactory particularly in view of the difficult economic climate and the gains experienced in the recent years. Despite uncertainties, which are inherent in investing at any time, the portfolios look to be well-positioned to benefit from any economic growth whilst carrying sufficient risk protection in the form of less volatile holdings. The income-yield of equity investments is attractive compared to that available from most other forms of investment.

The Charity has withdrawn £2.4m during the financial year to cushion the effects of Covid 19 on its net cash generating ability and is in a fortunate position to be able to do so. Trustees expect to continue to withdraw modest amounts in the foreseeable future from the Charity's investment portfolios to support its charitable activities. Trustees will continue to monitor closely investment returns and continued support required for its operations.

#### **RESERVES POLICY**

At the year end the total funds of the Charity were £151.5m of which £131.8m were designated. Details are set out in Note 20 of the financial statements. Designations are as follows:

£75.0m is reserved for the care of the elderly members. The number of elderly and sick members continues to increase. Most of the frail elderly members are cared for in one of the homes operated by the Charity. The aim is to keep the members as active as possible through second and even third careers. Many do voluntary work in their local areas. The Trustees commissioned in 2017 an actuarial review of the long-term requirement for funds for the care of the elderly. This review has indicated that a fund of between £50m and £75m will be required for this purpose and the Trustees. During the year, as investment values recovered and grew pre Covid levels with the Fund balance exceeding the upper limit as reported in 2017 actuarial valuation. Transfers were made from the Fund to leave a balance of £75.0m.

The trustees are mindful that a significant proportion of the Fund is represented by quoted investments which are, by nature, volatile and that the needs of members are also subject to constant change. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **TRUSTEES' ANNUAL REPORT - continued**

#### **YEAR ENDED 31 MARCH 2021**

##### **RESERVES POLICY (continued)**

£8m has been designated for development and upgrading of the services and accommodation facilities provided by the Charity for the next five to ten years. At the beginning of the financial year the fund value was £21.7m which further increased with net gains in investments. Following an in-depth review of future plans and related costs by the Trustees during the year a fund of some £8m will be required for development expenditure both in the UK and overseas and surplus to this requirement remaining reserves was released to general reserves.

£30.0m has been designated by the Trustees to a new fund, for relief of poverty and distress. The trustees have reviewed their commitment to relief of poverty and distress and have decided to designate £30m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership and availability of resources to support people in poverty and distress it is considered the best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

£7.0m is designated to provide funding for the overseas outreach programmes anticipated to occur in the next five years. Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. At the beginning of the year this fund balance was at £2.6m. Overseas payments amounting to £510.5k with donations, investment income and net gains allocated to the fund in the amount of £466.7k during the year reducing the balance on the Fund to just over £2.5m. In view of the continuing commitment to Congregation's missions in Kenya and Tanzania, trustees designated further £4.5m to this fund. In Kenya and Tanzania the provision of health care through dispensaries and clinics continues to be a challenge. Education is also a high priority. Members are being trained as teachers, nurses, laboratory technicians, social workers and pharmacists. These skills and professional training are essential for the sustainability of our mission in these places. Trustees will continue to monitor the need for overseas support in Kenya and Tanzania and set the reserve in line with their commitment.

Just over £11.8m is designated to represent the net book value of the Charity's properties which cannot be realised without undermining the Charity's works.

The General Funds of the Charity at the year-end stood at £19.7m. This represents just under 15 months' expenditure on the Charity's continuing activities. This is therefore in line with the levels stated in the Trustees' policy which is to hold between one and two years' expenditure in reserve. A reserve of between one and two years' expenditure is considered by the Trustees to be prudent.

Such "Free Reserves" are required to ensure that the Charity has sufficient cash resources to meet all of its liabilities and commitments as they fall due. Also, with such a broad range of activities and a significant portfolio of properties, many of which are quite old, through which these activities are conducted, it is felt that a reasonable provision against contingencies is essential. In addition, a significant proportion of the Charity's reserves are represented by quoted investments which are needed for the income that they generate, particularly in view of the low level of interest rates, but the value of these are subject to quite volatile fluctuations in the current uncertain political and economic environment. Therefore, prudence dictates that a reasonable cushion is held against sudden dramatic falls in value.

The Trustees will continue to monitor the Charity's reserves levels.

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT - continued**

### **YEAR ENDED 31 MARCH 2021**

#### **FUTURE PLANS**

##### **The Trustees intend to:**

- Continue to support and develop the pastoral work and ministry of the Sisters of the Congregation in the Charity's existing care facilities and in the local areas where the Charity has members and or services.
- Consider adapting some of the existing facilities at some of the properties for ageing residents and members.
- Continue to support the outreach to the people in our mission areas of Kenya, extending the mission in Kitalé and Sirende.
- Develop the new Mission in Tanzania in the Kondoa Diocese.
- Commit to maintaining the highest possible quality of care in all of its facilities.
- Provide staff with appropriate and relevant training.

##### **Specific aims include:**

- Continue to collaborate with SJOG in working with migrant workers and tuberculosis patients project in Euston and with Field Lane Foundation in working with vulnerable families in Pembridge.
- Monitor the internal controls in the services.
- Continue to upgrade the IT and HR services within the Charity.
- Monitor occupancy levels in all services and staff qualifications.
- Continue to review the Charity's financial position and long-term strategies in the light of the on-going economic situation.
- Review the accommodation services provision in Liverpool and Brentford.
- Review in the coming months all the services being provided in the light of the impact of COVID 19

# **POOR SERVANTS OF THE MOTHER OF GOD**

## **TRUSTEES' ANNUAL REPORT (continued)**

### **YEAR ENDED 31 MARCH 2021**

#### **Trustee Responsibilities**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees appreciate the professionalism, dedication and commitment of their members, management personnel, staff and advisers.

Approved by the Trustees on 30 November 2021 and signed as authorised on their behalf by

.....  
Sr Rosarii O'Connor  
Trustee

.....  
Sr Margaret Cashman  
Trustee

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD**

### **Opinion**

We have audited the financial statements of Poor Servants of the Mother of God for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of the charity's net movement in funds for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

### **Basis for opinion**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder. We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity; or
- sufficient and proper accounting records have not been kept; or
- the charity financial statements are not in agreement with the accounting records and returns; or

we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees for the financial statements**

As explained more fully in the trustees' responsibilities statement set out on page 39, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

## **Independent auditor's report to the trustees of POOR SERVANTS OF THE MOTHER OF GOD (continued)**

### **Responsibilities of trustees for the financial statements (continued)**

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding regulations, care quality commission compliance, employment law and taxes and Charity law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and the Charities SORP.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to recognition of income. Audit procedures performed by the engagement team included:

- Inspecting minutes of Trustees' meetings;
- Inspecting correspondence with regulators and tax authorities;
- Reviewing the latest Care Quality Commission (CQC) reports;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Reviewing valuations of investments; and
- Challenging assumptions and judgements made by management in their critical accounting estimates. These related to depreciation charges.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's trustees as a body for our audit work, for this report, or for the opinions we have formed.

Haysmacintyre LLP  
Statutory Auditors  
10 Queen Street Place  
London  
EC4R 1AG

..... 2021

Haysmacintyre LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**POOR SERVANTS OF THE MOTHER OF GOD**

**STATEMENT OF FINANCIAL ACTIVITIES**

**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted Funds	
		2021 Total £	2020 Total £
<b>Income from</b>			
Donations and legacies	1	748,233	917,931
Charitable Activities	2	11,944,225	12,983,977
Other charitable activities			
- Rents receivable from charitable-use properties temporarily surplus to operational requirements		123,077	125,719
Investments	3	3,221,069	3,483,920
Other			
- Gain on disposal of tangible fixed assets	4	4,945	5,400
- Grants received	4a	864,086	-
<b>Total Income</b>		<b>16,905,635</b>	<b>17,516,947</b>
<b>Expenditure on</b>			
Cost of raising funds			
- Investment management costs		411,659	378,255
Charitable activities	5	16,739,628	17,103,510
<b>Total expenditure</b>		<b>17,151,287</b>	<b>17,481,765</b>
<b>Net (expenditure)/income before gains/(losses) on investments</b>		<b>(245,652)</b>	<b>35,182</b>
Net gains/(losses) on investments		27,760,878	(9,929,581)
<b>Net movement in funds for the year</b>		<b>27,515,226</b>	<b>(9,894,399)</b>
Fund balances at 1 April 2020		124,042,664	133,937,063
<b>Fund balances at 31 MARCH 2021</b>		<b>£151,557,890</b>	<b>£124,042,664</b>

Included in the above figures is a £15,598 (2020: £25,963) restricted donation which has not been spent by 31 March 2021. During the year restricted donations of £2,000 and £449,478 of Covid-19 infection control and rapid testing grants were received. All of the Covid-19 grants were spent during the year along with £12,365 from other restricted funds. This has not been separately disclosed as a restricted fund at 31 March 2021 as this amount is immaterial in context of the overall funds of the Charity.

**POOR SERVANTS OF THE MOTHER OF GOD**

**BALANCE SHEET**

**AS AT 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>Fixed Assets</b>			
Tangible assets	15	11,903,087	12,239,380
Investments	16	138,401,889	110,000,465
		<u>150,304,976</u>	<u>122,239,845</u>
<b>Current Assets</b>			
Debtors	17	713,141	555,861
Cash at bank and in hand		1,978,417	2,637,216
		<u>2,691,558</u>	<u>3,193,077</u>
<b>Creditors:</b>			
Amounts falling due within one year	18	(1,438,594)	(1,390,208)
<b>Net Current Assets</b>		<u>1,252,964</u>	<u>1,802,869</u>
<b>Net Assets</b>		<u><u>£151,557,940</u></u>	<u><u>£124,042,714</u></u>
 <b>Funds</b>			
<b>Permanent Endowment Fund</b>	21	<u>50</u>	<u>50</u>
<b>Unrestricted Funds:</b>			
General Funds		19,706,758	15,628,133
Designated Funds	20	131,851,132	108,414,531
		<u>151,557,890</u>	<u>124,042,664</u>
		<u><u>£151,557,940</u></u>	<u><u>£124,042,714</u></u>

Approved by the Trustees on 30 November 2021 and signed as authorised on their behalf by:

.....  
Sr Rosarii O'Connor  
Trustee

.....  
Sr Margaret Cashman  
Trustee

**POOR SERVANTS OF THE MOTHER OF GOD**

**CASH FLOW STATEMENT**

**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>Cash flows from Operating Activities</b>			
Net cash outflow from operating activities	A	(3,228,880)	(2,904,636)
<b>Cash flows from investing activities</b>			
Dividends and interest from investments		3,221,069	3,483,920
Payments to acquire tangible fixed assets		(15,387)	(60,784)
Receipts from sales of tangible fixed assets		4,945	5,400
Payments to acquire investments		(63,104,659)	(49,040,142)
Receipts from sales of investments		62,464,113	46,322,894
<b>Net cash provided by/(used in) investing activities</b>		<b>2,570,081</b>	<b>711,288</b>
<b>Change in cash and cash equivalents in year</b>		<b>(658,799)</b>	<b>(2,193,348)</b>
Cash and cash equivalents at 1 April 2020	B	2,637,216	4,830,564
Cash and cash equivalents at 31 March 2021	B	<b>£1,978,417</b>	<b>£2,637,216</b>

**Notes to the Cash Flow Statement**

**A. Reconciliation of net movement in funds to net cash flow from operating activities**

	2021 £	2020 £
<b>Net movement in funds (as per the Statement of Financial Activities)</b>	27,515,226	(9,894,399)
<b>Adjustments for</b>		
(Gains)/Losses on investments	(27,760,878)	9,929,581
Dividends and interest from investments	(3,221,069)	(3,483,920)
Depreciation	351,680	347,844
Gains on disposal of tangible fixed assets	(4,945)	(5,400)
(Increase)/decrease in debtors	(157,280)	268,403
Increase/(decrease) in creditors	48,386	(66,745)
<b>Net cash (used in) operating activities</b>	<b>(3,228,880)</b>	<b>(2,904,636)</b>

**B. Analysis of cash and cash equivalents**

Cash at bank and in hand	1,978,417	2,637,216
Total cash and cash equivalents	<b>£1,978,417</b>	<b>£2,637,216</b>

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

#### **Basis of preparation**

The financial statements have been prepared in accordance with all statutory requirements and with the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The accounts are presented in sterling and are rounded to the nearest pound.

#### **Critical accounting estimates and areas of judgement**

Preparation of the accounts requires the Trustees to make significant judgements and estimates. The items in the accounts where these judgements and estimates have been made include:

- estimating the economic useful life of tangible fixed assets.

#### **Assessment of going concern**

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these accounts. The Trustees have made this assessment in respect to a period of one year from the date of approval of these accounts.

Covid 19 has impacted on Charity's income due to full or partial suspension of certain activities in retreat centres and care services. In addition costs of operating the various charitable activities have increased, some of these have been partially offset by government grants. Senior management with the Trustees continue to monitor the Charity's cash flow forecasts and financial performance of individual units. To cushion the effect of the Charity's net cash generating ability, a planned withdrawal from Charity's investment portfolios of £2.4m for the year ended 31 March 2022 has been arranged. The Charity expects to continue this arrangement for another year and will increase the withdrawal amount if required. The Charity is in a fortunate position to be able to access the required financial resource.

The Trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due. With access to Charity's investments if required to support cash flow requirements for the operations, Charity will continue to be a going concern in the foreseeable future. The most significant areas of judgement that affect items in the accounts are detailed above. With regard to the next accounting period and following financial year ending 31 March 2023, the most significant areas that affect the carrying value of the assets held by the charity are the level of investment return and the performance of the investment markets (see the investment policy and the risk management sections of the Trustees' Report for more information).

#### **Income recognition**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of care services service is deferred until the criteria for income recognition are met.

In accordance with the Charities SORP FRS102, volunteer time is not recognised.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

##### **Income recognition (continued)**

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### **Expenditure recognition and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds - these comprise fees paid in respect of fund management advice in relation to the charity's portfolio of quoted investments, which is managed under a discretionary management agreement.
- Expenditure on charitable activities – these include the costs of running the charity's Nursing and Care Homes and its Retreat Centres as well as all other costs associated with furthering the charitable purposes of the charity through the provision of its charitable activities. These costs comprise charitable grants and donations and direct and support costs in respect to the support of members of the Congregation and their ministry. It also includes governance costs.

Charitable grants and donations are made where the Trustees consider there is real need following a review of the details of each particular case and comprise single year payments rather than multi-year grants. Grants and donations are included in the statement of financial activities when approved for payment. Provision is made for grants and donations approved but unpaid at the period end.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### **Allocation of support and governance costs**

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development, financial procedures, provision of office services and equipment and a suitable working environment.

##### **Tangible fixed assets**

Individual fixed assets costing £5,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

	Annual rate
Freehold land	Nil
Freehold buildings	2%
Building improvements	10%
Plant and equipment	10 - 20%
Motor vehicles	25%

##### **Financial Instruments and investments**

The charity only holds financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

##### **Investments**

Quoted investments are a form of basic financial instrument and are initially recognised at cost and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Gains or losses on investments are disclosed in the statement of financial activities as a combined figure for realised gains or losses from investment sales in the year (sale proceeds less market value last year) and unrealised gains or losses arising from the increase/decrease in value during the year of investments still held.

As noted above, the main form of financial risk to which the charity is exposed is that of the volatility in investment markets.

##### **Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

##### **Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Deposits for more than three months and up to one year have been disclosed as short-term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

##### **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

##### **Services provided by members of the Congregation**

For the purposes of these accounts, no value has been placed on administrative and other services provided by the members of the Congregation.

##### **Foreign currencies**

Assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at the date of the transaction. Exchange differences are taken into account in arriving at the net movement in funds.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **PRINCIPAL ACCOUNTING POLICIES (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

##### **Leased assets**

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Leases are classified as finance leases whenever the terms of the lease transfer substantially all of the risks and rewards of ownership to the charity. Assets held under finance leases are recognised initially at the fair value of the leased assets (or, if lower, the present value of the minimum lease payments) at the inception of the lease. The corresponding liability to the lessor is recognised as a finance lease obligation. Lease payments are apportioned between finance charges and the reduction of the lease obligation using the effective interest method in order to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged to the statement of financial activities. Assets held under finance leases are capitalised and depreciated and assessed for impairment losses in the same way as owned assets.

##### **Pension contributions**

The Congregation of the Poor Servants on the Mother of God operated a defined contribution scheme open to all employees. The assets of the scheme, which were held separately from those of the Congregation, were invested with an insurance company and the scheme was externally administered by Multiplex Pension Trustees Limited. Contributions were charged to the Statement of Financial Activities as they were made. This scheme has wound up.

From 1 December 2004 the Scheme was replaced by a Group Personal Pension Scheme; a defined contribution scheme. Another defined contribution scheme was set up to manage Auto-Enrolment in 2014 for employees who did not join the Group Personal Pension Scheme as required by the government regulations. Both schemes are defined contribution schemes and the assets of the schemes are held separately from those of the Charity. The Group Personal Scheme is no longer available to new joiners.

The rate of contribution by the charity as employer ranges from 4% to 20% for the Group Personal Pension Plan and 3% for Auto-Enrolment Pensions Plan. Employees may opt to make additional contributions.

Contributions are also made to the National Health Service Pension Scheme for a number of employees at one of the charity's nursing homes. For the purposes of complying with the relevant accounting standards, the Scheme is accounted for as a defined contribution scheme as the Home is not responsible for, or entitled to receive benefit from, any deficit or surplus on the scheme. Another home is required to make monthly payments to the Merseyside Pension Fund to help fund the pension liabilities of several former employees. Contributions are charged to the statement of financial activities as they are made

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

<b>1. DONATIONS AND LEGACIES</b>		<b>2021</b>	<b>2020</b>		
		<b>£</b>	<b>£</b>		
Salaries and pensions of individual religious received under Gift Aid or deed of covenant		649,742	696,714		
General donations and gifts		97,036	220,254		
Legacies		1,455	963		
		<u>£748,233</u>	<u>£917,931</u>		
<b>2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES</b>		<b>2021</b>	<b>2020</b>		
		<b>£</b>	<b>£</b>		
Care Services		11,142,804	11,820,727		
Supported Living		398,272	426,507		
Retreat Centre fees		69,721	441,949		
		<u>11,610,797</u>	<u>12,689,183</u>		
Rents on properties let for charitable purposes		333,428	294,794		
		<u>£11,944,225</u>	<u>£12,983,977</u>		
<b>3. INVESTMENT INCOME</b>		<b>2021</b>	<b>2020</b>		
		<b>£</b>	<b>£</b>		
Bank deposit interest		1,818	20,045		
Dividends and interest from quoted investment portfolio		3,219,251	3,463,875		
		<u>£3,221,069</u>	<u>£3,483,920</u>		
<b>4. GAIN ON DISPOSAL OF TANGIBLE FIXED ASSETS</b>		<b>2021</b>	<b>2020</b>		
		<b>£</b>	<b>£</b>		
Properties -		-	-		
Other		4,945	5,400		
		<u>£4,945</u>	<u>£5,400</u>		
<b>4a. GRANTS RECEIVED</b>					
	<b>Generalate</b>	<b>Care Services</b>	<b>Retreat Centre</b>	<b>Total 2021</b>	<b>Total 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Covid-19 Infection Control Grant	-	390,889	-	390,889	-
Rapid Test Grant	-	58,589	-	58,589	-
Workforce Capacity Grant	-	29,882	-	29,882	-
HMRC JRS Grant	136,876	134,567	88,283	359,726	-
Business Support Grant	-	-	25,000	25,000	-
	<u>£136,876</u>	<u>£613,927</u>	<u>£113,283</u>	<u>£864,086</u>	<u>-</u>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**5. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2021	Total 2020
	£	£	£	£	£	£	£
Staff costs (including agency staff)	10,910,557	-	260,597	494,315	-	<b>11,665,469</b>	10,775,495
Deprecation	152,302	38,087	-	161,291	-	<b>351,680</b>	347,844
Other operational costs	728,478	154,204	74,725	264,150	-	<b>1,221,557</b>	2,319,632
Administrative Expenses	528,685	14,813	16,200	-	-	<b>559,698</b>	556,328
Grants to overseas Missions (note 7)	-	-	-	-	510,534	<b>510,534</b>	663,572
Care of elderly sisters	-	-	-	867,808	-	<b>867,808</b>	966,679
	<u>12,320,022</u>	<u>207,104</u>	<u>351,522</u>	<u>1,787,564</u>	<u>510,534</u>	<b><u>15,176,746</u></b>	<u>15,629,550</u>
Support costs (note 6)	996,296	16,748	28,427	144,557	41,286	<b>1,227,314</b>	1,150,948
Governance costs (note 6)	268,455	6,711	10,067	46,980	3,355	<b>335,568</b>	323,012
	<u>£13,584,773</u>	<u>£230,563</u>	<u>£390,016</u>	<u>£1,979,101</u>	<u>£555,175</u>	<b><u>£16,739,628</u></b>	<b><u>£17,103,510</u></b>
<b>Prior Year</b>							
	Care Services	Accommodation Services	Retreat Centre	Support of sisters and their ministries	Overseas outreach	Total 2019	
	£	£	£	£	£	£	
Staff costs (including agency staff)	10,008,213	-	292,502	474,780	-	<b>10,775,495</b>	
Deprecation	152,302	38,087	-	157,455	-	<b>347,844</b>	
Other operational costs	1,103,781	172,745	132,168	910,938	-	<b>2,319,632</b>	
Administrative Expenses	522,563	12,937	20,828	-	-	<b>556,328</b>	
Grants to overseas missions	-	-	-	-	663,572	<b>663,572</b>	
Care of elderly sisters	-	-	-	966,679	-	<b>966,679</b>	
	<u>11,786,859</u>	<u>223,769</u>	<u>445,498</u>	<u>2,509,852</u>	<u>663,572</u>	<b><u>15,629,550</u></b>	
Support costs (note 6)	867,975	16,478	32,806	184,824	48,865	<b>1,150,948</b>	
Governance costs (note 6)	258,411	6,460	9,690	45,222	3,229	<b>323,012</b>	
	<u>£12,913,245</u>	<u>£246,707</u>	<u>£487,994</u>	<u>£2,739,898</u>	<u>£715,666</u>	<b><u>£17,103,510</u></b>	

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

<b>6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Support costs comprise:		
Sisters' expenses	330,357	74,599
Establishment expenses	344,157	101,505
Administrative costs		
- Staff costs	372,672	344,108
- Other	144,294	185,249
Exchange (gains)/losses	35,834	445,487
	<u>1,227,314</u>	<u>1,150,948</u>
 Governance costs:		
Staff costs	279,505	245,696
Audit fees	49,800	48,600
Other	6,263	28,716
	<u>335,568</u>	<u>323,012</u>
	<u>£1,562,882</u>	<u>£1,473,960</u>
 <b>Allocation of Governance &amp; Support Costs</b>		
Care Services	1,264,751	1,126,386
Supported Living	23,459	22,938
Retreats	38,494	42,496
	<u>1,326,704</u>	<u>1,191,820</u>
Support of Sisters & their ministries	191,537	230,046
Overseas outreach	44,641	52,094
	<u>£1,562,882</u>	<u>£1,473,960</u>

**7. OVERSEAS OUTREACH**

The direct costs of Overseas Outreach include the payment of grants as follows:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Support of the Congregation's missions in:		
Kenya, Tanzania and Venezuela	<u>£510,534</u>	<u>£663,572</u>



**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

<b>10. STAFF COSTS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Staff costs during the year were as follows:		
Wages and salaries	<b>9,766,790</b>	8,939,324
Social security costs	<b>790,425</b>	684,441
Other pension costs	<b>349,212</b>	328,637
Agency staff	<b>1,278,298</b>	1,281,082
Other costs (including Apprenticeship Levy and recruitment costs)	<b>132,921</b>	131,815
	<b>£12,317,646</b>	£11,365,299

	<b>2021</b>	<b>2020</b>
	<b>No.</b>	<b>No.</b>
The number of employees whose emoluments exceeded £60,000 were:		
£100,001 - £110,000	-	1
£110,001 - £120,000	-	-
£120,001 - £130,000	-	-
£130,001 - £140,000	<b>2</b>	-

Employer contributions of £32,860 (2020: £21,120) were contributed to the employee Group Personal Pension Plan on behalf of the employees earning more than £60,000 (2020: £60,000)

The key management personnel of the charity in charge of directing, controlling and operating the charity on a day to day basis comprise the Trustees together with the following:

Director of Finance  
 Social Care Head of Operations  
 Social Care Head of Quality and Compliance  
 Human Resources Manager  
 Retreat Centre Director

The total remuneration (including taxable benefits and employer's pension contributions) of the five (2020:4) key management personnel for the year was £508,517 (2020: £215,614)

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

<b>11. STAFF NUMBERS</b>	<b>2021 No.</b>	<b>2020 No.</b>
The average monthly head count of staff:		
Care Services	<b>413</b>	365
Supported Living	-	1
Retreats	<b>12</b>	12
Others	<b>61</b>	40
	<hr/> <b>486</b> <hr/>	<hr/> 418 <hr/>

**12. PENSIONS**

The charity operates a defined contribution Group Personal Pension Plan for its employees. The charity is not liable to finance any shortfall of funding and cannot benefit from over funding. Employer contributions payable into the scheme during the year were at a rate of between 4% and 20% of pensionable salary and members contributed between 0% and 7% of pensionable salary.

Employer contributions of £349,212 (2020: £328,637) were paid during the year. The amount outstanding at the year-end was £31,220 (2020: £22,651).

**13. TRUSTEE REMUNERATION AND EXPENSES**

The Trustees of the Charity are also members of the Congregation and as such have taken vows of poverty under which they have renounced all personal rights to income and capital. The Charity provides for the essential needs of all members of the Congregation.

The living costs of the 6 Trustees are therefore borne by the Charity.

As members of the Congregation, none of the Trustees have resources of their own. As well as all earnings, pensions and other income have been donated to the Charity under a Gift Aid compliant Deed of Covenant.

During the year, the total donated by the Trustees was £4,069 (2020: £4,419).

**14. TAXATION**

As a registered charity the Poor Servants of the Mother of God is not liable to income tax or corporation tax on income or gains derived from its charitable activities, as they fall within the various exemptions available to registered charities.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**15. TANGIBLE FIXED ASSETS**

	<b>Freehold land and Buildings £</b>	<b>Plant and Equipment £</b>	<b>Motor Vehicles £</b>	<b>Total £</b>
<b>COST</b>				
At 1 April 2020	20,016,864	45,893	409,220	<b>20,471,977</b>
Additions	-	-	15,387	<b>15,387</b>
Disposals in year	-	-	(24,765)	<b>(24,765)</b>
At 31 March 2021	<u>20,016,864</u>	<u>45,893</u>	<u>399,842</u>	<u><b>20,462,599</b></u>
<b>DEPRECIATION</b>				
At 1 April 2020	7,847,368	41,438	343,791	<b>8,232,597</b>
Charge for year	318,364	1,485	31,831	<b>351,680</b>
Disposals in year	-	-	(24,765)	<b>(24,765)</b>
At 31 March 2021	<u>8,165,732</u>	<u>42,923</u>	<u>350,857</u>	<u><b>8,559,512</b></u>
<b>NET BOOK VALUE</b>				
<b>At 31 March 2021</b>	<u><b>£11,851,132</b></u>	<u><b>£2,970</b></u>	<u><b>£48,985</b></u>	<u><b>£11,903,087</b></u>
At 31 March 2020	<u>£12,169,496</u>	<u>£4,455</u>	<u>£65,429</u>	<u>£12,239,380</u>

Apart from a small proportion of excess accommodation, which is let, and minimal use for management and administrative purposes, all fixed assets are held for charitable purposes.

Three Voluntary Aided School properties registered in the names of the trustees are not included in fixed assets. All these schools were formerly run by the Congregation but the two Voluntary Aided Schools, at Banstead and Amersham, have been handed over to Roman Catholic Dioceses on long term leases, and the third, at Chippenham has been leased to the governors. As all rights and obligations in respect of these properties have effectively been transferred from the Charity, the Trustees consider their ownership to be in the nature of custodianship of the assets and they have, therefore, not been capitalised. The total insurance value of these schools is approximately £5m.

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**16. INVESTMENTS**

	2021		2020	
	£	£	£	£
Value 1 April 2020		<b>110,000,465</b>		117,212,798
Additions during the year		<b>63,104,659</b>		49,040,142
Disposals				
Proceeds	<b>(62,464,113)</b>		(46,322,894)	
Realised gains / (losses)	<b>9,211,009</b>		(679,524)	
		<b>(53,253,104)</b>		(47,002,418)
Revaluations		<b>18,549,869</b>		(9,250,057)
Value at 31 March 2021		<b>£138,401,889</b>		£110,000,465
			<b>2021</b>	<b>2020</b>
			£	£
Listed on a UK Stock Exchange				
- Fixed interest stocks			<b>18,054,266</b>	17,465,946
- Equities and Unit Trusts			<b>117,224,463</b>	87,795,381
Portfolio bank accounts			<b>3,123,160</b>	4,739,138
Total			<b>£138,401,889</b>	£110,000,465

All investments (other than cash and deferred annuity contracts) are quoted on a recognised UK Stock Exchange or are valued by reference to investments listed on a recognised Stock Exchange.

Included in the above investments the following represent more than 5% of the total value of investments.  
Sarasin Responsible Corporate Bond Fund 5.6%

**17. DEBTORS**

	2021	2020
	£	£
Fees receivable	<b>521,401</b>	457,162
Prepayments and other debtors	<b>191,740</b>	98,699
Total	<b>£713,141</b>	£555,861

**18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021	2020
	£	£
Taxation and Social Security	<b>271,580</b>	216,023
Other creditors and accruals	<b>1,167,014</b>	1,174,185
Total	<b>£1,438,594</b>	£1,390,208

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**19. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2021 £</b>
<b>Endowment Fund</b>	-	-	50	-	<b>50</b>
<b>General Funds</b>	51,955	18,401,889	2,691,508	(1,438,594)	<b>19,706,758</b>
<b>Designated Funds (note 20)</b>					
Properties Fund	11,851,132	-	-	-	<b>11,851,132</b>
Retirement Fund	-	75,000,000	-	-	<b>75,000,000</b>
Development Fund	-	8,000,000	-	-	<b>8,000,000</b>
Relief of Poverty & Distress Overseas Outreach Fund	-	30,000,000	-	-	<b>30,000,000</b>
	-	7,000,000	-	-	<b>7,000,000</b>
	11,851,132	120,000,000	-	-	<b>131,851,132</b>
<b>Total Net Assets</b>	<b>£11,903,087</b>	<b>£138,401,889</b>	<b>£2,691,558</b>	<b>£(1,438,594)</b>	<b>£151,557,940</b>
Unrealised gains included above at 31 March 2021	£-	<b>£33,292,517</b>	£-	£-	<b>£33,292,517</b>
<b>Prior Year</b>					
	<b>Tangible Fixed Assets £</b>	<b>Investments £</b>	<b>Current Assets £</b>	<b>Current Liabilities £</b>	<b>Total 2020 £</b>
<b>Endowment Fund</b>	-	-	50	-	<b>50</b>
<b>General Funds</b>	69,884	13,755,430	3,193,027	(1,390,208)	<b>15,628,133</b>
<b>Designated Funds (note 20)</b>					
Properties Fund	12,169,496	-	-	-	<b>12,169,496</b>
Retirement Fund	-	71,926,915	-	-	<b>71,926,915</b>
Development Fund	-	21,760,058	-	-	<b>21,760,058</b>
Overseas Outreach Fund	-	2,558,062	-	-	<b>2,558,062</b>
	12,169,496	96,245,035	-	-	<b>108,414,531</b>
<b>Total Net Assets</b>	<b>£12,239,380</b>	<b>£110,000,465</b>	<b>£3,193,077</b>	<b>£(1,390,208)</b>	<b>£124,042,714</b>
Unrealised gains included above at 31 March 2020	£-	<b>£4,891,093</b>	£-	£-	<b>£4,891,093</b>

**POOR SERVANTS OF THE MOTHER OF GOD**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**20. DESIGNATED FUNDS**

**Analysis of Movements**

	<b>Balance at 1 April 2020 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2021 £</b>
Properties Fund	12,169,496	(318,364)	-	11,851,132
Retirement Fund	71,926,915	19,988,059	(16,914,974)	75,000,000
Development Fund	21,760,058	6,046,989	(19,807,047)	8,000,000
Relief of Poverty & Distress	-		30,000,000	30,000,000
Overseas Outreach Fund	2,558,062	(43,835)	4,485,773	7,000,000
	<b>£108,414,531</b>	<b>£25,672,849</b>	<b>£(2,236,248)</b>	<b>£131,851,132</b>

**Prior Year**

	<b>Balance at 1 April 2019 £</b>	<b>Net Income and Gains/Losses £</b>	<b>Transfers £</b>	<b>Balance at 31 March 2020 £</b>
Properties Fund	12,487,860	(318,364)	-	12,169,496
Retirement Fund	76,387,097	(4,460,182)	-	71,926,915
Development Fund	23,395,409	(1,635,351)	-	21,760,058
Overseas Outreach Fund	1,244,747	(686,685)	2,000,000	2,558,062
	<b>£113,515,113</b>	<b>£(7,100,582)</b>	<b>£2,000,000</b>	<b>£108,414,531</b>

**Properties Fund**

The charity has a number of properties which are used to fulfil its charitable objectives. These properties although they are unrestricted assets, cannot be realised without undermining the charity's work and reflect the investment in properties held to further the charitable work undertaken. Transfers are made as appropriate to reflect the net change in properties arising from acquisitions and/or disposals.

**Retirement Fund**

A fund has been designated in respect of the charity's commitment to provide for the retirement and care, in old age and sickness, of the Congregation's members. Lump sums received and transfers from general funds are credited to this fund together with the income and capital growth arising from designated investments. A review of the Congregation's membership has indicated that a fund in the region of £50m to £75m would be required to finance the Charity's commitment to provide care for its elderly members after taking account of their occupational pension rights. During the year, the fund not only benefited from investment income less portfolio management charges but also investment valuation gains and the Trustees decided to leave the designation of the fund to £75m being the upper end of requirement. The level of the Fund will continue to be kept under review as the needs of the Congregation's members evolve and investment markets fluctuate.

## **POOR SERVANTS OF THE MOTHER OF GOD**

### **NOTES TO THE FINANCIAL STATEMENTS (Continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

#### **20 DESIGNATED FUNDS (continue)**

##### **Development Fund**

The trustees reviewed the requirement for development of their social and healthcare facilities and are designating £8m for this purpose. They believe £8m fund for the development of social and health care facilities will be sufficient for the next five years. Net income in the Fund including the investment gains in the year amounted to £6.04m with £19.8m transferred back to general reserves. The trustees will keep this designation under review and will adjust the designation to meet future needs.

##### **Relief of Poverty and Distress**

The trustees have reviewed their commitment to relief of poverty and distress and have decided to designate £30m to this fund to support other charitable organisations providing support to those requiring relief from poverty and distress. With ageing membership and availability of resources to support people in poverty and distress it is considered best way for the Charity to carry its mission out through other likeminded charitable organisations who have experience of delivering aid to those in need. Trustees will carefully monitor support requests and deployment of funds expended by the selected charitable organisations.

##### **Overseas Outreach Fund**

Congregation's missions in Kenya and Tanzania are growing and will require increased support in the coming years to develop these missions. The trustees had designated £2.6m for this fund. Overseas payments amounting to £510.5k were utilised to purchase land for future development, Sisters living costs, water bore hole, running of clinics, dispensaries, ambulance service, education and food for local communities (including feeding street children) and relief of famine caused by climate change (Trustees report page 17 to 25 details Overseas Outreach support activities). During the year donations, investment income and net gains of £466.7k were allocated to the fund reducing the balance on the Fund to just over £2.5m. In view of the continuing commitment to Congregation's missions in Kenya and Tanzania, trustees designated further £4.5m to this fund.

#### **21. PERMANENT ENDOWMENT FUND**

The permanent endowment represents the original endowment of £50 to be held perpetually and the income alone applied for the furtherance of the Congregation's charitable objects.

#### **22. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year.