

MAGGS DAY CENTRE

England & Wales · Charity number 700852

Details

Status Registered

Legal form Charitable company

Company number [02278501](#)

Registered 1988-11-17

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

Contact

Address The Old Glove Factory
13b Lowesmoor
Worcester
WR1 2RS

Phone 0190525027

Email admin@maggsdaycentre.co.uk

Website www.maggsdaycentre.co.uk

Activities

Objects: TO PROMOTE THE RELIEF OF SUFFERING IN SUCH WAYS AS THE ASSOCIATION SHALL FROM TIME TO TIME THINK FIT, AND IN PARTICULAR(BUT NOT WITHOUT PREJUDICE TO THE GENERALITY OF SUCH OBJECT):- (A) TO PROMOTE THE ESTABLISHMENT OF CARE AND SUPPORT AND COUNSELLING THE RELIEF OF PERSONS OF EITHER SEX (WITHOUT REGARD FOR RACE OR CREED) WHO ARE SUFFERING (AT ANY AGE) FROM LONELINESS OR FROM POVERTY OR FROM ANY DISABILITY OR DISEASE ATTRIBUTABLE TO LONELINESS AND TO ESTABLISH MAINTAIN AND MANAGE A SHELTER OR CENTRE AND ALL ANCILLARY SERVICES FOR SUCH PERSONS. (B) BY CONDUCTING OR PROMOTING OR ENCOURAGING RESEARCH INTO CARE AND TREATMENT OF PERSONS SUFFERING FROM LONELINESS, POVERTY, DISABILITY OR DISEASE AS AFORESAID AND PARTICULARLY INTO THE CARE AND TREATMENT OF PERSONS SO SUFFERING AND TO DISSEMINATE THE RESULTS THERE OF. (C) BY PROMOTING OR ENCOURAGING OR ASSISTING IN THE TEACHING OR TRAINING OF COUNSELLORS AND ADVISERS FOR THE TREATMENT AND CARE OF PERSONS SUFFERING FROM LONELINESS AND THE EFFECTS THEREOF.

Activities: Maggs provides a centre and ancillary support for people in material or emotional need, and/or who feel socially isolated, and/or who are homeless, or at risk of becoming homeless, in Worcester and its surrounding area.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** People With Disabilities, Other Defined Groups

Geography

- Herefordshire
- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£927,435	£1,048,300	£724,785	26
2024-03-31	£916,147	£1,049,327	£845,650	26
2023-03-31	£834,924	£828,569	£978,830	26
2022-03-31	£883,138	£689,285	£972,475	22
2021-03-31	£612,860	£575,995	£778,622	26

Trustees

Name	Role	Appointed
Andrew Paul Hood		2024-02-21
Helen Thompson		2025-11-20
Jane Kemp		2021-08-19
Jenny Sawyer		2025-11-20
John Curtis		2025-05-01
Nicola Malyon		2022-07-07
Stephen Collman		2025-11-20

MAGGS DAY CENTRE

England & Wales - Charity number 700852

Accounts



TRUSTEES ANNUAL REPORT & FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

www.maggsdaycentre.co.uk
Registered charity, number 700852
Company Limited by Guarantee 02278501

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1. REFERENCE AND ADMINISTRATIVE INFORMATION

CHARITY NAME:

Maggs Day Centre

REGISTERED CHARITY NUMBER:

700852

REGISTERED COMPANY NUMBER:

02278501

REGISTERED ADDRESS:

Maggs Head Office, The Glove Factory, 13B Lowesmoor, Worcester WR1 2RS

OPERATIONAL ADDRESSES (USED TO FULFIL THE OBJECTIVES OF THE CHARITY):

Maggs Head Office, The Glove Factory, 13B Lowesmoor, Worcester WR1 2RS

Maggs Day Centre, St Albans, Deansway, Worcester WR1 2JD

Maggs Clothing Project/Annexe, 59/60 The Tything, Worcester WR1 1JT

Maggs Day Centre (Malvern), Salvation Army Building, 62 Newtown Road, WR14 1NZ

2. TRUSTEES AND DIRECTORS

The Directors who are also Trustees and who served during the year were:

NAME	ROLE	APPOINTED	RESIGNED
Ms Jane Kemp	Chair from 31/8/2024	19.08.2021	
Mr Clive Skidmore		29.05.2019	
Ms Avril Gilmore		13.10.2017	
Ms Nicola Malyon	Treasurer	07.07.2022	
Mrs Susan Osborne		11.07.2012	07.10.2024
Dr Robert Nichols	Chair until 31/8/2024	07.07.2022	31.08.2024
Mrs Helen Perry-Smith		05.12.2022	
Mr Andrew Hood		17.07.2024	
Mr John Curtis		01.05.2025	

TRUSTEE CHANGES

We acknowledge the resignations of **Dr Rob Nichols** and **Susan Osborne**, who stepped down in August and October 2024, respectively. We thank them both for their contributions and dedication during their time with Maggs.

We also note the upcoming resignation of **Helen Perry-Smith**, who will step down at the conclusion of the 2025 AGM. We extend our sincere gratitude for her valuable contributions and commitment during her tenure on the Board.



3. CHIEF EXECUTIVE

2024–25 marked the first full year under the leadership of our Chief Executive, **Andy Price**, who joined Maggs during a time of significant change and challenge. Andy has quickly brought fresh energy and strategic focus, building on Maggs' strong foundations while steering the organisation towards growth, partnership, and sustainability.

Under his leadership we have sharpened our strategic priorities, strengthened collaboration across Worcestershire, and begun to prepare for the next chapter of Maggs' journey as we celebrate 40 years of service. His commitment to amplifying the voices of those we support, and to ensuring Maggs remains a trusted and responsive organisation, has already had a visible impact.

4. PROFESSIONAL ADVISERS

AUDITOR

Richards Sandy Audit Services Limited, Thorneloe House, 25 Barbourne Road, Worcester WR1 1RU

SOLICITORS

MFG Solicitors LLP, 20-21 The Tything, Worcester WR1 1HD
HCR Law, 105 High Street, Worcester, WR1 2HW

BANKERS

CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ,
Unity Trust Bank, 4 Brindley Place, Birmingham, B1 2JB
Nationwide Building Society, Kings Park Road, Moulton Park, Northampton, NN3 6NW



5. CHAIR'S WELCOME

As Chair of Maggs Day Centre, it's my privilege to present our Annual Report for 2024–2025 — a year of transition and renewed ambition as we mark our 40th anniversary.

While continuing to deliver practical, compassionate support across Worcestershire, we also laid foundations for the future. We launched our 2025–2028 strategic plan, strengthened governance and systems, and secured the outreach contract in Redditch — expanding our ability to meet people where they are and connect them to the right help.

We are also seeing demographic shifts, with more women needing our support. In response, we are developing more tailored, trauma-informed approaches and working with partners to ensure safe pathways into specialist services.

None of this is possible without our volunteers, whose enthusiasm and spirit light up our day centres, outreach sessions and events — and without the partnerships that underpin our work with councils, health services, charities, businesses and community groups. Collaboration remains central to our impact.

As you'll see in this report, the need for Maggs remains high — but so does the resilience of our community. Thank you to our staff, volunteers, trustees, partners, funders and supporters for believing in what we do. And to those we serve: thank you for your trust.

We are here because of you, and we will keep showing up for you.

JANE KEMP
CHAIR OF TRUSTEES



6. CEO'S MESSAGE

2024–2025 was a year of transition for Maggs. While we remained grounded in our founding mission, 40 years ago this year – to provide practical, compassionate support to people facing homelessness – this was a year of a new Chair, a new CEO a new strategy, new systems, and of setting our sights higher.

We have worked hard to strengthen the charity's infrastructure, deepen our partnerships, and prepare our services for the future. We listened more to our service users. We challenged ourselves to build on what we do best and challenge ourselves to better meet the needs of those we seek to support.

Our new strategic priorities – ***Quality, needs-based Services; delivered by our skilled dedicated passionate People; in collaboration with our valued Stakeholders and Partners; through a well led, well run organisation built on solid foundations*** – reflect what Maggs has always stood for, while pushing us toward greater impact, accountability, and innovation.

As we look ahead, we do so with determination and hope. The issues of homelessness are complex; there is no easy one size fits all solution They will require systemic changes, but change is possible – and Maggs is ready to play our part.

Finally on a personal note, a big thank you to all our staff, volunteers, trustees who has made my first year such an enjoyable challenge. I very much appreciate your commitment and your passion for continuing to develop Maggs and to provide better services for those who so often desperately need them.

ANDY PRICE, CEO



7. OUR PURPOSE, VISION AND SERVICES

Maggs Day Centre exists to provide support, dignity and hope to people experiencing or at risk of homelessness across Worcestershire. We believe homelessness is not inevitable; with the right support, recovery and progression are possible.

Our vision: a Worcestershire where everyone has a place to call home and no one is excluded from the help they need.

We work with people who face multiple and complex challenges, including trauma, addiction, mental ill health and exclusion from mainstream services. Our services are practical, person-centred and rooted in compassion. They include:

- **Day centres** in Worcester and Malvern providing essential needs (food, showers, clothing), advice, advocacy and emotional support
- **County-wide outreach teams** offering support to people sleeping rough or in temporary accommodation
- **Clothing Project** — free, dignity-first clothing and essentials for people rough sleeping, plus household starter items for those moving into accommodation
- **Supported housing** and tenancy sustainment programmes
- **Harm reduction** interventions and safer-use advice
- **Pathways** into healthcare, recovery, employment and social inclusion

We are guided by our core values of:



INCLUSION

We welcome everyone without judgment



RESPECT

We value each person's story and autonomy



EMPATHY

We listen with understanding and care



AUTHENTICITY

We act with integrity and openness

Our work is delivered by a dedicated team of staff and volunteers, supported by a broad base of **statutory funders, charitable trusts and foundations, corporate partners, community organisations and faith groups**, and **individual donors** (including gifts, legacies, payroll giving and in-kind/pro bono support).

Together, we are building a more hopeful future – one relationship, one service, and one step at a time.



8. STRUCTURE, GOVERNANCE AND MEMBERSHIP

Maggs Day Centre is a registered charity and operates as a charitable company limited by guarantee (incorporated on 19 July 1988). The governing document is its Memorandum and Articles of Association, as amended by Special Resolution on 27 November 1989. Maggs Day Centre was registered as a charity on 17 November 1988.

The charity is overseen by a Board of Trustees, also known as the Council of Governors, who bring a wide range of professional skills, lived experience, and alignment with our values: **Inclusion, Empathy, Respect and Authenticity**. The Board meets regularly to set strategic direction, monitor financial performance, and ensure the effective delivery of services.

Trustees are elected at the AGM for a term of three years and are eligible for re-election. On appointment, all trustees undertake an induction process, receive the Charity Commission's *Essential Trustee* guidance, and sign our Code of Conduct. All trustees are DBS-checked and supported to access relevant training.

Membership is open to supporters and sponsors of Maggs at the discretion of the Council of Governors. Members' liability is limited to £1 in the event of insolvency.

The Board delegates day-to-day operations to the Chief Executive, who is accountable to the Trustees. Policy and strategy decisions are made by the Board, while operational delivery is led by the CEO in line with our charitable aims and strategic priorities.



9. AIMS, OBJECTIVES AND PUBLIC BENEFIT

Mission Statement: We work with the homeless and vulnerable people to raise self-confidence thereby enabling positive life change.

Our vision: is to work with partners to eliminate long-term rough sleeping in the county, whilst offering homeless and vulnerable people opportunities to thrive and realise their full potential.

The objects of Maggs Day Centre (as stated in the memorandum and articles of association) are to promote the relief of suffering in such ways as the trustees shall from time to time think fit and in particular (but without prejudice to the generality of such object):

- To promote by establishment of care and support and counselling the relief of persons of either sex (without regard of race or creed) who are suffering (at any age) from loneliness or from poverty or from any disability or deace attributable to loneliness and to establish maintain and manage a shelter or centre and all ancillary services for such people.
- By conducting or promoting or encouraging research into care and treatment of persons suffering from loneliness, poverty, disability or deace as aforesaid and particularly into the care and treatment of persons so suffering and to disseminate the results thereof.
- By promoting or encouraging or assisting in the teaching or training of counsellors and advisors for the treatment and care of persons suffering from loneliness and the effects thereof.

HOW THESE OBJECTS TRANSLATE INTO PRACTICE

To give effect to the Objects, we:

- Provide inclusive, trauma-informed services for people experiencing or at risk of homelessness across Worcestershire.
- Deliver day centres (Worcester & Malvern) meeting essential needs (food, showers, clothing), with advice, advocacy and emotional support.
- Run county-wide outreach, engaging people who are rough sleeping or in temporary accommodation, and connecting them to services.
- Operate a Clothing Project (dignity-first clothing/kit and household starter items), supported housing and tenancy sustainment.
- Provide harm reduction interventions and structured pathways into healthcare, recovery, employment and social inclusion.
- Work with partners (statutory, NHS and VCSE) to remove barriers, share learning and contribute to good practice through training and collaboration.



Our overarching aims are to improve safety, health and stability, reduce rough sleeping and harm, and support progression toward independence and participation in community life.

In accordance with the Charities Act 2011, the Trustees confirm they have had due regard to the Charity Commission's guidance on public benefit. Maggs' services are free at the point of access, delivered without discrimination, and available to anyone in Worcestershire affected by homelessness or related vulnerabilities. Public benefit is delivered through reducing rough sleeping; improving health and wellbeing; supporting recovery, housing stability and employability; and contributing to community safety, cohesion and resilience.

10. SERVICES DELIVERED IN 2024-2025

During the year we delivered a county-wide programme of practical, person-centred support for people experiencing or at risk of homelessness, combining safe places to come indoors, proactive outreach, and clear pathways into health, housing and stability.



OPEN-ACCESS DAY CENTRES (WORCESTER & MALVERN)

Direct access to hot breakfasts, showers and laundry, clothing access, crisis triage, advice/advocacy and emotional support. We also host visiting partner clinics (GP/nurse, podiatry, optician, dental and sexual health) so people can get help on site.

CLOTHING PROJECT (THE TYTHING, WORCESTER)

Free, dignity-first clothing and footwear, sleeping bags/rucksacks/roll mats for people sleeping rough, and household starter items for those moving into accommodation — provided on a referral basis.



COUNTY-WIDE OUTREACH

Daily Street/outreach work, welfare checks and rapid responses (including severe-weather activations), with navigation into day centres, housing and health services. Regular drop-ins and multi-agency sessions help people engage quickly and safely.



ACCOMMODATION PROJECT (MAP)

Supported housing for former rough sleepers, helping residents build the skills and routines to sustain a mainstream tenancy, with structured move-on support.

TENANCY SUSTAINMENT & FLOATING SUPPORT

Targeted, time-bound support to help people set up and **keep** their home — budgeting/benefits, landlord liaison and prevention of eviction, linked to community services.





HARM REDUCTION

Safer-use advice, naloxone, needle/syringe provision and hepatitis C testing, delivered with health partners, alongside warm links to treatment and recovery services.

INTERVENTION & TRANSITION TEAM (WORCESTER CITY)

Intensive wrap-around support for people with complex needs, coordinating multi-agency input and sustaining engagement over time.

VOLUNTEERING

Supervised roles that are vital to delivery — from cooking breakfasts and supporting the Clothing Project to running activities and helping with collections — plus structured corporate volunteer days.



11. OUR IMPACT 2024-2025

This year, Maggs supported **700+ individuals** across Worcestershire who were experiencing or at risk of homelessness. Many faced multiple challenges — rough sleeping, poor mental and physical health, substance use, trauma, and exclusion from mainstream services. Through our person-centred approach we helped people meet basic needs, access the right support, and take steps toward stability and recovery.

DELIVERING AGAINST OUR 2024-25 PLAN (BEYOND THE NUMBERS)

- **New contracts secured:** We were successful with commissioned service grant to deliver **Redditch & Bromsgrove Outreach** for rough sleepers or otherwise homeless (including regular drop-ins, multi-agency clinics, faster routes into housing/health locally) and the **Harm Reduction** tender (expanded testing, naloxone provision and safer-use support across the county).
- **Service-user voice & involvement:** We increased co-production — a **Christmas video** created with service users and external partners, and our **Worcester Cathedral Christmas Tree** entry which sparked an ongoing **‘Christmas Tree’ project with Fran and service users**, giving people agency and visibility in our work.
- **Redditch growth:** Attendance at the **Redditch drop-in** rose significantly; community connection strengthened through a **Summer BBQ** and **Christmas lunch** supported by corporate volunteers.



KEY SERVICE HIGHLIGHTS

- **4,236** cooked breakfasts provided across our Day Centres
- **4,652** countywide **outreach contact visits**, building trust where people are
- **229** people **helped into or to maintain housing**
- **2,678** **harm-reduction** interventions (health advice, naloxone/needle exchange, Hep C testing)
- **150+** individuals supported into external appointments (GP, dentist, recovery, etc.)
- **800+** referrals for **clothing/essential items** via the Clothing Project
- Ongoing **digital access, ID support and welfare advocacy** for hundreds of clients

PROFILE, PARTNERSHIPS & ADVOCACY (APR 2024-MAR 2025)

- A **public AGM** with strong community attendance (including the **High Sheriff, Mayor**, councillors, corporates and partner agencies), with catering provided by college students
- **Open Day** at our Worcester Day Centre (Spring 2024)
- **World Homeless Day** joint activity with partners
- **BBC Hereford & Worcester** live breakfast broadcast from WDC, prompting supporters to fund **two new washing machines** for our centres
- **MP visits** and deepening partnership with **Heart of Worcester College (SEND)** — now providing **Thursday lunches** across the academic year as part of students' work experience



COMMUNITY & CORPORATE SUPPORT



We continued valued work with **schools, churches and community groups** (including **Harvest** collections) and with **corporate partners** (meals, in-kind support and volunteer days), strengthening the mixed-economy model that sustains frontline delivery.

Biggest community fundraiser: Sports Festival at MSJ Sports Centre (23 June 2024) — 31 teams took part, raising **£1,514**.



These outcomes are only possible thanks to the dedication of our staff and volunteers, and the generous support of local communities, commissioners and grant funders.

Our impact goes beyond statistics: it's in the relief when someone feels safe again; in the confidence of a person who secures a home; in the dignity of everyday achievements.

At Maggs, we believe in the power of one person believing in another — and that belief continues to change lives every day.



LIVES CHANGED — SNAPSHOTS

Alan — from rough sleeping to stability (*name changed*)

When Alan first met our Outreach team, he was living in a tent by the river with limited English, repeated thefts of his belongings, and no access to healthcare. Step by step, our staff has built trust: providing clothing, food, showers, and interpreters; attending GP and Jobcentre appointments with him; and linking him to council services. Through SWEP accommodation and ongoing advocacy, Alan engaged with substance-use and health support. Today he is back in work, reducing his alcohol use, and preparing to move into his own tenancy with renewed confidence.

Kevin — holding on and moving forward (*name changed*)

Kevin's journey began with rough sleeping, substance use, poor mental health, and a history of self-harm. Initially reluctant to engage, he accepted a phone, bank account support, and emergency accommodation. Maggs then worked with him on harm reduction, referrals to Cranstoun, medication, and routines. Despite setbacks, consistent contact helped him re-engage with services. This year he has remained self-harm free for nine months, built resilience, and is progressing toward independent accommodation and healthier family relationships.



In their words — service user

“Maggs is the support system I don’t have elsewhere. When bills or letters feel overwhelming, they help me work through it without judgement. I’m always welcomed — that one-to-one support is the reason I’m still going.” — Service user, 2025

Volunteer voice — Howard, Hospitality Assistant

“I started on Wednesday breakfasts and found a team that’s positive, welcoming and supportive — of customers and volunteers. I feel lucky to help out; the people here make Maggs a rewarding place to be.”

As we reflect on these achievements, the Trustees are also focused on the road ahead — ensuring Maggs continues to grow, adapt and respond to need. The following section sets out our plans for the future.



12. PLANS FOR THE FUTURE – STRATEGIC REVIEW AND PRIORITIES

In line with the Charity SORP, the Trustees set out below Maggs' plans for the future. Building on the progress made in 2024–2025, we will continue to implement our new Strategic Plan (2025–2028) and invest in both our services and our organisation. Our future priorities encompass both financial sustainability and wider organisational aims.

STRATEGIC AND SERVICE PRIORITIES

- **Expanding and embedding services:** roll out new and targeted offers for women and young people; build on harm-reduction pilots; and further develop the Redditch and Bromsgrove outreach service.
- **Co-production and service-user voice:** increase opportunities for people with lived experience to shape services, through structured involvement, feedback groups, and volunteering pathways.
- **Stronger workforce development:** implement a national competency framework for frontline workers; strengthen supervision, reflective practice and training; and develop peer mentoring routes.
- **Digital transformation and data:** invest in systems that improve case management, impact reporting and evidence-based decision making, while enabling us to tell the story of our impact more effectively.
- **Property and hubs:** review and make best use of our estate, progressing plans for the new Redditch Hub and exploring further opportunities for hub-and-spoke delivery across Worcestershire.
- **Partnerships and advocacy:** deepen collaboration with local authorities, NHS and VCSE partners; contribute to systemic solutions on single homelessness; and maximise the opportunities presented by our 40th anniversary to raise profile and build long-term partnerships.

OUR COMMITMENT

The coming year will be one of embedding and accelerating our new strategy. We are committed to ensuring that Maggs is well-led, financially resilient, and continuously improving — while always keeping the people we support at the centre of everything we do.

Delivering these plans will require sound financial stewardship, and the next section provides an overview of Maggs' financial performance in 2024–2025.



13. FINANCIAL OVERVIEW

In 2024–2025, Maggs Day Centre operated in a challenging economic climate, with rising costs and increased demand. Through prudent financial management and the sustained support of our commissioners, funders, donors and partners, we maintained a stable position.

INCOME

Our income remained diverse, including:

- Statutory contracts for outreach, housing support and harm reduction
- Grants from trusts and foundations
- Public fundraising and community giving
- Corporate partnerships and sponsorships
- Donations from individuals and local groups

Alongside cash income, we also benefited from significant in-kind support (e.g. premises and pro-bono contributions) detailed in Financial & other support.

EXPENDITURE

Most expenditure was directed to frontline delivery — staffing, facilities, food provision and specialist programmes. We also invested in organisational development, data systems and staff training in line with our strategic priorities.

Further detail on totals, movements and reserves is provided in the Financial Review (income/expenditure, surplus/deficit, cash, fixed assets, lending and free reserves). The breadth of non-cash contributions is set out in Financial & other support.



14. FINANCE – STATUTORY INFORMATION

FINANCIAL & OTHER SUPPORT

Maggs continues to benefit from generous in-kind support and pro bono contributions alongside our financial income from voluntary and charitable organisations, local community groups, and churches, local businesses, and individual members of the public.

This includes our three Worcester premises, 59/60 The Tything, St Albans Deansway and the Old Glove Factory, 13B Lowesmoor, provided by Worcester Municipal Charities for a nominal rent of £14. The total rent values shown appear as expenditure and an equal amount is shown as grant received.

The total rental value is £41,000.

Volunteers. Volunteers Provide invaluable assistance. Currently we have 27 volunteers who assist in various ways including making breakfast at the day centres sorting donations and helping service users in shop setting in the clothing project, running activities throughout our health hub service such as art therapy and pub quizzes and food pickups from local supermarkets.

This additional support plays a vital role in helping us deliver our services and extend our impact across Worcestershire.

FINANCIAL REVIEW

Total income for 2024-25 was **£927,435** an improvement of £11,288 (2023-24: £916,147), with reduced expenditure of **£1,048,300** (2023-24: £1,049,327), resulting in a net **deficit of £120,865** down from a net deficit of £133,180 in 2023-24.

Key movements included a small increase in staffing costs from £673,261 in 2023-24 to £699,252, and a decrease in repairs and maintenance, such as light, heat and rates, from £40,088 in 2023-24 to £28,220.

Whilst there was an increase in bank loan interest from £6,351 in 2023-24 to £20,470 reflecting the full year cost of the second purchased property. There was a corresponding reduction in rents from £83,368 to £74,323 reflecting the end of a leased property used by MAP.

Our cash and bank balances were reduced by £110,393 but still showing a sound positive figure of £444,894 at year end.

Our fixed assets including social investments decreased slightly for the year from £487,050 to £483,880.

Our total free reserves (total unrestricted funds less amount held as fixed assets) stand at £140,662 (2023-24: £300,300).

The trustees review the reserves policy annually.



RESERVES POLICY

Whilst there is no mandated percentage to be held by the charity as a general principle the charity aims to hold between three and six months of total annual expenditure as a reserve (excluding designated reserves) to ensure there is no significant disruption in the charity's activities in the event of an unforeseen reduction of income or additional unexpected expenditure.

The level of total free reserves (total unrestricted funds less amount held with intangible fixed assets at the year-end was £140,662. Whilst the trustees recognise that the charity free reserves do not meet the stated desired aim for 3 months expenditure, they recognise that the free reserves have reduced as a direct consequence of invested in tangible assets (property that will generate social activity incomes) which in the medium to long term will help to sustain and develop the organisation.

The board have a full clear full picture and is realistically balancing short term, versus medium /long term financial planning, whilst maintaining and monitoring a clear understanding of risk. It will set prudent budget and income generation strategies that will help gradually reduce our deficit and move toward our desired reserves policy over the next three years.

15. FUNDRAISING STANDARDS

Maggs Day Centre is registered with the Fundraising Regulator and is committed to following the Code of Fundraising Practice and the Fundraising Promise. We closely monitor our fundraising activities to ensure they are legal, open, honest and respectful. The charity did not receive any complaints about its fundraising in 2024–2025.

16. DISTRIBUTION OF INFORMATION

The Trustees are responsible for ensuring the Annual Report and financial statements are made available to all stakeholders, including members of the public, funders, and statutory partners. Copies are distributed electronically and in print, published on our website, and shared via our e-newsletter and social media channels. Requests for hard copies can be made directly to the charity.

17. RISK MANAGEMENT

The Trustees undertake a thorough review of the risks facing the charity annually. Key risks include funding volatility, recruitment and retention, safeguarding concerns, and reputational challenges. Maggs mitigates these risks through robust policies, financial reserves, staff training, and governance structures. Risk is regularly reviewed by the Board and relevant sub-committees.



18. INVESTMENT POLICY

Maggs' investment policy prioritises the preservation of capital and liquidity while seeking modest returns. The charity holds funds in interest-bearing accounts and does not currently invest in equities. The policy is reviewed annually to ensure alignment with Maggs' ethical values and financial needs.

19. TRUSTEE RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees (who are also Directors of Maggs Day Centre) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law, UK Accounting United Kingdom Generally Accepted Accounting Practice) and Fundraising Standards.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure the financial statements company with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

20. DISCLOSURE OF INFORMATION TO AUDITORS

Each Trustee confirms that:

- So far as they are aware, there is no relevant audit information of which the charity's auditors are unaware.
- They have taken all reasonable steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

21. SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Board on J Kemp and signed on its behalf.
Jane Kemp, Chair of Trustees



A BIG, LOUD THANK YOU

Maggs runs on people. If you've cooked, driven, sorted, stitched, phoned, fundraised, listened, advocated, welcomed—or simply cheered us on—you're in this story.

OUR STAFF

From pre-dawn kettle-boilers to calm-in-a-crisis problem-solvers, you bring resilience, compassion and sheer graft to the hardest days. You hold the line and lift the standard.

OUR VOLUNTEERS

The green-apron brigade and behind-the-scenes heroes: donation sorters, drivers, fixers, listeners, gardeners, bakers, data dab-hands and event dynamos. You gift us time, energy and heart.

OUR CORPORATE FRIENDS

Payroll givers, sock-box champions, team-day doers, raffle prize magicians and match-funding legends—you prove business can be a force for good.

OUR FUNDERS & DONORS

From major grants to a fiver in a collection tin, you turn ideas into action: hot meals, outreach miles, safer nights, and specialist support when it's needed most.

OUR PARTNERS & STAKEHOLDERS

Councils and housing providers, NHS and emergency services, colleges and schools, faith groups, community organisations and local businesses—you bring expertise, reach and solidarity. Together we move faster and go further.

AND TO THE PEOPLE WHO USE OUR SERVICES

Your courage, honesty and trust shape everything we do. Your voices guide our choices. You are the reason Maggs exists.

For a small Worcestershire charity, this is a remarkably wide community. Every meal served, every safe night's sleep, every new beginning—happens because thousands of acts (large and small) stack up, day after day.

Maggs is more than a charity; it's a county-wide coalition of hope, humanity and possibility. Thank you for being part of it.



Report of the Independent Auditors to the Members of Maggs Day Centre

Opinion

We have audited the financial statements of Maggs Day Centre (the 'charitable company') for the year ended 31st March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2025 and of its incoming resources and application of resources, including its income and expenditure, 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 Companies Act 2006.

Basis for opinion

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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 Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of Maggs Day Centre

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors 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.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, we have:

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework; and
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Companies Act 2006 (and related legislation), the Charities Act 2011 (and related legislation) and regulations relating to the employment and payment of staff including, but not limited to, the Employment Rights Act 1996, the National Minimum Wage Act 1998 and the Pensions Act 2008.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements, which included reviewing the financial statement disclosures and sample testing of monthly payroll records for the calculation of gross wages, payroll taxes and pension costs.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be allocation by management of wage and overhead costs to individual restricted funds. We have reviewed management's calculation methodology for allocating wage and overhead costs between individual restricted funds.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or 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. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Maggs Day Centre**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Melissa Jean Godwin ACA ACCA (Senior Statutory Auditor)
for and on behalf of Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Date:

Maggs Day Centre

**Statement of Financial Activities
for the Year Ended 31st March 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	4	282,574	171,648	454,222	470,785
Charitable activities	7				
Maggs Day Centres		2,203	18,691	20,894	496
Maggs Accommodation Project		139,402	-	139,402	145,351
Maggs Outreach and Transition Services		145	303,124	303,269	289,468
Other trading activities	5	1,514	-	1,514	864
Investment income	6	8,134	-	8,134	9,183
Total		<u>433,972</u>	<u>493,463</u>	<u>927,435</u>	<u>916,147</u>
EXPENDITURE ON					
Raising funds	8	68,931	-	68,931	45,511
Charitable activities	9				
Maggs Day Centres		287,077	40,191	327,268	286,811
Maggs Accommodation Project		188,329	20,727	209,056	187,544
Maggs Outreach and Transition Services		53,917	389,128	443,045	529,461
Total		<u>598,254</u>	<u>450,046</u>	<u>1,048,300</u>	<u>1,049,327</u>
NET INCOME/(EXPENDITURE)		(164,282)	43,417	(120,865)	(133,180)
Transfers between funds	27	1,474	(1,474)	-	-
Net movement in funds		(162,808)	41,943	(120,865)	(133,180)
RECONCILIATION OF FUNDS					
Total funds brought forward		787,350	58,300	845,650	978,830
TOTAL FUNDS CARRIED FORWARD		<u>624,542</u>	<u>100,243</u>	<u>724,785</u>	<u>845,650</u>

The notes form part of these financial statements

Maggs Day Centre

Balance Sheet
31st March 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	18	41,975	45,145
Social investments	19	<u>441,905</u>	<u>441,905</u>
		483,880	487,050
CURRENT ASSETS			
Debtors	20	93,759	97,205
Cash at bank		<u>444,894</u>	<u>555,287</u>
		538,653	652,492
CREDITORS			
Amounts falling due within one year	21	(61,017)	(63,205)
		<u>477,636</u>	<u>589,287</u>
NET CURRENT ASSETS			
		961,516	1,076,337
CREDITORS			
Amounts falling due after more than one year	22	(223,215)	(230,687)
PROVISIONS FOR LIABILITIES	25	(13,516)	-
		<u>724,785</u>	<u>845,650</u>
NET ASSETS			
FUNDS	27		
Unrestricted funds		624,542	787,350
Restricted funds		<u>100,243</u>	<u>58,300</u>
TOTAL FUNDS		<u>724,785</u>	<u>845,650</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

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



Ms Nicola Malyon - Trustee

Maggs Day Centre

**Cash Flow Statement
for the Year Ended 31st March 2025**

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(75,657)</u>	<u>(134,378)</u>
Net cash used in operating activities		<u>(75,657)</u>	<u>(134,378)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(17,642)	(20,095)
Purchase of social investments		-	(229,553)
Interest received		<u>8,134</u>	<u>9,183</u>
Net cash used in investing activities		<u>(9,508)</u>	<u>(240,465)</u>
Cash flows from financing activities			
New loans in year		-	235,316
Loan repayments in year		(4,758)	-
Interest paid		<u>(20,470)</u>	<u>(6,351)</u>
Net cash (used in)/provided by financing activities		<u>(25,228)</u>	<u>228,965</u>
		_____	_____
Change in cash and cash equivalents in the reporting period		(110,393)	(145,878)
Cash and cash equivalents at the beginning of the reporting period		<u>555,287</u>	<u>701,165</u>
Cash and cash equivalents at the end of the reporting period		<u>444,894</u>	<u>555,287</u>

Maggs Day Centre

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2025**

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(120,865)	(133,180)
Adjustments for:		
Depreciation charges	20,812	21,315
Interest received	(8,134)	(9,183)
Interest payable	20,470	6,351
Increase in provisions	13,516	-
Decrease/(increase) in debtors	3,446	(17,362)
Decrease in creditors	<u>(4,902)</u>	<u>(2,319)</u>
Net cash used in operations	<u>(75,657)</u>	<u>(134,378)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	Other non-cash changes £	At 31.3.25 £
Net cash				
Cash at bank	<u>555,287</u>	<u>(110,393)</u>		<u>444,894</u>
	<u>555,287</u>	<u>(110,393)</u>		<u>444,894</u>
Debt				
Debts falling due within 1 year	(4,629)	4,758	(7,472)	(7,343)
Debts falling due after 1 year	<u>(230,687)</u>	<u>-</u>	<u>7,472</u>	<u>(223,215)</u>
	<u>(235,316)</u>	<u>4,758</u>	<u>-</u>	<u>(230,558)</u>
Total	<u><u>319,971</u></u>	<u><u>(105,635)</u></u>	<u><u>-</u></u>	<u><u>214,336</u></u>

Maggs Day Centre

Notes to the Financial Statements for the Year Ended 31st March 2025

1. STATUTORY INFORMATION

Maggs Day Centre is a charitable company limited by guarantee registered in England and Wales.

In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member.

The charitable company's registered office is The Old Glove Factory, 13b Lowesmoor, Worcester, WR1 2RS.

2. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

GOING CONCERN

These financial statements have been prepared on a going concern basis.

Although the charity made large total and unrestricted fund deficits in the year, from April 2025 the charity secured local council funding for additional projects being undertaken in the 2025/26 year end, with will likely renewal of these funding for future years, although this is not guaranteed. The charity is also looking to reduce overall costs, including reviewing staff positions against available project funding.

On this basis, the trustees expect that the charity's future total and unrestricted fund deficits to be significantly lower than that of the current financial year. The trustees also believe that the charity has sufficient reserves to cover any deficits made within the next few financial years.

In making this assessment, the trustees have considered the level of funds held and the expected level of income and expenditure for a period not less than 12 months from the date that these financial statements have been authorised.

INCOME

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

Income from grants and donations is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty. Income from grants is only deferred when the charity has to fulfil conditions not yet met before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Legacies are recognised when probate is granted and there is sufficient information to measure them. Where there is insufficient information to reliably measure any outstanding legacies, these are instead treated as contingent assets (and details of any such legacies will be disclosed in the notes to these financial statements).

Income relating to services provided in the course of undertaking direct charitable activities represents the value of services provided to the extent that there is a right to consideration and is recorded at the fair value of the consideration received or receivable.

Income from fundraising events is recognised on the day that the relating event is undertaken.

Rental income is measured on a straight line basis over the period of the lease.

EXPENDITURE

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

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2025

2. ACCOUNTING POLICIES - continued

TANGIBLE FIXED ASSETS

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

Improvements to property	-	33% on cost, 20% on cost, 15% on cost and 12.5% on cost
Plant and machinery	-	33% on cost and 20% on cost
Computer equipment	-	33% on cost and 20% on cost

SOCIAL INVESTMENTS IN PROPERTY

Social investments in property are held primarily for the provision of social benefits in accordance with the objectives of the charity, although rental income is received in regard to these properties.

Social investments in property are measured at cost less and provisions for depreciation or impairment.

Social investments in property are considered to have a residual value not less than historical cost. They are also subject to a programme of repairs designed to maintain these assets to a high standard. On this basis, no depreciation are charged on these properties.

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

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

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

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

FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11' Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised when the charity becomes party to contractual provisions of the instrument.

Financial assets are offset, with the net amounts presented in the accounts where there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic Financial Assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Basic Financial Liabilities

Basic financial liabilities, including trade and other payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of future receipts, discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of the operations from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction.

PENSION COSTS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

DONATED GOODS AND SERVICES

Donated rental facilities are measured on the basis of the value of the gift to the charity, being amount that the charity would pay in the open market for alternative rental facilities for an equivalent property.

The contribution of unpaid general volunteers are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2025

2. ACCOUNTING POLICIES - continued

Donated goods received for the purpose of free distribution to beneficiaries are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

STAFF TERMINATION COSTS

Staff termination costs are recognised termination benefits as a liability and an expense immediately upon a detailed formal plan for the termination has been agreed upon the staff members effected by the agreement and the charity has no realistic possibility of withdrawal from that plan.

Staff termination costs are measured at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

3. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical areas of judgement

Grant income from National Lottery Community Fund for a 5 year project is conditional on the charity receiving additional service contract funding from local councils that may be withdrawn at short notice (and also deemed subject to performance related conditions). The National Lottery Community Fund is paying this grant to the charity in half annual instalments of equal value. The National Lottery Community Fund grant income is therefore being recognised on a straight line basis over the deemed life of the project, on the basis that the charity may not be entitled to the element of this income allocated to future periods under this treatment should the local councils withdraw funding for this project prior to the end of the 5 year period. At the year end the charity is expected to receive future project funding from National Lottery Community Fund over the next year (2024 - 2 year) totalling £95,000 (2023 - £190,000), subject to the continued support of the local councils.

The allocation of staff costs between individual unrestricted and restricted funds is based on the estimated split of staff time for each individual employee of the charity between such funds. The allocation of general support costs between individual unrestricted and restricted funds is made in proportion of total staff costs of staff undertaking direct charitable activities (subject to there being available reserves held by each individual fund for such an allocation).

Social investments in property are considered to have residual value (i.e. the expected future selling price of the property at the point where the charity no longer needs it) not less than historical cost. On this basis, no depreciation are charged on these properties.

4. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	106,673	82,737
Legacies	27,614	1,901
Grants	274,935	359,147
Donated rental facilities (Worcester Municipal Charities)	41,000	27,000
Donated services (waived audit fees)	4,000	-
	454,222	470,785

Grants received, included in the above, are as follows:

	2025	2024
	£	£
National Lottery Community Fund	95,000	170,000
The Mary Hill Trust	38,000	-
Worcester Municipal Charities	35,211	33,000
Eveson Charitable Trust	-	30,000
Sundry other non-government grants (less than £20,000 each)	106,724	126,147
	274,935	359,147

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

5. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Netball tournament income	<u>1,514</u>	<u>864</u>

6. INVESTMENT INCOME

	2025	2024
	£	£
Bank interest	<u>8,134</u>	<u>9,183</u>

7. INCOME FROM CHARITABLE ACTIVITIES

	Maggs Day Centres £	Maggs Accommodation Project £	Maggs Outreach and Transition Services £	2025 Total activities £	2024 Total activities £
Social housing rental income	-	139,402	-	139,402	143,297
Sundry income from services	3,656	-	-	3,656	2,550
Grants	<u>17,238</u>	<u>-</u>	<u>303,269</u>	<u>320,507</u>	<u>289,468</u>
	<u>20,894</u>	<u>139,402</u>	<u>303,269</u>	<u>463,565</u>	<u>435,315</u>

Grants received, included in the above, are as follows:

	2025	2024
	£	£
Wyre Forest District Council - Navigation Service	80,548	99,599
Worcester City Council - Intervention & Transition Worker	74,365	96,407
Worcestershire County Council - Harm Reduction Worker	120,685	76,500
Sundry other government grants (less than £20,000 each)	<u>44,909</u>	<u>16,962</u>
	<u>320,507</u>	<u>289,468</u>

8. RAISING FUNDS

RAISING DONATIONS AND LEGACIES

	2025	2024
	£	£
Staff costs	59,510	29,474
Website redesign	-	12,000
Advertising	5,915	1,898
Sundry	<u>3,506</u>	<u>2,139</u>
	<u>68,931</u>	<u>45,511</u>

9. CHARITABLE ACTIVITIES COSTS

	Direct costs (see note 10) £	Support costs (see note 11) £	Totals £
Maggs Day Centres	298,563	28,705	327,268
Maggs Accommodation Project	141,739	67,317	209,056
Maggs Outreach and Transition Services	<u>315,181</u>	<u>127,864</u>	<u>443,045</u>
	<u>755,483</u>	<u>223,886</u>	<u>979,369</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

10. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025	2024
	£	£
Staff costs	502,662	514,907
Rent	74,323	83,368
Insurance	17,908	16,218
Light, heat and rates	42,469	47,486
Telephone and internet	8,652	9,762
Repairs and maintenance	28,220	40,088
Food for the day centre	9,201	7,952
Staff training and expenses	9,564	14,485
Cleaning	12,855	8,700
Travel	17,768	16,019
Sundry outreach expenses	11,049	18,188
Depreciation	<u>20,812</u>	<u>21,315</u>
	<u>755,483</u>	<u>798,488</u>

11. SUPPORT COSTS

	2025	2024
	£	£
Staff costs	137,080	128,880
Postage and stationery	2,723	3,181
Sundries	2,500	824
Legal and professional fees	22,900	29,385
Staff recruitment	10,078	9,360
Bad debts	-	3,864
Bank charges	287	201
Computer software licences	18,178	19,472
Bank loan interest	20,470	6,351
Auditors' remuneration	<u>9,670</u>	<u>3,810</u>
	<u>223,886</u>	<u>205,328</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation - owned assets	20,812	21,315
Property rental costs - paid for by the charity	33,323	56,368
Property rental costs - donated services	41,000	33,440
Donated services – waived audit fees	<u>4,000</u>	<u>-</u>

13. AUDITORS' REMUNERATION

Amounts paid to the auditor in the year are as follows:

	2025	2024
	£	£
Auditor's remuneration		
- invoiced	5,670	3,810
- waived fees re gift in kind	4,000	-
Other services	<u>10,644</u>	<u>5,514</u>
	<u>20,314</u>	<u>9,324</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

14. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2025 nor for the year ended 31st March 2024.

TRUSTEES' EXPENSES

During the year 1 trustee was reimbursed travel expenses of £134 (2024 - 1 trustee was reimbursed travel expenses of £208) in relation to her work as a volunteer.

15. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	635,101	618,088
Social security costs	51,388	44,137
Other pension costs	12,763	11,036
	<u>699,252</u>	<u>673,261</u>

Average number of employees

	2025	2024
Average number of employees	<u>25</u>	<u>26</u>

Employees earning above £60,000

During the year no employees received emoluments (excluding employer NI and pension costs) in excess of £60,000.

Last year 1 employee received emoluments (excluding employer NI and pension costs), including redundancy costs, between £70,000 and £80,000.

Key management personnel remuneration

Total emoluments (including employer NI and pension costs) paid to the chief executive was £61,696 (2024 - £88,699), including redundancy costs of £nil (2024 - £49,972).

Staff termination costs

Included in wage costs are staff redundancy costs totalling £13,516 (2024 - £59,622).

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

16. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	218,523	252,262	470,785
Charitable activities			
Maggs Day Centres	496	-	496
Maggs Accommodation Project	145,351	-	145,351
Maggs Outreach and Transition Services	-	289,468	289,468
Other trading activities	864	-	864
Investment income	<u>9,183</u>	<u>-</u>	<u>9,183</u>
Total	<u>374,417</u>	<u>541,730</u>	<u>916,147</u>
 EXPENDITURE ON			
Raising funds	45,511	-	45,511
Charitable activities			
Maggs Day Centres	186,269	100,542	286,811
Maggs Accommodation Project	169,544	18,000	187,544
Maggs Outreach and Transition Services	<u>21,871</u>	<u>507,590</u>	<u>529,461</u>
Total	<u>423,195</u>	<u>626,132</u>	<u>1,049,327</u>
 NET INCOME/(EXPENDITURE)	(48,778)	(84,402)	(133,180)
Transfers between funds	<u>20,777</u>	<u>(20,777)</u>	<u>-</u>
Net movement in funds	(28,001)	(105,179)	(133,180)
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>815,351</u>	<u>163,479</u>	<u>978,830</u>
 TOTAL FUNDS CARRIED FORWARD	<u><u>787,350</u></u>	<u><u>58,300</u></u>	<u><u>845,650</u></u>

17. CONTINGENT ASSETS

The charity had been notified of 2 legacies (2024 - 3 legacies) due to the charity relating to individuals who died prior to the year end that had not been included in income on the basis that the charity has not yet received sufficient information as to enable a valuation of the charity's entitlement to be made.

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

18. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Computer equipment £	Totals £
COST				
At 1st April 2024	111,001	54,879	53,013	218,893
Additions	<u>12,843</u>	<u>4,009</u>	<u>790</u>	<u>17,642</u>
At 31st March 2025	<u>123,844</u>	<u>58,888</u>	<u>53,803</u>	<u>236,535</u>
DEPRECIATION				
At 1st April 2024	103,660	40,067	30,021	173,748
Charge for year	<u>3,111</u>	<u>4,369</u>	<u>13,332</u>	<u>20,812</u>
At 31st March 2025	<u>106,771</u>	<u>44,436</u>	<u>43,353</u>	<u>194,560</u>
NET BOOK VALUE				
At 31st March 2025	<u>17,073</u>	<u>14,452</u>	<u>10,450</u>	<u>41,975</u>
At 31st March 2024	<u>7,341</u>	<u>14,812</u>	<u>22,992</u>	<u>45,145</u>

19. SOCIAL INVESTMENTS

	Social investment in property £
MARKET VALUE	
At 1st April 2024 and 31st March 2025	<u>441,905</u>
NET BOOK VALUE	
At 31st March 2025	<u>441,905</u>
At 31st March 2024	<u>441,905</u>

20. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	58,525	57,190
Accrued income	15,418	14,487
Prepayments	<u>19,816</u>	<u>25,528</u>
	<u>93,759</u>	<u>97,205</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

21. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Bank loans and overdrafts (see note 23)	7,343	4,629
Trade creditors	11,905	20,477
Social security and other taxes	14,262	14,640
Other creditors	188	-
Pension creditor	5,411	4,784
Accrued expenses	21,188	10,479
Deferred income	<u>720</u>	<u>8,196</u>
	<u>61,017</u>	<u>63,205</u>

Deferred income

Deferred income relates to performance related grant that relates to services provided in future financial years totalling £nil (2024 - £8,196) and fundraising event income relating to future events totalling £720 (2024 - £nil).

All deferred income at the end of last year has been released to income within the current financial year.

22. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Bank loans (see note 23)	<u>223,215</u>	<u>230,687</u>

23. LOANS

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year on demand:		
Bank loans	<u>7,343</u>	<u>4,629</u>
Amounts falling due between two and five years:		
Bank loans	<u>36,029</u>	<u>23,125</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans	187,186	207,562

Secured loans

Bank loans are secured by way of legal mortgages over the social investment in property and fixed charges over all trade and assets associated with those properties.

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

24. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	<u>2,387</u>	<u>2,387</u>

The charity rents several residential properties used for Maggs Accommodation Project.

In addition Worcester Municipal Charities (CIO) provides the charity use of St Albans Deansway for rent of £1 pa until 2030 (where it is then expected to be renewed until 2159) and use of 59/60 The Tything for peppercorn rent (not subject to a formal lease agreement). During the year the charity entered into an agreement with Worcester Municipal Charities (CIO) to rent offices at Old Glove Factory, 13 & 15 Lowesmoor at will subject to a 6 month notice period for rent of £1 per month (if demanded). Last year the charity used Old Glove Factory for 3 months prior to the lease being agreed. The estimated fair market value of the waived rent of this building provided by Worcester Municipal Charities (CIO) is £41,000 (2024 - £27,000).

25. PROVISIONS FOR LIABILITIES

	Redundancy provision £
Balance as at 1st April 2024	-
Provided during period	<u>13,516</u>
Balance as at 31st March 2025	<u><u>13,516</u></u>

During the year the charity arranged for one of its staff members to be made redundant in April 2025.

26. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	41,975	41,975
Social investments in property	-	441,905	441,905
Debtors	47,640	46,119	93,759
Cash at bank	72,717	372,177	444,894
Creditors - due within one year	-	(61,017)	(61,017)
Creditors - due after more than one year	-	(223,215)	(223,215)
Provisions	-	(13,516)	(13,516)
Inter-fund loans	<u>(20,114)</u>	<u>20,114</u>	<u>-</u>
Total funds	<u><u>100,243</u></u>	<u><u>624,542</u></u>	<u><u>724,785</u></u>

Inter-fund loans relates to cash that would otherwise be allocated to unrestricted funds being used to make restricted fund payments in advance of the related income that is due to the charity being received.

Maggs Day Centre

Notes to the Financial Statements - continued
for the Year Ended 31st March 2025

27. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	759,217	(164,282)	1,474	596,409
Property sinking fund reserve	<u>28,133</u>	<u>-</u>	<u>-</u>	<u>28,133</u>
	787,350	(164,282)	1,474	624,542
Restricted funds				
Harm Reduction Worker	15,642	(15,642)	-	-
Household support fund	-	7,590	-	7,590
John Horseman Trust	10,000	(5,651)	-	4,349
Maggs Accommodation Project	2,498	40,000	-	42,498
Malvern Day Centre	22,035	(5,112)	-	16,923
Move On	-	6,000	-	6,000
Rough Sleeper	-	16,526	-	16,526
Rowlands Trust	3,000	(1,990)	(791)	219
Sundry small restricted funds	<u>5,125</u>	<u>1,696</u>	<u>(683)</u>	<u>6,138</u>
	<u>58,300</u>	<u>43,417</u>	<u>(1,474)</u>	<u>100,243</u>
TOTAL FUNDS	<u>845,650</u>	<u>(120,865)</u>	<u>-</u>	<u>724,785</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	433,972	(598,254)	(164,282)
Restricted funds			
Harm Reduction Worker	120,885	(136,527)	(15,644)
Household support fund	8,000	(410)	7,590
ITT Workers	74,365	(74,365)	-
John Horseman Trust	-	(5,651)	(5,651)
Maggs Accommodation Project	53,000	(13,000)	40,000
Malvern Day Centre	20,693	(25,805)	(5,112)
Move On	6,000	-	6,000
Navigation	175,548	(175,548)	-
Rough Sleeper	16,526	-	16,526
Rowlands Trust	-	(1,990)	(1,990)
Worcester day centre	11,922	(11,922)	-
Sundry small restricted funds	<u>6,524</u>	<u>(4,828)</u>	<u>1,696</u>
	<u>493,463</u>	<u>(450,046)</u>	<u>43,417</u>
TOTAL FUNDS	<u>927,435</u>	<u>(1,048,300)</u>	<u>(120,865)</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2025**

27. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	580,143	(48,778)	227,852	759,217
Outreach services reserve fund	107,075	-	(107,075)	-
Property purchase reserve	100,000	-	(100,000)	-
Property sinking fund reserve	<u>28,133</u>	<u>-</u>	<u>-</u>	<u>28,133</u>
	815,351	(48,778)	20,777	787,350
Restricted funds				
Equipment for the day centre	1,165	(888)	(277)	-
Harm Reduction Worker	-	15,642	-	15,642
John Horseman Trust	-	10,000	-	10,000
Maggs Accommodation Project	-	22,998	(20,500)	2,498
Malvern Day Centre	43,611	(21,576)	-	22,035
Navigation	114,427	(114,427)	-	-
Rowlands Trust	-	3,000	-	3,000
Sundry small restricted funds	<u>4,276</u>	<u>849</u>	<u>-</u>	<u>5,125</u>
	<u>163,479</u>	<u>(84,402)</u>	<u>(20,777)</u>	<u>58,300</u>
TOTAL FUNDS	<u><u>978,830</u></u>	<u><u>(133,180)</u></u>	<u><u>-</u></u>	<u><u>845,650</u></u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	374,417	(423,195)	(48,778)
Restricted funds			
Equipment for the day centre	-	(888)	(888)
Harm Reduction Worker	76,500	(60,858)	15,642
Inclusive Communities	7,000	(7,000)	-
ITT Workers	96,407	(96,407)	-
John Horseman Trust	10,000	-	10,000
Maggs Accommodation Project	38,498	(15,500)	22,998
Malvern Day Centre	7,622	(29,198)	(21,576)
National Lottery Community Fund - Maggs Outreach and Transition Service	95,000	(95,000)	-
National Lottery Community Fund - Cost Of Living	75,000	(75,000)	-
Navigation	125,258	(239,685)	(114,427)
Rowlands Trust	5,500	(2,500)	3,000
Sundry small restricted funds	<u>4,945</u>	<u>(4,096)</u>	<u>849</u>
	<u>541,730</u>	<u>(626,132)</u>	<u>(84,402)</u>
TOTAL FUNDS	<u><u>916,147</u></u>	<u><u>(1,049,327)</u></u>	<u><u>(133,180)</u></u>

TRANSFERS BETWEEN FUNDS

A total of £1,474 has been transferred to general unrestricted funds in regard to tangible fixed assets purchased out of various restricted funds.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2025

27. MOVEMENT IN FUNDS - continued

Designated Funds

Property purchase reserve

Relates to funds set aside by the trustees fund future purchases of property to be used to provide social housing.

Property sinking fund

Relates to funds set aside by the trustees to fund infrequent major property repairs of the premises that the charity holds under operating leases.

Outreach services reserve fund

Relates to funds set aside by the trustees to ensure that there is sufficient funding for outreach services.

Restricted Funds

Equipment for the day centre

Funding received from various grant providers for the purchase of equipment for the Day Centre and rental properties.

Harm Reduction Worker

Funding received from Worcestershire County Council to finance a Harm Reduction Worker staff member.

Household Support Fund

Funding received from Worcester City Council to help with housing and homelessness in Worcester.

Inclusive Communities

Funding received from Worcestershire Community Foundation to fund an inclusive communities project.

ITT Workers Fund

Funding received from Worcester City Council to finance Intervention and Transition Worker staff members.

John Horseman Trust

Funding received from John Horseman Trust to help fund the charity's accommodation project.

Maggs Accommodation Project

Funding received from various fund providers to help fund the charity's accommodation project.

Malvern Day Centre

Funding received from donations from individuals, local churches and various charitable trusts to support the activities of the Malvern Day Centre.

Move On

Funding received from Worcester City Council to help fund the charity's Move On project.

National Lottery Community Fund - Maggs Outreach and Transition Service

Funding received from the National Lottery Community Fund for Maggs Outreach & Transition Service Project.

National Lottery Community Fund - Cost Of Living

Funding received from the National Lottery Community Fund to assist with cost of living price increases.

Navigation

Funding received from Worcester City Council, as well as various charitable trusts, to finance a staff member to provide advice and support to homeless individuals.

Rough Sleeper

Funding received from Worcester City Council to help rough sleepers.

Rowlands Trust

Funding received from the Rowlands Trust to fund purchase of specific items.

Worcester Day Centre

Funding received from various fund providers to help fund the running of the Worcester day centre.

Sundry small restricted funds

Small one-off grants received for a specific purpose.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2025

28. RELATED PARTY DISCLOSURES

During the year the charity received donations from trustees totalling £120 (2024 - £7).

Two of the trustees of the charity are also trustees of Worcester Municipal Charities CIO. During the year Worcester Municipal Charities CIO provided use of buildings either rent free or for nominal rent of £14 (2024 - £14) to the charity valued at £41,000 (2024 - £27,000). In addition the charity received grants from Worcester Municipal Charities CIO totalling £35,211 (2024 - £33,000). Worcester Municipal Charities CIO recharged building insurance and electricity to the charity totalling £4,623 (2024 - £4,938).

Maggs Day Centre

**Detailed Statement of Financial Activities
for the Year Ended 31st March 2025**

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	106,673	82,737
Legacies	27,614	1,901
Grants	274,935	359,147
Donated rental facilities (Worcester Municipal Charities)	<u>41,000</u>	<u>27,000</u>
	450,222	470,785
Other trading activities		
Netball tournament income	1,514	864
Investment income		
Bank interest	8,134	9,183
Charitable activities		
Sundry income from services	3,656	2,550
Social housing rental income	139,402	143,297
Grants	<u>320,507</u>	<u>289,468</u>
	<u>463,565</u>	<u>435,315</u>
Total incoming resources	923,435	916,147
EXPENDITURE		
Raising donations and legacies		
Wages	53,396	26,569
Social security	5,021	2,516
Pensions	1,093	389
Website redesign	-	12,000
Advertising	5,944	1,898
Sundry	<u>3,506</u>	<u>2,139</u>
	68,931	45,511
Charitable activities		
Wages	453,592	468,214
Social security	39,220	37,736
Pensions	9,850	8,957
Rent	74,323	83,368
Insurance	17,908	16,218
Light, heat and rates	42,469	47,486
Telephone and internet	8,652	9,762
Repairs and maintenance	28,220	40,088
Food for the day centre	9,201	7,952
Staff training and expenses	9,564	14,485
Cleaning	12,855	8,700
Travel	17,768	16,019
Sundry outreach expenses	11,049	18,188
Depreciation on improvements to property	3,111	2,573
Depreciation on plant and machinery	4,369	4,000
Depreciation on computer equipment	<u>13,332</u>	<u>14,742</u>
	755,483	798,488

Maggs Day Centre

**Detailed Statement of Financial Activities
for the Year Ended 31st March 2025**

	2025 £	2024 £
Support costs		
Wages	128,113	123,305
Social security	7,147	3,885
Pensions	1,820	1,690
Postage and stationery	2,723	3,181
Sundries	2,500	824
Legal and professional fees	22,900	29,385
Staff recruitment	10,078	9,360
Bad debts	-	3,864
Bank charges	287	201
Computer software licences	18,178	19,472
Bank loan interest	20,470	6,351
Auditors' remuneration	9,670	3,810
	<u>223,886</u>	<u>205,328</u>
 Total resources expended	 <u>1,042,920</u>	 <u>1,049,327</u>
 Net expenditure	 <u>(119,485)</u>	 <u>(133,180)</u>

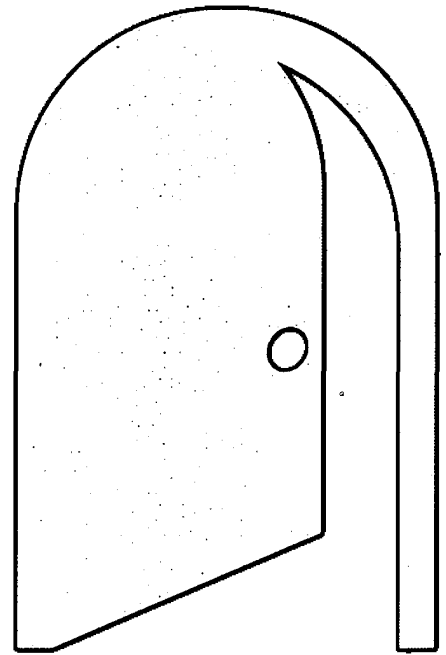


WWW.MAGGSDAYCENTRE.CO.UK

MAGGS DAY CENTRE

England & Wales - Charity number 700852

Accounts



maggs

TRUSTEES ANNUAL REPORT & FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

www.maggsdaycentre.co.uk
Registered Charity Number 700352
Company Limited by Guarantee 2273501



ANNUAL REPORT 2023 - 2024

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ANNUAL REPORT

2023 - 2024

MAGGS DAY CENTRE A COMPANY LIMITED BY GUARANTEE OF THE TRUSTEES YEAR ENDING 31 MARCH 2024

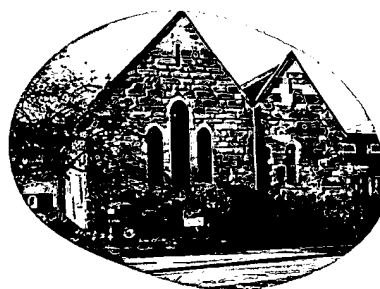
The Trustees are pleased to submit their annual report together with the audited financial statements of the charity for the year ended 31 March 2024.

1. REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name: Maggs Day Centre

Charity registration number: 700852

Company registration number: 02278501



Registered office: Maggs Day Centre, St Albans, Deansway, Worcester, WR1 2JD

Operational addresses used to fulfil the objects of the charity:

Maggs Head Office, The Old Glove Factory, 13B Lowesmoor, Worcester WR1 2RS

Maggs Clothing Project/Annexe, 59/60 The Tything, Worcester, WR1 1JT

Maggs Day Centre (Worcester), St Albans, Deansway, Worcester, WR1 2JD

Maggs Day Centre (Malvern), 62 Newtown Road, Malvern, WR14 1NZ

2. TRUSTEES AND DIRECTORS

Patron: The Rt Revd Dr John Inge, The Lord Bishop of Worcester

The Directors who are also Trustees and who served during the year were:

NAME	ROLE	APPOINTED	RESIGNED
Mr Clive Skidmore	Chair 01.04.23 - 31.10.23	29/05/2019	
Ms Avril Gilmore	Interim Chair: 1.11.23 – 29.2.24	13/10/2017	
Dr Robert Nichols	Secretary	07/07/2022	31/08/2024
Ms Nicola Malyon	Treasurer	07/07/2022	
Mr Gary Morgan		12/05/2022	20/07/2023
Mrs Susan Osborne		11/07/2012	07/10/2024
Mrs Helen Perry-Smith		05/12/2022	
Ms Jane Kemp		19/08/2021	
Mr Alden Taylor		08/10/2018	21/03/2024
Mr Andrew Hood		17/07/2024	



✉ INFO@MAGGSDAYCENTRE.CO.UK

☎ 01905 25027

🌐 WWW.MAGGSDAYCENTRE.CO.UK

REGISTERED CHARITY NUMBER: 700852

COMPANY LIMITED BY GUARANTEE: 2278501



ANNUAL REPORT

2023 - 2024

3. CHIEF EXECUTIVE

Miss Mel Kirk until November 2023.

David Hall-Davies as Interim CEO January 2024 and February 2024.

The Board began recruiting for Chief Executive in March 2024.

4. PRINCIPAL ADVISORS

Auditors

Richards Sandy Audit Services Limited. Thorneloe House, 25 Barbourne Road, Worcester, WR1 1RU

Bankers

CAF Bank Limited. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

Unity Trust Bank, 4 Brindley Place, Birmingham, B1 2JB

Nationwide Building Society. Kings Park Road, Moulton Park, Northampton, NN3 6NW

Santander UK plc. Bridle Place, Bootle, L30 4GB

Hodge Bank, One Central Square, Cardiff, CF10 1FS

Solicitors

MFG Solicitors LLP, 20-21 The Tything, Worcester, WR1 1HD

HCR Law, 5 Deansway, Worcester, WR1 2JG

Architects

Lett & Sweetland Limited, 58 London Road, Worcester WR5 2DS

5. GOVERNING DOCUMENTS

Maggs is a charitable company limited by guarantee (incorporated on 19 July 1988). The governing document is its memorandum and articles of association (as amended by Special Resolution on 27 November 1989). Maggs Day Centre was registered as a charity on 17 November 1988.

6. MEMBERSHIP

Membership is open to supporters and sponsors of Maggs at the discretion of the Council of Governors. Membership is £1 a year, which is necessary to maintain the legal Register of members. Fees are due at the AGM. The liability of members is a maximum of £1 should Maggs become insolvent and wound up.



✉ INFO@MAGGSDAYCENTRE.CO.UK

☎ 01905 25027

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REGISTERED CHARITY NUMBER: 700852

COMPANY LIMITED BY GUARANTEE: 2278501



ANNUAL REPORT 2023 - 2024

7. OUR AREA OF CHARITABLE BENEFIT AND OBJECTIVES

Mission statement: We work with homeless and vulnerable people to raise self-confidence thereby enabling positive life change.

Our vision: is to work with partners to eliminate long term rough sleeping in the county, whilst offering homeless and vulnerable people opportunities to thrive and realise their full potential.

Area of Charitable benefit: Maggs provides public benefit by helping anyone experiencing homelessness, social isolation or who needs support across Worcestershire, through the provision of two open access Day Centres in Worcester and Malvern, associated support, a clothing project, accommodation project and an outreach team.

The trustees confirm that they have complied with the duty set out in Section 4 of the Charities Act 2011 to have regard to the guidance issued by the Charity Commission concerning public benefit.

Our Values:

VALUE ONE

EQUAL OPPORTUNITIES

As part of our commitment to equal opportunities, anti-discriminatory and anti-oppressive principles and practice, Maggs will work to ensure that all services and resources are relevant and accessible.

VALUE FOUR

MAKING AN ACTION PLAN

With the agreement of service users, encourage relatives and carers etc. in the support/action planning process.

VALUE TWO

PROMOTING INDEPENDENCE

Offer support in a collaborative way that promotes independence.

VALUE FIVE

BEING FRIENDLY AND APPROACHABLE

All staff must be approachable, friendly, helpful and work well within a small team. You should have a 'can do' attitude, be reliable and flexible ensuring you play your part in the ongoing service provision of Maggs. You should work hard to recognise and understand the goals and aspirations the team and service users are working towards and strive to support people achieve them.

VALUE THREE

TREATING PEOPLE WITH DIGNITY

All service users are treated with dignity and sensitivity, enabling service users, through empowerment, to make decisions relating to their lives.

VALUE SIX

DEMONSTRATE COMMUNICATION

Actively demonstrate the importance of communication and the impact it has on effective team work. This should be consistent and irrespective of paid staff or volunteers at all times. It is also crucial to recognise and demonstrate the importance of clear verbal/written communication and listening in our day-to-day work and utilise these skills to motivate those you work with for the wider benefit of Maggs.





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Our Objectives:

The objects of Maggs Day Centre (as stated in the memorandum and articles of association) are to promote the relief of suffering in such ways as the trustees shall from time to time think fit (but without prejudice to the generality of such object):

- To promote by establishment of care and support and counselling the relief of persons of either sex (without regard of race or creed) who are suffering (at any age) from loneliness or from poverty or from any disability or disease attributable to loneliness and to establish maintain and manage a shelter or centre and all ancillary services for such people.
- By conducting or promoting or encouraging research into care and treatment of persons suffering from loneliness, poverty, disability or disease as aforesaid and particularly into the care and treatment of persons so suffering and to disseminate the results thereof.
- By promoting or encouraging or assisting in the teaching or training of counsellors and advisors for the treatment and care of persons suffering from loneliness and the effects thereof.

8. THE SERVICES OFFERED DURING THE YEAR

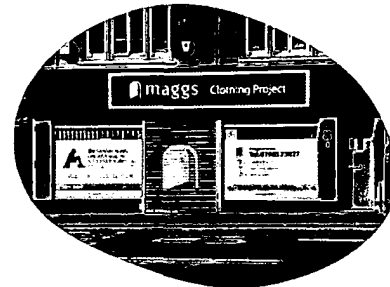


Open Door Day Centres

Direct access day centres, in Worcester and Malvern, providing food, clothes washing and drying facilities, showers and a dedicated support team available to help with referrals, debt management, booking appointments, housing etc.

Clothing Project

Providing free vital items for rough sleepers or those in temporary accommodation, working solely on a referral basis. This can be anything from sleeping bags, rucksacks and roll mats to clothing, food and household items.



Outreach Team

Countywide outreach service whose role is to be the first point of engagement with service users to build trust, provide pathways and support people off the streets, whether this be to encourage them to access our day centres or deliver clothes and food to their tent.

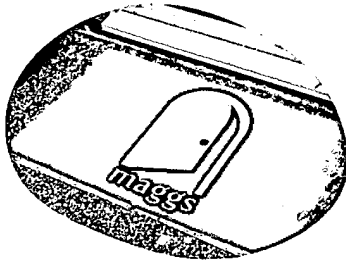


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Accommodation Project

A supported housing provision for former rough sleepers to help develop the skills to maintain a mainstream tenancy independently.

Harm Reduction

A team dedicated to partnering with homelessness health providers, and other relevant agencies to engage people with services to address alcohol, substance misuse and any health-related issue associated with substance dependency.



Intervention and Transition Team

An extension of our Outreach team, but ITT workers provide intense wrap around support to rough sleepers with complex needs in Worcester city.

Volunteering Opportunities

From cooking in our day centres to assisting service users in the Clothing Project, we offer unique opportunities which are vital to the running of our organisation.



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9. FINANCIAL BACKGROUND

Maggs' is dependent on charitable funding, together with donations from the community. The level of service offered varies in line with the funding available each year. We do not use outside agencies to fundraise.

10. RECRUITMENT AND APPOINTMENT OF TRUSTEES/COMPANY DIRECTORS

The Directors are also charity trustees for the purposes of charity law and under the Company's Articles of Association are known as "the Council of Governors". The number of members of the Council shall be not less than five, nor more than fifteen.

The Directors aim to be as representative as possible and try to recruit new Directors/Trustees who are familiar with the needs of service users or have expertise that are relevant to the needs of the charity.

Under the requirements of the Memorandum and Articles of Association the members of the Council of Governors are elected at the Annual General Meeting, serve for a period of three years, retire and are eligible for re-election. Other nominations can also be made by members who have paid their subscriptions (£1 per year). Trustees/Directors must be paid up members of the Association.

11. STRUCTURE, GOVERNANCE AND MANAGEMENT

The Chief Executive and management team are accountable to the Board of Trustees.

- **Decision making:** Policy and strategy decisions are made by the Board of Trustees/Directors. Day-to-day management is delegated to the Chief Executive and management team.
- **Pay:** Remuneration of key management personnel and other employees is reviewed annually.
- **Trustee meetings:** The Trustees normally meet twelve times per year.

The Finance Committee normally meets twelve times per year, sets the budget, monitors income and expenditure and receives a budgetary report from the Finance Manager, including regular bank reconciliations.





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12. TRAINING AND DEVELOPMENT

Maggs' trustees are committed to staff training, development and supervision. Maggs is a "learning organisation", which constantly evaluates its own work and invites comments and criticism from others.

Maggs is committed to regularly reviewing what it does and monitor progress made against our objectives.

13. TRUSTEE INDUCTION & TRAINING

On appointment, trustees receive the Charity Commission's "The Essential Trustee" paper and are required to sign acceptance of the "Code Of Conduct Of Trustees". Trustees receive an induction programme, meet staff, people we work with and volunteers. Maggs obtains DBS checks on all trustees.



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14. CHAIR'S STATEMENT

Maggs' exists to support the homeless and vulnerable in Worcestershire. The charity has continued to run our Worcester and Malvern Day Centres', our Clothing Project, Outreach services, Intensive Transition Team, Harm Reduction and our Accommodation Project.

I write this statement in September 2024 as Interim Chair of Trustees. It is a personal privilege to hold this role and support a charity I have been involved with since 2020. I would like to thank Dr. Clive Skidmore and Avril Gilmore, who were Chair of Trustees during the time covered by this annual report.

During 2023-2024, inflation reached its highest levels for decades in the UK. This was a challenge both for Maggs and for ordinary people who continue to struggle to meet day-to-day bills. We experienced an increase in demand for our services and at the same time, our supporters and donors were finding it harder to give generously.

Maggs was fortunate to secure a Cost-of-Living Grant from the National Lottery, which helped ameliorate our cost pressures. I'm pleased that Maggs was able to increase staff salaries broadly in line with inflation.

Mel Kirk, our long-standing CEO, left the charity in Winter of 2023. The charity extends its gratitude for her years of service and commitment. After a period with an Interim CEO, the Board recruitment process resulted in the appointment of a new CEO Andy Price in June 2024, and we warmly welcome Andy to the team.

I want to express particular appreciation to fellow trustees to Avril Gilmore and Alden Taylor, who supported staff and ensured the work of the charity when it was without a CEO.

A number of highlights of our work during the year are outlined elsewhere in this report, but I want to express my thanks to all our staff who demonstrated resilience, ensuring high service standards, at a challenging time and with ever increasing demands for our services.

I would also like to take this opportunity to reflect on the future. Under new leadership, the charity is keen to focus on partnerships, fundraising and be a strong voice in the county on all things relating to rough sleeping and homelessness.

We will need to lobby hard to ensure that promises made by politicians locally and nationwide are kept and that homes and good support will be front and centre of priorities. Maggs is celebrating 40 years of helping the homeless in Worcestershire in 2025 and we will be celebrating that achievement.

Finally, to all who kindly donate clothing, food, time or money to Maggs, without you, we couldn't continue to help those that need us.

Thank you and please carry on doing what you are doing.

Jane Kemp
INTERIM CHAIR OF TRUSTEES





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15. FUTURE PLANS 2024-25

We continue to build on our vision to work with partners to eliminate rough sleeping across Worcestershire, whilst also offering homeless and vulnerable people opportunities to thrive and realise their potential.

Some of our key priorities for the year are to:

- Complete the successful recruitment of a new Chief Executive.
- Develop the range of partnership services at both our day centres, focusing on the health needs of our service users, extending our 'health hub provision'.
- Improve and enhance the use of 'Inform', our CRM and data management system so that we both better understand the demand and need for our services. But also show the impact and to better and more effectively show the benefits of our services.
- Develop the supported housing services provided by our Maggs Accommodation Project (MAP) and 'bed in' the second property Maggs has brought.
- We will work closely with local authority funders and partners to ensure that our outreach, navigation, harm reduction, and Intensive transition team services are refunded when the current round of national government Rough Sleeper Initiative funding runs out in March 2025.
- Continue to develop the wide range of collaborations crucial to ensuring Maggs's ability to fund and deliver its services.
- Utilise the employment of a new fundraiser to revitalise fundraising strategy and efforts.

16. 2023-2024 KEY ACHIEVEMENTS AND PERFORMANCE

- We continued to deliver services in our Day Centres and across Worcestershire for greater numbers of homeless and vulnerable people.
- Our Harm Reduction team opened a drop-in service in Redditch and Evesham. We received funding to expand the team by one full-time equivalent.
- Maggs was recognised for its Outreach work, particularly its contribution to a wider Worcestershire project working with homeless service users presenting with drug and alcohol issues. This resulted in further funding from Public Health England to enable an extension of our work into 2024/25.
- One of our Harm Reduction workers was specifically recognised for their innovative approach to work through 23/24 with a nomination for an award by West Mercia police.
- Our Outreach team, whose objective is to "engage the unengaged," launched a drop-in in Malvern.
- Maggs increased marketing capacity by creating a new Marketing and Relations Manager post.
- Revamped our website and social media, including a rebranding, which has aided the growth of our profile within the community and also improved our digital presence.





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- Maggs was also featured on BBC Midlands Today three times in the last year, alongside interviews on BBC Hereford & Worcester and Free Radio Hereford and Worcester.
- Our Christmas fundraising campaign raised nearly £25,000.
- A second property was purchased in November 2023 to replace a previous rental property within the Maggs Accommodation Project, this allowed us to continue providing suitable homes for our residents and diversifying the Maggs portfolio.
- We partnered with St Pauls Hostel and Worcester Worriers in Big Worcester Sleep Out publicising and raising funding awareness of homelessness locally.
- We moved part of our team to the Glove Factory, as well as maintaining staff bases at Worcester Day Centre and the Tything annexe.
- We enhanced our corporate volunteering relationships, for example, Hudson Kapel who not only financially supports us with specific projects but also regularly volunteers with us on a rotational basis. One new staff member will complete a monthly shift in the Clothing Project to help sort donations, greet and thank donors at the door and assist service users on the shop floor. We have also benefitted from corporate projects such as Malvern Panalytical redecorating the Clothing Project.



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All Project Outcomes	Numbers of Service Users Supported
Supported to set up a bank account	47
Universal Credit claimants assisted to claim the benefits	228
Improved money management	657
A reduction in anxiety and depression.	423
Helped with accessing substance misuse services	471
Helped with physical health including engagement with statutory services	707
Helped with mental health including access to statutory and partner services	440
Reduction in isolation	640
Supported against risks to self and others	540
Improved ability to self-care	245
Housing advice/housing assessment	258
Improved personal safety	178
Substance misuse Harm Reduction support	55
Registered with GP	68
Service users able to access external support agencies independently	261
Improved employability skills	23
Rebuilding relationships	11
Accessing transport	5
Ability to express their individual needs without becoming aggressive	19
Budgeting skills taught	17
Moved into accommodation	216
Reconnection to their area of local connection	21





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17. SUCCESS STORIES

Christopher's story: Worcester Day Centre

Christopher had been rough sleeping for approximately 6 months, becoming homeless following a relationship breakdown caused by his alcohol dependency.

Christopher has been accessing the Worcester Day Centre since shortly after becoming homeless, making use of the laundry and shower facilities, as well as free breakfasts. When required, staff would also refer Christopher for Foodbank vouchers and free clothing from the Maggs Clothing project. Worcester Day Centre staff worked consistently with Christopher to address the issues that faced him, from his substance use and mental health, to his homelessness & access to the services he would need to get his life back on track.



In 6 months, we have supported Christopher to:

- Reduce his dependency on alcohol & engage with drug treatment services
- Register with a new GP.
- Get on the housing register with Worcester City Council.
- Open a bank account, through our partnership with HSBC.
- Acquire a second-hand phone.
- Get a preloaded SIM card through our partnership with Vodafone.
- Be placed into temporary accommodation.

We subsequently supported Christopher to successfully find work on a building site, starting part-time, with an offer of more permanent work & an offer of accommodation from his employer in an employer-owned HMO.

With our support, Christopher is now accommodated, in work, managing his personal finances & starting to clear his outstanding debts so that he can move further into stability & independence.

Christopher still has a drink occasionally, but he's in a better place, mentally, and knows that if he ever starts to fall back into his old ways, that the Worcester Day centre staff & his Cranstoun support worker are there to support him & give him the "kick up the backside" that he needs to get him "back on the straight & narrow".

It hasn't been an easy journey, & it's far from over, but we're proud of the positive changes that Christopher has made to his life.





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Mike's Journey: Accommodation Project

Mike had been living with his mum and stepdad when his mum sadly passed away. His stepdad was abusive so Mike made the decision that sleeping rough would be better than staying in an unsafe situation. Mike spent some time rough sleeping then was given a place in No Second Night Out who referred him to Maggs' Accommodation Project (MAP).

During Mike's adolescence, he had started drinking alcohol and using party drugs to have a good time on a night out, and this had progressed to more regular consumption to ease the pain of his situation. With the safety of a roof over his head and with the support of Maggs, Mike was able to reduce his alcohol intake to an occasional couple of drinks and he stopped taking illegal substances entirely.

The breakup of Mike's family when he was young resulted in him being estranged from his dad and some of his siblings. With our support he contacted his dad and started to regularly spend time with him as well as having some contact with the siblings he hadn't seen for years.

We also helped Mike with his relationship with the mother of his daughter which had been rocky since they broke up. At the beginning of his time living with us, Mike had not been allowed contact with his daughter for a few months. We explored mediation and were starting down that route when Mike managed to contact his ex-partner and she agreed to start up contact again, which went well, allowing Mike to take an active part in all areas of his daughter's life.

Mike has multiple physical health conditions and has also struggled with anxiety and depression for many years. None of these were managed very well but we encouraged Mike to start accessing the GP at Maggs Day Centre and reminding him to take his medication daily which resulted in his conditions becoming more under control.

Mike had no experience of managing his money and had always lived payday to payday. He had never had his own tenancy and therefore had no experience in setting up and paying bills on a regular basis. He also had previously built up some catalogue debt. We helped Mike to set up his utilities and found funding to help reduce his monthly bills, plus we helped him to set up a repayment plan for his debts. We also helped him by providing vouchers for the food bank when he needed them until Mike took control of his own finances and was even able to start building up some savings.

Maggs helped Mike with paperwork as he struggled to manage this alone, including helping him to successfully apply for PIP to help him manage his health conditions. He then took the initiative to apply for a funded bus pass which he was awarded, with no input from his support worker.

We encouraged Mike to spend his time in ways which kept him busy and helped his mental health. We funded a fishing licence which gave Mike a lot of enjoyment and helped give him a goal for his savings as he enjoyed buying and using new equipment. He started to go on some camping trips with a friend which meant they could fish further away in nicer places, which Mike really enjoyed.





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When Mike was ready to move on from the accommodation project, we helped him to find a property which was appropriate for his health needs. We then helped him to set up all utilities and get funding for some basic furniture and white goods. We corresponded with the support worker from the housing provider to ensure that Mike can get ongoing support at a lower level than he has received in MAP, which will help him to maintain a successful, long-term, independent tenancy.

18. A VOLUNTEERS' EXPERIENCE

"Our support for the Maggs has spanned over twenty years, yet the opportunity to volunteer has only arisen due to a change in work commitments; and since we have been fortunate to dedicate our Friday mornings at the Clothing Project.

Volunteering has brought me and my Husband such a sense of community and worth into our lives. Seeing the impact the Maggs has on people's lives and the difference we can make to a person's day.

From the generosity of donors to the gratitude of the clothing project customers, it is truly heartwarming how many people the Maggs has touched.

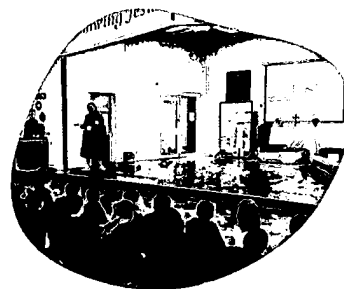
Knowing that we are a part of the Maggs collective and seeing close hand the difference we make to our client's lives is extremely important to us. It is rewarding to know a hand is always there for someone in need, and nothing less than a privilege to be the one offering it.

Thank you Maggs team."

AMANDA AND ROB

19. DISTRIBUTION OF INFORMATION

Information regarding Maggs' activities and achievements are distributed using the following resources: website, social media platforms including Facebook, X (formerly known as Twitter), Instagram and LinkedIn, flyers and leaflets, public speaking and local media.



20. PARTNERSHIP WORKING

Maggs works in close and successful partnership with many relevant, statutory and voluntary agencies who work with and support the single homeless. These include Cranstoun, CCP, Emerging Futures, Citizen's Advice CAB/WHABAC, Housing Associations, local Councils, NHS, St Paul's Hostel, Police, Probation, Worcester Cathedral, Worcester Cares, Worcestershire County Council, Worcester Safeguarding Boards and YMCA.





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21. FINANCIAL AND OTHER SUPPORT

Maggs is grateful for financial and non-financial support from voluntary and other charitable organisations from local community groups and churches, from local businesses, schools, from statutory authorities and from individual donors. These are set out in detail on our Annual Accounts.

Worcester Municipal Charities provide three of our Worcester premises for a nominal rent. (The total rent values shown appear as expenditure and an equal amount is shown as grants received).

Property	Capital	Rental Value
59/60 The Tything	373,145	20,000
St Albans, Deansway (150 years' leasehold)	50,000	4,000
The Old Glove Factory, 13B Lowesmoor	unknown	7,000

Volunteers: Volunteers provide invaluable assistance. Currently, we have 23 volunteers who assist in various ways, including make breakfasts at the day centres, sort donations and help service users in a shop setting in our Clothing Project, running activities throughout our health hub service such as art therapy and pub quizzes and food pickups from local supermarkets.

We have also had several corporates join us as part of their corporate social responsibility initiatives. Companies such as Worcester Bosch and Malvern Panalytical have decorated both our Clothing Project and Worcester Day Centre.

22. FINANCIAL REVIEW OF THE YEAR

2023/24 was a challenging year for Maggs – not only from the external influences of the economic climate but also internally with the changes in leadership and the impact that has had on the teams that support the delivery of the charity's aims.

Total income for 2023/4 of £918,147 was an improvement of £81,223 (£834,924, 2022/23), generated by an increase in grant and housing rental income, but a reduction of £22,649 in donations.

Total expenditure for 2023/4 of £1,049,327 was an increase of £220,758 (£828,569, 2022/23).

The main movements being an increase in staffing costs of £143,020, repairs and maintenance of £18,401, travel costs of £8,097 and management costs / headquarter costs of £34,056.

In addition, the 2023/24 Accounts reflects the interest costs of our new property of £6,351.

The increase in staff salaries was in part through inflation and the decision to review pay and increase salaries in line with increased inflation, as well as being able to fill vacancies.





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We also recruited for part of the year to new posts in fundraising and marketing to help the long-term sustainability of the organisation.

This resulted in a deficit for the year of £133,180, with a corresponding reduction in free reserves.

Maggs cash position at the end of the financial year was reduced by £145,878 but still sound showing a positive figure of £555,287.

Our fixed assets for the year increased from £258,717 to £487,050 (increase of £228,333 with a corresponding liability of £231,316 our bank lending) which reflecting the purchase of a second property for supported housing.

Our total free reserves (total unrestricted funds less amounts held as fixed assets) was £300,300 (£556,634, 2022-23)

23. RISK MANAGEMENT

The trustees confirm that they have reviewed the major risks.

The main risks continue to be the unpredictability of income streams particularly the risk of RSI funding for all our outreach work by the end of March 2025.

The board has set appropriate budgets and regularly monitors expenditure against income. The trustees have examined potential risks and are satisfied that the internal systems together with insurance policies mitigate these.

24. INVESTMENT POLICY

Apart from retaining a prudent amount in reserves each year all the Charity's funds are spent in the short term. The reserves are placed on short-term deposits.

24. FUNDRAISING FROM THE PUBLIC

We receive funding from the public all year round who provide cash donations, cheque as well as online donations (one off and regular) through our online 'Just Giving' platform page.

We have a newly implemented marketing and fundraising strategy that drives donations through community engagement and highlights the benefit of fundraising events, donations from churches, schools, businesses and other local organisations.

From November 2023, Maggs has registered with the Fundraising Regulator and has committed to following their Code of Fundraising Practice and the Fundraising Promise. We have not received any complaints about how we raise funds from the public.





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25. RESERVES POLICY

Whilst there is no mandated percentage to be held by the charity, as a general principal the charity aims to hold between 3 and 9 months of total annual expenditure as a reserve (excluding designated reserves) to ensure there is no significant disruption to the charity's activities in the event of any unforeseen reduction of income or additional unexpected expenditure.

The level of general unrestricted reserves (excluding designated funds) less amounts held within tangible fixed assets at the year-end was £282,167 (2023 - £321,426), which is equivalent to 3 months (2023 - 5 months) expenditure. The level of total free reserves (total unrestricted funds less amounts held within tangible fixed assets) at the year-end was £300,300 (2023 - £556,634).

26. TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees (who are also Directors of Maggs Day Centre) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law, UK Accounting United Kingdom Generally Accepted Accounting Practice). and Fundraising Standards.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

27. DISCLOSURE OF INFORMATION TO AUDITORS

Each person who was a director at the time this report was approved confirms that:

- So far as they are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the Charity's auditors are unaware; and
- They have taken all the steps that they ought to have taken as Director to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.





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28. SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Board on 25th November 2025

and signed on its behalf.

Clive Skidmore

Clive Skidmore
Director



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Report of the Independent Auditors to the Members of Maggs Day Centre

Opinion

We have audited the financial statements of Maggs Day Centre (the 'charitable company') for the year ended 31st March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2024 and of its incoming resources and application of resources, including its income and expenditure, 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 Companies Act 2006.

Basis for opinion

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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 Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
 - we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Report of the Independent Auditors to the Members of
Maggs Day Centre**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so_

Our 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 a Report of the Independent Auditors 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.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, we have:

obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework; and inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Companies Act 2006 (and related legislation), the Charities Act 2011 (and related legislation) and regulations relating to the employment and payment of staff including, but not limited to, the Employment Rights Act 1996, the National Minimum Wage Act 1998 and the Pensions Act 2008.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements, which included reviewing the financial statement disclosures and sample testing of monthly payroll records for the calculation of gross wages, payroll taxes and pension costs.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be allocation by management of wage costs to individual restricted funds. We have reviewed management's calculation methodology for allocating wage costs between individual restricted funds.

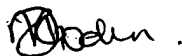
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed 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. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Maggs Day Centre**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Melissa Jean Godwin ACA ACCA (Senior Statutory Auditor)
for and on behalf of Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Date:18/12/24.....

Maggs Day Centre
Statement of Financial Activities
for the Year Ended 31st March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	4	219,387	252,262	471,649	400,552
Charitable activities					
Maggs Day Centres	6	496		496	616
Maggs Accommodation Project		145,351		145,351	116,820
Maggs Outreach and Transition Services			289,468	289,468	312,848
Investment income	5	9,183		9,183	4,088
Total		374,417	541,730	916,147	834,924
EXPENDITURE ON					
Raising funds	7	45,511		45,511	
Charitable activities					
Maggs Day Centres	8	186,269	100,542	286,811	220,320
Maggs Accommodation Project		169,544	18,000	187,544	205,051
Maggs Outreach and Transition Services		21,871	507,590	529,461	403,198
Total		423,195	626,132	1,049,327	828,569
NET INCOME/(EXPENDITURE)					
Transfers between funds	25	(48,778) 20,777	(84,402) (20,777)	(133,180)	6,355
Net movement in funds		(28,001)	(105,179)	(133,180)	6,355
RECONCILIATION OF FUNDS					
Total funds brought forward		815,351	163,479	978,830	972,475
TOTAL FUNDS CARRIED FORWARD		787,350	58,300	845,650	978,830

Maggs Day Centre

**Balance Sheet
31st March 2024**

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	17	45,145	46,365
Social investments	18	<u>441,905</u>	<u>212,352</u>
		487,050	258,717
CURRENT ASSETS			
Debtors	19	97,205	79,843
Cash at bank		<u>555,287</u>	<u>701,165</u>
		652,492	781,008
CREDITORS			
Amounts falling due within one year	20	(63,205)	(60,895)
		<hr/>	<hr/>
NET CURRENT ASSETS		<u>589,287</u>	<u>720,113</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,076,337	978,830
CREDITORS			
Amounts falling due after more than one year	21	(230,687)	
		<hr/>	<hr/>
NET ASSETS		<u>845,650</u>	<u>978,830</u>
FUNDS	25		
Unrestricted funds		787,350	815,351
Restricted funds		<u>58,300</u>	<u>163,479</u>
TOTAL FUNDS		<u>845,650</u>	<u>978,830</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 25th November 2025 and were signed on its behalf by:

Clive Skidmore

Dr Clive Julian Skidmore - Trustee

Maggs Day Centre

**Cash Flow Statement
for the Year Ended 31st March 2024**

Notes	2024 £	2023 £
Cash flows from operating activities		
Cash generated from operations	<u>(134,378)</u>	<u>12,772</u>
Net cash (used in)/provided by operating activities	<u>(134,378)</u>	<u>12,772</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	(20,095)	(18,618)
Purchase of social investments	(229,553)	
Interest received	<u>9,183</u>	<u>4,088</u>
Net cash used in investing activities	<u>(240,465)</u>	<u>(14,530)</u>
Cash flows from financing activities		
New loans in year	235,316	
Interest paid	<u>(6,351)</u>	_____
Net cash provided by financing activities	<u>228,965</u>	_____
	_____	_____
Change in cash and cash equivalents in the reporting period	(145,878)	(1,758)
Cash and cash equivalents at the beginning of the reporting period	<u>701,165</u>	<u>702,923</u>
Cash and cash equivalents at the end of the reporting period	<u>555,287</u>	<u>701,165</u>

Maggs Day Centre

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2024**

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(133,180)	6,355
Adjustments for:		
Depreciation charges	21,315	18,301
Interest received	(9,183)	(4,088)
Interest paid	6,351	
Increase in debtors	(17,362)	(31,141)
(Decrease)/increase in creditors	(2,319)	23,345
Net cash (used in)/provided by operations	<u>(134,378)</u>	<u>12,772</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	Other non-cash changes £	At 31.3.24 £
Net cash				
Cash at bank	701,165	(145,878)		555,287
	<u>701,165</u>	<u>(145,878)</u>		<u>555,287</u>
Debt				
Debts falling due within 1 year			(4,629)	(4,629)
Debts falling due after 1 year		(235,316)	4,629	(230,687)
		<u>(235,316)</u>		<u>(235,316)</u>
Total	<u>701,165</u>	<u>(381,194)</u>		<u>319,971</u>

Maggs Day Centre

Notes to the Financial Statements for the Year Ended 31st March 2024

1. STATUTORY INFORMATION

Maggs Day Centre is a charitable company limited by guarantee registered in England and Wales.

In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member.

The charitable company's registered office is St. Albans, Deansway, Worcester, WR1 2JD.

2. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

GOING CONCERN

These financial statements have been prepared on a going concern basis, as the trustees believe that no material uncertainties regarding going concern exist.

In making this assessment, the trustees have considered the level of funds held and the expected level of income and expenditure for a period not less than 12 months from the date that these financial statements have been authorised.

INCOME

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

Income from grants and donations is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty. Income from grants is only deferred when the charity has to fulfil conditions not yet met before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Legacies are recognised when probate is granted and there is sufficient information to measure them. Where there is insufficient information to reliably measure any outstanding legacies, these are instead treated as contingent assets (and details of any such legacies will be disclosed in the notes to these financial statements).

Income relating to services provided in the course of undertaking direct charitable activities represents the value of services provided to the extent that there is a right to consideration and is recorded at the fair value of the consideration received or receivable.

Rental income is measured on a straight line basis over the period of the lease.

EXPENDITURE

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

TANGIBLE FIXED ASSETS

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

Improvements to property	33% on cost, 20% on cost, 15% on cost and 12.5% on cost
Plant and machinery	- 33% on cost and 20% on cost
Computer equipment	- 33% on cost and 20% on cost

SOCIAL INVESTMENTS IN PROPERTY

Social investments in property are held primarily for the provision of social benefits in accordance with the objectives of the charity, although rental income is received in regard to these properties.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2024

2. ACCOUNTING POLICIES - continued

SOCIAL INVESTMENTS IN PROPERTY

Social investments in property are measured at cost less and provisions for depreciation or impairment.

Social investments in property are considered to have a residual value not less than historical cost. They are also subject to a programme of repairs designed to maintain these assets to a high standard. On this basis, no depreciation are charged on these properties.

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

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

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

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

FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised when the charity becomes party to contractual provisions of the instrument.

Financial assets are offset, with the net amounts presented in the accounts where there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic Financial Assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Basic Financial Liabilities

Basic financial liabilities, including trade and other payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of future receipts, discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of the operations from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction.

PENSION COSTS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

DONATED GOODS AND SERVICES

Donated rental facilities are measured on the basis of the value of the gift to the charity, being amount that the charity would pay in the open market for alternative rental facilities for an equivalent property.

The contribution of unpaid general volunteers are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

Donated goods received for the purpose of free distribution to beneficiaries are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

STAFF TERMINATION COSTS

Staff termination costs are recognise termination benefits as a liability and an expense immediately upon a detailed formal plan for the termination has been agreed upon the staff members effected by the agreement and the charity has no realistic possibility of withdrawal from that plan.

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

2. ACCOUNTING POLICIES - continued

STAFF TERMINATION COSTS

Staff termination costs are measured at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

3. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical areas of judgement

Grant income from National Lottery Community Fund for a 5 year project is conditional on the charity receiving additional service contract funding from local councils that may be withdrawn at short notice (and also deemed subject to performance related conditions). The National Lottery Community Fund is paying this grant to the charity in half annual instalments of equal value. The National Lottery Community Fund grant income is therefore being recognised on a straight line basis over the deemed life of the project, on the basis that the charity may not be entitled to the element of this income allocated to future periods under this treatment should the local councils withdraw funding for this project prior to the end of the 5 year period. At the year end the charity is expected to receive future project funding from National Lottery Community Fund over the next 2 years (2023 - 3 year) totalling £190,000 (2023 - £285,000), subject to the continued support of the local councils.

The allocation of staff costs between individual unrestricted and restricted funds is based on the estimated split of staff time for each individual employee of the charity between such funds. The allocation of general support costs between individual unrestricted and restricted funds is made in proportion of total staff costs of staff undertaking direct charitable activities (subject to there being available reserves held by each individual fund for such an allocation).

Social investments in property are considered to have residual value (i.e. the expected future selling price of the property at the point where the charity no longer needs it) not less than historical cost. On this basis, no depreciation are charged on these properties.

4. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	83,601	106,250
Legacies	1,901	379
Grants	359,147	265,923
Donated rental facilities (Worcester Municipal Charities)	<u>27,000</u>	<u>28,000</u>
	<u>471,649</u>	<u>400,552</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
National Lottery Community Fund	170,000	95,000
Lloyds Bank Foundation		35,250
Worcester Municipal Charities	33,000	30,830
Eveson Charitable Trust	30,000	28,000
Sundry other non-government grants (less than £20,000 each)	<u>126,147</u>	<u>76,843</u>
	<u>359,147</u>	<u>265,923</u>

5. INVESTMENT INCOME

	2024	2023
	£	£
Bank interest	<u>9,183</u>	<u>4,088</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

6. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Sundry income from services	Maggs Day Centres	496	616
Sundry income from services	Maggs Accommodation Project	2,054	1,745
Social housing rental income	Maggs Accommodation Project	143,297	115,075
Grants	Maggs Outreach and Transition Services	<u>289,468</u>	<u>312,848</u>
		<u>435,315</u>	<u>430,284</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
Wyre Forest District Council - Navigation Service	99,599	139,590
Worcester City Council - Intervention & Transition Worker	96,407	83,443
Worcestershire County Council - Harm Reduction Worker	76,500	50,000
Sundry other government grants (less than £20,000 each)	<u>16,962</u>	<u>39,815</u>
	<u>289,468</u>	<u>312,848</u>

7. RAISING FUNDS

RAISING DONATIONS AND LEGACIES

	2024	2023
	£	£
Staff costs	29,474	---
Website redesign	12,000	---
Advertising	1,898	---
Sundry	<u>2,139</u>	---
	<u>45,511</u>	---

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9)	Support costs (see note 10)	Totals
	£	£	£
Maggs Day Centres	268,366	18,445	286,811
Maggs Accommodation Project	152,736	34,808	187,544
Maggs Outreach and Transition Services	<u>377,386</u>	<u>152,075</u>	<u>529,461</u>
	<u>798,488</u>	<u>205,328</u>	<u>1,003,816</u>

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	514,907	343,966
Rent	83,368	92,214
Insurance	16,218	12,196
Light, heat and rates	47,486	47,215
Telephone and internet	9,762	8,230
Repairs and maintenance	42,410	24,009
Day centre expenses	19,670	25,953
Staff training and expenses	14,485	17,634
Cleaning	6,378	5,442
Travel	16,019	7,922
Sundry	6,470	4,101
Depreciation	<u>21,315</u>	<u>18,301</u>
	<u>798,488</u>	<u>607,183</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

10. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Maggs Day Centres	14,635		3,810	18,445
Maggs Accommodation Project	28,457	6,351		34,808
Maggs Outreach and Transition Services	<u>152,075</u>			<u>152,075</u>
	<u>195,167</u>	<u>6,351</u>	<u>3,810</u>	<u>205,328</u>

Support costs, included in the above, are as follows:

MANAGEMENT

	2024 £	2023 £
Wages	123,305	173,347
Social security	3,885	9,963
Pensions	1,690	2,965
Postage and stationery	3,181	3,349
Sundries	824	1,333
Legal and professional fees	29,385	12,899
Staff recruitment	9,360	1,925
Bad debts	3,864	10,653
Bank charges	201	1,458
Computer software licences	<u>19,472</u>	<u>614</u>
	<u>195,167</u>	<u>218,506</u>

FINANCE

	2024 £	2023 £
Bank loan interest	<u>6,351</u>	

GOVERNANCE COSTS

	2024 £	2023 £
Auditors' remuneration	<u>3,810</u>	<u>2,880</u>

11. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Depreciation - owned assets	21,315	18,301
Property rental costs - paid for by the charity	56,368	64,214
Property rental costs - donated services	<u>33,440</u>	<u>28,000</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

12. AUDITORS' REMUNERATION

Amounts paid to the auditor in the year are as follows:

	2023	2023
	£	£
Auditor's remuneration	3,810	2,880
Other services	<u>5,514</u>	<u>2,556</u>
	<u>9,324</u>	<u>5,436</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

TRUSTEES' EXPENSES

During the year 1 trustee was reimbursed travel expenses of £208 (2023 - 2 trustees were reimbursed travel expenses of £248).

14. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	618,088	486,224
Social security costs	44,137	35,818
Other pension costs	11,036	<u>8,199</u>
	<u>673,261</u>	<u>530,241</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Average number of employees	26	26

During the year 1 employee received emoluments (excluding employer NI and pension costs), including redundancy costs, between £70,000 and £80,000 (2023 - no employee earned emoluments (excluding employer NI and pension costs) in excess of £60,000).

Key management personnel remuneration

Total emoluments (including employer NI and pension costs) paid to the chief executive was £88,699 (2023 - £48,656), including redundancy costs of £49,972 (2023 - £nil).

Staff termination costs

During the year the charity paid £59,622 (2023 - £nil) in staff termination costs in regards to additional gross wages and relating employers N.I. paid in the year.

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	227,142	486,258	713,400
Charitable activities			
Maggs Day Centres	616		616
Maggs Accommodation Project	115,075	1,745	116,820
Investment income	4,088		<u>4,088</u>
Total	346,921	<u>488,003</u>	<u>834,924</u>
EXPENDITURE ON			
Charitable activities			
Maggs Day Centres	167,137	53,183	220,320
Maggs Accommodation Project	124,266	80,785	205,051
Maggs Outreach and Transition Services	4,663	<u>398,535</u>	<u>403,198</u>
Total	296,066	<u>532,503</u>	<u>828,569</u>
NET INCOME/(EXPENDITURE)	50,855	(44,500)	6,355
Transfers between funds	7,233	(7,233)	
Net movement in funds	58,088	(51,733)	6,355
RECONCILIATION OF FUNDS			
Total funds brought forward	757,263	215,212	972,475
TOTAL FUNDS CARRIED FORWARD	815,351	<u>163,479</u>	<u>978,830</u>

16. CONTINGENT ASSETS

The charity had been notified of 3 (2023 - 2) legacies due to the charity relating to individuals who died prior to the year end that had not been included in income on the basis that the charity has not yet received sufficient information as to enable a valuation of the charity's entitlement to be made.

17. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Computer equipment £	Totals £
COST				
At 1st April 2023	111,001	53,409	34,388	198,798
Additions		1,470	18,625	20,095
At 31st March 2024	111,001	<u>54,879</u>	53,013	218,893
DEPRECIATION				
At 1st April 2023	101,087	36,067	15,279	152,433
Charge for year	2,573	4,000	14,742	21,315
At 31st March 2024	103,660	<u>40,067</u>	30,021	173,748
NET BOOK VALUE				
At 31st March 2024	7,341	<u>14,812</u>	22,992	45,145
At 31st March 2023	9,914	17,342	19,109	46,365

Maggs Day Centre

Notes to the Financial Statements - continued
for the Year Ended 31st March 2024

18. SOCIAL INVESTMENTS

	Social investment in property £
MARKET VALUE	
At 1st April 2023	212,352
Additions	<u>229,553</u>
At 31st March 2024	<u>441,905</u>
NET BOOK VALUE	
At 31st March 2024	<u>441,905</u>
At 31st March 2023	<u>212,352</u>

19. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	57,190	29,597
Accrued income	14,487	29,599
Prepayments	<u>25,528</u>	<u>20,647</u>
	<u>97,205</u>	<u>79,843</u>

20. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Bank loans and overdrafts (see note 22)	4,629	
Trade creditors	20,477	18,517
Social security and other taxes	14,640	8,571
Pension creditor	4,784	3,996
Accrued expenses	10,479	14,985
Deferred income	<u>8,196</u>	<u>14,826</u>
	<u>63,205</u>	<u>60,895</u>

Deferred income

Deferred income relates to performance related grant income received or invoiced prior to the year end that relates to services provided in future financial years.

21. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Bank loans (see note 22)	<u>230,687</u>	<u> </u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

22. LOANS

An analysis of the maturity of loans is given below:

	2024 £	2023 £
Amounts falling due within one year on demand:		
Bank loans	<u>4,629</u>	<u> </u>
Amounts falling due between two and five years:		
Bank loans	<u>23,125</u>	<u> </u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans	<u>207,562</u>	<u> </u>

Secured loans

Bank loans are secured by way of legal mortgages over the social investment in property and fixed charges over all trade and assets associated with those properties.

23. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024 £	2023 £
Within one year	<u>2,387</u>	<u>4,705</u>

The charity rents several residential properties used for its Accommodation Project.

In addition Worcester Municipal Charities (CIO) provides the charity use of St Albans Deansway for rent of £1 pa until 2030 (where it is then expected to be renewed until 2159) and use of 59/60 The Tything for peppercorn rent (not subject to a formal lease agreement). After the year end the charity entered into an agreement with Worcester Municipal Charities (CIO) to rent offices at Old Glove Factory, 13 & 15 Lowesmoor at will subject to a 6 month notice period for rent of £1 per month (if demanded). The charity used Old Glove Factory for 3 months in the year prior to the lease being agreed. The estimated fair market value of the waived rent of this building provided by Worcester Municipal Charities (CIO) is £27,000 (2023 - £28,000).

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets		45,145	45,145
Social investments in property		441,905	441,905
Debtors	52,310	44,895	97,205
Cash at bank	43,052	512,235	555,287
Creditors - due within one year	(8,196)	(55,009)	(63,205)
Creditors - due after more than one year		(230,687)	(230,687)
Inter-fund loans	(28,866)	28,866	
Total funds	<u>58,300</u>	<u>787,350</u>	<u>845,650</u>

Inter-fund loans relates to cash that would otherwise be allocated to unrestricted funds being used to make restricted fund payments in advance of the related income that is due to the charity being received.

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2024**

25. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £	
Unrestricted funds					
General fund	580,143		(48,778)	227,852	759,217
Outreach services reserve fund	107,075			(107,075)	
Property purchase reserve	100,000			(100,000)	
Property sinking fund reserve	<u>28,133</u>				<u>28,133</u>
	815,351	(48,778)	20,777	787,350	
Restricted funds					
Equipment for the day centre	1,165	(888)	(277)		
Harm Reduction Worker		15,642		15,642	
John Horseman Trust		10,000		10,000	
Maggs Accommodation Project		22,998	(20,500)	2,498	
Malvern Day Centre	43,611	(21,576)		22,035	
Navigation	114,427	(114,427)			
Rowlands Trust		3,000		3,000	
Sundry small restricted funds	4,276	849		5,125	
	<u>163,479</u>	<u>(84,402)</u>	<u>(20,777)</u>	<u>58,300</u>	
TOTAL FUNDS	<u>978,830</u>	<u>(133,180)</u>		<u>845,650</u>	

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	374,417	(423,195)	(48,778)
Restricted funds			
Equipment for the day centre		(888)	(888)
Harm Reduction Worker	76,500	(60,858)	15,642
Inclusive Communities	7,000	(7,000)	
ITT Workers	96,407	(96,407)	
John Horseman Trust	10,000		10,000
Maggs Accommodation Project	38,498	(15,500)	22,998
Malvern Day Centre	7,622	(29,198)	(21,576)
National Lottery Community Fund - Maggs Outreach and Transition Service	95,000	(95,000)	
National Lottery Community Fund - Cost Of Living	75,000	(75,000)	
Navigation	125,258	(239,685)	(114,427)
Rowlands Trust	5,500	(2,500)	3,000
Sundry small restricted funds	4,945	(4,096)	849
	<u>541,730</u>	<u>(626,132)</u>	<u>(84,402)</u>
TOTAL FUNDS	<u>916,147</u>	<u>(1,049,327)</u>	<u>(133,180)</u>

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2024

25. MOVEMENT IN FUNDS - continued

Outreach services reserve fund

Relates to funds set aside by the trustees to ensure that there is sufficient funding for outreach services for the next few years.

Restricted Funds

Building capabilities

Funds received to finance a staff member to work on MOATS.

Equipment for the day centre

Funding received from various grant providers for the purchase of equipment for the Day Centre and rental properties.

Harm Reduction Worker

Funding received from Worcester City Council to finance a Harm Reduction Worker staff member.

Inclusive Communities

Funding received from Worcestershire Community Foundation to fund an inclusive communities project.

ITT Workers Fund

Funding received from Worcester City Council to finance Intervention and Transition Worker staff members.

John Horseman Trust

Funding received from John Horseman Trust to help fund the charity's accommodation project.

Maggs Accommodation Project

Funding received from various fund providers to help fund the charity's accommodation project.

Maggs Outreach and Transition Services

Funding received from a consortium of local councils to finance Maggs Outreach and Transition Services provided by the charity.

Malvern Day Centre

Funding received from donations from individuals, local churches and various charitable trusts to support the activities of the Malvern Day Centre.

National Lottery Community Fund - Maggs Outreach and Transition Service

Funding received from the National Lottery Community Fund for Maggs Outreach & Transition Service Project.

National Lottery Community Fund - Cost Of Living

Funding received from the National Lottery Community Fund to assist with cost of living price increases.

Navigation

Funding received from Worcester City Council, as well as various charitable trusts, to finance a staff member to provide advice and support to homeless individuals.

Pret Foundation

Funding received from the Pret Foundation to finance food, supplies and utilities relating to the Maggs Day Centre.

Rowlands Trust

Funding received from the Rowlands Trust to fund purchase of specific items.

Sundry small restricted funds

Small one-off grants received for a specific purpose.

TRANSFERS BETWEEN FUNDS

On purchase of an additional social investment in property in the year grant income received specifically to help fund the purchase of this property totalling £15,000 was transferred from restricted funds to general unrestricted funds. In addition, designated funds of £100,000 set aside in regard to the purchase of this property was also released to general unrestricted funds.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2024

25. MOVEMENT IN FUNDS - continued

TRANSFERS BETWEEN FUNDS - continued

On purchase of various plant and machinery and computer equipment relating to the Maggs accommodation project, grant income totalling £5,500 received to help finance these purchases has been transferred to general unrestricted funds.

On purchase of various plant and machinery relating to the day centre the remaining balance on the equipment for the day centre fund of £277 has been transferred to general unrestricted funds to help finance these purchases.

At the year end the trustees released £107,075 held in the outreach service reserve fund to general unrestricted funds. Going forward the trustees will have a single general reserves policy for all activities, rather than having separate reserves policies for different activities.

26. RELATED PARTY DISCLOSURES

During the year the charity received donations from trustees totalling £7 (2023 - £560).

Two of the trustees of the charity are also trustees of Worcester Municipal Charities CIO. During the year Worcester Municipal Charities CIO provided use of buildings either rent free or for nominal rent of £14 (2023 - £14) to the charity valued at £27,000 (2023 - £24,000). In addition the charity received grants from Worcester Municipal Charities CIO totalling £33,000 (2023 - £30,830). Worcester Municipal Charities CIO recharged building insurance and electricity to the charity totalling £4,646 (2023 - £4,976).

Maggs Day Centre

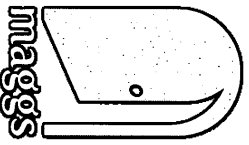
**Detailed Statement of Financial Activities
for the Year Ended 31st March 2024**

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	83,601	106,250
Legacies	1,901	379
Grants	359,147	265,923
Donated rental facilities (Worcester Municipal Charities)	<u>27,000</u>	<u>28,000</u>
	471,649	400,552
Investment income		
Bank interest	9,183	4,088
Charitable activities		
Sundry income from services	2,550	2,361
Social housing rental income	143,297	115,075
Grants	<u>289,468</u>	<u>312,848</u>
	435,315	430,284
Total incoming resources	916,147	834,924
EXPENDITURE		
Raising donations and legacies		
Wages	26,569	
Social security	2,516	
Pensions	389	
Website redesign	12,000	
Advertising	1,898	
Sundry	<u>2,139</u>	
	45,511	
Charitable activities		
Wages	468,214	312,877
Social security	37,736	25,855
Pensions	8,957	5,234
Rent	83,368	92,214
Insurance	16,218	12,196
Light, heat and rates	47,486	47,215
Telephone and internet	9,762	8,230
Repairs and maintenance	42,410	24,009
Day centre expenses	19,670	25,953
Staff training and expenses	14,485	17,634
Cleaning	6,378	5,442
Travel	16,019	7,922
Sundry	6,470	4,101
Depreciation on improvements to property	2,573	7,570
Depreciation on plant and machinery	4,000	3,847
Depreciation on computer equipment	<u>14,742</u>	<u>6,884</u>
	798,488	607,183

Maggs Day Centre

**Detailed Statement of Financial Activities
for the Year Ended 31st March 2024**

	2024	2023
	£	£
Support costs		
Management		
Wages	123,305	173,347
Social security	3,885	9,963
Pensions	1,690	2,965
Postage and stationery	3,181	3,349
Sundries	824	1,333
Legal and professional fees	29,385	12,899
Staff recruitment	9,360	1,925
Bad debts	3,864	10,653
Bank charges	201	1,458
Computer software licences	<u>19,472</u>	<u>614</u>
	195,167	218,506
Finance		
Bank loan interest	6,351	
Governance costs		
Auditors' remuneration	<u>3,810</u>	<u>2,880</u>
Total resources expended	<u>1,049,327</u>	<u>828,569</u>
Net (expenditure)/income	<u>(133,180)</u>	<u>6,355</u>



WWW.MAGGSJAYCENTRE.CO.UK
REGISTERED NUMBER, 700852

MAGGS DAY CENTRE

England & Wales - Charity number 700852

Accounts



TRUSTEES' ANNUAL REPORT
AND
FINANCIAL STATEMENTS
2022/2023





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MAGGS DAY CENTRE A COMPANY LIMITED BY GUARANTEE REPORT OF THE TRUSTEES YEAR ENDING 31 MARCH 2023



The Trustees are pleased to submit their annual report together with the audited financial statements of the charity for the year ended 31 March 2023.

1. Reference and Administrative Information

Charity Name	Maggs Day Centre
Charity registration number	700852
Company registration number	02278501
Registered office	Maggs Day Centre, St Albans, Deansway, Worcester, WR1 2JD

Operational addresses used to fulfil the objects of the charity

- **Maggs Day Centre** St Albans, Deansway, Worcester, WR1 2JD
- **Maggs Clothing Project/Annex** 59/60 The Tything, Worcester, WR1 1JT
- **Maggs Day Centre** Malvern 62 Newtown Road, Malvern, WR14 1NZ

2. Trustees and Directors

Patron: The Rt Revd Dr John Inge, The Lord Bishop of Worcester

The Directors who are also Trustees and who served during the year were:

	Role	Appointed	Resigned
Dr Clive Skidmore	Chair		
Ms Avril Gilmore	Vice-Chair		
Dr Robert Nichols	Secretary	20 May 2022	
Ms Nicola Malyon	Treasurer	7 July 2022	
Mrs Jane Kemp			
Mr Alden Taylor			
Mrs Susan Osbourne		7 July 2022	
Mrs Helen Perry-Smith		5 December 2022	
Mr Gary Morgan		12 May 2022	20 July 2023
Mr Ian Crane			31 March 2023
Dr Helen Taylor		20 May 2022	1 March 2023
Mr Melvyn Akers			26 October 2022
Rev Brian Gant			5 October 2022
Mr Martyn Saunders			4 April 2022



3. Chief Executive

Miss Mel Kirk was appointed to the role in 2012.

4. Principal Advisers

Auditors

Richards Sandy Audit Services Limited, Thornehoe House, 25 Barbourne Road, Worcester, WR1 1RU

Bankers

CAF Bank Limited. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Nationwide Building Society, Kings Park Road, Moulton Park, Northampton NN3 6NW

Unity Bank, 4 Brindley PI, Birmingham B1 2JB

Solicitors

Hallmark Hulme LLP 3, 4 & 5 Sansome Place, Worcester WR1 1UQ

Architects

Lett & Sweetland Limited, 58 London Road, Worcester WR5 2DS

Human Resources

8 Basin Road, Diglis Basin, Worcester, WR5 3GA

5. Governing Documents

Maggs Day Centre is a charitable Company limited by guarantee (incorporated on 19 July 1988). The governing document is its memorandum and articles of association (as amended by Special Resolution on 27 November 1989). Maggs Day Centre was registered as a charity on 17 November 1988.

6. Membership

Membership is open to supporters and sponsors of Maggs at the discretion of the Council of Governors. Membership is £1 a year, which is necessary to maintain the legal Register of members. Fees are due at the AGM. The liability of members is a maximum of £1 should Maggs become insolvent and wound up.



7. Maggs' area of charitable benefit and Charitable Objectives



Mission Statement

We work with homeless and vulnerable people to raise self-confidence thereby enabling positive life change.

Our vision is to work with partners to eliminate long term rough sleeping in the county, whilst offering homeless and vulnerable people opportunities to thrive and realise their full potential.

Area of Charitable benefit: Maggs provides public benefit by helping anyone experiencing homelessness, social isolation or who is in need of support, in Worcestershire, through the provision of two open access Day Centres, associated support, clothing store, accommodation project and an outreach team.

The trustees confirm that they have complied with the duty set out in Section 4 of the Charities Act 2011 to have regard to the guidance issued by the Charity Commission concerning public benefit.

Values and Principles: Maggs treats everyone that it works with in a sensitive non-judgmental way. This enables people to make decisions about their own lives. Support plans are mutually agreed with each person and support workers, in order to maximise individual independence.

Objectives: To promote the relief of suffering in such ways as the Charity shall consider to be appropriate, and in particular:

- I. To promote the establishment of care, support and help for any persons over the age of 18, without regard for race or creed, who are suffering from loneliness or from poverty or from any disability or disease attributable to loneliness and to establish, maintain and manage a shelter or centre and all ancillary services for such persons;
- II. By conducting or promoting or encouraging research into care and treatment of persons suffering from loneliness, poverty, disability or disease as aforesaid and particularly into the care and treatment of persons so suffering and to disseminate the results thereof;
- III. By promoting or encouraging or assisting in the teaching or training of support workers for the treatment and care of persons suffering from loneliness and the effects thereof.

8. Services Offered

- 1. Open Door Day Centres:** direct access Day Centres offering food and support in Worcester and Malvern.
- 2. Clothing Store:** Provides free clothes, sleeping bags, etc.
- 3. Volunteering:** Opportunities for service users: e.g., helping in the clothing store.



4. Countywide Outreach Team: Works throughout the County with rough sleepers who are currently not engaging with any services. Work with service users to provide intensive support to access services with the aim to increase the likelihood of becoming accommodated. They are also able to advocate on the service user's behalf.

5. Accommodation Project: Providing temporary homes for rough sleepers to help develop the skills to maintain a tenancy independently.

6. Harm Reduction: Providing harm reduction to substance misusers currently not engaging in treatment countywide.

7. Intervention and Transition Team: Providing intensive support to rough sleepers in Worcester City.

9. Financial Background

Maggs is dependent on charitable funding, together with donations from the community. The level of service offered may vary in line with the funding available each year. We do not use outside agencies to fundraise.

10. Recruitment, and Appointment of Trustees/Company Directors

The Directors are also charity Trustees for the purposes of charity law and under the Company's Articles of Association are known as "the Council of Governors". The number of members of the Council shall be not less than five nor more than fifteen.

The Directors aim to be as representative as possible and try to recruit new Directors/Trustees who are familiar with the needs of service users or have expertise relevant to the needs of the charity.

Under the requirements of the Memorandum and Articles of Association the members of the Council of Governors are elected at the Annual General Meeting, serve for a period of three years then retire but are eligible for re-election. Other nominations can also be made by members who have paid their subscriptions (£1 per year). Trustees/Directors must be paid up members of the Association.

11. Structure, governance and management

The Chief Executive and management team are accountable to the Board of Trustees.

- **Decision making:** Policy and strategy decisions are made by the Board of Trustees/Directors. Day-to-day management is delegated to the Chief Executive and management team.
- **Pay:** Remuneration of key management personnel and other employees is reviewed every 3 years.
- **Trustee meetings:** The Trustees normally meet twelve times per year.

The Finance Committee normally meets twelve times per year, sets the budget, monitors income and expenditure and receives a budgetary report from the Finance & Administration Officer, including regular bank reconciliations.

12. Training and Development

Maggs' Trustees are committed to staff training, development and supervision. Maggs is a "learning organisation" which constantly evaluates its own work and invites comments and criticism from others. Maggs is committed to regularly review what it does and monitor progress made against objectives.

13. Chair's Statement



This is my first year as chair of the charity although I have been a trustee since 2018.

Being Chair certainly has its challenges, however it is a privilege to be in the position of steering a charity which has such a positive impact on so many peoples lives.

After a period of rapid growth over the last three years, the charity has now entered a period of consolidation, in which we need to take stock and ensure that the success that we have achieved by hard work and dedication is consolidated on firm foundations.

Key to this is ensuring the financial future of the charity. I am delighted that the charity is now acquiring its own property portfolio, not only does this enable us to directly provide homes for those who desperately need them and have no other housing options, but also it provides a solid financial base for the charity which I think is essential to ensuring its financial sustainability.

This year has seen tough economic challenges for the UK as a whole. Rising prices and the cost-of-living crisis are impacting all of those on low incomes. And this change has come about rapidly, giving people little time to adjust to the harsh economic realities of 2023. This has inevitably impacted on our service users, and lead to more people making use of our services.

However, both staff and volunteers have responded proactively and positively to these challenges, and I never ceased to be inspired and impressed by the dedication and commitment shown by both paid staff and volunteers to the people we work with.

Going forward I feel that Maggs is in a good position to weather whatever challenges the future may present to us. We came through the COVID-19 pandemic in a strengthened financial position, and I feel confident that the charity has the resilience to deal with the unexpected.

This year's annual report sets out our achievements for last year. It demonstrates that we are ambitious and confident for the future and will continue to do our utmost for the people who we serve.

14. Future Plans 2023-2024

Our vision is to work with partners to eliminate long term rough sleeping in the county, whilst offering homeless and vulnerable people opportunities to thrive and realise their full potential. Our key priorities for the next financial year are.



Review purchase/rental arrangements to secure good quality accommodation places, to replace existing Houses of Multiple Occupancy (HMO).

- Implement recommendations in the marketing and fundraising strategy.
- Continue to build on working partnerships across the county to enable a collaborative approach to working with people experiencing homelessness.
- Develop and implement effective systems to record key staff data such as leave, absence/sickness reporting, one-to-one appraisal, clinical supervision attendance, training, professional development, and probation reviews.
- Review relevant HR policies and change to incorporate Operations Managers into processes such as investigations.
- Review the volunteer co-ordinator role.
- Implement approved recommendations from the staff supervision and appraisal review.

15. 2022-2023 Achievements and Performance

Measures of success vary dependent on the needs of service users. However, there are some common recurrent outcomes such as: **(Numbers refer to individuals assisted.)**

All Project Outcomes	
Supported to set up a bank account	51
Universal Credit claimants assisted to claim the benefits	126
Improved Money management	92
A reduction in anxiety and depression	239
Accessing substance misuse services	71
Engagement with physical health services	89
Reduction in isolation	248
A reduction in risks to self and others	217
Access and attend the relevant mental health support	119
improved ability to self-care	48
Accompany service users to appointments and advocate on their behalf	210
Service users able to access external support agencies independently	184
Ability to express their individual needs without becoming aggressive	172
Moved into accommodation	67
Reconnection to their area of local connection	23



All Project Outcomes	Total		
Registered with GP	14	Moved into accommodation	22
Helped with Physical Health	41	Improved employability skills	12
Helped with Mental Health	38	Improved personal safety	30
Helped with substance misuse issues	50	Benefit claim application	46
Housing advice/housing assessment	62	Improved money management	31

Maggs Accommodation Project Outcomes 2022/23			
Registered with GP	3	Rebuilding relationships	8
Accessing benefits	12	Helped with substance misuse issues	19
Registering for housing	6	Accessing transport	3
Meaningful use of time	15	Addressing mental health	18
Addressing violent behaviour	6	Utilities set up	3
Bank account set up	1	Budgeting skills taught	10

Achievements at Maggs

Below are the key developments at Maggs during the financial year.

- We started a new project in collaboration with Worcester City Council to provide a team that works with the most entrenched rough sleepers. The intention is to make service users' journey through homeless services seamless and less complex at every stage. It enables the person to develop a positive working relationship with their worker which does not have to be redeveloped when they transition through services, as occurs in the traditional model of support. The team initially comprised 2 workers but has now been extended to 3 workers.
- We worked in collaboration with other organisations to create a successful bid to work with substance misusers in the city. This will include an outreach nurse, who will work closely with our outreach team.
- Funding for our county Harm Reduction workers continued for another 2 years and another part time worker was provided in addition to the 1 full time worker.
- We have reviewed salaries and they now align more closely to the regional average salary for comparable posts.
- We chair the task and finish group that oversees the work conducted based on the recommendations of the thematic review of the death of rough sleepers for the County.



16. Case studies (names have been changed)

Here are some of the stories of how Maggs has helped people this year:

Robert's story – Worcester Intervention and transition Team



Robert spent most of his younger years moving round foster care placements. He developed a substance addiction; he funded this by criminal behaviour he has 38 convictions. Robert has multiple medical issues and is addicted to alcohol. His issues included alcohol, violence, self-harm, drinking until unconscious and black outs. He had been working with his probation officer and previously IOM for over five years and has been recalled to Prison numerous times.

Robert has had sporadic contact with Cranston since 2015. He has been housed several times but unable to sustain tenancies due to his mental health, lack of engagement, inability to manage finances and recalled for breaching his CBO. Barriers for housing have been highly complex, Robert has been a prolific rough sleeper since 1998.

ITT started working with Robert in April 2022; in June he went to prison for breaching his CBO. During this time ITT maintained contact. Upon release he regularly attended Maggs for support which is something he has never done before. He was referred for a property which was successful. In November 2022, the property was broken into, Robert fled and would not return and chose to rough sleep. ITT continued to support Robert and secured temporary accommodation whilst he was considered for a property. A property became available in March. Robert maintained contact and managed to remain out of custody which is his longest time out of prison. Robert has now moved in and is maintaining his tenancy and his property to a high standard which is something most professionals thought Robert would never be able to achieve.

Julians story – Maggs Day Centre



Julian first presented at Maggs Day Centre 25/1/23. His placement at Brailey house had just come to an end and he was now sleeping in his car. He was released from prison in October 22 and had had a few extensions on his placement. He disclosed that he was in prison for 4 years and was on licence under Bath probation. He is on the sex offenders register, precautions were taken on site, as there are potential risks to/from Julian.

Julian was also put under Worcester probation to ensure he has regular face-to-face appointments. Due to his licence conditions, we struggled to get temporary accommodation, and SWEP, resulting in Julian still sleeping in his car during the really bad weather.



Working with the council and Worcester Probation, we tried to find appropriate lettings (G could not reside within a certain distance of schools etc) which had to be signed off by the local police as well as probation, and Bath probation officer was still involved as his main worker. We remained in contact with MOSOVO, who kept up to date with the checks needed. Julian was given another few weeks at Braley house, waiting for his checks.

We finally managed to find a suitable flat in an over 50's apartment complex but was delayed due to an issue with water pressure and Julian failing financial assessments, which we went over and resubmitted with reasonable figures. Julian was finally approved by Rooftop housing, probation and the police and moved into his property on 9th May.

As the agency he accessed most frequently, we monitored his mental health. He came to trust staff at Maggs Day Centre and would come to us if his mental health deteriorated, which it did on several occasions. We also helped him after he relapsed and started drinking, which lasted for only 1 week, thanks to input from Maggs Day Centre.

We are still supporting him with additional needs as and when they arise.

A volunteer's story from the volunteer themselves



Why did I choose to volunteer with Maggs I have been asked.

Well I have been lucky in life to always have a home a place to live, eat, sleep, entertain my friends and family feel safe, comfortable and happy..... my sanctuary you might call it!

I can't begin to imagine what it must be like not to have a home, no safe place to be, no creature comforts, no place to call your own.

As well as that there is the stigma attached to being homeless as if somehow it must be your fault or you deserve the circumstances you find yourself!

So I chose to volunteer with Maggs because they support the people who are homeless, trying to make their lives better and find them a place to live. I feel really it is the least I can do, support their efforts and support the homeless.

Next question my experience of working with Maggs! So far great! I volunteer in the clothing project which as it happens turned out to be quite a big project.

We are trying to make the premises like a shop so it is an easy and a pleasant experience for our clients to come to. We should have new shelving soon which will enhance the shopping experience even more.

As well as sorting out clothes we engage with and help those people that are shopping, find sizes of clothes, shoes help choose household stuff, bedding and then try and squeeze it all in a bag, can be a challenge at times.

The professional team are supportive of volunteers with a common aim of making the homeless persons life just a bit better in a short space of time.



The work is flexible in that if you can't make a shift you just let the staff know preferably in good time and swap if you want to or if not it's not an issue.

It is a happy environment to work in, often quite funny, sometimes can be sad; but overall I would recommend volunteering with Maggs, lots of innovative ideas on the horizon we need all the support we can get.

We also have the opportunity to fundraise for Maggs and recently Worcester Ukulele busked for 4 hours in Worcester city centre raising £403,50pence. It was great fun, the people of Worcester enjoyed the music, we enjoyed singing and playing our ukes and we raised awareness of who Maggs are and what they do.

As well as ukes busking we held a concert at St Swithins Church Worcester with the Chaps Choir from London singing alongside local Vocal High Choir. We lifted the roof off, raised £200 in the process and of course again had lots of fun and spread the word of Maggs invaluable work.

More events to be held in the not too distant future.

17. Distribution of Information

Information regarding Maggs' activities and achievements is distributed using the following: website, Facebook, Twitter, blogs, leaflets, newsletters, public speaking and local media.

18. Partnership Working

Maggs works in close and successful partnership with many relevant statutory and voluntary agencies who

work with and support the single homeless. These include:

- Cranstoun,
- CCP,
- Citizens Advice CAB/WHABAC,
- Housing Associations,
- Local Councils,
- NHS,
- St Paul's Hostel,
- West Mercia Police,
- Warwickshire & West Mercia Probation Trust,
- Worcester Cathedral,
- Worcester Cares,
- Worcester Municipal Charities,
- Worcestershire County Council,
- Worcestershire Safeguarding Boards,
- YMCA.



19. Financial and other support

Maggs received financial and non-financial support from voluntary and charitable organisations, churches, schools, and individuals.

Worcester Municipal Charities provides both of our Worcester premises for a nominal rent. (The total rental values shown appear as expenditure and an equal amount is shown as grants received).

Property	Capital	Rental Value
59/60 The Tything	£373,145	£29,850
St. Albans, Deansway (150 years' leasehold)	£50,000	£10,000

During 2022/23 Worcester Council provided funding for 3 ½ navigation workers. The National Lottery funds two workers in our outreach team and one MAP worker for another 4 years. Worcester County council funded a 3-year harm reduction worker post and Worcester City Council funded 3 ITT workers.

Volunteers: Volunteers provide invaluable assistance. Currently we have 23 volunteers who assist in various ways including assisting making breakfast, active listeners, assisting in the clothing store.

We have developed for the first year volunteer ambassadors who give talks to the community.

20. Financial Review of the Year

Maggs' financial performance in 2022/23 was both some way ahead of budget and good bearing in mind the issues that affected both the UK economy in general and the charity sector in particular. Total income was £834,924 (2022 - £883,138). It was boosted by better than expected income from grant making trusts and also from schools, churches and the general public. Total expenditure was well controlled at £828,569 (2022 - £689,285). This was below budget and was significantly affected by an underspend on salaries which resulted from staff vacancies, a problem encountered by many UK based organisations.

Maggs' cash position at the end of the financial year was sound showing a positive figure of £701,165 (2022 £702,923).

Total free reserves (total unrestricted funds less amounts held within fixed assets) was £556,634 (2022 - £498,863).



2022/23 has begun in an atmosphere of considerable uncertainty. Inflation looks likely to reach at least 11% and this could have a considerable adverse impact on our costs.

Approximately 64% of our costs are pay related. This reflects the high quality of staff at Maggs They are vital to providing an appropriate level of service and support for those who need and use Maggs.

Finally, the trustees have agreed the following designated funds:

- Accommodation project reserve £100,000 This fund is intended to be used as a deposit / contribution for a further property purchase.
- Outreach fund £107,075 This fund will be used to maintain the outreach services at their current level for the next 4 years, as the 3-year grant awarded to the outreach team reduces in value each year.
- Property fund £28,133 Our day centre is housed in a 1000-year-old building on a full repair and maintenance lease.

21. Risk Management

The Trustees confirm that they have reviewed the major risks. The main risk to Maggs is the unpredictable nature of income streams. This is further exacerbated by the current cost of living crisis and the potential longer-term impact of the pandemic. The Finance Committee has set prudent budgets and regularly monitors expenditure against income. The Trustees have examined potential risks and are satisfied that the internal systems together with insurance policies mitigate these.

22. Investment Policy

Apart from retaining a prudent amount in reserves each year all the Charity's funds are spent in the short term. The reserves are placed on short-term deposits and there are plans to purchase another house of multiple occupation.

23. Fundraising from the Public

We receive funding from the public who provide cash donations, as well as online donations through our website and our Charity Saver Giving page. Local churches and schools also make collections of donations on our behalf.

We are not bound by any voluntary schemes or standards for regulating fundraising. We have not received any complaints in how we raise funds from the general public.



24. Reserves Policy

The Charity Commission defines reserves as that part of a charity's unrestricted funds that is freely available to spend on any of the charity's purposes. That includes cash at the bank, deposits and other investments which can reasonably easily be turned into cash.

Whilst there is no mandated % to be held by a charity, there is some guidance to support a charity deriving an acceptable level of reserves to be held. There is a general principle that the % should reflect 3 to 9 months of our total expenditure and is mindful of the need of funds.

As Trustees we are keen to ensure that there is no significant disruption to our charitable activities and on this basis, we have agreed a target range of between three and six months of our planned expenditure to provide short-term cover in the event of any unforeseen reduction in income or additional expenditure until long-term solutions can be established. A detailed review of the financial risks that we face is monitored on an ongoing basis by the Trustees.

Our closing balance sheets for 2022/23 shows an unrestricted reserve of £815,351 (2021/22 £757,263) of which £258,717 (2021/22 £258,400) is held as fixed assets, leaving £556,634 (2021/22 £498,863) of general unrestricted free reserves. Based on our estimated expenditure for 2023/24 of £1,128,805 we currently have reserves to cover 49% (2021/22 38%) of our expenditure for the year.

25. Trustees Responsibilities in Relation to the Financial Statements

The trustees (who are also the directors of Maggs Day Centre) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and Accounting Standards.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation and of the incoming resources and application of resources, including the income and expenditure. In preparing those financial statements, the trustees are required to: select and apply consistently suitable accounting policies; adhere to Charity SORP requirements and make judgements and estimates that are reasonable and prudent.

The trustees are responsible for keeping proper accounting records which disclose at any time the financial position and ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding assets and the prevention and detection of fraud and other irregularities.



26. Disclosure of information to auditors

Each person who was a Director at the time this report was approved confirms that:

- So far as they are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the Charity's auditors are unaware; and
- They have taken all the steps that they ought to have taken as Director to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

27. Small company provisions

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the board on and signed on its behalf.

Clive Skidmore
Chair

9 October 2023

Report of the Independent Auditors to the Members of Maggs Day Centre

Opinion

We have audited the financial statements of Maggs Day Centre (the 'charitable company') for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 and of its incoming resources and application of resources, including its income and expenditure, 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 Companies Act 2006.

Basis for opinion

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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 Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of Maggs Day Centre

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors 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.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, we have:

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework; and
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Companies Act 2006 (and related legislation), the Charities Act 2011 (and related legislation) and regulations relating to the employment and payment of staff including, but not limited to, the Employment Rights Act 1996, the National Minimum Wage Act 1998 and the Pensions Act 2008.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements, which included reviewing the financial statement disclosures and sample testing of monthly payroll records for the calculation of gross wages, payroll taxes and pension costs.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be allocation by management of wage costs to individual restricted funds. We have reviewed management's calculation methodology for allocating wage costs between individual restricted funds.


Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or 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. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Maggs Day Centre**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


Robert Iestyn Richards FCCA (Senior Statutory Auditor)
for and on behalf of Richards Sandy Audit Services Limited
(Statutory Auditor)
Thomeloe House
25 Barbourne Road
Worcester
WR1 1RU

Date: 1/11/2023

Maggs Day Centre

**Statement of Financial Activities
for the Year Ended 31st March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	4	227,142	472,504	699,646	780,679
Charitable activities	6				
Maggs Day Centres		616	-	616	8,206
Maggs Accommodation Project		115,075	1,745	116,820	92,866
Maggs Outreach and Transition Services		-	13,754	13,754	756
Investment income	5	4,088	-	4,088	631
Total		346,921	488,003	834,924	883,138
EXPENDITURE ON					
Raising funds	7	-	-	-	2,516
Charitable activities	8				
Maggs Day Centres		167,137	53,183	220,320	170,179
Maggs Accommodation Project		124,266	80,785	205,051	202,502
Maggs Outreach and Transition Services		4,663	398,535	403,198	314,088
Total		296,066	532,503	828,569	689,285
NET INCOME/(EXPENDITURE)		50,855	(44,500)	6,355	193,853
Transfers between funds	22	7,233	(7,233)	-	-
Net movement in funds		58,088	(51,733)	6,355	193,853
RECONCILIATION OF FUNDS					
Total funds brought forward		757,263	215,212	972,475	778,622
TOTAL FUNDS CARRIED FORWARD		815,351	163,479	978,830	972,475

The notes form part of these financial statements

Maggs Day Centre

**Balance Sheet
31st March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	17	46,365	-	46,365	46,048
Social investments	18	<u>212,352</u>	-	<u>212,352</u>	<u>212,352</u>
		258,717	-	258,717	258,400
CURRENT ASSETS					
Debtors	19	43,120	36,723	79,843	48,702
Cash at bank		<u>555,186</u>	<u>145,979</u>	<u>701,165</u>	<u>702,923</u>
		598,306	182,702	781,008	751,625
CREDITORS					
Amounts falling due within one year	20	(41,672)	(19,223)	(60,895)	(37,550)
NET CURRENT ASSETS		<u>556,634</u>	<u>163,479</u>	<u>720,113</u>	<u>714,075</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>815,351</u>	<u>163,479</u>	<u>978,830</u>	<u>972,475</u>
NET ASSETS		<u>815,351</u>	<u>163,479</u>	<u>978,830</u>	<u>972,475</u>
FUNDS	22				
Unrestricted funds				815,351	757,263
Restricted funds				<u>163,479</u>	<u>215,212</u>
TOTAL FUNDS				<u>978,830</u>	<u>972,475</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 9 October 2023 and were signed on its behalf by:


.....
Dr Clive Julian Skidmore - Trustee

The notes form part of these financial statements

Maggs Day Centre

**Cash Flow Statement
for the Year Ended 31st March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>12,772</u>	<u>257,854</u>
Net cash provided by operating activities		<u>12,772</u>	<u>257,854</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(18,618)	(36,006)
Purchase of social investments		-	(212,352)
Interest received		<u>4,088</u>	<u>631</u>
Net cash used in investing activities		<u>(14,530)</u>	<u>(247,727)</u>
Change in cash and cash equivalents in the reporting period		(1,758)	10,127
Cash and cash equivalents at the beginning of the reporting period		<u>702,923</u>	<u>692,796</u>
Cash and cash equivalents at the end of the reporting period		<u>701,165</u>	<u>702,923</u>

The notes form part of these financial statements

Maggs Day Centre

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2023**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	2023		2022
	£		£
Net income for the reporting period (as per the Statement of Financial Activities)	6,355		193,853
Adjustments for:			
Depreciation charges	18,301		16,645
Interest received	(4,088)		(631)
(Increase)/decrease in debtors	(31,141)		86,897
Increase/(decrease) in creditors	<u>23,345</u>		<u>(38,910)</u>
Net cash provided by operations	<u>12,772</u>		<u>257,854</u>
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank and in hand	<u>702,923</u>	<u>(1,758)</u>	<u>701,165</u>
	<u>702,923</u>	<u>(1,758)</u>	<u>701,165</u>
Total	<u>702,923</u>	<u>(1,758)</u>	<u>701,165</u>

The notes form part of these financial statements

Maggs Day Centre

Notes to the Financial Statements for the Year Ended 31st March 2023

1. STATUTORY INFORMATION

Maggs Day Centre is a charitable company limited by guarantee registered in England and Wales.

In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member.

The charitable company's registered office is St. Albans, Deansway, Worcester, WR1 2JD.

2. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

GOING CONCERN

These financial statements have been prepared on a going concern basis, as the trustees believe that no material uncertainties regarding going concern exist.

In making this assessment, the trustees have considered the level of funds held and the expected level of income and expenditure for a period not less than 12 months from the date that these financial statements have been authorised.

INCOME

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

Income from grants and donations is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty. Income from grants is only deferred when the charity has to fulfil conditions not yet met before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Legacies are recognised when probate is granted and there is sufficient information to measure them. Where there is insufficient information to reliably measure any outstanding legacies, these are instead treated as contingent assets (and details of any such legacies will be disclosed in the notes to these financial statements).

Income relating to services provided in the course of undertaking direct charitable activities represents the value of services provided to the extent that there is a right to consideration and is recorded at the fair value of the consideration received or receivable.

Rental income is measured on a straight line basis over the period of the lease.

Interest income is recognised for all interest-bearing instruments on an accrual basis.

EXPENDITURE

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

TANGIBLE FIXED ASSETS

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

Improvements to property	-	33% on cost, 20% on cost, 15% on cost and 12.5% on cost
Plant and machinery	-	33% on cost and 20% on cost
Computer equipment	-	33% on cost and 20% on cost

continued...

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

2. ACCOUNTING POLICIES - continued

SOCIAL INVESTMENTS IN PROPERTY

Social investments in property are held primarily for the provision of social benefits in accordance with the objectives of the charity, although rental income is received in regard to these properties.

Social investments in property are measured at cost less and provisions for depreciation or impairment.

Social investments in property are considered to have a residual value not less than historical cost, and they are subject to a programme of repairs designed to maintain these assets to a high standard. On this basis, no depreciation are charged on these properties.

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

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

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

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

FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised when the charity becomes party to contractual provisions of the instrument.

Financial assets are offset, with the net amounts presented in the accounts where there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic Financial Assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Basic Financial Liabilities

Basic financial liabilities, including trade and other payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of future receipts, discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of the operations from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction.

PENSION COSTS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

DONATED GOODS AND SERVICES

Donated rental facilities are measured on the basis of the value of the gift to the charity, being amount that the charity would pay in the open market for alternative rental facilities for an equivalent property.

The contribution of unpaid general volunteers are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

Donated goods received for the purpose of free distribution to beneficiaries are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

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Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

2. ACCOUNTING POLICIES - continued

STAFF TERMINATION COSTS

Staff termination costs are recognise termination benefits as a liability and an expense immediately upon a detailed formal plan for the termination has been agreed upon the staff members effected by the agreement and the charity has no realistic possibility of withdrawal from that plan.

Staff termination costs are measured at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

3. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical areas of judgement

The allocation of staff costs between individual unrestricted and restricted funds is based on the estimated split of staff time for each individual employee of the charity. The allocation of general support costs is between individual unrestricted and restricted funds is directly linked to the assumptions made in allocating staff costs between individual unrestricted and restricted funds.

Social investments in property are considered to have a residual value not less than historical cost. and they are subject to a programme of repairs designed to maintain these assets to a high standard. On this basis, no depreciation are charged on these properties.

4. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	106,250	103,250
Legacies	379	35,205
Grants	565,017	618,224
Donated rental facilities (Worcester Municipal Charities)	<u>28,000</u>	<u>24,000</u>
	<u>699,646</u>	<u>780,679</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
Worcester City Council - Navigation Service	-	147,670
Worcester City Council - Intervention & Transition Worker	83,443	-
Worcestershire County Council - Harm Reduction Worker	50,000	37,500
Worcestershire County Council - Covid Funding	-	10,734
Worcester City Council - other	19,830	-
Wyre Forest District Council - Navigation Service	139,590	-
Big Lottery Fund	95,000	95,000
Homeless Link	-	92,437
Lloyds Bank Foundation	35,250	33,000
Worcester Municipal Charities	30,830	29,675
Eveson Charitable Trust	28,000	26,000
William A Cadbury Charitable Trust	-	20,000
Sundry other grants (less than £10,000 each)	<u>83,074</u>	<u>126,208</u>
	<u>565,017</u>	<u>618,224</u>

continued...

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

5. INVESTMENT INCOME		2023	2022
		£	£
Bank interest		<u>4,088</u>	<u>631</u>
6. INCOME FROM CHARITABLE ACTIVITIES		2023	2022
		£	£
Sundry income from services	Activity	616	8,206
	Maggs Day Centres		
Sundry income from services	Maggs Accommodation Project	1,745	60
Social housing rental income	Maggs Accommodation Project	115,075	92,806
Sundry income from services	Maggs Outreach and Transition Services	<u>13,754</u>	<u>756</u>
		<u>131,190</u>	<u>101,828</u>
7. RAISING FUNDS			
		2023	2022
		£	£
Fundraising event expenses		<u>-</u>	<u>2,516</u>
8. CHARITABLE ACTIVITIES COSTS			
	Direct	Support	Totals
	Costs (see	costs (see	
	note 9)	note 10)	
	£	£	£
Maggs Day Centres	131,586	88,734	220,320
Maggs Accommodation Project	183,574	21,477	205,051
Maggs Outreach and Transition Services	<u>292,023</u>	<u>111,175</u>	<u>403,198</u>
	<u>607,183</u>	<u>221,386</u>	<u>828,569</u>
9. DIRECT COSTS OF CHARITABLE ACTIVITIES		2023	2022
		£	£
Staff costs		343,966	263,320
Rent		92,214	83,787
Insurance		12,196	9,673
Light, heat and rates		47,215	31,730
Telephone and internet		8,230	8,231
Repairs and maintenance		24,009	14,497
Day centre expenses		25,953	24,989
Staff training and expenses		17,634	15,340
Cleaning		5,442	5,249
Travel		7,922	11,759
Sundry		4,101	2,336
Depreciation		<u>18,301</u>	<u>16,645</u>
		<u>607,183</u>	<u>487,556</u>

continued...

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

10. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Maggs Day Centres	85,854	2,880	88,734
Maggs Accommodation Project	21,477	-	21,477
Maggs Outreach and Transition Services	<u>111,175</u>	<u>-</u>	<u>111,175</u>
	<u>218,506</u>	<u>2,880</u>	<u>221,386</u>

Support costs, included in the above, are as follows:

MANAGEMENT

				2023	2022
	Maggs Day Centres £	Maggs Accommodation Project £	Maggs Outreach and Transition Services £	Total activities £	Total activities £
Wages	43,903	21,157	108,287	173,347	162,283
Social security	9,963	-	-	9,963	7,606
Pensions	2,965	-	-	2,965	3,411
Postage and stationery	2,348	297	704	3,349	1,718
Sundries	1,333	-	-	1,333	-
Legal and professional fees	13,209	4	300	13,513	10,319
Staff recruitment	41	-	1,884	1,925	2,086
Bad debts	10,653	-	-	10,653	-
Bank charges	1,439	19	-	1,458	139
Termination settlement	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>8,771</u>
	<u>85,854</u>	<u>21,477</u>	<u>111,175</u>	<u>218,506</u>	<u>196,333</u>

GOVERNANCE COSTS

	2023 Maggs Day Centres £	2022 Total activities £
Auditors' remuneration	<u>2,880</u>	<u>2,880</u>

11. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023 £	2022 £
Depreciation - owned assets	18,301	16,645
Property rental costs	<u>64,214</u>	<u>59,787</u>

continued...

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

12. AUDITORS' REMUNERATION

Amounts paid to the auditor in the year are as follows:

	2023	2022
	£	£
Auditor's remuneration	2,880	2,880
Other services	<u>2,556</u>	<u>2,934</u>
	<u>5,436</u>	<u>5,814</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

TRUSTEES' EXPENSES

During the year 2 trustees were reimbursed travel expenses of £248 (2022 - 1 trustee was reimbursed travel expenses of £20).

14. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	486,224	400,345
Social security costs	35,818	27,011
Other pension costs	<u>8,199</u>	<u>9,264</u>
	<u>530,241</u>	<u>436,620</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Average number of employees	<u>26</u>	<u>22</u>

No employees received emoluments in excess of £60,000.

Key management personnel remuneration

Total emoluments (including employer NI and pension costs) paid to the chief executive was £48,656 (2022 - £43,523).

Staff termination costs

During the year the charity paid £nil (2022 - £8,771) in staff termination costs.

continued...

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	204,455	576,224	780,679
Charitable activities			
Maggs Day Centres	8,206	-	8,206
Maggs Accommodation Project	92,866	-	92,866
Maggs Outreach and Transition Services	-	756	756
Investment income	<u>631</u>	<u>-</u>	<u>631</u>
Total	<u>306,158</u>	<u>576,980</u>	<u>883,138</u>
EXPENDITURE ON			
Raising funds	2,516	-	2,516
Charitable activities			
Maggs Day Centres	117,597	52,582	170,179
Maggs Accommodation Project	136,779	65,723	202,502
Maggs Outreach and Transition Services	<u>(24,965)</u>	<u>339,053</u>	<u>314,088</u>
Total	<u>231,927</u>	<u>457,358</u>	<u>689,285</u>
NET INCOME	74,231	119,622	193,853
Transfers between funds	<u>101,594</u>	<u>(101,594)</u>	<u>-</u>
Net movement in funds	175,825	18,028	193,853
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>581,438</u>	<u>197,184</u>	<u>778,622</u>
TOTAL FUNDS CARRIED FORWARD	<u>757,263</u>	<u>215,212</u>	<u>972,475</u>

16. CONTINGENT ASSETS

The charity had been notified of 2 legacies due to the charity relating to individuals who died prior to the year end that had not been included in income on the basis that the charity has not yet received sufficient information as to enable a valuation of the charity's entitlement to be made.

continued...

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

17. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Computer equipment £	Totals £
COST				
At 1st April 2022	111,001	52,399	28,367	191,767
Additions	-	1,010	17,608	18,618
Disposals	-	-	<u>(11,587)</u>	<u>(11,587)</u>
At 31st March 2023	<u>111,001</u>	<u>53,409</u>	<u>34,388</u>	<u>198,798</u>
DEPRECIATION				
At 1st April 2022	93,517	32,220	19,982	145,719
Charge for year	7,570	3,847	6,884	18,301
Eliminated on disposal	-	-	<u>(11,587)</u>	<u>(11,587)</u>
At 31st March 2023	<u>101,087</u>	<u>36,067</u>	<u>15,279</u>	<u>152,433</u>
NET BOOK VALUE				
At 31st March 2023	<u>9,914</u>	<u>17,342</u>	<u>19,109</u>	<u>46,365</u>
At 31st March 2022	<u>17,484</u>	<u>20,179</u>	<u>8,385</u>	<u>46,048</u>

18. SOCIAL INVESTMENTS

	Social investment in property £
MARKET VALUE	
At 1st April 2022 and 31st March 2023	<u>212,352</u>
NET BOOK VALUE	
At 31st March 2023	<u>212,352</u>
At 31st March 2022	<u>212,352</u>

19. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	29,597	15,250
Accrued income	29,599	23,352
Prepayments	<u>20,647</u>	<u>10,100</u>
	<u>79,843</u>	<u>48,702</u>

continued...

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

20. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	18,517	10,490
Social security and other taxes	8,571	8,277
Other creditors	-	492
Pension creditor	3,996	-
Accrued expenses	14,985	14,124
Deferred income	<u>14,826</u>	<u>4,167</u>
	<u>60,895</u>	<u>37,550</u>

Deferred income

Deferred income relates to performance related grant income received or invoiced prior to 31 March 2023 that related to services to be provided within the next financial year. Deferred income held as at 31 March 2022 has been fully released to income within the current financial year.

21. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	3,708	25,953
Between one and five years	<u>-</u>	<u>1,390</u>
	<u>3,708</u>	<u>27,343</u>

The charity rents several residential properties used for its Accommodation Project.

In addition Worcester Municipal Charities (CIO) provides the charity use of St Albans Deansway for rent of £1 pa until 2030 (when the lease will be renewed until 2159) and use of 59/60 The Tything for peppercorn rent (not subject to a formal lease agreement). The estimated fair market value of the waived rent of this building provided by Worcester Municipal Charities (CIO) is £28,000 (2022 - £24,000).

continued...

Maggs Day Centre

Notes to the Financial Statements - continued
for the Year Ended 31st March 2023

22. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	522,055	50,855	7,233	580,143
Outreach services reserve fund	107,075	-	-	107,075
Property purchase reserve	100,000	-	-	100,000
Property sinking fund reserve	28,133	-	-	28,133
	<u>757,263</u>	<u>50,855</u>	<u>7,233</u>	<u>815,351</u>
Restricted funds				
Big Lottery Fund	24,480	(24,480)	-	-
Building Capabilities	100	(100)	-	-
Equipment for the day centre	431	3,493	(2,759)	1,165
ITT Workers	-	1,062	(1,062)	-
Maggs Accommodation Project	1,853	(1,853)	-	-
Malvern Day Centre	29,884	13,877	(150)	43,611
Navigation	145,805	(28,781)	(2,597)	114,427
Pret Foundation	2,939	(2,939)	-	-
St Martin in the Field (and related funds)	3,138	(3,138)	-	-
Wellbeing	101	(101)	-	-
Sundry small restricted funds	6,481	(1,540)	(665)	4,276
	<u>215,212</u>	<u>(44,500)</u>	<u>(7,233)</u>	<u>163,479</u>
TOTAL FUNDS	<u>972,475</u>	<u>6,355</u>	<u>-</u>	<u>978,830</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	346,921	(296,066)	50,855
Restricted funds			
Big Lottery Fund	95,000	(119,480)	(24,480)
Building Capabilities	-	(100)	(100)
Equipment for the day centre	5,000	(1,507)	3,493
Harm Reduction Worker	50,000	(50,000)	-
ITT Workers	83,443	(82,381)	1,062
Maggs Accommodation Project	21,015	(22,868)	(1,853)
Maggs Outreach and Transition Services	3,500	(3,500)	-
Malvern Day Centre	45,472	(31,595)	13,877
Navigation	169,160	(197,941)	(28,781)
Pret Foundation	-	(2,939)	(2,939)
St Martin in the Field (and related funds)	2,036	(5,174)	(3,138)
Wellbeing	-	(101)	(101)
Sundry small restricted funds	13,377	(14,917)	(1,540)
	<u>488,003</u>	<u>(532,503)</u>	<u>(44,500)</u>
TOTAL FUNDS	<u>834,924</u>	<u>(828,569)</u>	<u>6,355</u>

continued...

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	344,469	74,231	103,355	522,055
Outreach services reserve fund	107,075	-	-	107,075
Property purchase reserve	100,000	-	-	100,000
Property sinking fund reserve	<u>29,894</u>	<u>-</u>	<u>(1,761)</u>	<u>28,133</u>
	581,438	74,231	101,594	757,263
Restricted funds				
Accommodation project support worker	6,954	(6,954)	-	-
Aviva	999	(999)	-	-
Big Lottery Fund	-	24,480	-	24,480
Building Capabilities	100	-	-	100
Covid-19 related funding	-	12,315	(12,315)	-
Equipment for the day centre	2,104	6,115	(7,788)	431
Harm Reduction Worker	-	611	(611)	-
Housing benefit received for tenants	4,199	(4,199)	-	-
Maggs Accommodation Project	2,004	6,599	(6,750)	1,853
Maggs Outreach and Transition Services	41,041	(39,825)	(1,216)	-
Malvern Day Centre	46,789	(18,934)	2,029	29,884
Navigation	77,401	71,157	(2,753)	145,805
Pret Foundation	6,229	(3,290)	-	2,939
Property Purchase	-	70,000	(70,000)	-
St Martin in the Field (and related funds)	1,024	2,114	-	3,138
Tenancy support worker	5,000	(5,000)	-	-
Wellbeing	2,404	(113)	(2,190)	101
Sundry small restricted funds	<u>936</u>	<u>5,545</u>	<u>-</u>	<u>6,481</u>
	<u>197,184</u>	<u>119,622</u>	<u>(101,594)</u>	<u>215,212</u>
TOTAL FUNDS	<u>778,622</u>	<u>193,853</u>	<u>-</u>	<u>972,475</u>

continued...

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

22. MOVEMENT IN FUNDS - continued

Equipment for the day centre

Funding received from various grant providers for the purchase of equipment for the Day Centre and rental properties.

ITT Workers Fund

Funding received from Worcester City Council to finance Intervention and Transition Worker staff members.

Harm Reduction Worker

Funding received from Worcester City Council to finance a Harm Reduction Worker staff member.

Housing benefit received for tenants

Housing benefit received from Worcester City Council to supplement rental income receivable from tenants of the charity.

Maggs accommodation project

Funding received from Homeless Link and Screwfix to help fund the charity's accommodation project.

Maggs Outreach and Transition Services

Funding received from the National Lottery, as well as various charitable trusts, to finance Maggs Outreach and Transition Services provided by the charity.

Malvern Day Centre

Funding received from donations from individuals, local churches, DEFRA and various charitable trusts to support the activities of the Malvern Day Centre.

Navigation

Funding received from Worcester City Council, as well as various charitable trusts, to finance a staff member to provide advice and support to homeless individuals.

Pret Foundation

Funds received from the Pret Foundation to finance food, supplies and utilities relating to the Maggs Day Centre.

Property purchase

Funding received from Homeless Link to contribute towards the purchase of 12 Happylands.

St Martin in the Field

Funds received from both St Martin in the Field PCC and other churches and local charities to finance various low value expenditure undertaken on behalf of beneficiaries of the charity.

Tenancy Support Worker

Funding received from Didymus to finance a staff member to assist with tenancy support work.

Wellbeing

Funds received from Wellbeing to help set up the Maggs accommodation project.

Sundry small restricted funds

Small one-off grants received for a specific purpose.

TRANSFERS BETWEEN FUNDS

During the year the following amounts were transferred to the general unrestricted fund representing the cost of fixed assets purchased using restricted funds:

	£
Restricted funds	
Equipment for the day centre	2,759
ITT Workers	1,062
Malvern Day Centre fund	150
Navigation fund	2,802
Sundry small restricted funds	460
	<u>7,233</u>

continued...

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

22. MOVEMENT IN FUNDS - continued

TRANSFERS BETWEEN FUNDS - continued

During the year £205 was transferred from Sundry small restricted funds to the restricted Navigation fund in order to allocate part of the small grant Outreach funding to the Navigation worker.

23. RELATED PARTY DISCLOSURES

During the year the charity received donations from trustees totalling £560 (2022 - £704).

Both one of the trustees and the CEO of the charity are also trustees of Worcester Municipal Charities CIO. During the year Worcester Municipal Charities CIO provided use of buildings rent free to the charity valued at £28,000 (2022 - £24,000). In addition the charity received grants from Worcester Municipal Charities CIO totalling £30,830 (2022 - £29,675). Worcester Municipal Charities CIO recharged building insurance and electricity to the charity totalling £4,976 (2022 - £4,327).

24. POST BALANCE SHEET EVENTS

After the year end the charity entered into an agreement to purchase a property to be used to provide social housing for £224,000 plus associated legal fees (estimated to be approximately £6,000).

MAGGS DAY CENTRE

England & Wales - Charity number 700852

Accounts



MAGGS DAY CENTRE



TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS 2021/2022

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Website: www.maggsdaycentre.co.uk **Email:** mkirk@maggsdaycentre.co.uk **Phone:** 01905 25027

Charity Number: 700852 **Company Number:** 02278501

MAGGS DAY CENTRE A COMPANY LIMITED BY GUARANTEE REPORT OF THE TRUSTEES YEAR ENDING 31 MARCH 2022

The Trustees are pleased to submit their annual report together with the audited financial statements of the charity for the year ended 31 March 2022.

1) Reference and Administrative Information

- **Charity Name:** Maggs Day Centre
- **Charity registration number:** 700852
- **Company registration number:** 02278501
- **Registered office:** Maggs Day Centre, St Albans, Deansway, Worcester, WR1 2JD
- **Operational addresses used to fulfil the objects of the charity:**
 - **Maggs Day Centre** St Albans, Deansway, Worcester, WR1 2JD
 - **Maggs Clothing Project/Annex** 59/60 The Tything, Worcester, WR1 1JT
 - **Maggs Day Centre Malvern** 62 Newtown Road, Malvern, WR14 1NZ

2) Trustees and Directors

Patron: The Rt Revd Dr John Inge, The Lord Bishop of Worcester

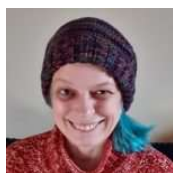
The Directors who are also Trustees and who served during the year were:

Mr Melvyn Akers	Chair	Mrs Susan Osborne	
Ms Avril Gilmore	Vice-Chair	Dr Clive Skidmore	
Mr Ian Crane	Company Secretary	Rev Brian Gant	
Mrs Jane Kemp	Appointed 19 Aug 21	Mr Martyn Saunders	Resigned 4 Apr 22
Mr Charles Snailham	Resigned 19 Aug 21	Mr Alden Taylor	

The Directors who are also Trustees appointed after the year end were:

Ms Nicola Malyon	Appointed 7 Jul 22	Mr Gary Morgan	Appointed 12 May 22
Dr Robert Nichols	Appointed 20 May 22	Dr Helen Taylor	Appointed 20 May 22

3) Chief Executive



Ms Mel Kirk who was appointed to the role in 2012.

4) Principal Advisers:

Auditors: Richards Sandy Audit Services Limited. Thorneloe House, 25 Barbourne Road, Worcester, WR1 1RU

Bankers: CAF Bank Limited. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
Nationwide Building Society. Kings Park Road, Moulton Park, Northampton, NN3 6NW
Santander UK plc. Bridle Place, Bootle, L30 4GB
Hodge Bank, One Central Square, Cardiff, CF10 1FS

Solicitors: Hallmark Hulme LLP 3, 4 & 5 Sansome Place, Worcester WR1 1UQ

Architects: Lett & Sweetland Limited, 58 London Road, Worcester WR5 2DS

Human Resources: WorkNest, Woodhouse, Church Lane, Aldford, Chester, CH3 6JD

5) Governing Documents

Maggs is a charitable Company limited by guarantee (incorporated on 19 July 1988). The governing document is its memorandum and articles of association (as amended by Special Resolution on 27 November 1989). Maggs Day Centre was registered as a charity on 17 November 1988.

6) Membership

Membership is open to supporters and sponsors of Maggs at the discretion of the Council of Governors. Membership is £1 a year, which is necessary to maintain the legal Register of members. Fees are due at the AGM. The liability of members is a maximum of £1 should Maggs become insolvent and wound up.

7) Maggs' area of charitable benefit and Charitable Objectives



Mission statement: We work with homeless and vulnerable people to raise self-confidence thereby enabling positive life change.

Our vision: is to work with partners to eliminate long term rough sleeping in the county, whilst offering homeless and vulnerable people opportunities to thrive and realise their full potential.

Area of Charitable benefit: Maggs provides public benefit by helping anyone experiencing homelessness, social isolation or who is in need of support, in Worcester City and County, through the provision of two open access Day Centres, associated support, clothing store, accommodation project and an outreach team.

The trustees confirm that they have complied with the duty set out in Section 4 of the Charities Act 2011 to have regard to the guidance issued by the Charity Commission concerning public benefit.

Values and Principles: Maggs treats everyone that it works with in a sensitive non-judgmental way. This enables people to make decisions about their own lives. Support plans are mutually agreed with each person and support workers, in order to maximise individual independence.

Objectives: To promote the relief of suffering in such ways as the Charity shall consider to be appropriate, and in particular:

- I. To promote the establishment of care, support and help for any persons over the age of 18, without regard for race or creed, who are suffering from loneliness or from poverty or from any disability or disease attributable to loneliness and to establish, maintain and manage a shelter or centre and all ancillary services for such persons;
- II. By conducting or promoting or encouraging research into care and treatment of persons suffering from loneliness, poverty, disability or disease as aforesaid and particularly into the care and treatment of persons so suffering and to disseminate the results thereof;
- III. By promoting or encouraging or assisting in the teaching or training of support workers for the treatment and care of persons suffering from loneliness and the effects thereof.

8) Services offered:



1. **Open Door Day Centres:** direct access Day Centres offering food and support in Worcester and Malvern.
2. **Clothing store:** provides free clothes, sleeping bags, etc.
3. **Volunteering:** opportunities for the people we work with: e.g., helping in the clothing store.
4. **Countywide outreach team:** works with rough sleepers services and provides support to work towards gaining a home and advocates on people's behalf.
5. **Accommodation Project:** providing temporary homes for rough sleepers to help develop the skills to maintain a tenancy independently.

9) Financial Background

Maggs is dependent on charitable funding, together with donations from the community. The level of service offered may vary in line with the funding available each year. We do not use outside agencies to fundraise.

10) Recruitment, and Appointment of Trustees/Company Directors

The Directors are also charity Trustees for the purposes of charity law and under the Company's Articles of Association are known as "the Council of Governors". The number of members of the Council shall be not less than five nor more than fifteen.

The Council aims to be as representative as possible and tries to recruit new Directors/Trustees who are familiar with the needs of the people we work with, or in areas such as social work, health care, alcohol and substance misuse, dependency, rehabilitation, project management, budgetary control, human resources management and administration.

Under the requirements of the Memorandum and Articles of Association the members of the Council of Governors are elected at the Annual General Meeting, serve for a period of three years then retire but are eligible for re-election. Other nominations can also be made by members who have paid their subscriptions (£1 per year). Trustees/Directors must be paid up members of the Association.

Charity Number: 700852 **Company Number:** 02278501

11) Trustee Induction and Training

On appointment, Trustees/Directors are required to sign Maggs Trustee Code of Conduct and highlight any potential conflicts of interest; DBS checks are also completed. Every Trustee will receive an Induction which will include meetings with trustees, managers, staff, and volunteers in Maggs various projects the purpose of which is to provide information about strategic and operational activity and familiarise the Trustee with the day-to-day reality of Maggs' work. Every Trustee receives a copy of the Charity Commission's 'The Essential Trustee' paper as a key guide/reference for their work as trustees.

12) Structure, governance and management

The Chief Executive and her management team are accountable to the Board of Trustees.

- **Decision making:** Policy and strategy decisions are made by the Board of Trustees/Directors. Day-to-day management is delegated to the Chief Executive and management team.
- **Pay:** Remuneration of key management personnel and other employees is based on local authority pay scales.
- **Trustee meetings:** The Trustees normally meet twelve times per year.

The Finance Committee normally meets twelve times per year, sets the budget, monitors income and expenditure and receives a budgetary report from the Finance & Administration Officer, including regular bank reconciliations.

13) Training and Development

Maggs' Trustees are committed to staff training, development and supervision. Maggs is a "learning organisation" which constantly evaluates its own work and invites comments and criticism from others. Maggs is committed to regularly review what it does and monitor progress made against objectives.

14) Chairman's statement



This will be my final report as I will be stepping down at our AGM in October. I have enjoyed the challenges of chairing a growing organisation and felt humbled by the commitment of staff and volunteers working with a group of people that requires patience, determination and persistence.

Although it was another year where the covid cloud impacted on all our lives, the staff team continued to find ways of engaging with people who need our services. The stories that feature in this report about Bill, Matt, Bob and John illustrate the successes and challenges faced by the people we work with.

Maggs continues to grow, and trustees have approved a new 5-year strategy, included in this annual report. We will continue to develop our accommodation project with the addition of more purchased or leased properties. Our outreach team will continue to work county wide strengthening partnerships with addiction and mental health services. Our Day Centres will continue to offer a mix of open door and appointment-based services.

One great sadness this year was the passing of one of our longest serving staff members, Alan Arnold. He was a dear and valued colleague.

Finally, I want to thank our staff, funders and volunteers. All of them have worked hard in difficult situations to ensure people who experience homelessness are offered opportunities to change their lives in ways and at a pace of their choosing. We could not do this without the generous donations of the public and all the other organisations listed in this annual report.

As this is my last report, I want to say a special thanks to my colleague trustees whose oversight, advice and strategic guidance have helped the organisation grow and develop. We will be recruiting new trustees to replace some retirements at our AGM. My best wishes and thanks to both retiring and new trustees.



Alan Arnold worked with Maggs for 9 ½ years. However sadly he died suddenly on 6th January, which has impacted on the team and people we work with. Maggs has lost a dear and valued colleague. Many of the people Alan supported had significant trust issues and Alan was able to build this trust. He radiated honesty, humour, patience, and warmth which fostered confidence and developed individual personal strengths in people. This demonstrates the significant impact that Alan had on the lives of the people he worked with.

15) Maggs Strategic Plan for 2021-2026

Background

Our previous strategic plan placed emphasis on financial stability. We built reserves to sustain our outreach services and retain skilled staff. We then started to invest in housing units by purchasing and leasing 3 houses of multiple occupation (HMOs) and 2 individual flats.

In the past 5 years we have grown and added outreach and housing services to our service provision. We also offer services across the county, not just Worcester.

Service gaps

We recognise that having the right accommodation, at the right time with the right support plays a huge part in both preventing homelessness and supporting individuals to recover from it. Our critical learning from developing Outreach services pointed to a shortage of easily accessible housing. As we sought to address this shortfall by developing property-based services, we also identified two further barriers. Prison and hospital services tend to discharge a significant proportion of people on a Friday and most mainstream services operate from Monday to Friday. Homelessness is a seven day a week issue. The other is the limited capacity of mental health and substance abuse services. We plan to address these issues whilst consolidating our current services and expanding our accommodation services.

Day Centres

Covid changed the way we operate our Day Centre in Worcester. We changed to a flexible appointment-based service, whilst maintaining the breakfast, shower and laundry service for rough sleepers. We found the appointment-based service allowed us to undertake more focused work. We are developing a hybrid service, meaning an open-door approach with focused one-to-one work. We continue to bring services to homeless people, with a weekly Health Hub served by a GP, Nurse, Hairdresser and Chiropody service. Our Malvern day centre continues to offer an open-door service.

Where we want to be by 2026 We will continue to offer a hybrid service in Worcester mixing open door, focused appointments and in reach services such as the Health Hub. We will continue to experiment and listen to the views of our service users to determine the most effective mix of models.

We will also seek to partner with organisations in Worcestershire to develop drop-in services for people experiencing homelessness, supported by the Outreach team, exploring the viability of Kidderminster and Evesham as our priority areas for additional day centres.

Malvern will continue to offer an open-door service whilst we continue to assess the demand for this.

Outreach Team

The countywide service will continue to engage with entrenched rough sleepers. Over the next five years we hope to develop more partnerships and be a catalyst for bringing services together to address rough sleeping.

We will seek to address the Friday syndrome (people who are released from prison on a Friday and unable to access support until Monday due to lack of services available at the weekend) and capacity issues with mental health and substance abuse services. The first issue will be addressed by identifying temporary weekend accommodation for those who come to our attention and for whom it is appropriate to provide emergency accommodation over the weekend. We will also develop specialisms of mental health and substance abuse within the team. We do not seek to replicate services, but to equip staff to recognise peoples' challenges and advocate on their behalf to relevant service providers

Where we want to be by 2026 An Outreach service with strong partnerships across Worcestershire, with a developed team of skilled workers who have specialist knowledge and strong links to mental health and substance abuse services.

Property Services

We recognise that a HMO (House of Multiple Occupancy) is not the right housing option for all the people we work with, sharing a house does not suit everyone. We also recognise that setting an arbitrary timescale for people to move on to mainstream accommodation will not be appropriate for all. We seek to develop a choice of accommodation options, including emergency weekend accommodation.

Where we want to be by 2026 We will have developed a property portfolio offering housing with support, by increasing the number of owned and leased properties. Our geographic spread is planned to increase with Kidderminster and Evesham our priorities. We plan also to set up a weekend service for rough sleepers who begin to experience homelessness on a case-by-case basis and for whom there is no statutory duty to house.

Internal Development

This strategy seeks to grow Maggs to a position where we provide a comprehensive service to those experiencing homelessness and vulnerable people across Worcestershire. To achieve this we need skilled, committed, and knowledgeable staff. The foundations are strong with our current staff team. We will seek to develop and retain these staff by taking practical steps to support their development (e.g. providing external clinical supervision for all operational staff). We will also encourage staff to develop specialisms such as mental health, substance abuse and welfare rights through extensive training programmes.

We know that organisations encounter growing pains as services develop therefore management development will be an important part of this strategy. We will also continue with annual skills audits of trustees and ensure a diverse board, with the right skills mix to provide practical advice and strategic direction for Maggs.

Where we want to be by 2026 A strong and stable team of well-led staff able to deliver our vision.

Conclusion

This is an ambitious growth strategy which is dependent on effective fundraising underpinned by demonstrable outcomes for people who experience homelessness. Each step of this strategy will be supported by annual business plans that emphasise an open, learning culture and a “what works” approach.

16) Business Plan 2022-2023

Our vision is to work with partners to eliminate long term rough sleeping in the county, whilst offering homeless and vulnerable people opportunities to thrive and realise their full potential.

Day Centres

- Develop and implement a strategy to engage the people we work with in reviewing/improving/developing and accessing services based within the Day Centres
- Complete a full review of the Malvern Day Centre provision and make recommendations for next steps
- Review the need for Day Centre services for people experiencing homelessness across Worcestershire
- Increase the numbers of Individual visits to each day centre by 15%
- Develop closer partnership with Outreach to encourage more people we work with to use day centre facilities.
- Increase the number of professionals who attend the health hub and provide drop ins
- Restart active the listening volunteer project

Outreach Team

- Develop new partnerships across the county to enable a collaborative approach to working with people experiencing homelessness
- Identify and set up a service that offers emergency temporary weekend accommodation to people who are not eligible for statutory assistance.
- Review and develop training programmes for all staff which offer refresher/continual professional development in core skills around Outreach, Assertive Outreach and Navigation techniques.
- Develop more effective liaison arrangements with housing and rough sleeper teams across Worcestershire.

- Review Outreach Team working patterns to show improvement in time management, response time in dealing with complex/urgent cases, reduction in lieu/overtime claims.
- Standardise initial paperwork across Maggs to capture all information for funding bids and monitoring purposes; develop use of excel spreadsheets or other systems to record/collate information to assist reporting
- Streamline existing Navigation and MOATS paperwork and folders to avoid duplication

MAP Services

- Ongoing review MAGGS purchased property/rental arrangements to secure provision of good quality accommodation that meets the needs of the people we work with.
- Work in collaboration with the Homeless Foundation to improve St Georges Lane property.
- Recruit a Team Leader who will specialise in property management.
- Implement the approved recommendations of the Maggs Accommodation Project (MAP) review. (conducted December 21- March 22)
- Develop and implement systems to improve financial oversight of MAP Project including improved tracking of Housing benefit and top up payments, provision of separate bank accounts

Internal Development

- Ongoing review of staffing structures, pay and reward schemes and recruitment processes to secure full staffing for MAGGS in a challenging recruitment environment
- Develop and implement a formal exit interview programme for staff to be coordinated by the Volunteer and Training Officer.
- Develop and implement an annual staff feedback mechanism to be incorporated into the annual appraisal scheme
- Undertake skills/knowledge audit of MAGGS senior management team and develop programme of training/Continuing Professional Development (CPD) to address areas of individual/organisational need.
- Provide psychologically informed environment training and drug and alcohol awareness training to all frontline staff
- Enhance services/outcomes for the people we work with by developing individual team members expert knowledge/skills in areas of specialist need e.g. mental health, substance abuse, welfare rights
- Introduce Clinical Supervision for staff every 12 weeks; review and present future proposals for Clinical Supervision by November 2022.
- Undertake Trustee led recruitment process to include appointment of Chair and Treasurer by October 2022. Complete review with recommendations on future recruitment activity.
- Review and implement updated Trustee Induction Process

17) 2021-2022 Achievements and performance

Measures of success vary dependent on the needs of the people we work with. However, there are some common recurrent outcomes such as: **(Numbers refer to individuals assisted.)**

All Project outcomes	
Supported to set up a bank account	45
Universal Credit claimants assisted to claim the benefits	69
Service user accepted for Universal credit	53
Maintained claim without being sanctioned for 3 months	44
A reduction in anxiety and depression.	196
Change in coping strategies so less self-destructive	148
Reduction in isolation.	227
A reduction in risks to self and others	179
Access and attend the relevant mental health support	89
Service users better able to make positive choices relating to their lives	199
Accompany service users to appointments and advocate on their behalf	164
Service users able to access external support agencies independently	169
Ability to express their individual needs without becoming aggressive.	172

Outreach Outcomes	Total
Beneficiaries actively engaged in a support plan.	160
Beneficiaries report that they have improved coping strategies to deal with a crisis/issue.	61
Beneficiaries report improvements in self- confidence.	72
Beneficiaries report they feel less lonely/isolated.	102
Beneficiaries feel confident to access mainstream services for support/housing.	56
Beneficiaries feel confident enough to engage with the wider community/activities.	102
Beneficiaries sign up to a personal health and mental health support plan.	160
Beneficiaries access Primary Health Care Services to meet their needs.	106
Beneficiaries actively engage with and follow their personal health and mental health support plan.	138
Beneficiaries report increased confidence.	72

Maggs Accommodation Project outcomes			
Registering for GP	10	Rebuilding relationships	10
Accessing benefits	27	Referrals to Cranstoun	5
Registering for housing	9	Accessing transport	5
Meaningful use of time	11	Addressing mental health	18
Addressing violent behavior	5	Utilities set up	3
Bank account set up	8	Budgeting skills taught	18

Navigation Outcomes	Total
Total number referred to Navigation	263
Total number supported by Navigation	160
Number accommodated	102
Referred to/and accommodated with Housing First	13
Lost accommodation	27
Repatriated	3
Relocated out of area	7
Deceased	10
Charity funding used	13
Personalisation budget used	56

Achievements at Maggs

The pandemic still had a major impact throughout the year and at times meant our services were limited, the Health Hub did not start again till July and then was suspended again during December to February. Below are the key developments at Maggs during the financial year.

- We successfully secured a five-year grant from the Big Lottery. This funds a Countywide Outreach Worker, Operations Manager and a Tenancy Sustainment Worker.
- We were successful in securing funding for a third year for our Navigation Team
- We were awarded a contract to provide a pilot for a new countywide harm reduction worker, in response to the government's initiative to reduce drug related crime. The role of this worker is similar to the outreach team but they work with substance misusers currently not engaging with substance misuse services. The outcomes of the project will be fed into national guidance to determine which strategies are the most effective.
- We were funded to begin a pilot to provide Intervention and Transition Workers which will eventually be extended to become a multi-agency team. These workers work with rough sleepers at every stage in their journey. The intention is to make the journey of those we work with through homeless services more seamless and less complex, enabling the person to develop a positive working relationship with their worker which does not have to be redeveloped when they transition through services as occurs in the traditional model of support. This pilot has been delayed, due to difficulties recruiting for the post, an issue that is mirrored nationally.
- We assessed the structure of Maggs and restructured the staffing system. New roles that were created were two operations managers and an administrator
- We assisted in the redevelopment of the Worcestershire Safeguarding Adults Boards self-neglect guidance. This was a requirement of the thematic review of the death of rough sleepers in Worcestershire. One of the case studies was used as an illustrative example is of a person that we work with
- We chair the task and finish group that oversees the work carried out based on the recommendations of the thematic review of the death of rough sleepers for the County
- We purchased our first property for our accommodation project and leased two more HMOs.
- We developed a new hybrid model for Worcester Day Centre. The Day Centre opens 9-11 for rough sleepers only. On a Tuesday and Thursday between 11 and 1 the health hubs and coffee mornings operate (covid restrictions permitting) to enable us to offer a more traditional form of drop in. All other times are 1-2-1 support only.



- Mel Akers, chair of trustees meets Prince Edward at the Henry Sandon Centre, Worcester

18) Maggs Business Plan Review 2021-22

To utilise available funding to work with entrenched rough sleepers and other homeless people.

Complete Maggs Restructure and develop a more integrated teams by August 2021.

Achieved. New posts created were Operations Managers, Floating Support worker and an Administrator. An additional tier was created in January 2022 as Maggs expanded further, the new roles were outreach and tenancy sustainment team leaders.

Assess homeless provisions across the county, identify any gaps and ascertain if Maggs services can be developed to bridge those gaps including potentially providing more day centres across the county if supported by the local community.

This is an ongoing process and is being completed by the local council as part of the work required for funding in 2022. At Maggs as part of the development of our 5-year strategy we identified the main gaps in services as lack of specialist outreach workers and emergency accommodation during weekends. Both of these we aim to bridge as part of our work to achieve the goals of the strategy.

In relation to other day Centres. We are assessing whether Malvern day centre can improve and generate more people that access it and be supported. We have a strategy to look at providing support in other areas of the county that do not require us having a physical building but instead to work in partnership with community centres to provide a worker.



To resume Health Hub as Covid restrictions relax or continue the partnership with health services as per the requirements of covid restrictions until they are lifted.

The Health Hub restarted in July 2021, however it stopped again in December 2021 and returned in February 2022.

Extend Navigation provision dependent on funding, including the development of a Worcester City team comprising staff from various organisations to provide support until a person experiencing homelessness has secured long-term accommodation. Also to merge the MOATS, Navigation and Accommodation Project to create a much more fluid and adaptable team.

Partially achieved. MOATS and Navigation merged to become the Outreach Team, which is managed, alongside the Accommodation project by the outreach and accommodation operations manager. The pilot for an extended city outreach team was not achieved as a result of inability to recruit due to covid.

MOATS to assist with 20 people per worker. Including ensuring that support plans are in place and working towards the following improvements in self-confidence, coping strategies for dealing with crises, feeling less isolated, the ability to feel able to utilise housing services. Accessing personal and mental health services.

Achieved see previous section for outcomes.



Provide a harm reduction worker to assist rough sleepers with substance misuse issues across the county.

Achieved. This was a 12-month contract in partnership with Cranstoun and provided specialist substance misuse training. All data from this project once it has ended will be fed back into local government to identify the most effective strategies to reduce drug related crime and death.

Navigation team to work with 17 people per worker, and all to work towards setting up bank accounts, benefits (including additional/higher rate if appropriate), registration with a GP, ID, setting up utilities, budgeting plans and to be engaging with (or at least had referrals to) appropriate support agencies. Each worker to work with 20 people to achieve improvements in personal safety, mental health and managing money.

Achieved. NB Navigation became part of the outreach team so outcomes collated collectively see previous section for outcomes achieved.

Develop and expand Maggs Accommodation Project (MAP) by providing a minimum of 14 units of accommodation and explore potential future partnerships with other agencies.

Achieved, at the end of March 2021 we had 21 bedspaces available. We have identified various agencies that can refer into the project. Leaflets and information about the project have been distributed.

Ensure all staff have completed dialectic behaviour therapy and assertive outreach training.

Achieved all workers completed this training in May/ June 2021

Assess current Day Centre model once restrictions have been lifted. Determine if further changes are needed and make relevant adaptations.

Following feedback from the people we work with we developed a new hybrid model for Worcester day centre. The day centre opens 9-11 for rough sleepers only. On Tuesday and Thursday between 11am and 1pm health hubs and coffee mornings operate (covid restrictions permitting) to enable us to offer a more traditional form of drop in. At all other times are one to one support only.



Develop clear and concise procedures.

Partially achieved. We are still working on induction training for all projects which include clear and concise operational working procedures

Develop and implement new roles for volunteers

Due to Covid restrictions this has not been achieved, but this is an issue nationally.

Recruit sufficient workers to fill all posts.

Not achieved, but recruitment has been an issue nationally.

Linking socially excluded people to other agencies, e.g., to engage in activities and support systems.

Achieved, all teams signpost as appropriate and a database of agencies that can be utilised for referrals to various areas including activities is being created.

Ensure that the written records of people we work with are up to date, including risk assessments

Partially achieved.

Day Centres. All the new people we work with and those we are actively working with have their paperwork completed. However it is impossible to update information on those who have not returned to us for a while. The aim is as people return to the services we will update their paperwork

Outreach. Most of the initial paperwork is in place and contact sheets are up to date. The number of people we are working with makes it difficult to maintain risk assessments as they are constantly changing as new information becomes known.

To influence policy and decision makers and ensure that the concerns of homeless people are heard Further develop consultation techniques to ensure that people with lived experience assist in the development of services

Achieved. We have worked with Worcestershire Safeguarding Adults Board (WSAB) to identify the best way to consult people with lived experience. The consensus from all homeless services is to conduct consultation through semi structured interviews. We use this method at Maggs and it has helped shape the findings of the MAP review which examines the entire project and develops strategies for improvement. We also continue to listen to informal feedback from the people we work with and adapt as required, for example the development of the hybrid model for the Worcester Day Centre.

Influence local policy initiatives by representing the views of Maggs service users with at least seven multi-agency groups.

Achieved. Some of the multi agency group meetings we attend are as follows: Multi-Agency Risk Assessment Conference (MARAC), Worcester Cares, Local Homeless Forums, Multi-Agency Tactical Group (MAT-G), Integrated Offender Management (IOM), Worcestershire Safeguarding Adult Board (WSAB), Wychavon and Malvern Homeless Partnership meetings and future NHS Collaboration, which helps to overcome barriers preventing rough sleepers from accessing healthcare.

Continue to work in collaboration and extend partnership working with relevant agencies

Achieved. This will be extended further as the new multi-agency transition team is created, whereby various agencies are in the same team to provide support to rough sleepers.

Continue to contribute to the Worcestershire Safeguarding Adults Board Policies

Achieved. A self-neglect policy is almost complete and due to be signed off. We have also worked on various leaflets to accompany WSAB policies to make the information more user friendly

To maintain and build strong relationships with others.

We will continue a learning approach by sharing and receiving information about “what works” with regional and national networks.

We are part of the Homeless Link regional and national groups for Day Centres where good practice is shared. We have also been involved in consultations for Worcestershire Housing for 2023-2040. We helped identify gaps in existing services for the Department of Levelling Up Housing and Communities. We contributed to the Homeless Link national audit of Day Centres and accommodation providers and we have become a trustee of Charity Saver which is about to take over the national coalition of charities. This should result in improved networking.



Continue to work under the umbrella of Worcester Cares, and contribute to the development of Project X a community café run by street kitchens in Worcester City.

We continue to be part of the wider strategic group for Worcester Cares. However in this financial year no progress has been made with Project X. The groups decided in October 2021 to continue to serve food outside as they had not yet developed a sufficient strategy to mitigate risks.

To raise enough funds to support our current range of services for homeless and vulnerable people and if appropriate develop additional services which align with prevailing needs.

Generate at least £600,000 to maintain current service levels and if possible exceed this target.

Achieved £883,138 raised.

Raise at least £100,000 from Grant Making trusts

Achieved £618,224 raised.

Purchase or rent more HMO's

Achieved, details are:

Wylids Lane	5 beds	17/5/21	2-year contract with 6-month break clause
Happy Lands	4 beds	Purchased 2/8/21	NA
St Georges Lane	5 bed and 1 I-Cozie	19/7/21	12 months no break clause

Explore and implement more innovative fundraising methods to generate income

Achieved. We are now using crowdfunders to generate additional income. We have signed up to generate income when people use a Nectar card and we have searched every grant making trust on the charity commission's website that could be a potential funder. Our database of possible funders has increased significantly.

19) Case studies (names have been changed)

Here are some of the stories of how Maggs has helped people this year:



Bill's story - Malvern

Bill was homeless and sofa surfing in Malvern following release from prison and a relationship breakdown. He had neither a bank account nor ID. His universal credit was being paid into a friend's account. Maggs' staff helped him to obtain a driving licence (ID) and open his own bank account.

Bill did not want wish to move away from Malvern which seriously limited housing options. He lived for some time in a caravan with no running water or amenities. This resulted in a deterioration in his mental health. Bill was also consuming a great deal of alcohol and was not taking his anti-depressant medication.

Eventually he was offered a suitable flat. We helped him to move in and find white goods and furniture. Bill's mental health is improving and he has cut down his alcohol intake. He is working with a job coach to help find some suitable employment.



Matt's story - Worcester

Matt is a male who has been known to Maggs' for some time. He was released from prison several years ago and has since encountered many issues and obstacles. He struggles with his mental and physical health along with disturbing experiences prior to his incarceration. This resulted in Matt having little or no confidence in those who sought to help him. He had been homeless since 2017 and was traumatised by his situation. As such Maggs's support staff faced a major challenge in trying to help Matt.

He was living in the garage of a friend's house. Obviously this was highly unsatisfactory particularly because of his physical health problems which included chronic asthma. Both Matt's physical and mental health declined further. Maggs' staff were able to suggest housing options for Matt but initially they were rejected.

Over time our staff worked hard to build trust and this finally paid off when Matt was offered and moved into a furnished flat. He is still in the flat after many months and enjoys looking after his new home. At the same time he continues to have a strong relationship with Maggs' staff who provide the support that he needs.



Bobs story - outreach

In early 2021 we were asked to help with two rough sleepers in the Bromsgrove/Redditch area. Other agencies had tried to engage with them without success.

We found that the older of the two, Bob aged 76 had been rough sleeping for over 20 years. He did not have access to monies and had never claimed his pension. Prior to rough sleeping he had a successful career for many years. We believe that the death of his mother caused him to have mental health issues.

Bob had made a home on an embankment of a busy dual carriageway. He was self-sufficient, grew his own fruit and vegetables and had limited power by using a solar power unit and a wind turbine. He collected water from a nearby boatyard where he was also able to access shower facilities. He had a wood burning stove and a generator to run a mini oven. In his tent he had a proper wooden bed and clean bedding. Over the months he upgraded his living space, building a shed, insulating it, and making it fit for habitation.

Bob has difficulties with reading and writing so form filling and official documents were an obstacle for him. He had no record of his national insurance number, did not have a bank account, ID or a "care of" address. We were able to trace his family background and order a birth certificate. From this we traced his NI number and applied for his pension. Using his Pension Statement and an ID letter from Maggs we set up a bank account as a result of which could apply for pension credits. Bob was entitled to a deferred payment.

Unfortunately Bob's health started to deteriorate and he realised that his current lifestyle was not sustainable. With winter approaching he asked us to help to look for a property.

Surprisingly, he was not classed as a priority case, and we had to fight for this to be changed. However a suitable property turned up at the right time. It was a bungalow in a rural location with a big garden which met all of his requirements. A bid was made and it was then a waiting game to see if he was successful. Thankfully he was and a month later he moved in. We set up all of the necessary paperwork.

Bob has now lived in the bungalow for almost six months and has spent some of his pension getting it to his liking. The garden is his focus as this is where he happiest planting his vegetables and pottering about. We now visit fortnightly for welfare checks.

John's story – Worcester Day Centre

John has been known to Maggs for some years. He has a history of theft and class A drug use and re-offending.

John was released from custody in October 2021 with no fixed abode but was supported by Worcester City Council and placed in accommodation provided by the No Second Night Out Scheme. (NSNO) This scheme usually provides accommodation for up to 28 days. His case was reviewed regularly by NSNO, Integrated Offender Management and Multi Agency Case Conference.



He had engaged at Cranstoun who helped him adhere to his methodone script. However there was concern regarding his accommodation status amongst other things.

Maggs Accommodation Project (MAP) appeared to have a suitable place in one of the HMO's but a delay with building work resulted in this not proceeding. Fortunately a place in another MAP HMO became available and John moved in. He has been in the accommodation for four months and all of the agencies which support him report that he is doing well.

He has started working and should remain in the Maggs HMO (with no financial penalty) whilst suitable move on accommodation is sought. He continues to engage with Maggs staff.

19) Distribution of information

Information regarding Maggs' activities and achievements is distributed using the following: website, Facebook, Twitter, blogs, leaflets, newsletters, public speaking and local media.

20) Partnership Working

Maggs works in close and successful partnership with many relevant statutory and voluntary agencies who work with and support the single homeless, including Armchair Furniture Recycling, Cranstoun, CCP, Citizens Advice CAB/WHABAC, CP Foods, Housing Associations, Local Councils, NHS, Public Health England, St Paul's Hostel, Police, Probation, Worcester Cathedral, Worcester Cares, Worcester Municipal Charities, Worcestershire County Council, Worcestershire Safeguarding Boards, YMCA. (NB: This list is not exhaustive)

21) Financial and other support

Maggs received financial and non-financial support from voluntary and charitable organisations, churches, schools, and individuals. Worcester Municipal Charities provides both of our Worcester premises for a nominal rent. (The total rental values shown appear as expenditure and an equal amount is shown as grants received).

Property	Capital	Rental Value
59/60 the Tything	£373,145	£29,850
St. Albans, Deansway (150 years' leasehold)	£50,000	£10,000

During 2021/22 Worcester City Council provided funding for four navigation workers. The National Lottery funds two workers in our outreach team and one MAP worker for five years. Worcester County council funded a twelve month harm reduction worker post

Charity Number: 700852 Company Number: 02278501

Volunteers: Volunteers provide invaluable assistance. During Covid we were unable to provide as many volunteer placements as we would like to. However, we are developing plans to enable volunteers to return.

22) Financial Review of the Year



Maggs' financial performance in 2021/22 was both some way ahead of budget and surprisingly good bearing in mind the issues that affected both the UK economy in general and the charity sector in particular. Total income was £883,138 (2021 - £612,860). It was boosted by better than expected income from grant making trusts and also from schools, churches and the general public. Total expenditure was well controlled at £689,285 (2021 - £575,995). This was below budget and was significantly affected by an underspend on salaries which resulted from staff vacancies, a problem encountered by many UK based organisations.

Maggs' cash position at the end of the financial year was sound showing a positive figure of £702,923 (2021 - 692,796).

Total free reserves (total unrestricted funds less amounts held within fixed assets) was £498,863 (2021 - £554,751).

2022/23 has begun in an atmosphere of considerable uncertainty. Inflation looks likely to reach at least 11% and this could have a considerable adverse impact on our costs around 70% of which are normally pay related, however high quality staff are absolutely vital if we are to provide an appropriate level of service and support for those who need and use Maggs.

There remains an issue with relative short term funding specifically with our outreach operation. Should funding cease we would wish to continue with this service but we would need to utilise reserves.

Finally the trustees have agreed the following designated funds:

Accommodation project reserve £100,000

This fund is intended to be used as a deposit / contribution for a further property purchase.

Outreach fund £107,075

This fund will be used to maintain the outreach services at their current level for the next 4 years. Whilst lottery funding supports some posts for this time period, other posts are funded one year at a time from local government contracts. As recruitment and retention of staff has become a significant challenge we found that issuing short term contracts worked against staff retention.

Property sinking fund £28,133

Our day centre is housed in a 1000 year old building on a full repair and maintenance lease. Whilst a recent survey suggests this sum is sufficient in the short term for the day centre our intention to purchase further properties may mean that we need to increase this fund in future years to cover the cost of any major repairs outside an annual maintenance budget.

23) Risk Management

The Trustees confirm that they have reviewed the major risks. The main risk to Maggs is the unpredictable nature of income streams further exacerbated by the potential longer-term impact of the pandemic on availability of funding. The Finance Committee has set prudent budgets and regularly monitors expenditure against income. The Trustees have examined potential risks and are satisfied that the internal systems together with insurance policies mitigate these.

24) Investment Policy

Apart from retaining a prudent amount in reserves each year all the Charity's funds are spent in the short term. The reserves are placed on short-term deposits and there are plans to purchase another house of multiple occupation.

25) Fundraising From The General Public

We receive funding from the general public who provide cash donations at the local day centres, as well as online donations through our website and (until recently) our Virgin Money Giving page.

Local churches and schools also make collections of donations on our behalf.

During the year a volunteer Nick Wormald undertook the 'The 100 Challenge', walking 100 miles in 100 hours visiting 100 pubs and drinking 100 halves in the process and raised over £20,000 in donations. Although Nick Wormald did not receive a fee, he was reimbursed for his fundraising expenses.

We do not use a professional fund-raiser or commercial participator to solicit donations from the public.

All donations received are provided on a voluntary basis and we are mindful not to cause unreasonable intrusion on people's privacy, undertake unreasonable persistent approaches or place people under undue pressure when soliciting for donations.

We are not bound by any voluntary schemes or standards for regulating fund-raising. We have not received any complaints in how we raise funds from the general public.

26) Reserves Policy



Our policy is to retain sufficient resources (human and financial) to operate our core services in the medium term and fund our 5 year strategy (see page 6). This requires 40% to 50% of annual operating costs to be held as freely available funds to be applied in future years. We also hold designated funds to be applied over the next few years (see page 19).

Total free reserves (total unrestricted funds less amounts held within fixed assets) was £498,863 (2021 - £554,751), of which £235,208 (2021 - £236,969) was held as designated funds leaving £263,655 (2021 - £317,782) general unrestricted free reserves. This is 38% (2021 - 55%) of the total expenditure for the year of £689,285 (2021 - £575,995).

In reviewing our reserves policy after the end of our financial year, Maggs has decided that the consistency of our fundraising income requires a less cautious approach and we intend to reduce our target band to 30% to 40% of annual operating costs. Whilst local government funded posts are only funded one year at a time, the Lottery award is for five years and helps us plan ahead.

We will continue to review our reserves policy quarterly as high inflation and a potential recession creates a lot of uncertainty in terms of predicting future income and expenditure.

27) Trustees Responsibilities in Relation to the Financial Statements

The trustees (who are also the directors of Maggs Day Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

28) Disclosure of information to auditors

Each person who was a Director at the time this report was approved confirms that:

- so far as he or she is aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the Charity's auditors are unaware; and
- he or she has taken all the steps that he or she ought to have taken as Director in order to make himself/herself aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

29) Small company provisions

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the board on 21/09/2022 and signed on its behalf.

Melvyn Akers Chair



Charity Number: 700852 Company Number: 02278501

Report of the Independent Auditors to the Members of Maggs Day Centre

Opinion

We have audited the financial statements of Maggs Day Centre (the 'charitable company') for the year ended 31st March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2022 and of its incoming resources and application of resources, including its income and expenditure, 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 Companies Act 2006.

Basis for opinion

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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 matters - comparatives audited by another auditor

The financial statements of the charitable company for the year ended 31st March 2021 were audited by another auditor who expressed an unmodified opinion on those financial statements.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of Maggs Day Centre

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

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.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, we have:

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework; and
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Companies Act 2006 (and related legislation), the Charities Act 2011 (and related legislation) and regulations relating to the employment and payment of staff including, but not limited to, the Employment Rights Act 1996, the National Minimum Wage Act 1998 and the Pensions Act 2008.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements, which included reviewing the financial statement disclosures and sample testing of monthly payroll records for the calculation of gross wages, payroll taxes and pension costs.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be allocation by management of wage costs to individual restricted funds. We have reviewed management's calculation methodology for allocating wage costs between individual restricted funds.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or 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. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Maggs Day Centre**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Robert Iestyn Richards FCCA (Senior Statutory Auditor)
for and on behalf of Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Date: 23/09/2022

Maggs Day Centre

Statement of Financial Activities for the Year Ended 31st March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	4	204,455	576,224	780,679	577,439
Charitable activities					
Maggs Day Centres	6	8,206	-	8,206	8,952
Maggs Accommodation Project		92,866	-	92,866	25,009
Maggs Outreach and Transition Services		-	756	756	534
Investment income	5	<u>631</u>	<u>-</u>	<u>631</u>	<u>926</u>
Total		306,158	576,980	883,138	612,860
EXPENDITURE ON					
Raising funds	7	2,516	-	2,516	-
Charitable activities					
Maggs Day Centres	8	117,597	52,582	170,179	225,777
Maggs Accommodation Project		136,779	65,723	202,502	47,459
Maggs Outreach and Transition Services		(24,965)	339,053	314,088	302,759
Total		<u>231,927</u>	<u>457,358</u>	<u>689,285</u>	575,995
NET INCOME					
		74,231	119,622	193,853	36,865
Transfers between funds	22	<u>101,594</u>	<u>(101,594)</u>	-	-
Net movement in funds		175,825	18,028	193,853	36,865
RECONCILIATION OF FUNDS					
Total funds brought forward		581,438	197,184	778,622	741,757
TOTAL FUNDS CARRIED FORWARD		<u><u>757,263</u></u>	<u><u>215,212</u></u>	<u><u>972,475</u></u>	<u><u>778,622</u></u>

The notes form part of these financial statements

Maggs Day Centre

Balance Sheet
31st March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	17	46,048	-	46,048	26,687
Social investments	18	212,352	-	212,352	-
		258,400	-	258,400	26,687
CURRENT ASSETS					
Debtors	19	48,702	-	48,702	135,599
Cash at bank and in hand		483,544	219,379	702,923	692,796
		532,246	219,379	751,625	828,395
CREDITORS					
Amounts falling due within one year	20	(33,383)	(4,167)	(37,550)	(76,460)
NET CURRENT ASSETS		<u>498,863</u>	<u>215,212</u>	<u>714,075</u>	<u>751,935</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>757,263</u>	<u>215,212</u>	<u>972,475</u>	<u>778,622</u>
NET ASSETS		<u>757,263</u>	<u>215,212</u>	<u>972,475</u>	<u>778,622</u>
FUNDS	22				
Unrestricted funds				757,263	581,438
Restricted funds				215,212	197,184
TOTAL FUNDS				<u>972,475</u>	<u>778,622</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 21/09/2022 and were signed on its behalf by:


Mr Melvyn Richard Akers - Trustee


Mr Ian Crane - Trustee

The notes form part of these financial statements

Maggs Day Centre
Cash Flow Statement
for the Year Ended 31st March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>257,854</u>	<u>258,822</u>
Net cash provided by operating activities		<u>257,854</u>	<u>258,822</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(36,006)	(6,368)
Purchase of social investment in property		(212,352)	-
Interest received		<u>631</u>	<u>926</u>
Net cash used in investing activities		<u>(247,727)</u>	<u>(5,442)</u>
Change in cash and cash equivalents in the reporting period		10,127	253,380
Cash and cash equivalents at the beginning of the reporting period		<u>692,796</u>	<u>439,416</u>
Cash and cash equivalents at the end of the reporting period		<u>702,923</u>	<u>692,796</u>

The notes form part of these financial statements

Maggs Day Centre

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2022**

1.	RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES		
		2022	2021
		£	£
	Net income for the reporting period (as per the Statement of Financial Activities)	193,853	36,865
	Adjustments for:		
	Depreciation charges	16,645	13,329
	Interest received	(631)	(926)
	Decrease in debtors	86,897	147,185
	(Decrease)/increase in creditors	<u>(38,910)</u>	<u>62,369</u>
	Net cash provided by operations	<u>257,854</u>	<u>258,822</u>
2.	ANALYSIS OF CHANGES IN NET FUNDS		
		At 1.4.21	Cash flow
		£	£
	Net cash		At 31.3.22
	Cash at bank and in hand	<u>692,796</u>	<u>702,923</u>
		<u>692,796</u>	<u>702,923</u>
	Total	<u>692,796</u>	<u>702,923</u>

Maggs Day Centre

Notes to the Financial Statements for the Year Ended 31st March 2022

1. STATUTORY INFORMATION

Maggs Day Centre is a charitable company limited by guarantee registered in England and Wales.

In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member.

The charitable company's registered number and registered office address can be found on page 1.

2. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

GOING CONCERN

These financial statements have been prepared on a going concern basis, as the trustees believe that no material uncertainties regarding going concern exist.

In making this assessment, the trustees have considered the level of funds held and the expected level of income and expenditure for a period not less than 12 months from the date that these financial statements have been authorised.

INCOME

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

Income from grants and donations is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty. Income from grants is only deferred when the charity has to fulfil conditions not yet met before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Legacies are recognised when probate is granted and there is sufficient information to measure them. Where there is insufficient information to reliably measure any outstanding legacies, these are instead treated as contingent assets (and details of any such legacies will be disclosed in the notes to these financial statements).

Income relating to services provided in the course of undertaking direct charitable activities represents the value of services provided to the extent that there is a right to consideration and is recorded at the fair value of the consideration received or receivable.

Rental income is measured on a straight line basis over the period of the lease.

Interest income is recognised for all interest-bearing instruments on an accrual basis.

EXPENDITURE

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

TANGIBLE FIXED ASSETS

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

Improvements to property	- 33% on cost, 20% on cost, 15% on cost and 12.5% on cost
Plant and machinery	- 33% on cost and 20% on cost
Computer equipment	- 33% on cost and 20% on cost

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2022

2. ACCOUNTING POLICIES - continued

SOCIAL INVESTMENTS IN PROPERTY

Social investments in property are held primarily for the provision of social benefits in accordance with the objectives of the charity, although rental income is received in regard to these properties.

Social investments in property are measured at cost less and provisions for depreciation or impairment.

Social investments in property are considered to have a residual value not less than historical cost, and they are subject to a programme of repairs designed to maintain these assets to a high standard. On this basis, no depreciation are charged on these properties.

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

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

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

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

FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised when the charity becomes party to contractual provisions of the instrument.

Financial assets are offset, with the net amounts presented in the accounts where there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic Financial Assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Basic Financial Liabilities

Basic financial liabilities, including trade and other payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of future receipts, discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of the operations from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction.

PENSION COSTS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

DONATED GOODS AND SERVICES

Donated rental facilities are measured on the basis of the value of the gift to the charity, being amount that the charity would pay in the open market for alternative rental facilities for an equivalent property.

The contribution of unpaid general volunteers are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

Donated goods received for the purpose of free distribution to beneficiaries are not recognised on the basis that it is impractical to measure reliably the fair value of donated goods.

Maggs Day Centre

Notes to the Financial Statements - continued
for the Year Ended 31st March 2022

2. ACCOUNTING POLICIES - continued

STAFF TERMINATION COSTS

Staff termination costs are recognised as a liability and an expense immediately upon a detailed formal plan for the termination has been agreed upon the staff members effected by the agreement and the charity has no realistic possibility of withdrawal from that plan.

Staff termination costs are measured at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

3. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical areas of judgement

The allocation of staff costs between individual unrestricted and restricted funds is based on the estimated split of staff time for each individual employee of the charity. The allocation of general support costs is between individual unrestricted and restricted funds is directly linked to the assumptions made in allocating staff costs between individual unrestricted and restricted funds.

Social investments in property are considered to have a residual value not less than historical cost. and they are subject to a programme of repairs designed to maintain these assets to a high standard. On this basis, no depreciation are charged on these properties.

4. DONATIONS AND LEGACIES

	2022 £	2021 £
Donations	103,250	116,560
Legacies	35,205	30,247
Grants	618,224	390,782
Donated rental facilities (Worcester Municipal Charities)	<u>24,000</u>	<u>39,850</u>
	<u>780,679</u>	<u>577,439</u>

Grants received, included in the above, are as follows:

	2022 £	2021 £
Worcester City Council	147,670	46,651
Big Lottery Fund	95,000	-
Homeless Link	92,437	22,437
The National Lottery	9,855	73,003
Worcestershire County Council - Harm Reduction Worker	37,500	-
Worcestershire County Council - Covid Funding	10,734	-
Kildare Trust	-	35,000
Lloyds Bank Foundation	33,000	33,000
Worcester Municipal Charities	29,675	29,645
Eveson Charitable Trust	26,000	25,000
William A Cadbury Charitable Trust	20,000	-
HMRC - Coronavirus Job Retention Scheme	-	18,313
Worcestershire Community Foundation	-	10,000
Sundry other grants (less than £10,000 each)	<u>116,353</u>	<u>97,733</u>
	<u>618,224</u>	<u>390,782</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2022**

5. INVESTMENT INCOME		2022	2021
		£	£
Bank interest		<u>631</u>	<u>926</u>
6. INCOME FROM CHARITABLE ACTIVITIES		2022	2021
		£	£
Social housing rental income	Activity		
	Maggs Accommodation Project	92,806	25,009
Sundry income from services	Maggs Day Centres	8,206	8,952
Sundry income from services	Maggs Accommodation Project	60	-
Sundry income from services	Maggs Outreach and Transition Services	<u>756</u>	<u>534</u>
		<u>101,828</u>	<u>34,495</u>
7. RAISING FUNDS		2022	2021
		£	£
Fundraising event expenses		<u>2,516</u>	<u>-</u>
8. CHARITABLE ACTIVITIES COSTS			
	Direct	Support	Totals
	Costs (see	costs (see	
	note 9)	note 10)	
	£	£	£
Maggs Day Centres	102,257	67,922	170,179
Maggs Accommodation Project	147,595	54,907	202,502
Maggs Outreach and Transition Services	<u>237,704</u>	<u>76,384</u>	<u>314,088</u>
	<u>487,556</u>	<u>199,213</u>	<u>686,769</u>
9. DIRECT COSTS OF CHARITABLE ACTIVITIES		2022	2021
		£	£
Staff costs		263,320	261,779
Rent and rates		85,700	60,914
Insurance		9,673	7,870
Light and heat		29,817	11,064
Telephone and internet		8,231	7,301
Repairs and maintenance		14,497	14,938
Day centre expenses		24,989	22,583
Staff training and expenses		15,340	3,524
Cleaning		5,249	4,846
Travel		11,759	7,712
Sundry		2,336	17,205
Depreciation		<u>16,645</u>	<u>13,329</u>
		<u>487,556</u>	<u>433,065</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2022**

10. SUPPORT COSTS

Support costs, included in the above, are as follows:

	2022	2021
	£	£
Wages	162,283	115,082
Social security	7,606	8,055
Pensions	3,411	3,289
Postage and stationery	1,718	4,423
Legal and professional fees	10,319	6,904
Staff recruitment	2,086	2,982
Bank charges	139	95
Termination settlement	8,771	-
Auditors' remuneration	<u>2,880</u>	<u>2,100</u>
	<u>199,213</u>	<u>142,930</u>

11. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Property rental costs	59,787	20,703
Depreciation - owned assets	<u>16,645</u>	<u>13,329</u>

12. AUDITORS' REMUNERATION

	2022	2021
	£	£
Current year auditors		
Audit of the financial statements	2,880	-
Other services	<u>2,934</u>	-
	<u>5,814</u>	-
 Prior year auditors		
Audit of the financial statements		<u>2,100</u>
		<u>2,100</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

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

TRUSTEES' EXPENSES

During the year 1 trustee was reimbursed travel expenses of £20 (2021 - no trustees were reimbursed expenses).

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2022**

14. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	400,345	357,439
Social security costs	27,011	22,883
Defined contribution pension costs	9,264	7,883
	<u>436,620</u>	<u>388,205</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Average number of employees	<u>22</u>	<u>26</u>

No employees received emoluments in excess of £60,000.

Key management personnel remuneration

Total emoluments (including employer NI and pension costs) paid to the chief executive was £43,523 (2021 - £37,322).

Staff termination costs

During the year the charity paid £8,771 (2021 – £nil) in staff termination costs.

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	340,522	236,917	577,439
Charitable activities			
Maggs Day Centres	9,486	(534)	8,952
Maggs Outreach and Transition Services	-	534	534
Investment income	<u>926</u>	<u>25,009</u>	<u>25,935</u>
Total	350,934	261,926	612,860
EXPENDITURE ON			
Charitable activities			
Maggs Day Centres	136,266	89,511	225,777
Maggs Accommodation Project	-	47,459	47,459
Maggs Outreach and Transition Services	-	302,759	302,759
Total	<u>136,266</u>	<u>439,729</u>	<u>575,995</u>
NET INCOME/(EXPENDITURE)	214,668	(177,803)	36,865
Transfers between funds	<u>6,268</u>	<u>(6,268)</u>	<u>-</u>
Net movement in funds	220,936	(184,071)	36,865
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>360,502</u>	<u>381,255</u>	<u>741,757</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>581,438</u></u>	<u><u>197,184</u></u>	<u><u>778,622</u></u>

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2022

16. PRIOR YEAR ADJUSTMENT

The comparative figures have been restated as follows:

- Donated services in the form of buildings provided to the charity rent free, where the deemed market value of the waived rent was £39,850, was originally accounted for as restricted fund income and expenditure. The comparatives have been amended to instead included this transaction as unrestricted fund activity.
- All expenditure was originally allocated to support costs. The comparatives for the current year's financial statements have been amended to instead included £433,065 of these costs as direct costs.
- Rental income from social housing of £25,729 was shown as an element of other income. The comparatives have been amended to instead include them as an element of income from charitable activities, except for total donations of £720 included within rental income last year which have been included within donation income.
- HMRC Coronavirus Job Retention Scheme income totalling £18,313 was originally included as an element of other income. The comparatives have been amended to instead include them as an element of donation income.
- Expenditure of £29,300 originally allocated to the Day Centre restricted funds in the 2021 accounts has been reclassified to the general unrestricted funds.
- Rental income from social housing totalling £25,009 has been reclassified from investment income to income from charitable activities.

17. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Computer equipment £	Totals £
COST				
At 1st April 2021	100,854	32,232	22,675	155,761
Additions	<u>10,147</u>	<u>20,167</u>	<u>5,692</u>	<u>36,006</u>
At 31st March 2022	<u>111,001</u>	<u>52,399</u>	<u>28,367</u>	<u>191,767</u>
DEPRECIATION				
At 1st April 2021	83,250	28,656	17,168	129,074
Charge for year	<u>10,267</u>	<u>3,564</u>	<u>2,814</u>	<u>16,645</u>
At 31st March 2022	<u>93,517</u>	<u>32,220</u>	<u>19,982</u>	<u>145,719</u>
NET BOOK VALUE				
At 31st March 2022	<u>17,484</u>	<u>20,179</u>	<u>8,385</u>	<u>46,048</u>
At 31st March 2021	<u>17,604</u>	<u>3,576</u>	<u>5,507</u>	<u>26,687</u>

Maggs Day Centre

Notes to the Financial Statements - continued
for the Year Ended 31st March 2022

18. SOCIAL INVESTMENTS IN PROPERTY

	£
COST	
Additions	<u>212,352</u>
NET BOOK VALUE	
At 31st March 2022	<u>212,352</u>
At 31st March 2021	<u>-</u>

19. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	15,250	1,030
Accrued income	23,352	124,776
Prepayments	<u>10,100</u>	<u>9,793</u>
	<u>48,702</u>	<u>135,599</u>

20. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	10,490	8,650
Social security and other taxes	8,277	9,264
Other creditors	492	491
Pension creditor	-	2,188
Accrued expenses	14,124	6,232
Deferred income	<u>4,167</u>	<u>49,635</u>
	<u>37,550</u>	<u>76,460</u>

Deferred income

Deferred income relates to performance related grant income received or invoiced prior to the year end that relates to services to be provided in the next financial year.

21. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021
	£	£
Within one year	25,953	5,370
Between one and five years	<u>1,390</u>	<u>-</u>
	<u>27,343</u>	<u>5,370</u>

The charity rents several residential properties used for its Accommodation Project.

In addition Worcester Municipal Charities (CIO) provides the charity use of St Albans Deansway for rent of £1 pa until 2030 (when the lease will be renewed until 2159) and use of 59/60 The Tything for peppercorn rent (not subject to a formal lease agreement). The estimated fair market value of the waived rent of this building provided by Worcester Municipal Charities (CIO) is £24,000 (2021 - £39,850).

Maggs Day Centre

Notes to the Financial Statements - continued
for the Year Ended 31st March 2022

22. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	344,469	74,231	103,355	522,055
Outreach services reserve fund	107,075	-	-	107,075
Property purchase reserve	100,000	-	-	100,000
Property sinking fund reserve	29,894	-	(1,761)	28,133
	<u>581,438</u>	<u>74,231</u>	<u>101,594</u>	<u>757,263</u>
Restricted funds				
Accommodation project support worker	6,954	(6,954)	-	-
Aviva	999	(999)	-	-
Big Lottery Fund	-	24,480	-	24,480
Building Capabilities	100	-	-	100
Covid-19 related funding	-	12,315	(12,315)	-
Equipment for the day centre	2,104	6,115	(7,788)	431
Harm Reduction Worker	-	611	(611)	-
Housing benefit received for tenants	4,199	(4,199)	-	-
Maggs Accommodation Project	2,004	6,599	(6,750)	1,853
Maggs Outreach and Transition Services	41,041	(39,825)	(1,216)	-
Malvern Day Centre	46,789	(18,934)	2,029	29,884
Navigation	77,401	71,157	(2,753)	145,805
Pret Foundation	6,229	(3,290)	-	2,939
Property Purchase	-	70,000	(70,000)	-
St Martin in the Field (and related funds)	1,024	2,114	-	3,138
Tenancy support worker	5,000	(5,000)	-	-
Wellbeing	2,404	(113)	(2,190)	101
Sundry small restricted funds	936	5,545	-	6,481
	<u>197,184</u>	<u>119,622</u>	<u>(101,594)</u>	<u>215,212</u>
TOTAL FUNDS	<u>778,622</u>	<u>193,853</u>	<u>-</u>	<u>972,475</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2022**

22. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	306,158	(231,927)	74,231
Restricted funds			
Accommodation project support worker	-	(6,954)	(6,954)
Aviva	-	(999)	(999)
Big Lottery Fund	95,000	(70,520)	24,480
Covid-19 related funding	13,184	(869)	12,315
Equipment for the day centre	7,100	(985)	6,115
Harm Reduction Worker	37,500	(36,889)	611
Health Hub	9,855	(9,855)	-
Housing benefit received for tenants	-	(4,199)	(4,199)
Maggs Accommodation Project	44,318	(37,719)	6,599
Maggs Outreach and Transition Services	34,047	(73,872)	(39,825)
Malvern Day Centre	2,468	(21,402)	(18,934)
Navigation	211,548	(140,391)	71,157
Pret Foundation	-	(3,290)	(3,290)
Property Purchase	70,000	-	70,000
St Martin in the Field (and related funds)	4,929	(2,815)	2,114
Tenancy support worker	5,000	(10,000)	(5,000)
Wellbeing	-	(113)	(113)
Worcester Municipal Charities	29,645	(29,645)	-
Sundry small restricted funds	12,386	(6,841)	5,545
	<u>576,980</u>	<u>(457,358)</u>	<u>119,622</u>
TOTAL FUNDS	<u>883,138</u>	<u>(689,285)</u>	<u>193,853</u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2022**

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	190,335	214,668	(60,534)	344,469
Accommodation project reserve	100,000	-	(100,000)	-
Key posts reserve	35,000	-	(35,000)	-
Outreach services reserve fund	-	-	107,075	107,075
Property purchase reserve	-	-	100,000	100,000
Property sinking fund reserve	<u>35,167</u>	<u>-</u>	<u>(5,273)</u>	<u>29,894</u>
	360,502	214,668	6,268	581,438
Restricted funds				
Accommodation project support worker	-	6,954	-	6,954
Aviva	-	999	-	999
Building Capabilities	9,761	(9,661)	-	100
Equipment for the day centre	-	4,909	(2,805)	2,104
Housing benefit received for tenants	-	4,199	-	4,199
Maggs Accomodation Project	-	2,004	-	2,004
Maggs Outreach and Transition Services	111,820	(69,959)	(820)	41,041
Malvern Day Centre	34,170	12,619	-	46,789
Navigation	208,997	(130,433)	(1,163)	77,401
Pret Foundation	10,704	(4,475)	-	6,229
St Martin in the Field (and related funds)	-	1,024	-	1,024
Support Worker re Covid-19	-	1,480	(1,480)	-
Tenancy support worker	-	5,000	-	5,000
Tutors re life skills	4,425	(4,425)	-	-
Wellbeing	-	2,404	-	2,404
Sundry small restricted funds	<u>1,378</u>	<u>(442)</u>	<u>-</u>	<u>936</u>
	<u>381,255</u>	<u>(177,803)</u>	<u>(6,268)</u>	<u>197,184</u>
TOTAL FUNDS	<u><u>741,757</u></u>	<u><u>36,865</u></u>	<u><u>-</u></u>	<u><u>778,622</u></u>

Maggs Day Centre

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2022**

22. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	350,934	(136,266)	214,668
Restricted funds			
Accommodation project support worker	6,954	-	6,954
Aviva	999	-	999
Building Capabilities	-	(9,661)	(9,661)
Covid-19 related funding	16,000	(16,000)	-
Equipment for the day centre	5,000	(91)	4,909
Housing benefit received for tenants	25,729	(21,530)	4,199
Maggs Accomodation Project	24,437	(22,433)	2,004
Maggs Outreach and Transition Services	56,003	(125,962)	(69,959)
Malvern Day Centre	33,421	(20,802)	12,619
Navigation	46,500	(176,933)	(130,433)
Platform Housing	2,000	(2,000)	-
Pret Foundation	-	(4,475)	(4,475)
St Martin in the Field (and related funds)	3,769	(2,745)	1,024
Support Worker re Covid-19	33,500	(32,020)	1,480
Tenancy support worker	5,000	-	5,000
Tutors re life skills	-	(4,425)	(4,425)
Wellbeing	2,404	-	2,404
Sundry small restricted funds	210	(652)	(442)
	<u>261,926</u>	<u>(439,729)</u>	<u>(177,803)</u>
TOTAL FUNDS	<u>612,860</u>	<u>(575,995)</u>	<u>36,865</u>

Designated Funds

Property purchase reserve

Relates to funds set aside by the trustees fund future purchases of property to be used to provide social housing.

Property sinking fund

Relates to funds set aside by the trustees to fund infrequent major property repairs of the premises that the charity operates.

Outreach services reserve fund

Relates to funds set aside by the trustees to ensure that there is sufficient funding for outreach services for the next few years.

Restricted Funds

Accommodation project support worker

Funding received from the Ernest Hecht Charitable Trust to finance a staff member to assist with the Maggs accommodation project.

Aviva

Crowdfunded donations organised by Aviva.

Big Lottery Fund

Funding received from the Big Lottery Fund for Outreach work.

Building capabilities

Funds received to finance a staff member to work on MOATS.

Covid-19 related funding

Funding received from various charitable trusts to support the charity during the Covid-19 pandemic.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2022

22. MOVEMENT IN FUNDS - continued

Equipment

Funding received from various grant providers for the purchase of equipment for the Day Centre and rental properties.

Harm Reduction Worker

Funding received from Worcester City Council to finance a Harm Reduction Worker staff member.

Housing benefit received for tenants

Housing benefit received from Worcester City Council to supplement rental income receivable from tenants of the charity.

Maggs accommodation project

Funding received from Homeless Link and Screwfix to help fund the charity's accommodation project.

Maggs Outreach and Transition Services

Funding received from the National Lottery, as well as various charitable trusts, to finance Maggs Outreach and Transition Services provided by the charity.

Malvern Day Centre

Funding received from donations from individuals, local churches, DEFRA and various charitable trusts to support the activities of the Malvern Day Centre.

Navigation

Funding received from Worcester City Council, as well as various charitable trusts, to finance a staff member to provide advice and support to homeless individuals.

Pret Foundation

Funds received from the Pret Foundation to finance food, supplies and utilities relating to the Maggs Day Centre.

Property purchase

Funding received from Homeless Link to contribute towards the purchase of 12 Happylands.

St Martin in the Field

Funds received from both St Martin in the Field PCC and other churches and local charities to finance various low value expenditure undertaken on behalf of beneficiaries of the charity.

Support Worker re Covid-19

Funding received from the National Lottery, to finance a staff member to provide assistance to homeless individuals relating to the Covid-19 pandemic.

Tenancy Support Worker

Funding received from Didymus to finance a staff member to assist with tenancy support work.

Tutors re life skills

Funds received from the Sobell Foundation to finance tutors to provide life skills training.

Wellbeing

Funds received from Wellbeing to help set up the Maggs accommodation project.

Worcester Municipal Charities

Funds received from Worcester Municipal Charities are required to be spent on services provided within the city of Worcester.

Sundry small restricted funds

Small one-off grants received for a specific purpose.

Maggs Day Centre

Notes to the Financial Statements - continued for the Year Ended 31st March 2022

22. MOVEMENT IN FUNDS - continued

TRANSFERS BETWEEN FUNDS

During the year the following amounts were transferred to the general unrestricted fund representing the cost of fixed assets purchased using restricted funds:

	£
Designated funds	
Property sinking fund reserve	1,761
Restricted funds	
Covid-19 related funding	9,865
Equipment for the day centre	7,788
Harm Reduction Worker	611
Maggs Accommodation Project fund	6,750
Maggs Outreach Transition Services fund	1,216
Malvern Day Centre fund	421
Navigation fund	2,753
Property purchase fund	70,000
Wellbeing fund	2,190
	<hr/>
	103,355
	<hr/> <hr/>

During the year £2,450 was transferred from restricted Covid-19 related funding to the Malvern Day Centre restricted fund in order to allocate part of the Covid funding specifically to the Malvern Day Centre.

23. RELATED PARTY DISCLOSURES

During the year the charity received donations from trustees totalling £704 (2021 - £50).

Both one of the trustees and the CEO of the charity are also trustees of Worcester Municipal Charities CIO. During the year Worcester Municipal Charities CIO provided use of buildings rent free to the charity valued at £24,000 (2021 - £39,850). In addition the charity received grants from Worcester Municipal Charities CIO totalling £29,675 (2021 - £29,645). Worcester Municipal Charities CIO recharged building insurance and electricity to the charity totalling £4,327 (2021 - £3,774).

MAGGS DAY CENTRE

England & Wales - Charity number 700852

Accounts

MAGGS DAY CENTRE

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS 2020/2021

Website: www.maggsdaycentre.co.uk

Email: mkirk@maggsdaycentre.co.uk

Phone: 01905 25027

Charity Number: 700852

Company Number: 2278501

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MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)
YEAR ENDED 31 MARCH 2021

The Trustees are pleased to submit their annual report together with the audited financial statements of the charity for the year ended 31 March 2021.

1) Reference and Administrative Information

- **Charity Name:** Maggs Day Centre
- **Charity registration no.** 700852
- **Company registration no.** 2278501
- **Registered Office and other operational addresses, all used to fulfil the objects of the charity:**
 - **Maggs Day Centre** St Albans, Deansway, Worcester, WR1 2JD
 - **Maggs Clothing Project/Annex** 59/60 The Tything, Worcester, WR1 1JT
 - **Maggs Day Centre Malvern** 62 Newtown Road, Malvern, WR14 1NZ

2) Trustees and Directors

Patron: The Rt Revd Dr John Inge, The Lord Bishop of Worcester

The Directors who are also Trustees and who served during the year were:

Mr Melvyn Akers:	Chair
Mrs Susan Osborne:	Vice Chair
Mr Charles Snailham:	Treasurer
Mr Ian Crane:	Company Secretary
Ms Avril Gilmore	
Mr Alden Taylor	
Dr Clive Skidmore	
Revd. Canon Brian Gant	
Revd Peter Knight:	Appointed 16/9/20. Resigned 24/3/21
Mr Martyn Saunders:	Appointed 21/10/20

3) Chief Executive: Miss Mel Kirk who was appointed to the role in 2012.

4) Principal Advisers:

Auditors: Langard Lifford Hall, Lifford Lane, Kings Norton, Birmingham B30 3JN

Bankers: CAF Bank Ltd. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent

Solicitors: Hallmark Hulme LLP 3, 4 & 5 Sansome Place, Worcester WR1 1UQ

Architects: Lett & Sweetland, 58 London Road, Worcester WR5 2DS

Human Resources: Law at Work., 1 Cornhill, London, EC3V 3ND

5) Governing Documents

Maggs is a charitable Company limited by guarantee, incorporated on 19 July 1988, and amended by Special Resolution on 27 November 1989. Maggs Day Centre was registered as a charity on 17 November 1988. (a copy of the Constitution is available on request)

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)
(continued)
YEAR ENDED 31 MARCH 2021

6) Membership

Membership is open to supporters and sponsors of Maggs at the discretion of the Council of Governors. Membership is £1 a year, which is necessary to maintain the legal Register of members. Fees are due at the AGM. The liability of members is a maximum of £1 should Maggs become insolvent and wound up.

7) Maggs' area of charitable benefit and Charitable Objectives

Mission statement: We work with homeless and vulnerable people to raise self-confidence thereby enabling positive life change.

Area Charitable Benefit: To help anyone experiencing homelessness, social isolation or who is in need of or support, in Worcester City and County, through the provision of two open access Day Centres, associated support, clothing store, accommodation project and an outreach team.

Values and Principles: Maggs treats everyone that it works with in a sensitive non-judgmental way. This enables people to make decisions about their own lives. Support plans are mutually agreed with each person and support workers, in order to maximise individual independence.

Objectives: To promote the relief of suffering in such ways as the Charity shall consider to be appropriate, and in particular.

- I. To promote the establishment of care, support, the relief of any persons over the age of 18, without regard for race or creed, who are suffering from loneliness or from poverty or from any disability or disease attributable to loneliness and to establish, maintain and manage a shelter or centre and all ancillary services for such persons;
- II. By conducting or promoting or encouraging research into care and treatment of persons suffering from loneliness, poverty, disability or disease as aforesaid and particularly into the care and treatment of persons so suffering and to disseminate the results thereof;
- III. By promoting or encouraging or assisting in the teaching or training of support workers for the treatment and care of persons suffering from loneliness and the effects thereof.

8) Services offered:

1. Open Door Day Centres: direct access Day Centres offering food and support in Worcester and Malvern.
2. Support: bridging the gap between accessing services at Maggs and the community, e.g., accompanying people to appointments.
3. Clothing store: provides free clothes, sleeping bags, etc.
4. Volunteering opportunities for the people we work with: e.g., helping in the clothing store.
5. Navigation Project : works with people to provide support to work towards gaining a home and advocates on peoples behalf. This project is funded by Worcester City Council.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)
(continued)

YEAR ENDED 31 MARCH 2021

8) Services offered (continued):

6. Countywide outreach team: works with rough sleepers who are currently not engaging with other services. This service is funded by The National Lottery.
7. Accommodation Project: providing homes for up to 6 months for entrenched rough sleepers to help develop the skills to maintain a tenancy independently.

9) Financial Background

Maggs is dependent on charitable funding, together with gifts from the community. The level of service offered may vary in line with the funding available each year. Fundraising is undertaken by a combination of the Chief Executive and trustees. We do not use outside agencies to fundraise.

10) Recruitment, and Appointment of Trustees/Company Directors

The Directors are also charity Trustees for the purposes of charity law and under the Company's Articles of Association are known as "the Council of Governors". The number of members of the Council shall be not less than five nor more than fifteen.

The Council aims to be as representative as possible and tries to recruit new Directors/Trustees who are familiar with the needs of the people we work with, or in areas such as social work, health care, alcohol and substance misuse, dependency, rehabilitation, project management, budgetary control, human resources management and administration.

Under the requirements of the Memorandum and Articles of Association the members of the Council of Governors are elected at the Annual General Meeting, serve for a period of three years then retire but are eligible for re-election. Other nominations can also be made by members who have paid their subscriptions (£1 per year). Trustees/Directors must be paid up members of the Association.

Ms Avril Gilmore and Mr Alden Taylor retire and offer themselves for re-election.

11) Trustee Induction and Training

On appointment, Trustees/Directors receive the Charity Commission's 'The Essential Trustee' paper and are required to sign acceptance of the "Code of Conduct of Trustees. Trustees/Directors receive an induction programme, meet staff, people we work with and volunteers. Maggs obtains DBS checks on all trustees.

12) Structure, governance and management

The Chief Executive and her management team are accountable to the Board of Trustees.

- **Decision making:** Policy and strategy decisions are made by the Board of Trustees/Directors. Day-to-day management is delegated to the Chief Executive and management team.
- **Pay:** Remuneration of key management personnel and other employees is based on local authority pay scales.
- **Trustee meetings:** The Trustees normally meet twelve times per year.

The Finance Committee normally meets twelve times per year, sets the budget, monitors income and expenditure and receives a budgetary report from the Finance & Administration Officer, including a regular bank reconciliations.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)
(continued)

YEAR ENDED 31 MARCH 2021

13) Training and Development

Maggs' Trustees are committed to staff training, development and supervision. Maggs is a "learning organisation" which constantly evaluates its own work and invites comments and criticism from others. Maggs is committed to regularly review what it does and monitor progress made against objectives.

14) Chairman's statement

Last year's annual report reflected our initial response to the pandemic. I had not anticipated I would still be writing about these events one year later. Our services played a key role in the "everyone in" strategy. People experiencing homelessness were offered hotel and other accommodation. By offering mobile phones to rough sleepers and visiting people on the streets we were able to encourage most rough sleepers to accept this offer. We kept in touch with people who remained on the streets by visit or by phone and by building trust we helped many more find somewhere to stay.

Agencies and other voluntary groups in Worcestershire all played their part. Whilst it took a pandemic to galvanise and fund such work, it is pleasing to report a year of real achievements.

The funding we received from the public, government, the lottery, and charitable trusts, helped us expand our work and reach more people. However, a real barrier remained: a shortage of suitable housing to meet entrenched rough sleepers needs. Our intention was to lease several properties and provide support to help teach people how to sustain a tenancy. We managed to secure one house of multiple occupation (HMO) with 4 rooms and two one-bedroom flats. Most landlords, including housing associations were reluctant to take the risk of leasing properties to house homeless people, even though Maggs was offering to underwrite those leases.

This led us to conclude we needed to buy properties. As I write an offer has been accepted for the purchase of a four bedded HMO and another landlord has agreed to lease us a property.

We now have the resources to work with the most entrenched rough sleepers knowing we can access accommodation when a person feels ready to take this step, and staff to support that person to sustain a tenancy. Our expansion into the direct provision of housing and community-based services will require continued fundraising as Housing benefit only covers part of the costs. However, we are convinced that by adding appropriate housing opportunities to our range of services then our work can be even more effective.

An eventful year also saw us decide a strategy for the next few years and experiment with new approaches to day centre provision. Initial Lockdown rules meant our day centres closed for 2 ½ months. Then as rules were relaxed, we were able to move to a more focused approach, offering more one-to-one support with people experiencing homelessness.

Finally, I want to thank our staff, funders and volunteers. All of them have worked hard in difficult situations to ensure people who experience homelessness are offered opportunities to change their lives in ways and at a pace of their choosing. We could not do this without the generous donations of the public and all the other organisations listed in this annual report.

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YEAR ENDED 31 MARCH 2021

15) 2020-2021 Achievements and performance

Measures of success vary dependent on the needs of the people we work with. However, there are some common recurrent outcomes such as:

All Project outcomes	
Supported to set up a bank account	31
Universal Credit claimants assisted to claim the benefits	74
Service user accepted for Universal credit	44
Maintained claim without being sanctioned for 3 months	37
A reduction in anxiety and depression.	93
Change in coping strategies so less self-destructive	88
Reduction in isolation.	85
A reduction in risks to self and others	72
Access and attend the relevant mental health support required	40
Service users better able to make positive choices relating to their lives	105
Accompany service users to appointments and advocate on their behalf	86
Service users able to access external support agencies independently	96
Improved assertiveness	65
Ability to express their individual needs without getting aggressive.	99

Outreach Outcomes	Total
Beneficiaries actively engaged in a support plan.	150
Beneficiaries report that they have improved coping strategies to deal with a crisis/issue.	70
Beneficiaries report improvements in self- confidence.	72
Beneficiaries report they feel less lonely/isolated.	44
Beneficiaries feel confident to access mainstream services for support/housing.	41
Beneficiaries feel confident enough to engage with the wider community/activities.	46
Beneficiaries sign up to a personal health and mental health support plan.	27
Beneficiaries access Primary Health Care Services to meet their needs.	54
Beneficiaries actively engage with and follow their personal health and mental health support plan.	36
Beneficiaries report increased confidence.	42

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15) 2020-2021 Achievements and performance *(continued)*

Maggs Accommodation Project outcomes (13 people into properties from Aug 20)			
Registering for GP	10	Rebuilding relationships	3
Accessing benefits	13	Referrals to Cranstoun	4
Registering for housing	9	Accessing transport	3
Meaningful use of time	7	Addressing mental health	6
Addressing violent behavior	4	Utilities set up	13
Bank account set up	4	Budgeting skills taught	13

Navigation Outcomes	Total
Total number referred to Navigation	109
Total number supported by Navigation	96
Number accommodated	75
Referred to/and accommodated with Housing First	10
Lost accommodation	7
Repatriated	3
Relocated out of area	3
Deceased	4
Charity funding used	17
Personalisation budget used	71

Achievements at Maggs

This year it has been hard to measure all outcomes. The factors that influence this are due to the pandemic resulting in many services shutting down or only offering limited services. The opportunity for the people we work with to have meaningful contact with health professionals was considerably diminished. However, "Everyone In" meant that once Maggs had located, engaged, and encouraged people to take placements in Temporary Accommodation the agencies running these placements then supported these people.

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Achievements at Maggs *(continued)*

This year we have increased our collaboration with other agencies to the advantage of ourselves, other organisations, and the people we work with. With many agencies closed for face-to-face appointments innovative solutions were developed so people can access the support required.

Below are the key developments at Maggs during the financial year.

- We successfully secured 12 months funding for 4 workers to provide a countywide Navigation project. This project works with people to secure and sustain somewhere to live
- Their role is to work with people with a view to secure permanent accommodation and provide intensive support to achieve this.
- There were insufficient workers to provide support to all rough sleepers across the county so MOATS (Maggs Outreach and Transition Services) and Navigation merged.
- Most services only offered phone support but for rough sleepers this was impossible without a phone and there was no opportunity to charge their phones. Our solution was to purchase phones and battery chargers. Each day MOATS would replace the battery charger for a charged one.
- Lockdowns made rough sleepers very isolated. They could not use facilities such as Libraries which were vital for them to keep in touch with family and to access Universal Credit. For some we were able to buy tablets to continue this communication and stay connected. Again, we used the power bank swap out scheme to make sure they always had power to use these devices.
- Outreach delivered clothing, toiletries, books, games, and jigsaws for those in temporary accommodation to help with the boredom of isolation and to encourage beneficiaries to remain inside.
- Vulnerable rough sleepers across the county were provided with food each day.
- People who were moved from Temporary Accommodation into permanent housing needed household items and large white goods. These were delivered and sourced through our Clothing Project and other charitable organisations. We also helped people to move.
- Many public toilets closed and these facilities are vital for our beneficiaries as they use them to wash themselves and freshen up. We delivered baby wipes to enable them to keep reasonably clean.
- We developed an online volunteer training programme
- Various staff completed an NVQ 5 in Health and Social Care.
- We began to assist in the review of the Worcestershire self-neglect guidance
- We set up Maggs Accommodation project and took on 2 flats and 1 HMO to provide temporary homes for rough sleepers.
- We continued to provide support to those remaining on the streets during the pandemic.

Business plan review 2020/21

The targets set for this financial year were developed prior to the beginning of the pandemic. The pandemic resulted in significant changes to how Maggs operates due to legal restrictions. Therefore, some of the outcomes could not be achieved consequently these targets are not included.

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1.To raise enough funds to support our current range of services for homeless and vulnerable people and if appropriate develop additional services which align with prevailing needs.

Raise at least £581,906 to maintain service level (including 12-month funding for Navigation Team) and if possible, to exceed this target.

Achieved, £751,788 raised (This includes restricted funds brought forward in respect of MOATS, Navigation and Malvern)

To generate at least £60,000 from donations from the public, churches and schools

Achieved £93,881 generated.

2.To utilise available funding to work with entrenched rough sleepers and other people experiencing homelessness.

Extend the Navigation project for 12 months to assist at least 40 people to gain permanent accommodation throughout the county. Utilising a £500 personal budget to assist in securing accommodation

Achieved. The navigation team worked with 68 people who were accommodated and 20 used their personalised budget specifically to secure accommodation (i.e. as a deposit), others used it to buy items such as white goods.

To continue the Outreach Project funded by the Big Lottery, and commence looking into and making applications to extend the project beyond May 2021

Achieved. The Big Lottery agreed to extend the project till August 21. Maggs has agreed to fund workers from reserves for up to 2 years. We are continuing to make grant applications including Lottery extension funding.

Assess the viability of continuing Malvern Maggs beyond February 20 based on attendance and outcome figures.

Achieved and Malvern Day Centre will continue till at least 31/3/22

Maintain current levels of service reflecting service user demand (c.100 visits per month), ensure a minimum of 2 volunteers available per shift and maintain donation levels to the clothing project

Partially achieved. Due to Covid-19 restrictions, both Day Centres closed for 2 ½ months. When they reopened only a certain number of people were permitted in the buildings at any one time. Therefore the day centre model changed significantly. Breakfast, showers and laundry remained available for rough sleepers with the focus after breakfast moving to one to one support. The open doors/ social element was no longer provided. Both the Health hub and activity centre have been closed all financial year. The clothing project was also subject to government restrictions, initially closing due to these restrictions. However outreach staff were able to deliver clothes to those in need. In November 2020 it was closed for a further 3 months for urgent building work.

Numbers accessing each service in 2020/21: Maggs Day Centre 278; Maggs Day Centre Malvern 24; MOATS 150; Navigation 162; Maggs Accommodation Project 9; Maggs Clothing Project 648 visits

Review all paperwork and make it more streamlined to maximise efficiency.

Achieved.

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Target a minimum of 150 people to actively engage in support plans. Monitor levels of engagement and compliance of existing people we work with, who have support plan goals. Record achievements and identify any further action required with a policy of 6 monthly reviews.

Achieved, 153 people were actively engaged in a support plan.

Offer training to small voluntary groups who support the homeless to ensure standard practices.

Not achieved. However as it is uncertain how long restrictions will remain and to enable more efficient training of volunteers an online training programme was developed to be used by Maggs and other groups.

To enable the people we work with to access the following: Health services (GP/Dentist/Podiatrist) - 80 individuals, Alternative Therapies (including hairdresser) - 75 individuals, Referrals to Healthy Minds - 10 individuals, Signposting to Cranstoun -20 individuals

Partially achieved due to Covid restrictions and Health Hub suspension. Referrals were still made with 42 referrals to Cranstoun, 57 referrals to a GP and 140 people were helped in relation to their mental health. Alternative therapies were not possible due to Covid restrictions.

For MOATS to continue to provide an outreach service and achieve the outcomes agreed with the Big Lottery

Achieved. During the first lockdown MOATs and Navigation were the only teams operating and merged, focusing on those that remained on the streets after "Everyone in" – the governments initiative to bring all rough sleepers off the street during the pandemic.

3. To influence policy and decision makers and ensure that the concerns of people experiencing homelessness are heard

Influence local policy initiatives by representing the views of the people we work with, with at least 5 multi-agency groups.

Achieved. We attend various multiagency groups, many set up in response to Covid. These include: Worcester City and other district rough sleeper meetings, Blue Light, Rough sleeper count meetings, Multi-disciplinary teams including Worcestershire Community of Practice, WSAB networking meetings, Rough sleeper meetings in all districts, Community of Practice (Worcestershire), Fownes daily handovers (temporary accommodation during Covid) and move on meeting. Multi agency meetings are also facilitated and attended as needed for specific people we work with. We were involved at both an operational and strategic level in the planning of provision during the pandemic, we also attend rough sleeper daily huddle and move-on meetings during covid, care and protect meetings chaired by PHE and were instrumental in the implementation of vaccinations for rough sleepers. We also assisted in the rough sleeper thematic review and are now working with partner agencies to develop, plan and implement the recommendations of this review including reviewing the county's self-neglect guidance.

We are also developing a system to enable more to enable the reshaping of homeless services to be influenced by people with lived experience.

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4.To maintain and build strong relationships with others.

We will continue a learning approach by sharing and receiving information about what works with regional and national networks.

Achieved. We attended various regional and national learning events. This year this has included various national day centre and safeguarding conferences, where we can share best practice. Our solution to maintaining contact with rough sleepers was used across the country as a model of best practice. We are assisting in the redevelopment of the County's Self-Neglect Policy. Lloyds Foundation will also be using us as a case study of good practice during Covid.

To develop stronger working links with Cranstoun (Drug and alcohol services), including developing training so staff can provide harm reduction advice and create a drop in at the day centre.

Partially achieved. Training was suspended due to Covid. However, multi-agency working increased.

Continue to develop better working relationships with Soup kitchens.

Achieved, we attend Worcester Cares bi-weekly meetings with the soup kitchens and regularly share appropriate information via WhatsApp groups.

5.To explore the feasibility of developing a new building capable of housing Maggs current services and accommodation units which utilise housing first principles

Explore the feasibility of developing a new building capable of housing Maggs current services and accommodation units which utilize housing first principles.

Achieved. Maggs Accommodation Project began in August 20. We rent 1 HMO and 2 1-bedroom flats and provide up to 6 months placement for people experiencing homelessness with up to 5 hours support per week, to develop the skills to maintain a tenancy independently.

Case studies (names have been changed)

Here are some of the stories of how Maggs has helped people this year:

Max's story

Max had been rough sleeping under the railway arches in Worcester for over five years. He was classed as an entrenched rough sleeper. Due to the new development in this area, he was asked to leave by the site owners. He moved to a tent as he had nowhere else to go.

Max's engagement with statutory services, charities and others up till that point had been minimal. Though many rough sleepers were housed by the Government during lockdown he remained on the streets.

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Max's story *(continued)*

Maggs looked after Max. Initially Max was not keen on daily visits and would ignore the food drop offs and feign sleep when our staff came to check on him. But over the months Max began to warm to us and share his experiences and we learned of how he ended up there and his reasons for not wanting to engage with us or indeed anyone.

Like many rough sleepers, Max was a victim of substance misuse. He had decided to detox and went through heroin withdrawal independently without any assistance or medication. He decided that he did not want to live or associate with any area or person who could possibly tempt him back into that lifestyle.

When Maggs started our new accommodation project, we thought of Max for one of our new flats and he expressed an interest. A viewing was arranged. He viewed the property and immediately wanted it. He became very emotional and could not believe that the property could be his after so long on the streets. He has now settled into his new home but only had the confidence to do so because he had a support worker from Maggs to help him. Without Maggs Max would still be living on the streets today.

Case study Matt

Matt is 59, when first accessing Maggs he was rough sleeping. All he had was a suitcase after returning from the Philippines where he had been living for the past seven years. He left after a relationship broke down and he was repatriated to his country of origin, the UK. Matt had no ID (his passport was out of date), a repatriation debt, no bank account, no benefits nor local connection to this area. He had quarantined for 2 weeks due to Covid-19 and was discharged NFA. He had a persistent cough and was supported to register with the GP where he was issued with antibiotics. He had no benefits to pay for his prescription and no exemption to claim free medication so the prescription fee was paid by Maggs.

His phone was locked to a Philippine network and so he was unable to accept or make calls. His housing referral was declined due to him having no recourse to public funds. Maggs supplied him with food, access to showers and washing machine and clothing. He spent nights on the street before being housed under "Everybody In" Covid-19 provision from the beginning of April 2020. Matt was supported to obtain ID, open a bank account, claim benefits, given a mobile phone and support to find suitable accommodation.

An application for Universal Credit was rejected as he did not pass the Habitual Residency Test. That decision was challenged and another application was made for Universal Credit. It was agreed to look further into his case but without a bank account payments would not be issued.

Enquiries were made with different banks to open an account. One bank suggested accessing their branch in Birmingham and others were even less helpful.

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Case study Matt *(continued)*

Further contact was made with the Job Centre about the PayPoint card system for people without access to a bank account. This was declined as he must provide photo ID which he did not have. All other banks refused to open an account as Matt had no benefit statement (which he could only obtain if he had a bank account), could not provide proof of address (Maggs provided C/O address), or a GP letter to confirm he was known to a GP for over 12 months. The appeal was refused when challenged. The only other option available was to approach St Paul's Hostel who had previously provided their bank account to individuals in special circumstances. They agreed. Matt got an advance payment the same day into their account. However, this did not provide the statement of entitlement and he had to wait 2 weeks for a full statement to be able to open a bank account.

Once benefits were in place Matt was allocated a housing officer and we worked in partnership to find a supported living flat. We then found that he had previous rent arrears, another hurdle to jump, and helped negotiate a repayment plan. A deposit was secured to cover the first month's rent. The property was unfurnished. Armchair provided free furniture. Maggs supplied bedding, curtains, rugs, kitchen and electrical items and a Foodbank parcel. An application was made to DWAS for white goods and carpets. Matt was assisted to set up all utility accounts.

Matts passport was another hurdle, we were informed that the application would not be processed until a repatriation debt (£890) was addressed. Matt was referred to the Citizen's Advice Bureau for support for this.

A PIP claim was submitted due to his health issues, particularly his mobility caused by an ongoing back problem. The claim was rejected as he had not lived in UK for 2 out of 3 years. Matt was referred for physio by a GP and was supported to attend appointments and collect sick notes. He is waiting to hear the decision from his Work Capability Assessment.

Matt is now settled in his accommodation but requires consistent support. He has no close friends and feels lonely most days. Relationships with his family had broken down. Further options of support or befriending are being explored to keep him socially engaged.

Fred's story

Fred was rough sleeping in a field on a farm in Malvern during the second lockdown. He finds dealing with people difficult and prefers to be alone. At the time he was working but did not want his employers to know he was homeless. He was unable to stay with family because of earlier incidents.

When the weather was below zero he stole from a shop to get a night in the cells. This was a cry for help from him. He then spent a couple of nights at a hotel in Worcester. Unfortunately, as he was in temporary work and the local authority were unable to claim housing benefit on his behalf, he was informed he would be charged for using the facility. He decided to cease his temporary work and left the hotel.

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Fred's story *(continued)*

We recontacted him staying back in his tent. He found completing paperwork difficult and became agitated when assisted to fill in various forms. He later apologised saying that he preferred to work over the phone and by email. This is how we continued to work with him.

The council placed him in a temporary B&B in Worcester. We informed him of a GP he could register with. He was also offered a Covid vaccine as a vulnerable person which he declined as he didn't feel old enough.

He has now moved into temporary housing in Malvern. We have continued to support him, sourcing white goods and other items locally. He has met with a job coach here and now is now doing some part-time work again.

He is hopefully moving to more permanent accommodation shortly.

Jill's story

Jill is over 70 and has been sleeping rough for many years. She refuses to engage with any support other than to access food and clothing. Over the last year concerns have been raised about her inability to look after herself adequately. Examples include:

- Inability to cater for her basic needs includes poor personal hygiene. She has few places to wash/ toilet, further complicated by COVID restrictions, so must walk a long distance to wash. Jill rarely changes her clothing which is often inappropriate for the weather conditions. (e.g., a thick long coat and woolly hat in high temperatures and a thin jumper and slip-on shoes in the snow).
- Jill refuses to register with a doctor and assistance from any health care professional. She has ailments (mobility, swollen ankles, dental, and skin complaints). She has gone through many traumas and relationship failures which may have contributed to her choice of lifestyle.
- She resides in a doorway in an area frequented by drug users who leave paraphernalia. It is also a communal bin site. Jill likes to feed the seagulls and pigeons which also encourages rats. She sleeps on a mat often urine soaked with damp, dirty bedding to keep her warm. She sleeps out in all weathers
- Jill's income is asking the public for money. She is adept at this including telling people how she is being overlooked by services and refused housing, although this is not the case.

Several Safeguarding concerns have been raised, but over Christmas it became clear that Jill's health, mobility, inability to look after herself and potential self-neglect became more apparent.

Worcester Safeguarding allocated Jill a Social Worker. On the first visit Jill became distressed, verbally aggressive and the visit was aborted. It was agreed that next time a familiar face from Maggs would visit along with the Mental Health worker.

From this initial meeting the worker diagnosed a Delusional Disorder but decided she had capacity.

Moving forward the Older Adults Mental Health Team have started weekly visits to drop off her lunch (Maggs do the other days) to try and build a trust to enable them to work with and assess her properly. We have liaised with them to ensure this continues and they feed back their findings to us after each visit.

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16) Distribution of information

Information regarding Maggs' activities and achievements is distributed using the following: website, facebook, twitter, blogs, leaflets, newsletters, public speaking and Local media.

17) Partnership Working

Covid-19 has enhanced partnership working across all organisations. Maggs works in close and successful partnership with many relevant statutory and voluntary agencies who work with and support the single homeless, including: Armchair Furniture Recycling, Cranstoun, CCP, Citizens Advice "CAB/WHABAC", CP Foods, Housing Associations, Local Councils, NHS, Public Health England, St Paul's Hostel, Police, Probation, Worcester Cathedral, Worcester Cares, Worcester Municipal Charities, Worcestershire County Council, Worcestershire Safeguarding Boards, YMCA (*NB: This list is not exhaustive*)

18) Financial and other support

Maggs received financial and non-financial support from voluntary and charitable organisations, churches, schools, and individuals. CP Foods continues to provide our IT support for free. Worcester Municipal Charities provides both of our Worcester premises for a peppercorn rent (the total rental values shown appear as expenditure and an equal amount is shown as grants received).

Property	Capital	Rental Value
59/60 the Tything	£373,145	£29,850
St. Albans, Deansway (150 years' leasehold)	£50,000.00	£10,000.00

During 2020/21 the City Council provided funding for 4 navigation workers. The National Lottery continues financing our outreach team (MOATS) until August 21.

Volunteers : Volunteers provide invaluable assistance. During Covid we were unable to provide as many volunteer placements. However, we kept in touch and are developing plans to enable volunteers to return once restrictions have been lifted including various new volunteer opportunities.

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19) Financial Review of the Year

Maggs continued to invest in staff and our expenditure on providing services to the vulnerable increased by £130,000 in comparison to the previous year. In terms of income the public, charitable trusts, the national lottery and government recognized the urgency of supporting and wherever possible, housing homeless people during the pandemic. A £36,865 surplus was a satisfactory performance given the development and expansion of services during the year in response to the extra demands placed on services due to the pandemic.

Specific accounting rules mean we are required to declare as income the total value of a contract or grant in the financial year in which it was awarded, even when the contract lasts more than a year and spans multiple years.

This was a year when restricted funds were utilised in addition to specific funding for immediate responses to the pandemic.

With lottery and government funding ending in the new financial year, we have been increasing our total funds in order to maintain core services and purchase or lease properties.

20) Risk Management

The Trustees confirm that they have reviewed the major risks. The main risk to Maggs is the unpredictable nature of income streams further exacerbated by the potential longer-term impact of the pandemic on availability of funding. The Finance Committee has set prudent budgets and regularly monitors expenditure against income. The Trustees have examined potential risks and are satisfied that the internal systems together with insurance policies mitigate these.

21) Investment Policy

Apart from retaining a prudent amount in reserves each year all the Charity's funds are spent in the short term. The reserves are placed on short-term deposits and there are plans to purchase a house of multiple occupation.

22) Reserves Policy

Trustees have resolved to review this policy quarterly as Maggs has expanded and diversified its operations in recent years. Financial forecasting has become more challenging as many grants and contracts are for time limited periods. As at 31st March 2021 Maggs was awaiting the outcome of a significant national lottery funding application and funding decisions by Worcester City Council and Worcestershire County Council.

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22) Reserves Policy *(continued)*

Our approach to reserves is based on ensuring the continuity and sustainability of our services in the medium to long term. In 2020/21 trustees designated funds to sustain outreach services and expand the accommodation project with additional staff and a property purchase.

As a general principle our policy is to retain sufficient resources (human and financial) to operate our core services in the medium term defined as 2 to 3 years. This requires 40 to 50% of operating costs to be held as freely available reserves depending on the level of restricted funds to be applied in future years. When funding prospects for core services are uncertain (e.g. outreach services) or plans are made for significant expenditure, (e.g. house purchase) trustees designate funds for use in future years. Designated funds were £107,075 (outreach), £100,000 (property purchase) and £29,894 (property sinking fund).

23) Future Plans

Our plans for the next 12 months must be flexible due to Covid-19 and its financial consequences for both individuals and government finances. Our main plans are to continue to operate our Worcester and Malvern Day Centres along with our clothing store. Also, to expand Maggs Accommodation project with the purchase and leasing of properties as we further develop outreach services across the county.

We will continue to review our structure, policies and procedures, so that we maintain our best practice/what works approach in a growing organisation.

24) Post Balance Sheet Event

In July 2021 Maggs completed the purchase of a house of multiple occupation (HMO) paying £210,000 cash. The house is located in Worcester and will become part of our successful accommodation project.

25) Trustees Responsibilities in Relation to the Financial Statements

The Trustees as Directors are responsible for preparing the annual report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable laws). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the surplus or deficit of the Company for that period. In preparing these financial statements, the Trustees are required to:

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25) Trustees Responsibilities in Relation to the Financial Statements *(continued)*

- select suitable accounting policies and then apply them consistently.
- make judgements and estimates that are reasonable and prudent and
- 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 adequate accounting records that are sufficient to show and explain the Charity's transactions and 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 Companies Act 2006.

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.

26) Disclosure of information to auditors

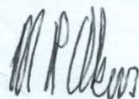
Each person who was a Director at the time this report was approved confirms that

- so far as he or she is aware, there is no relevant audit information of which the Charity's auditors are unaware and
- he or she has taken all the steps that he or she ought to have taken as Director in order to make himself/herself aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

27) Small company provisions

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

This report was approved by the board on 5th October 2021 and signed on its behalf.



Melvyn Akers
Chairman

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY CENTRE
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Opinion

We have audited the financial statements of Maggs Day Centre (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position and the related notes, 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 FRS 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 its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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 other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY CENTRE
(continued)

YEAR ENDED 31 MARCH 2021

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) 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:

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY CENTRE
(continued)

YEAR ENDED 31 MARCH 2021

Auditor's responsibilities for the audit of the financial statements *(continued)*

In identifying and assessing risks of material misstatements in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry, the control environment and the charity performance;
- Results from enquiries with management;
- Results from an identification and evaluation of whether the entity are complying with laws and regulations and whether management were aware of any non-compliance;
- The internal controls established to mitigate the risk of fraud or non-compliance with laws and regulations.

As a result of testing, we considered the opportunities and incentives that may exist within the organisation for fraud, including areas where management exercise significant judgement. Such items were tested, as well as specific procedures relating to the risk of management override.

Audit response to the risks identified

In addition to the above procedures, we also included the following:

- Performing analytical procedures to identify any unusual trends which may indicate risks of material misstatement due to fraud;
- Reading minutes of meetings held by those charged with trustees;
- Testing the appropriateness of journal entries and assessing whether they are indications management override.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY CENTRE
(continued)
YEAR ENDED 31 MARCH 2021

Audit response to the risks identified *(continued)*

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members 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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Langard Lifford Hall Limited

R D Coton (Senior Statutory Auditor)

For and on behalf of
Langard Lifford Hall Limited
Accountants and Statutory Auditor
Lifford Hall
Lifford Lane
Kings Norton
Birmingham, B30 3JN

5th October 2021

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2021

		2021	2020
	Unrestricted funds	Restricted funds	Total funds
Note	£	£	£
Income and endowments			
Donations and legacies	5	282,358	276,047
Charitable activities	6	9,487	–
Other income	7	18,313	25,729
Investment income	8	926	–
Total income		<u>311,084</u>	<u>301,776</u>
Expenditure			
Expenditure on charitable activities	9	67,116	508,879
Total expenditure		<u>67,116</u>	<u>508,879</u>
Net income and net movement in funds			
		<u>243,968</u>	<u>(207,103)</u>
Reconciliation of funds			
Total funds brought forward as previously reported		360,502	381,255
Transfers		6,268	(6,268)
Total funds brought forward as restated		<u>366,770</u>	<u>374,987</u>
Total funds carried forward		<u>610,738</u>	<u>167,884</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 24 to 31 form part of these financial statements.


MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL POSITION

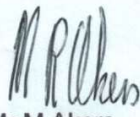
31 MARCH 2021

	Note	2021 £	£	2020 £	£
Fixed assets					
Tangible fixed assets	14		26,687		33,648
Current assets					
Debtors	15	135,599		282,784	
Cash at bank and in hand		692,796		439,416	
		<u>828,395</u>		<u>722,200</u>	
Creditors: amounts falling due within one year	16	<u>76,460</u>		<u>14,091</u>	
Net current assets			751,935		708,109
Total assets less current liabilities			<u>778,622</u>		<u>741,757</u>
Net assets			<u>778,622</u>		<u>741,757</u>
Funds of the charity					
Restricted funds			167,884		381,255
Unrestricted funds			610,738		360,502
Total charity funds	17		<u>778,622</u>		<u>741,757</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 5th October 2021, and are signed on behalf of the board by:


 Mr I Crane
 Trustee


 Mr M Akers
 Trustee

The notes on pages 24 to 31 form part of these financial statements.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is St. Albans, Deansway, Worcester, WR1 2JD.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

Maggs Day Centre is a private charitable company limited by guarantee and incorporated in England. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

3. Accounting policies *(continued)*

Income tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Incoming resources

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

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. A corresponding amount is recognised in expenditure.

Donations of food and other goods received for use by the charity have not been quantified for reasons of practicality.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

3. Accounting policies *(continued)*

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Equipment	-	10% - 33%
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Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

4. Limited by guarantee

Maggs Day Centre is a Charitable company limited by guarantee (company number 2278501) which was incorporated on 19 July 1988 and amended by Special Resolution on 27 November 1989. Maggs Day Centre was registered as a charity on 17 November 1988 (number 700852).

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Grants and donations	<u>282,358</u>	<u>276,047</u>	<u>558,405</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Grants and donations	<u>277,507</u>	<u>303,373</u>	<u>580,880</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Client meals	–	–	1,866	1,866
Other	9,487	9,487	563	563
	<u>9,487</u>	<u>9,487</u>	<u>2,429</u>	<u>2,429</u>

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

7. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Rental income	–	25,729	25,729
Government grants	18,313	–	18,313
	18,313	25,729	44,042

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Rental income	–	–	–
Government grants	–	–	–
	–	–	–

8. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	926	926	1,465	1,465
	926	926	1,465	1,465

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Support costs	67,116	508,879	575,995
	67,116	508,879	575,995

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Support costs	175,062	270,458	445,520
	175,062	270,458	445,520

10. Net income

Net income is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	13,329	15,617
	13,329	15,617

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

11. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	<u>388,152</u>	<u>294,267</u>

The charity considers its key management personnel comprise the trustees and the Chief Executive. The total employment benefits of the key management personnel were £37,322 (2020: £33,899).

The average head count of employees during the year was 26 (2020: 15). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of staff	<u>26</u>	<u>15</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

12. Trustee remuneration and expenses

No trustees received any remuneration during the year (2020: nil) and there has been no reimbursement of expenses (2020: nil).

During the year the charity paid £212 (2020: £212) for Trustee Indemnity Insurance.

No trustee or other person related to the charity had any personal interest in any other contract or transaction entered into by the charity during the year (2020: nil).

13. Operating leases

In 2009 a 150 year lease of St Albans, from which the Charity operates was granted by the Worcester Diocesan Board of Finance to Worcester Municipal Charities (CIO) which in turn has granted the Charity a lease at a peppercorn rent.

The fair market value of the rent of this building and the property provided to us by Worcester Municipal Charities (CIO) at a peppercorn rent has been estimated at £39,850 (2019: £39,850).

In accordance with the SORP this has been shown in the accounts as expenditure and an equal amount shown as grants received. There is no overall effect on the Charity's results for the year.

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

14. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2020	149,393
Additions	6,368
At 31 March 2021	<u>155,761</u>
Depreciation	
At 1 April 2020	115,745
Charge for the year	13,329
At 31 March 2021	<u>129,074</u>
Carrying amount	
At 31 March 2021	<u>26,687</u>
At 31 March 2020	<u>33,648</u>

15. Debtors

	2021 £	2020 £
Debtors	125,806	278,662
Prepayments and accrued income	9,793	4,122
	<u>135,599</u>	<u>282,784</u>

16. Creditors: amounts falling due within one year

	2021 £	2020 £
Creditors	8,650	–
Accruals and deferred income	55,867	7,360
Social security and other taxes	9,264	5,046
Other creditors	2,679	1,685
	<u>76,460</u>	<u>14,091</u>

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
YEAR ENDED 31 MARCH 2021

17. Analysis of charitable funds**Unrestricted funds**

	At 1 Apr 2020	Income	Expenditure	Transfers	At 31 Mar 2021
	£	£	£	£	£
Unrestricted fund	<u>360,502</u>	<u>311,084</u>	<u>(67,116)</u>	<u>6,268</u>	<u>610,738</u>

	At 1 Apr 2019	Income	Expenditure	Transfers	At 31 Mar 2020
	£	£	£	£	£
Unrestricted fund	<u>257,084</u>	<u>281,401</u>	<u>(175,062)</u>	<u>(2,921)</u>	<u>360,502</u>

Restricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	At 31 Mar 2021
	£	£	£	£	£
Restricted Fund	<u>381,255</u>	<u>301,776</u>	<u>(508,879)</u>	<u>(6,268)</u>	<u>167,884</u>

	At 1 Apr 2019	Income	Expenditure	Transfers	At 31 Mar 2020
	£	£	£	£	£
Restricted Fund	<u>345,419</u>	<u>303,373</u>	<u>(270,458)</u>	<u>2,921</u>	<u>381,255</u>

18. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	17,248	9,439	26,687
Current assets	664,159	164,236	828,395
Creditors less than 1 year	<u>(70,669)</u>	<u>(5,791)</u>	<u>(76,460)</u>
Net assets	<u>610,738</u>	<u>167,884</u>	<u>778,622</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	33,648	–	33,648
Current assets	340,944	381,255	722,199
Creditors less than 1 year	<u>(14,090)</u>	<u>–</u>	<u>(14,090)</u>
Net assets	<u>360,502</u>	<u>381,255</u>	<u>741,757</u>

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2021

	2021	2020
	£	£
Income and endowments		
Donations and legacies		
Worcester City Council	46,500	187,764
Worcester Municipal Charities	44,415	68,606
The Eveson Charitable Trust	25,000	23,000
Pret Foundation Trust	–	7,800
The Rowlands Trust	5,000	–
Masonic Charitable Foundation	1,250	–
The Screwfix Foundation	2,000	–
Socks & Chocs	–	7,921
Hawthorne Charitable Trust	6,000	3,000
Six Masters' Charities	3,000	2,000
West Midlands Care Association	4,500	–
Laslett's Hinton Charity	3,000	5,000
Roger & Douglas Turner Charitable Trust	3,000	3,000
The Albert Hunt Trust	5,000	–
ST Joseph's Parish Malvern	500	–
Downs Malvern	450	–
Community Lottery	284	–
G W Turner Trust	2,000	2,000
All Saint Church PCC	200	–
FP Grant D Hughes	190	–
Dumbreck Charity	1,000	1,000
Edward and Dorothy Cadbury Trust	2,500	5,000
PCC Malvern Link	110	–
Garfield Weston Foundation	–	45,000
Didymus	5,000	–
Michael Marsh Charitable Trust	–	2,000
Souter Charitable Trust	3,000	2,000
J A Gillet Charitable Trust	500	1,000
Oliver Stanley Charitable Trust	1,000	–

Carried forward

(165,399)

(366,091)

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES *(continued)*
YEAR ENDED 31 MARCH 2021

	2021	2020
	£	£
Brought forward	(165,399)	(366,091)
Fortis	–	500
The Bewley Charitable Trust	–	200
TNL Community	33,500	–
Worcestershire.com	3,000	–
St Martins	2,515	–
Wellbeing	2,404	–
Landsdowne Methodist Church	1,354	–
Donations from Churches	15,630	16,610
Donations from Schools	90	1,493
Donations from the General Public	64,210	46,813
Donations Online	41,245	36,250
Lloyds Bank Foundation	33,000	33,000
Harrison Clark Rickerby	10,000	12,000
Lottery Community Fund	39,503	10,000
John Horseman Trust	5,000	5,000
Ratcliffe Foundation	–	5,000
Perry Trust	1,000	5,000
WDF	100	4,600
Friends of Malvern	2,000	2,700
Malvern Town Council and Malvern Hills District Council	–	30,978
Sir Jules Thorn Trust	1,500	1,000
Brian Shaw Memorial Trust	500	1,000
Wyre Forest	200	500
Stanley Smith	–	500
Richard Cadbury Charitable Trust	500	500
Rodway Family Trust	500	500
M J Hindley Charitable Trust	–	250
Sir John Sumner's Trust	–	200
Marston Charitable Trust	–	100
Evesham Relief in Need Charity	200	15
Beer Harris Memorial Trust	750	–
L Cleaveley	–	80
Go Cardless (Spacehive)	18,064	–
Ernest Hecht Charitable Foundation	6,954	–
Hounsfield Family Charitable Trust	500	–
Pearl Dental	500	–
Filton	300	–
Northern Malvern Chapel Trust	250	–
C Fenwick Hyde	200	–
Puskas	179	–
Carried forward	(451,047)	(580,880)

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES *(continued)*
YEAR ENDED 31 MARCH 2021

	2021	2020
	£	£
Brought forward	(451,047)	(580,880)
Church and Charity Stewardship	150	–
Armchair Trust	97	–
Paypal	30	–
Kildare Trust	25,000	–
Winter Transformation Fund	22,437	–
Mrs Grace Fuller - Legacy	30,247	–
DEFRA	6,592	–
Crisis UK	5,000	–
Worcester Community Foundation	4,000	–
WCF Worcestershire	3,000	–
Platform Housing	2,000	–
Quakers	2,000	–
Grace Trust	1,500	–
Crowdfunder	1,454	–
Aviva	2,351	–
Grand Lodge of Worcester's	1,000	–
Amazon	500	–
	<u>558,405</u>	<u>580,880</u>
Charitable activities		
Client meals	–	1,866
Other	9,487	563
	<u>9,487</u>	<u>2,429</u>
Other income		
Rental income	25,729	–
Government grants	18,313	–
	<u>44,042</u>	<u>–</u>
Investment income		
Bank interest receivable	926	1,465
	<u>926</u>	<u>1,465</u>
Total income	<u><u>612,860</u></u>	<u><u>584,774</u></u>

MAGGS DAY CENTRE
COMPANY LIMITED BY GUARANTEE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2021

	2021	2020
	£	£
Expenditure		
Expenditure on charitable activities		
Wages and salaries	388,152	294,267
Rent	60,914	40,322
Rates and water	11,064	11,781
Repairs and maintenance	12,780	10,947
Insurance	7,870	7,526
Legal and professional fees	6,826	3,199
Telephone	4,945	5,036
Depreciation	13,329	15,617
Food	2,145	5,927
Auditors remuneration	2,100	2,100
Cleaning and refuse	4,847	5,304
Activity centre costs	–	12,083
Activities (all departments)	22,953	–
Staff training and expenses	24,088	24,211
Recruitment costs	2,734	835
Befrienders expenses	3,273	1,647
Running expenses	5,522	3,003
Computer costs	2,356	1,624
Bank charges	97	91
	<u>575,995</u>	<u>445,520</u>
Total expenditure	<u>575,995</u>	<u>445,520</u>
Net income	<u>36,865</u>	<u>139,254</u>