

# The Welcome Organisation

Northern Ireland · Charity number 103976

## Details

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Status	Received
Registered	2016-07-05
Register	<a href="#">View on the Charity Commission for Northern Ireland register</a>

## Contact

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Website	<a href="http://www.homelessbelfast.org">www.homelessbelfast.org</a>

## Activities

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**Purposes:** The objects of the Company shall be to:- (a) Relieve the poverty and distress of people who are suffering from the effects of homelessness or the threat of homelessness in Northern Ireland (the "area of benefit"), without distinction of sex, race, ethnicity, age, disability, or political, religious or other opinion in particular but not exclusively by the provision, or assistance in the provision, of: (i) accommodation; (ii) advice, counselling and support services; (iii) a befriending service; and (iv) drop-in centres. (b) Develop the skills and capacity of the members of the homeless community in such a way that they are better able to identify and help meet their needs and to participate more fully in society. (c) Advance the education of the public about the needs of people who are suffering from the effects of homelessness or threatened homelessness. (d) Pursue any other charitable purpose which the Directors think fit to pursue in conjunction with any of the charitable objects mentioned above.

**What the charity does:** The advancement of education, The advancement of citizenship or community development, The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage

**How the charity works:** Accommodation/housing, Advice/advocacy/information, Arts, Community development, Education/training, Relief of poverty, Volunteer development, Welfare/benevolent

**Who the charity helps:** Addictions (drug/solvent/alcohol abuse), Ethnic minorities, Ex-offenders and prisoners, General public, Homelessness, Interface communities, Men, Mental health, Voluntary and community sector, Volunteers, Women, Youth (14-25 year olds)

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,702,287	£3,024,340	£-86,904	87

## Trustees

Name	Role	Appointed
Dr Frances Burn		
Mr James Joseph Whyte		
Mr John Joseph Rice		
Ms Katharine Strain		
Ms Louise Millar		
Ms Nicola Irwin		

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Accounts

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COMPANY REGISTRATION NUMBER: NI070562  
CHARITY REGISTRATION NUMBER: NIC103976

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2025**

**FEB CHARTERED ACCOUNTANTS**

Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Financial Statements**  
**Year ended 31 March 2025**

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# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report)

#### Year ended 31 March 2025

The directors, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2025.

#### Reference and administrative details

**Registered charity name** The Welcome Organisation

**Charity registration number** NIC103976

**Company registration number** NI070562

**Principal office and registered office** Townsend Enterprise Park  
36 Townsend Street  
Belfast  
BT13 2ES

#### The directors

Mr P Doherty (resigned 30 September 2025)

Ms L Millar

Ms K Strain

Mr J Whyte

Mr J Rice

(appointed 1 August 2024)

**Company secretary** Jo Daykin-Goodall (resigned 1 December 2024)

**Auditor** FEB Chartered Accountants  
Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**Bankers** Danske Bank  
Kennedy Centre Belfast  
564 - 568 Falls Road  
Belfast  
BT11 9AE

#### Structure, governance and management

The Welcome Organisation is a registered charity and operates as a company limited by guarantee status. The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### Objectives and activities

The strategic aims of the Organisation are as follows:

a) Relieve the poverty and distress of people who are suffering from the effects of homelessness or the threat of homelessness in Northern Ireland (the "area of benefit"), without distinction of sex, race, ethnicity, age, disability, or political, religious or other opinion in particular but not exclusively by the provision, or assistance in the provision, of:

- i. accommodation;
- ii. advice, counselling and support services;
- iii. befriending service; and
- iv. drop-in centres.

b) Develop the skills and capacity of the members of the homeless community in such a way that they are better able to identify and help meet their needs and to participate more fully in society,

c) Advance the education of the public about the needs of people who are suffering from the effects of homelessness or threatened homelessness,

d) Pursue any other charitable purpose which the Directors think fit to pursue in conjunction with any of the charitable objects mentioned above

#### Powers

In furtherance of the said objects, but not further or otherwise, the Company shall have power to:

(a) provide or secure the provision of social and support services, educational and recreational facilities and practical assistance in the area of benefit;

(b) provide or secure the provision of advice, counselling and information and refer those in need of professional assistance to the relevant agencies;

(c) provide, endow, furnish and fit out with all necessary furniture and other equipment and maintain such buildings, premises, and centres as may from time to time be required for the purposes of the Company;

(d) co-operate and enter into arrangements with any authorities, national, local or otherwise;

(e) bring together in conference representatives of voluntary organisations, Government departments, statutory authorities and individuals;

(f) arrange and provide for, either alone or with others, the holding of exhibitions, meetings, lectures, classes, seminars or training courses, and recreational and other leisure time activities;

(g) collect and disseminate information on all matters relating to its objects, and to exchange such information with other bodies having similar objects whether in the United Kingdom or elsewhere;

(h) write, print or publish, in whatever form, such papers, books, periodicals, pamphlets or other documents, including films and recorded material, as shall further its objects, and to issue or circulate the same whether for payment or otherwise.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2025

(i) accept subscriptions, donations, devises and bequests of and to purchase, take on lease or in exchange, hire or otherwise acquire and hold any real or personal estate, maintain and alter any of the same as are necessary for any of the objects of the Company and (subject to such consents as may be required by law) sell, lease or otherwise dispose of or mortgage any such real or personal estate, having due regard to the requirements of, or conditions established by, statutory authorities or bodies providing funds or assistance of any kind to the Company;

(j) issue appeals, hold public meetings and take such other steps as may be required for the purpose of procuring contributions to the funds of the Company in the shape of donations, subscriptions or otherwise;

(k) draw, make, accept, endorse, discount, execute and issue promissory notes, bills, cheques and other instruments, and to operate bank accounts;

(l) borrow or raise money for the objects of the Company on such terms and (with such consents as are required by law) on such security as may be thought fit provided that the Company shall not undertake any permanent trading activities in raising funds for the objects of the Company;

(m) take and accept any gift of money, property or other assets, whether subject to any special trust or not, for any one or more of the objects of the Company;

(n) invest the monies of the Company not immediately required for its objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) and such consents (if any) as may for the time being be imposed or required by law and subject also as hereinafter provided;

(o) make any charitable donation either in cash or assets for the furtherance of the objects of the Company;

(p) establish and support any charitable association or body and to subscribe or guarantee money for charitable purposes calculated to further the objects of the Company;

(q) make regulations for the proper supervision, control and management of any property which may be so acquired;

(r) employ and pay any person or persons not being a Director of the Company to supervise, organise, carry on the work of and advise the Company.

#### **Recruitment and Appointment of Board Members**

The Board of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the Board are re-elected at the Annual General Meeting.

The Organisation is governed by a small competency-based Board drawing upon professionals from a range of relevant disciplines. The Member's role is to contribute to the effective governance of The Welcome Organisation in promoting the vision, mission, aims and objectives of the organisation.

Recruitment of Board Members follows a formal recruitment process based on the specific needs and skill set required. One additional Trustee was appointed 1<sup>st</sup> August 2024, Mr Joe Rice. All members of the Board give their time voluntarily and receive no benefits from the Charity.

This year we established a formal process for employee voices to contribute to strategy, fostering engagement, through representatives attending Board meetings. Our staff team has been represented by Ellen Hipsley from Assertive Street Outreach and Peter Cummings from the Floating Support Team.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2025**

#### **HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

##### **Building Social Capital**

The Welcome Organisation provides direct support and interventions to people who are homeless and at risk of homelessness, and rough sleepers, who are vulnerable and whose life experiences have been based on multiple disadvantages, who face challenges such as poor physical and mental health, substance misuse, domestic and sexual violence and abuse, and a history of trauma.

Our services include assertive street outreach, support hub for drop-in support and advice, crisis intervention emergency accommodation and supported living accommodation for women, a mobile health unit and floating support to enable those in their own accommodation to remain there. Collectively our services provide 24/7 coverage, 365 days a year across the City of Belfast.

Through our work we enable people who are homeless to engage with support networks that can connect them with additional support and help them back on the path of independent living and reintegration into their community.

Through our work we challenge social marginalisation and ensure the voices of homeless people across Belfast are heard and represented to service providers and decision-makers with a view to addressing the issues that have led to homelessness, securing and maintaining a tenancy and improving their life chances.

##### **Charitable and Social Economy Sector**

As we approach our 30<sup>th</sup> year of providing services to the community the Welcome Organisation has continued to be a significant contributor within the charitable and social economy sector maintaining a staff level of 53 permanent employees and circa 30 bank staff during this year. Moreover, through our continuing relationships with both statutory funders and trusts and foundations, this year we have developed plans that will see a further expansion of services in 2025-26 with particular focus on provision of support to women and we continue to see our workforce of dedicated staff increase.

This year we have linked with several private enterprises in the provision of volunteering opportunities. This not only provides the private sector with a mechanism to achieve its corporate social responsibility goals but provides an opportunity that would not otherwise be available for people to contribute to our work of improving the lives of our service users.

On behalf of our service users we would like to extend our thanks and gratitude for the work and efforts of all our corporate volunteers over the last year in helping to change people's lives.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### Health and Wellbeing

The Welcome Organisation continued to provide its holistic approach in supporting people who are homeless, at risk of homelessness and rough sleepers including

- Providing food, clothing, personal hygiene facilities, laundry services and other interventions aimed at meeting basic needs and contributing to the reduction of harm;
- Supporting people at risk of homelessness to maintain their accommodation through providing advice, advocacy and direct life-skills;
- Promoting recovery through access to services to address drug and alcohol use;
- Providing regular health and housing advisory services; and
- Personal support to help people develop their skills and knowledge to support their own wellbeing and grow their resilience to better cope with the adversities of life.

We continue to provide direct access to health checks for service users through our mobile health unit and have extended this service to people in Derry-Londonderry where it is available every Monday. Significantly this year we undertook research focused on health and homelessness to explore the relationship between our service users, their interactions with health services and their health needs.

From 1276 participants we profiled 180 people to specifically look at their interactions with healthcare services. From this group 83% were identified as having physical health issues and 62% with specific long-term illnesses and/or a disability. 93% had mental health issues including anxiety, depression and PTSD, with over three quarters (77%) self-medicating. Two thirds had been admitted to hospital in the previous 12 months and over one quarter had been admitted due to attempting suicide.

These are stark figures but are representative of the service users engaged by the Welcome Organisation and whose circumstances would be worsened without our ongoing support and care. We plan to follow up on this research to monitor the issues that impact on our service users over the coming period.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### ACHIEVEMENTS AND PERFORMANCE

##### Support Hub

Funding from the NI Housing Executive's homelessness budget is made available to the Welcome Organisation to provide a Support Hub for people who are rough sleeping, homeless or at risk of homelessness. The service provides for the basic needs of the individual (food, clothing, washing, laundry facilities) and a place of refuge. The Support Hub model is underpinned by the provision of individual tailored support which recognises the unique circumstances and needs of the service user and provides a gateway to a broad range of services which are difficult for marginalised people to access without support. In July 24 following an attack on our premises the service was temporarily relocated and in December 24 moved again to a further temporary unit within Centenary House, Belfast. Due to the confined space available the delivery model was reconfigured whilst maintaining all aspects of the service.

These services include access to healthcare in partnership with our colleagues at the Belfast Health and Social Care Trust- Health Inclusion Hub, benefit support, addiction services and mental health support. All services are delivered within a high tolerance, harm reduction model, which is central to the Welcome Organisation's success in working with people with complex needs and challenging behaviours.

In this year 1304 unique clients used the Drop-In Support Hub services. Staff worked with service users to ascertain their immediate and longer-term needs. In addition to the practical assistance provided to service users outlined above the Drop-in Support Hub also provided breakfast and a minimum of 70 meals (lunch and dinner) every day, equating to over twenty-five thousand meals in the year.

Our dedicated staff provided 19,645 support interventions to service users this year.

In addition to supporting service users to find accommodation, staff managed a further 1631 interventions related to supporting them with their immediate physical/mental health needs and access to addiction services.

##### 24/7 Assertive Street Outreach Service

The Assertive Street Outreach service is funded from the NI Housing Executive's Prevention of Rough Sleeping in Belfast budget. The service delivers a rapid response to individuals who find themselves rough sleeping in the city. In this year we recorded 1459 rough sleepers and throughout the year the Outreach Teams provided basic needs to those sleeping rough or engaging in street activity on 22,333 occasions.

The Outreach Teams proactively seek out those who are sleeping rough, providing food and hot drinks, building relationships and gaining trust to support their journey off the streets. This year as well as meeting their basic needs, the Outreach Teams helped rough sleepers to access relevant welfare benefits and financial support on 790 occasions. The Teams also provided help to rough sleepers on 3460 occasions in relation to their physical and mental health needs and referrals into addiction services.

The Assertive Street Outreach Service also provides an emergency response service (Code 7's) to support 'blue light' services. Where appropriate, individuals are transported back to their hostel/accommodation or if this is not feasible to the Drop-in Support Hub as a place of safety and to rest. This aspect of the Outreach Service prevents misuse of acute services and eases the pressure on them. Within the year there were 790 Code 7 calls with 616 responded to within 30 minutes (92%). The highest number of calls received were from the public (444 calls) followed by 107 calls received from the Police Service of Northern Ireland.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### **Crisis Accommodation for Women**

The Welcome Organisation provides crisis accommodation services to women presenting with high levels of need. The 10-bed space crash facility based originally in the city centre, is used by women who would otherwise be sleeping on the street. The service provides a place of safety and staff support service users on site. The demand for the service remains very high, with 197 unique individuals using the facility in the year, of which 63% received support to move on from the service in a planned way. In January 2025 the service moved location to south Belfast, and we are now able to provide an improved and extended service with individual ensuite rooms with additional space for service users to remain safe during the day. This enables staff to develop a better working relationship and understanding of each individual's needs, provide more timely support and access a wider range of more holistic services to meet them. We provided 3,990 support interventions as part of this service this year.

#### **Floating Support Services**

This year the Floating Support Service supported 131 vulnerable individuals, who have secured accommodation and needed additional support to maintain their tenancy. We provide a range of flexible support services responding to the service users' fluctuating needs and tailored to each individual's particular circumstances. This includes supporting clients with lifeskills, advocacy, setting up a home and sourcing furniture and appliances, attending medical appointments signposting to other specialist interventions.

#### **Catherine House**

The Catherine House service was launched in March 2023 to provide trauma-informed supported accommodation with staff on hand 24/7. This innovative service recognises the impact of trauma has had on individual women and is sensitive to their specific needs as they are move towards independent living. In the year 31 women have been accommodated and supported by this service.

#### **Mobile Health Unit**

The Mobile Health Unit is now in its third year of operation providing much needed medical support to the most vulnerable who are unable to access the healthcare they need, e.g. through GP practices. Operating in Belfast and the Northwest in partnership with the Belfast and Western Health and Social Care Trusts the provision includes critical vaccination services and primary health care needs. The Unit operates 5 days per week and visits various locations such as the Support Hub and hostels each day, providing health care to individuals.

To conclude the review of services we also note that our staff are trained to administer Naloxone, which is a life-saving medication used to rapidly reverse an opioid overdose. Naloxone is available across all our services and staff are trained to recognise the signs of opioid overdose and to respond appropriately, thereby reducing drug-related deaths. This year, through all services, our staff administered Naloxone on 100 occasions.

We acknowledge the dedication of our staff team and thank them for their commitment in what was a particularly challenging year. Despite the disruption associated with relocating two services there was no interruption to provision in support to individuals in either. The ever-increasing complexity of needs facing our service users every day has been responded to by our staff team with professionalism, empathy and without exception they always go the extra mile to ensure the best outcome possible for every service user.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### FINANCIAL REVIEW

##### Principle Funding Sources

Against the backdrop of a challenging financial landscape for the third sector generally and the continuing lack of funding security the charity also faced significant upheaval due to an attack on our premises. Consequently, there was significant non-recurrent financial expenditure incurred to mitigate risk to staff and service users and ensure their safety and well-being. The charity invested in additional security measures, training and infrastructure improvements throughout the year to meet both compliance and the increasing complexity of needs of service users into the future.

##### Recurrent funding

Services are primarily funded by the NI Housing Executive's Homelessness and Supporting People programmes through grant and contract income.

##### Other Funding

In addition to our recurrent funding, we continue to generate income through fundraising activities and charitable donations. To continue our growth in this area we invested in the Fundraising and Marketing function of the organisation by employing a part-time Fundraising Officer and part-time Marketing Officer from December 2024.

We would like to sincerely thank everyone who donated so generously through various fundraising streams, including the following notable donors and fundraisers:

##### Corporate:

Our partnership with Lunn's Jewellers continued in 2024-25 with the company taking part in various fundraising events and volunteering days, including £4,867 raised by participating in the Belfast City Marathon Relay.

The Financial Services Union donated £2000, while longtime supporters InKlover raised £1096 through various in-store and online fundraising activities.

##### Community:

St Mary's Grammar School, Downpatrick raised £8,194 from their Europa Hotel abseil in April 2024. It is the former school of Catherine Kenny, whom Catherine House is named after, and her sister Lee-Maria Hughes, a current Catherine House volunteer, who also took part in the abseil.

Mother and daughter Fiona and Kirsten Eatock raised over £1000 by taking part in the 3 Peak District Challenge Hike

##### Events:

Our Annual Sleepout, this year hosted by St Malachy's Church, Alfred Street on 31<sup>st</sup> January 2025, raised £2,927.00.

##### Legacy:

We received a legacy gift of £16,880.13 from the estate of Mary McIntosh

##### Grants:

We received £5000 from Social Bite's Winter Meals Campaign and £1000 from the Gallagher Community Fund.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### Designated Reserves

To make a judgment on the level of reserve funds required, the Board considers the risks in respect of expenditure, unrestricted income and where appropriate restricted income and where funds can only be realised by the disposal of a fixed asset.

An Annual Risk Review is undertaken which considers if there are any external potential major risks to income and expenditure during the year. Designated reserves are maintained to ensure identified and incidental risks are mitigated for and managed appropriately. During this financial year reserves were used to manage risks responsibly.

The Welcome Organisation previously adopted a policy to build up and retain cash reserves equaling 6 months running costs, to reflect:

- historic delays in statutory funding receipts,
- withdrawal or reduction of government funding,
- support for organisational growth.

In this financial year it was agreed to use reserves for i) non-recurrent employment related matters, ii) direct costs resulting from the attack on the Townsend Street premises, iii) to continue staff training and development, and iv) investment in IT infrastructure and Cyber Essentials accreditation.

A financial sustainability strategy is identified within the new Strategic Plan to work towards building reserves to meet the 6-month running cost threshold in the coming years.

#### Risk Management

The Board has conducted further review of the major risks to which the charity may be exposed. The risk register has been updated, and systems and/or procedures have been established to mitigate the risks the charity faces and are reviewed regularly.

Internal control risks are minimised by the implementation of procedures for authorisation of all financial transactions across projects, and continual monitoring of safety, risk, health and wellbeing. Policies and procedures are in place to ensure compliance with all legislation related to our duty of care to service users, staff, volunteers and visitors to services.

Over the year Trustees and staff developed a new 3-year strategic plan for commencement in April 2025. One of the significant new initiatives is the establishment of the Finance, Audit, Risk and Governance Committee as part of the Board, to oversee the charity's financial reporting, internal controls, risk management, and governance practices.

At the time of writing this report the Charity awaits the outcome of a claim through the Northern Ireland Office for losses incurred due to the attack on our Townsend Street premises.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2025**

#### **Charitable Status**

The Welcome Organisation is registered as a charity with the Northern Ireland Charities Commission and evidenced compliance standards.

#### **Directors' responsibilities statement**

The Directors, who are also directors for the purposes of company law, are responsible for preparing the Directors' 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 charity Directors to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the Directors are required to:

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

The Directors 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.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

#### Auditor

Each of the persons who is a director at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a director to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

#### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on 27 November 2025 and signed on behalf of the board of trustees by:



Mr J Whyte  
Director

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

**Year ended 31 March 2025**

#### **Opinion**

We have audited the financial statements of The Welcome Organisation (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows 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 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;
- 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 directors' 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 directors with respect to going concern are described in the relevant sections of this report.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

**Year ended 31 March 2025**

#### **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 directors 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.

#### **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 directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors 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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation

*(continued)*

**Year ended 31 March 2025**

#### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors (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 directors 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 directors 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 directors 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:

We obtained an understanding of the legal and regulatory framework applicable to the Company through enquiry of management, industry research and the application of cumulative audit knowledge. We identified the following principal laws and regulations relevant to the Company - Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

We developed an understanding of the key fraud risks to the entity (including how fraud might occur), the controls in place to help mitigate those risks, and the accounts, balances and disclosures within the financial statements which may be susceptible to management bias. Our understanding was obtained through review of the financial statements for significant accounting estimates, analysis of journal entries, walkthrough of the key control cycles in place and enquiry of management.

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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation

(continued)

#### Year ended 31 March 2025

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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.

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.



Michael Flannigan (Senior Statutory Auditor)

For and on behalf of  
FEB Chartered Accountants  
Chartered accountants & statutory auditor

Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

27 November 2025

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Financial Activities**  
**(including income and expenditure account)**

**Year ended 31 March 2025**

		Unrestricted funds	2025 Restricted funds	Total funds	2024 Total funds
	Note	£	£	£	£
<b>Income and endowments</b>					
Donations and legacies	5	220,505	2,472,817	<b>2,693,322</b>	2,335,914
Investment income	6	8,965	-	<b>8,965</b>	11,059
<b>Total income</b>		<u>229,470</u>	<u>2,472,817</u>	<u><b>2,702,287</b></u>	<u>2,346,973</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Drop in Centre	7	59,759	558,302	<b>618,061</b>	451,082
Crisis Accommodation	8	-	367,520	<b>367,520</b>	265,554
Street Outreach	9	31,793	611,118	<b>642,911</b>	435,307
Management and admin	10	84,144	489,017	<b>573,161</b>	711,131
Floating Support	11	99	218,662	<b>218,761</b>	141,374
Catherine House	12	-	540,848	<b>540,848</b>	444,233
Complex Lives	13	-	34,086	<b>34,086</b>	22,964
Christmas Grants	14	-	-	-	9,479
Mobile Health Unit	15	-	28,993	<b>28,993</b>	25,749
Bank and Other departments	16,17	-	-	-	4,817
<b>Total expenditure</b>		<u>175,795</u>	<u>2,848,546</u>	<u><b>3,024,340</b></u>	<u>2,511,690</u>
<b>Net (expenditure)/income and net movement in funds</b>		<u>53,675</u>	<u>(375,729)</u>	<u><b>(322,053)</b></u>	<u>(164,717)</u>
Transfer of funds		(375,729)	375,729	-	-
<b>Reconciliation of funds</b>					
Total funds brought forward		1,365,229	-	<b>1,365,229</b>	1,529,947
<b>Total funds carried forward</b>		<u>1,043,176</u>	<u>-</u>	<u><b>1,043,176</b></u>	<u>1,365,229</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 19 to 34 form part of these financial statements.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Financial Position**

**31 March 2025**

	Note	2025 £	£	2024 £
<b>Fixed assets</b>				
Tangible fixed assets	22		225,394	296,556
<b>Current assets</b>				
Debtors	23	332,034		101,688
Cash at bank and in hand		572,652		1,071,683
		<u>904,686</u>		<u>1,173,371</u>
<b>Creditors: amounts falling due within one year</b>	24	86,904		104,699
<b>Net current assets</b>			<u>817,782</u>	<u>1,068,673</u>
<b>Total assets less current liabilities</b>			<u>1,043,176</u>	<u>1,365,229</u>
<b>Net assets</b>			<u>1,043,176</u>	<u>1,365,229</u>
<b>Funds of the charity</b>				
Restricted funds			-	-
Unrestricted funds			<u>1,043,176</u>	<u>1,365,299</u>
<b>Total charity funds</b>	26		<u>1,043,176</u>	<u>1,365,229</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 27 November 2025, and are signed on behalf of the board by:



Mr J Whyte  
Director

The notes on pages 19 to 34 form part of these financial statements.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Cash Flows**  
**Year ended 31 March 2025**

	2025 £	2024 £
<b>Cash flows from operating activities</b>		
Net (expenditure)/income	(322,053)	(164,717)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	95,917	94,042
<i>Changes in:</i>		
Trade and other debtors	(230,346)	(48,779)
Trade and other creditors	(17,795)	(62,259)
Cash generated from operations	(471,676)	(181,714)
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(24,755)	(64,718)
Proceeds from sale of tangible assets	-	-
Net cash used in investing activities	(24,755)	(64,718)
<b>Net increase in cash and cash equivalents</b>	(499,031)	(246,432)
<b>Cash and cash equivalents at beginning of year</b>	1,071,683	1,318,115
<b>Cash and cash equivalents at end of year</b>	572,652	1,071,683

The notes on pages 19 to 34 form part of these financial statements.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements**  
**Year ended 31 March 2025**

**1. General information**

The charity is a public benefit entity and a private company limited by guarantee, registered in Northern Ireland and a registered charity in Northern Ireland. The address of the registered office is Townsend Enterprise Park, 36 Townsend Street, Belfast, BT13 2ES.

**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**

**Income recognition**

Incoming resources represent grant funding from statutory bodies and community programmes, donations from the public, sundry income from other sources and investment income.

**Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

**Pension contributions**

The pensions cost charged in the financial statements represents the contribution payable by the company during the year.

**Going concern**

The directors have considered the adequacy of working capital facilities available to the company, and have prepared budgets and cashflow statements and management accounts post year end, and are satisfied that it is appropriate for the financial statements to be prepared on a going concern basis.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*

**Year ended 31 March 2025**

**3. Accounting policies** *(continued)*

**Expenditure recognition**

Capital grants received in respect of the acquisition or construction of fixed assets are credited to deferred capital grants in the balance sheet and are released to the income and expenditure account over the useful economic life of the asset for which the grant was awarded.

**Debtors**

Debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid.

**Creditors**

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

**Employee benefits**

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

**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.

**Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires the Board 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. The estimates and underlying assumptions are reviewed on an ongoing basis.

**Foreign currencies**

Foreign currency transactions are initially recorded in the functional currency, by applying the spot exchange rate as at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate ruling at the reporting date, with any gains or losses being taken to the statement of financial activities.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2025**

**3. Accounting policies** *(continued)*

**Fund accounting**

Unrestricted funds - Unrestricted funds are available to be used in the furtherance of the general charitable objectives of the company.

Restricted funds - Restricted funds are subject to restrictions on use, which are legally binding.

**Incoming resources**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

**Resources expended**

Expenditure is included in the financial statements on an accruals basis and includes VAT where applicable. Staff costs including related overhead costs are allocated to activities on the basis of estimated time spent on those activities.

**Tangible assets**

All fixed assets are initially recorded at cost.

**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:

Property Improvements	- 10% straight line
Motor Vehicles	- 20% straight line
Equipment	- 25% straight line

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2025

#### 3. Accounting policies *(continued)*

##### 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.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Limited by guarantee

The Welcome Organisation is a company limited by guarantee, not having share capital. It is also a charity registered with the Charity Commission.

#### 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
<b>Donations</b>			
NIHE	339	1,128,648	<b>1,128,987</b>
Supporting People	–	714,826	<b>714,826</b>
Housing Benefit	–	336,364	<b>334,364</b>
Donations	200,323	33,108	<b>233,431</b>
Grants	–	219,924	<b>219,924</b>
Gift Aid Income Tax	19,843	–	<b>19,843</b>
Rental Income	–	11,948	<b>11,948</b>
Insurance Income	–	30,000	<b>30,000</b>
	<u>220,505</u>	<u>2,474,817</u>	<u><b>2,693,322</b></u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2025

##### 5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
NIHE	–	1,149,969	1,149,969
Supporting People	–	684,379	684,379
Housing Benefit	–	215,956	215,956
Donations	160,666	20,566	181,232
Grants	9,912	58,370	68,282
Gift Aid Income Tax	15,030	–	15,030
Rental Income	–	21,066	21,066
	<u>185,608</u>	<u>2,150,306</u>	<u>2,335,914</u>

##### 6. Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Bank interest receivable	<u>8,965</u>	<u>-</u>	<u>8,965</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Bank interest receivable	<u>11,059</u>	<u>-</u>	<u>11,059</u>

##### 7. Drop in centre

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	316,657	<b>316,657</b>
Pension provision	-	5,385	<b>5,385</b>
Client Welfare	34,013	114,433	<b>148,446</b>
Heat and light	-	12,210	<b>12,210</b>
Repairs and maintenance	-	41,325	<b>41,325</b>
Postage, printing and stationery	-	843	<b>843</b>
Telephone and computer costs	-	5,235	<b>5,235</b>
Travel and subsistence	-	994	<b>994</b>
Rent, rates and insurance	-	47,272	<b>47,272</b>
Depreciation - property improvements	25,746	-	<b>25,746</b>
Other staff expenses	-	5,716	<b>5,716</b>
General Expenses	-	8,232	<b>8,232</b>
Recruitment	-	-	-
	<u>59,759</u>	<u>558,302</u>	<u><b>618,061</b></u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2025

#### 7. Drop in centre *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	340,251	340,251
Pension provision	-	3,889	3,889
Client Welfare	-	50,287	50,287
Heat and light	-	303	303
Repairs and maintenance	-	17,696	17,696
Postage, printing and stationery	-	1,312	1,312
Telephone and computer costs	-	382	382
Travel and subsistence	-	47	47
Rent, rates and insurance	-	-	-
Depreciation - property improvements	25,221	-	25,221
Other staff expenses	-	461	461
General Expenses	-	1,142	1,142
Recruitment	-	10,092	10,092
	<u>25,221</u>	<u>425,861</u>	<u>451,082</u>

#### 8. Crisis accommodation

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	295,841	295,841
Pension provision	-	3,222	3,222
Heat and light	-	7,039	7,039
Client welfare	-	949	949
Repairs and maintenance	-	13,131	13,131
Postage, printing and stationery	-	1,240	1,240
General Expenses	-	-	-
Telephone	-	2,589	2,589
Rent, rates and insurance	-	14,343	14,343
Recruitment	-	2,874	2,874
Staff Expenses	-	2,440	2,440
Central office expenses	-	23,851	23,851
	-	<u>367,520</u>	<u>367,520</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	218,592	218,592
Pension provision	-	2,477	2,477
Heat and light	-	4,793	4,793
Client welfare	-	5,929	5,929
Repairs and maintenance	-	5,239	5,239
General Expenses	-	2,869	2,869
Telephone	-	1,016	1,016
Rent, rates and insurance	-	18,796	18,796
Recruitment	-	5,788	5,788
Staff Expenses	-	55	55
	-	<u>265,554</u>	<u>265,554</u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*

**Year ended 31 March 2025**

**9. Street outreach**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	512,463	<b>512,463</b>
Pension provision	-	4,574	<b>4,574</b>
Client welfare	14,359	9,057	<b>23,416</b>
Heat and light	-	1,882	<b>1,882</b>
Rent, rates and insurance	-	6,910	<b>6,910</b>
General expenses	-	1,645	<b>1,645</b>
Postage, printing and stationery	-	-	-
Motor vehicles	-	41,740	<b>41,740</b>
Repairs and maintenance	-	3,141	<b>3,141</b>
Telephone	-	7,163	<b>7,163</b>
Depreciation - motor vehicles	17,434	-	<b>17,434</b>
Recruitment	-	224	<b>224</b>
Staff Expenses	-	22,318	<b>22,318</b>
	<u>31,793</u>	<u>611,118</u>	<u><b>642,911</b></u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	363,559	<b>363,559</b>
Pension provision	-	5,834	<b>5,834</b>
Client welfare	7,012	2,303	<b>9,315</b>
Rent, rates and insurance	-	-	-
General expenses	-	2,223	<b>2,223</b>
Postage, printing and stationery	-	-	-
Motor vehicles	-	29,714	<b>29,714</b>
Repairs and maintenance	-	542	<b>542</b>
Telephone	-	1,152	<b>1,152</b>
Depreciation - motor vehicles	17,165	-	<b>17,165</b>
Recruitment	-	5,501	<b>5,501</b>
Staff Expenses	-	303	<b>303</b>
	<u>24,177</u>	<u>411,130</u>	<u><b>435,307</b></u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2025**

**10. Management and Administration**

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Wages and salaries	-	354,277	354,277
Client welfare	31,407	-	31,407
Pension provision	-	21,210	21,210
Rent, rates and insurance	-	12,280	12,280
Travel and subsistence	-	2,035	2,035
Postage, printing and stationery	-	3,837	3,837
Telephone and computer expenses	-	5,160	5,160
Heat and light	-	14,995	14,995
Office expenses	-	5,437	5,437
Audit fees	-	3,000	3,000
Legal and professional fees	-	37,940	37,940
Promotional costs	-	9,379	9,379
Membership fees	-	13,068	13,068
Depreciation - equipment	52,737	-	52,737
Bank fees	-	1,479	1,479
Equipment hire and rental	-	20,803	20,803
Motor expenses	-	31,190	31,190
General expenses	-	-	-
Repairs and maintenance	-	6,977	6,977
Other staff expenses	-	25,367	25,367
Recruitment	-	600	600
Central office allocation	-	(80,017)	(80,017)
	84,144	489,017	573,161
	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Wages and salaries	-	322,437	322,437
Client welfare	12,914	27,155	40,069
Pension provision	-	10,184	10,184
Rent, rates and insurance	-	76,182	76,182
Travel and subsistence	-	1,212	1,212
Postage, printing and stationery	-	8,184	8,184
Telephone and computer expenses	-	12,802	12,802
Heat and light	-	53,975	53,975
Office expenses	-	6,927	6,927
Audit fees	-	3,300	3,300
Legal and professional fees	-	15,843	15,843
Promotional costs	-	5,374	5,374
Membership fees	-	6,240	6,240
Depreciation - equipment	51,657	-	51,657
Bank fees	-	637	637
Equipment hire and rental	-	2,462	2,462
Motor expenses	-	2,542	2,542
General expenses	1,487	24,507	25,994
Repairs and maintenance	-	17,123	17,123
Other staff expenses	-	25,625	25,625
Recruitment	-	22,362	22,362
	66,058	645,073	711,131

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*

**Year ended 31 March 2025**

**11. Floating support**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	164,091	164,091
Pension provision	-	2,180	2,180
Client welfare	99	2,341	2,440
Rent, rates and insurance	-	5,052	5,052
Travel and subsistence	-	9,339	9,339
Heat and light	-	240	240
General expenses	-	6,934	6,934
Telephone	-	1,675	1,675
Repairs and maintenance	-	948	948
Staff expenses	-	183	183
Motor expenses	-	717	717
Central office expenses	-	24,963	24,963
	<u>99</u>	<u>218,662</u>	<u>218,761</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	127,174	127,174
Pension provision	-	2,162	2,162
Client welfare	779	525	1,304
Rent, rates and insurance	-	-	-
Travel and subsistence	-	4,057	4,057
Heat and light	-	-	-
General expenses	-	36	36
Telephone	-	1,498	1,498
Repairs and maintenance	-	-	-
Staff expenses	-	-	-
Motor expenses	-	1,940	1,940
Recruitment	-	3,203	3,203
	<u>779</u>	<u>140,595</u>	<u>141,374</u>

**12. Catherine House**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	348,455	348,455
Pension provision	-	3,123	3,123
Client Welfare	-	10,965	10,965
Travel and subsistence	-	27	27
Postage, printing and stationery	-	613	613
Heat and light	-	14,179	14,179
Equipment hire and rental	-	665	665
General expenses	-	1,726	1,726
Recruitment	-	7,482	7,482
Rent, rates and insurance	-	112,925	112,925
Telephone	-	877	877
Repairs and maintenance	-	4,702	4,702
Staff expenses	-	3,906	3,906
Central office expenses	-	31,203	31,203
	<u>-</u>	<u>540,848</u>	<u>540,848</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

#### 12. Catherine House (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	298,801	298,801
Pension provision	-	4,574	4,574
Client Welfare	-	9,741	9,741
Travel and subsistence	-	-	124
Postage, printing and stationery	-	244	244
Heat and light	-	5,840	5,840
Equipment hire and rental	-	968	968
General expenses	-	2,299	2,299
Recruitment	-	5,698	5,698
Rent, rates and insurance	-	110,000	110,000
Telephone	-	731	731
Repairs and maintenance	-	3,954	3,954
Staff expenses	-	1,259	1,259
	-	444,233	444,233

#### 13. Complex Lives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	32,087	32,087
Pension provision	-	644	644
Client Welfare	-	634	634
Office Expenses	-	62	62
Travel and subsistence	-	659	659
General expenses	-	-	-
	-	34,086	34,086

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	21,677	21,677
Client Welfare	-	1,108	1,108
Office Expenses	-	-	-
Travel and subsistence	-	86	86
General expenses	-	93	93
	-	22,964	22,964

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2025**

**14. Christmas Grants**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Client Welfare	-	-	-
General expenses	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Client Welfare	-	9,379	9,379
General expenses	-	100	100
	<u>-</u>	<u>9,479</u>	<u>9,479</u>

**15. Mobile Health Unit**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages and salaries	-	27,633	27,633
Pension provision	-	535	535
Cleaning	-	825	825
	<u>-</u>	<u>28,993</u>	<u>28,993</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	23,850	23,850
Pension provision	-	458	458
Motor expenses	-	1,441	1,441
	<u>-</u>	<u>25,749</u>	<u>25,749</u>



**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2025**

**18. Net (expenditure)/income**

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

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Depreciation of tangible fixed assets	<b><u>95,917</u></b>	<b><u>94,042</u></b>

**19. Auditors' remuneration**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Fees payable for the audit of the financial statements	<b><u>3,000</u></b>	<b><u>3,000</u></b>

**20. Staff costs**

The total staff costs and employee benefits for the reporting period are analysed as follows:

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	<b>1,879,061</b>	1,701,664
Social security costs	<b>143,120</b>	117,110
Employer contributions to pension plans	<b><u>29,323</u></b>	<u>26,290</u>
	<b><u>2,051,504</u></b>	<b><u>1,845,064</u></b>

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

The average head count of employees during the year was 87 (2024: 84). The average number of employees during the year is analysed as follows:

	<b>2025</b>	<b>2024</b>
	<b>No.</b>	<b>No.</b>
Drop in Centre	<b>14</b>	14
Crisis Accommodation	<b>6</b>	5
Street Outreach	<b>11</b>	11
Administration	<b>9</b>	9
Floating	<b>6</b>	5
Bank	<b>25</b>	25
Catherine House	<b>12</b>	12
Complex Lives/Link Worker/ Mobile Health Unit	<b><u>4</u></b>	<u>3</u>
	<b>87</b>	84

**21. Trustee remuneration and expenses**

None of the trustees received any remuneration in the year.

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2025

#### 22. Tangible fixed assets

	Land and buildings £	Motor vehicles £	Equipment £	Total £
<b>Cost</b>				
At 1 April 2024	695,107	136,975	458,873	<b>1,290,955</b>
Additions	19,595	–	5,160	<b>24,755</b>
<b>At 31 March 2025</b>	<u>714,702</u>	<u>136,975</u>	<u>464,033</u>	<u><b>1,315,710</b></u>
<b>Depreciation</b>				
At 1 April 2024	562,437	88,664	343,298	<b>994,399</b>
Charge for the year	25,746	17,434	52,737	<b>95,917</b>
<b>At 31 March 2025</b>	<u>588,183</u>	<u>106,098</u>	<u>396,035</u>	<u><b>1,090,316</b></u>
<b>Carrying amount</b>				
<b>At 31 March 2025</b>	<u>126,519</u>	<u>30,877</u>	<u>67,998</u>	<u><b>225,394</b></u>
At 31 March 2024	<u>132,670</u>	<u>48,311</u>	<u>115,575</u>	<u>296,556</u>

#### 23. Debtors

	2025 £	2024 £
Prepayments and accrued income	<b>300,528</b>	100,938
Other debtors	<b>31,506</b>	750
	<u><b>332,034</b></u>	<u>101,688</u>

#### 24. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	<b>50,328</b>	53,128
Accruals and deferred income	<b>3,862</b>	23,136
Social security and other taxes	<b>28,005</b>	15,817
Pension provision	<b>4,650</b>	8,855
Other creditors	<b>59</b>	3,763
	<u><b>86,904</b></u>	<u>104,699</u>

#### 25. Pensions and other post retirement benefits

##### Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £13,206 (2024: £Nil).

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2025

#### 26. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
Unrestricted funds	<u>1,365,229</u>	<u>229,470</u>	<u>(175,795)</u>	<u>(375,729)</u>	<u>1,043,176</u>

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Unrestricted funds	<u>1,453,179</u>	<u>196,667</u>	<u>(116,235)</u>	<u>(168,383)</u>	<u>1,365,229</u>

##### Restricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
Restricted funds	<u>-</u>	<u>2,472,817</u>	<u>(2,848,546)</u>	<u>375,729</u>	<u>-</u>

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Restricted funds	<u>76,768</u>	<u>2,150,306</u>	<u>(2,395,457)</u>	<u>168,383</u>	<u>-</u>

#### 27. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Tangible fixed assets	225,394	-	<b>225,394</b>
Current assets	<u>817,782</u>	<u>-</u>	<u><b>817,782</b></u>
<b>Net assets</b>	<u>1,043,176</u>	<u>-</u>	<u><b>1,043,176</b></u>

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Tangible fixed assets	296,556	-	296,556
Current assets	<u>1,068,672</u>	<u>-</u>	<u>1,068,672</u>
Net assets	<u>1,365,229</u>	<u>-</u>	<u>1,365,229</u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2025**

**28. Analysis of changes in net debt**

	At 1 Apr 2024	Cash flows	At 31 Mar 2025
	£	£	£
Cash at bank and in hand	<u>1,071,683</u>	<u>(499,031)</u>	<u>572,652</u>

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Accounts

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COMPANY REGISTRATION NUMBER: NI070562  
CHARITY REGISTRATION NUMBER: NIC103976

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2024**

**FEB CHARTERED ACCOUNTANTS**

Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Financial Statements**  
**Year ended 31 March 2024**

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# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The directors, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

#### Reference and administrative details

**Registered charity name** The Welcome Organisation

**Charity registration number** NIC103976

**Company registration number** NI070562

**Principal office and registered office** Townsend Enterprise Park  
36 Townsend Street  
Belfast  
BT13 2ES

#### The directors

Mr P Doherty  
Mr S Jackson (resigned 30 June 2023)  
Ms L Millar  
Ms K Strain  
Mr J Whyte

**Company secretary** Jo Daykin-Goodall

**Auditor** FEB Chartered Accountants  
Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**Bankers** Bank of Ireland  
Belfast City Branch  
Belfast  
BT1 2BA

#### Structure, governance and management

The Welcome Organisation is a registered charity and operates as a company limited by guarantee status. The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Objectives and activities**

##### **Strategic aims and activities**

The strategic aims of the Organisation are as follows:

a) Relieve the poverty and distress of people who are suffering from the effects of homelessness or the threat of homelessness in Northern Ireland (the "area of benefit"), without distinction of sex, race, ethnicity, age, disability, or political, religious or other opinion in particular but not exclusively by the provision, or assistance in the provision, of:

- (i) accommodation;
- (ii) advice, counselling and support services;
- (iii) befriending service; and
- (iv) drop-in centres

b) Develop the skills and capacity of the members of the homeless community in such a way that they are better able to identify and help meet their needs and to participate more fully in society,

c) Advance the education of the public about the needs of people who are suffering from the effects of homelessness or threatened homelessness,

d) Pursue any other charitable purpose which the Directors think fit to pursue in conjunction with any of the charitable objects mentioned above

#### **Powers**

In furtherance of the said objects, but not further or otherwise, the Company shall have power to:

(a) provide or secure the provision of social and support services, educational and recreational facilities and practical assistance in the area of benefit;

(b) provide or secure the provision of advice, counselling and information and refer those in need of professional assistance to the relevant agencies;

(c) provide, endow, furnish and fit out with all necessary furniture and other equipment and maintain such buildings, premises, and centres as may from time to time be required for the purposes of the Company;

(d) co-operate and enter into arrangements with any authorities, national, local or otherwise;

(e) bring together in conference representatives of voluntary organisations, Government departments, statutory authorities and individuals;

(f) arrange and provide for, either alone or with others, the holding of exhibitions, meetings, lectures, classes, seminars or training courses, and recreational and other leisure - time activities;

(g) collect and disseminate information on all matters relating to its objects, and to exchange such information with other bodies having similar objects whether in the United Kingdom or elsewhere;

(h) write, print or publish, in whatever form, such papers, books, periodicals, pamphlets or other documents, including films and recorded material, as shall further its objects, and to issue or circulate the same whether for payment or otherwise;

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2024

(i) accept subscriptions, donations, devises and bequests of and to purchase, take on lease or in exchange, hire or otherwise acquire and hold any real or personal estate, maintain and alter any of the same as are necessary for any of the objects of the Company and (subject to such consents as may be required by law) sell, lease or otherwise dispose of or mortgage any such real or personal estate, having due regard to the requirements of, or conditions established by, statutory authorities or bodies providing funds or assistance of any kind to the Company;

(j) issue appeals, hold public meetings and take such other steps as may be required for the purpose of procuring contributions to the funds of the Company in the shape of donations, subscriptions or otherwise;

(k) draw, make, accept, endorse, discount, execute and issue promissory notes, bills, cheques and other instruments, and to operate bank accounts;

(l) borrow or raise money for the objects of the Company on such terms and (with such consents as are required by law) on such security as may be thought fit provided that the Company shall not undertake any permanent trading activities in raising funds for the objects of the Company;

(m) take and accept any gift of money, property or other assets, whether subject to any special trust or not, for any one or more of the objects of the Company;

(n) invest the monies of the Company not immediately required for its objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) and such consents (if any) as may for the time being be imposed or required by law and subject also as hereinafter provided;

(o) make any charitable donation either in cash or assets for the furtherance of the objects of the Company;

(p) establish and support any charitable association or body and to subscribe or guarantee money for charitable purposes calculated to further the objects of the Company;

(q) make regulations for the proper supervision, control and management of any property which may be so acquired;

(r) employ and pay any person or persons not being a Director of the Company to supervise, organise, carry on the work of and advise the Company;

#### **Recruitment and Appointment of Board Members**

The Board of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the re-elected at the Annual General Meeting.

The Organisation is governed by a small competency-based Board drawing upon professionals from a range of relevant disciplines. The Member's role is to contribute to the effective governance of The Welcome Organisation in promoting the vision, mission, aims and objectives of the organisation.

Recruitment of Board Members follows a formal recruitment process based on the specific needs and skill set required.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2024

All members of the Board give their time voluntarily and received no benefits from the charity.

Evaluation measures are used to ensure that services are appropriate, accessible and represent good value to ensure limited resources are used to their best advantage to most effectively meet presenting and underlying needs. The Welcome Organisation seeks to complement existing services rather than to compete.

#### Senior Leadership Team

Ms. Jo Daykin-Goodall	Chief Executive Officer
Ms. Mo Sykes	Head of Corporate Services
Mr. Kieran Hughes	Head of Fundraising & Marketing
Ms Colleen Hamilton	Head of Operations

#### HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

##### Social Capital

The Organisation creates value for people who are currently homeless or at risk of homelessness and dis-connected from community and services by:

- supporting networks that connect individuals who are diverse, sustaining generalised reciprocity.
- building diverse community through the delivery of services which challenge social marginalisation and isolation

Achievements and evaluation of this objective is collected through case management outcomes, outcome monitoring and client profiling.

The Organisation supports individuals who are homeless or at risk of homelessness, offering a range of services to include crisis intervention, support and advice, and accommodation support services which include a Drop-in Centre, Street Outreach, Floating support service and crisis and supported living accommodation for females. Collectively, all services provide 24/7 coverage, 365 days a year.

##### Social Economy

As a social economy the Welcome Organisation employs 46 full-time and 7 part-time staff.

In addition to this the organisation also supports volunteering and throughout the year 21 individuals were engaged in regular activity at our sites. A further 190 individuals assisted special projects including organising the Christmas gift appeal.

We also commend the work of the volunteer fundraisers including the 45 individuals who ran in the Belfast Marathon for Welcome. Particular thanks this year to our Corporate Sponsors Mortgage IQ and the generosity of their staff, in particular everyone who took part in the various events they held throughout the year, including a fundraising Night at the Races which raised over £5000 and the branch-to-branch cycle which also raised over £5000. The team also committed over 15 staff members to one-off volunteering at Welcome.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Health and Well Being**

The Organisation strives to promote positive changes which enhance health and well-being and contributes to the fulfilment of individual persons/human aspirations and potential. This was the first operational year of our 10-bed therapeutic supported living unit for women who are homeless, living complex lives and ready to progress their journey towards independent living. The trauma informed service recognises the unique situation of these women and provides 24/7 support. We continue our other services providing a holistic range of interventions for people who are homeless or at risk of homelessness including:

- provision of food, clothing, personal hygiene facilities, laundry services and other interventions aimed at meeting basic needs and reduce harm
- supporting individuals to sustain accommodation and prevent homelessness
- access to specialist services including counselling on drug and alcohol issues
- provision of regular health, housing and advisory clinics
- personal support to help individuals develop the skills and knowledge to improve their own wellbeing, and develop resilience skills in the face of difficulties.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Achievements and performance**

##### **Drop-In Support Services**

Funding from the Housing Executive's homelessness budget is made available to the Welcome Organisation to provide a Drop -in Centre for people who are rough sleeping, homeless or at risk of homelessness. The service provides for the basic needs of the individual (food, clothing, showers, laundry facilities) and a place of refuge. The Drop-in is underpinned by the provision of individual tailored support which recognises the unique circumstances and needs of the service user and provides a gateway to a broad range of services which are difficult for marginalised people to access normally.

These services include access to healthcare in partnership with our colleagues at the Belfast Health Trust's Belfast Inclusion Health Service, benefit support, addiction services and mental health support. All services are delivered within a high tolerance, harm reduction model, which is central to the Organisation's success in working with people with complex needs and challenging behaviours.

In this year 1390 unique clients used the Drop-In services, presenting to us over 16,000 times combined. Staff worked with clients to ascertain their immediate and longer-term needs. On a daily basis clients were provided with a range of practical assistance including clothing, washing facilities. The Drop -In services also provided three meals every day, equating to over ten thousand meals in the year.

Staff also provided support interventions in excess of 11,400 occasions this year, helping clients access accommodation.

In addition to supporting clients to find accommodation, staff also supported over 1,250 individual applications for welfare and benefit claims and managed a further 2032 interventions related to supporting clients with their immediate physical/mental health needs and access to addiction services.

##### **24/7 Street Outreach**

The Street Outreach service is funded from the Housing Executive's Prevention of Rough Sleeping in Belfast budget. The service delivers a rapid response to individuals who find themselves rough sleeping in the city. In this year we recorded over 600 rough sleepers and throughout the year the Outreach Teams provided basic needs to those sleeping rough or engaging in street activity on over 17,000 occasions.

The outreach teams proactively seek out those who are sleeping rough, providing food and hot drinks, building relationships and gaining trust in order to support their journey off the streets. This year as well as meeting their basic needs, the outreach teams helped rough sleepers to access relevant welfare benefits and financial support on 1,498 occasions. The teams also provided help to rough sleepers on 7793 occasions in relation to their physical and mental health needs and referrals into addiction services.

The Street Outreach teams also provide an emergency response service (Code 7's) to support 'blue light' services. Where appropriate, individuals are transported back to their hostel/accommodation or if this is not feasible to the Drop-in as a place of safety and to rest. This aspect of the Outreach service prevents misuse of acute services and eases the pressures on them. Within the year there were 790 Code 7 calls with 673 responded to within 30 minutes (85%). The highest number of calls received were from the public (442 calls) followed by 134 calls received from the PSNI.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Annsgate Crisis Accommodation for Females**

The Welcome Organisation provides crisis accommodation services to women presenting with high levels of need. The 10-bed space crash facility based at Annsgate is used by women who would otherwise be sleeping out on the street. The service provides a place of safety and staff support clients on site. The demand on the service remains very high with 188 unique individuals using the facility in the year of which 63% received support to move on from the service in a planned way.

The facility is also recognised as a gateway service for women and enables them to access a wider range of more holistic services to meet their specific needs.

#### **Floating support services**

This service provided support up to 111 vulnerable individuals, who have secured accommodation and need additional support to maintain their tenancy. The service delivers a range of high to low flexible support services responding to the clients' fluctuating needs. The services are tailored to each individuals' particular circumstances.

#### **Catherine House**

This new service was launched in March 2023 and provides trauma informed supported accommodation with staff on hand 24/7. This innovative service recognises the impact of trauma and is sensitive to the specific needs of individuals living with trauma and moving towards independent living. In the year 27 individual women have been able to avail of this service with 12 making planned move on's to more permanent accommodation and 10 remaining in service.

#### **Mobile Health Unit**

The mobile health unit is now in its third year of operation and provides much needed medical support to the most vulnerable who would otherwise be unlikely to access the healthcare they need. Operating in Belfast and the North West in partnership with the Health Trusts the provision includes critical vaccination services and primary health care needs. The unit operates 5 days per week and visits an average of 8 locations each day, providing health care to 22 individuals per day.

To conclude the review of services we also note that our staff are trained to administer Naloxone which is an evidence-based intervention that can save lives by blocking or reversing the effects of a heroin or opioid overdose. Naloxone is available across all our services and staff are trained to recognise the signs of overdose and to respond appropriately thereby reducing drug-related deaths.

This year across the services, our staff administered Naloxone on 181 occasions.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **PRINCIPLE FUNDING SOURCES**

##### **Financial review**

Against the backdrop of finite resources and insecurities within the sector in relation to funding and lack of political stability it can be difficult to plan or develop services. Nevertheless, the charity invested in training and infrastructure improvements throughout the year which has strengthened the overall ability to meet both compliance and increasing needs of service users into the future.

##### **Recurrent funding**

Services are primarily funded by the Housing Executive's Homelessness and Supporting People programmes by way of grant and contract income from Northern Ireland Housing Executive.

##### **Funding (other)**

Aside from recurrent funding we continue to generate income through fund raising activities and charitable donations.

Our Charity of the Year partnership with Mortgage IQ has been very successful raising over £25,000 across various events.

Other notable fundraising efforts the charity would like to acknowledge and thank include Lunn's Jewellers (£2,514) and the NI Human Rights Commission staff team (£1350). Seven people took part in our Belfast Castle Abseil raising a total of £985.

As we seek to further develop our services the charity will continue to seek to diversify funding sources.

##### **Designated Reserves**

To make a judgment on the level of reserve funds required, the Board consider the risks in respect of expenditure, unrestricted income and where appropriate restricted income and where funds can only be realised by the disposal of a fixed asset.

A risk assessment is undertaken annually and determined using a risk Identification approach. Also taken into consideration are any external potential major risks to income and expenditure during the year. Designated reserves therefore reflect areas outlined in the Organisations Risk Register which is maintained to ensure identified risks are mitigated for and managed appropriately.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2024**

The Organisation has adopted a policy to build up and retain cash reserves equalling 6 months running costs, to reflect:

- historic delays in statutory funding receipts,
- withdrawal or reduction of government funding
- support for organisational growth

Reserves and Risk are reviewed regularly as part of the business planning and included in financial reporting at regular Board meetings.

In this financial year it was agreed to use reserves to support organisational growth and specifically used to purchase a vehicle for the Outreach Service, substantive upgrade the IT infrastructure and to deliver a robust training plan for all staff and the production of a new Staff Handbook.

#### **Risk Management**

The Board has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

#### **Internal Control**

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Policies and procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors services.

Procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

In the year all organisational policies were reviewed and a new Staff Handbook developed to provide guidance and detail on all policies and procedures.

#### **Charitable Status**

The Organisation continues to be registered as a charity with the Northern Ireland Charities Commission and evidenced compliance standards.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Directors' responsibilities statement**

The directors, who are also directors for the purposes of company law, are responsible for preparing the directors' 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 charity directors to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the directors are required to:

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

The directors 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.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

#### Auditor

Each of the persons who is a director at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a director to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

#### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on 24 October 2024 and signed on behalf of the board of trustees by:



Mr J Whyte

Director

# **The Wellcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Wellcome Organisation**

**Year ended 31 March 2024**

#### **Opinion**

We have audited the financial statements of The Wellcome Organisation (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows 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 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;
- 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 directors' 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 directors with respect to going concern are described in the relevant sections of this report.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

**Year ended 31 March 2024**

#### **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 directors 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.

#### **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 directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors 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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation

*(continued)*

**Year ended 31 March 2024**

#### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors (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 directors 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 directors 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 directors 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:

We obtained an understanding of the legal and regulatory framework applicable to the Company through enquiry of management, industry research and the application of cumulative audit knowledge. We identified the following principal laws and regulations relevant to the Company - Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

We developed an understanding of the key fraud risks to the entity (including how fraud might occur), the controls in place to help mitigate those risks, and the accounts, balances and disclosures within the financial statements which may be susceptible to management bias. Our understanding was obtained through review of the financial statements for significant accounting estimates, analysis of journal entries, walkthrough of the key control cycles in place and enquiry of management.

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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation (continued)

Year ended 31 March 2024

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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.

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.



Michael Flannigan (Senior Statutory Auditor)

For and on behalf of  
FEB Chartered Accountants  
Chartered accountants & statutory auditor

Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

24 October 2024

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Financial Activities**  
**(including income and expenditure account)**

**Year ended 31 March 2024**

		<b>2024</b>			2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	185,608	2,150,306	<b>2,335,914</b>	2,042,784
Charitable activities	6	-	-	-	30,054
Investment income	7	11,059	-	<b>11,059</b>	3,103
<b>Total income</b>		<u>196,667</u>	<u>2,150,306</u>	<u><b>2,346,973</b></u>	<u>2,075,941</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Drop in Centre	8	25,221	552,919	<b>578,140</b>	351,483
Crisis Accommodation	9	-	244,789	<b>244,789</b>	177,210
Street Outreach	10	24,177	521,683	<b>545,859</b>	370,611
Management and admin	11	66,058	352,652	<b>418,710</b>	623,360
Floating Support	12	779	158,771	<b>159,550</b>	191,157
Catherine House	13	-	465,909	<b>465,909</b>	89,466
Complex Lives	14	-	27,103	<b>27,103</b>	-
Christmas Grants	15	-	9,479	<b>9,479</b>	-
Women's Services	15	-	28,062	<b>28,062</b>	-
Mobile Health Unit	15	-	34,090	<b>34,090</b>	-
<b>Total expenditure</b>		<u>116,235</u>	<u>2,395,457</u>	<u><b>2,511,691</b></u>	<u>1,803,287</u>
<b>Net (expenditure)/income and net movement in funds</b>		<u>80,432</u>	<u>(245,151)</u>	<u><b>(164,717)</b></u>	<u>272,654</u>
Transfer of funds		(168,383)	168,383	-	-
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>1,453,179</u>	<u>76,768</u>	<u><b>1,529,947</b></u>	<u>1,257,292</u>
<b>Total funds carried forward</b>		<u>1,365,229</u>	<u>-</u>	<u><b>1,365,229</b></u>	<u>1,529,947</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 19 to 32 form part of these financial statements.

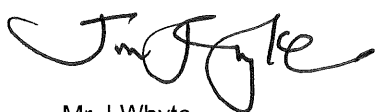
**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Financial Position**

**31 March 2024**

	Note	2024 £	£	2023 £
<b>Fixed assets</b>				
Tangible fixed assets	20		296,556	325,880
<b>Current assets</b>				
Debtors	21	101,688		52,909
Cash at bank and in hand		<u>1,071,683</u>		<u>1,318,115</u>
		<u>1,173,371</u>		<u>1,371,024</u>
<b>Creditors: amounts falling due within one year</b>	22	<u>104,699</u>		<u>166,958</u>
<b>Net current assets</b>			<u>1,068,673</u>	<u>1,204,066</u>
<b>Total assets less current liabilities</b>			<u>1,365,229</u>	<u>1,529,946</u>
<b>Net assets</b>			<u>1,365,229</u>	<u>1,529,946</u>
<b>Funds of the charity</b>				
Restricted funds			-	76,768
Unrestricted funds			<u>1,365,229</u>	<u>1,453,179</u>
<b>Total charity funds</b>	24		<u>1,365,229</u>	<u>1,529,947</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 24 October 2024, and are signed on behalf of the board by:



Mr J Whyte  
 Director

The notes on pages 19 to 32 form part of these financial statements.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Cash Flows**  
**Year ended 31 March 2024**

	2024 £	2023 £
<b>Cash flows from operating activities</b>		
Net (expenditure)/income	(164,717)	272,654
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	94,042	104,292
<i>Changes in:</i>		
Trade and other debtors	(48,779)	39,374
Trade and other creditors	(62,259)	(135,094)
Cash generated from operations	(181,714)	281,226
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(64,718)	(78,079)
Proceeds from sale of tangible assets	-	11,221
Net cash used in investing activities	(64,718)	(66,858)
<b>Net increase in cash and cash equivalents</b>	(246,432)	214,368
<b>Cash and cash equivalents at beginning of year</b>	<u>1,318,115</u>	<u>1,103,747</u>
<b>Cash and cash equivalents at end of year</b>	<u>1,071,683</u>	<u>1,318,115</u>

The notes on pages 19 to 32 form part of these financial statements.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements**  
**Year ended 31 March 2024**

**1. General information**

The charity is a public benefit entity and a private company limited by guarantee, registered in Northern Ireland and a registered charity in Northern Ireland. The address of the registered office is Townsend Enterprise Park, 36 Townsend Street, Belfast, BT13 2ES.

**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**

**Income recognition**

Incoming resources represent grant funding from statutory bodies and community programmes, donations from the public, sundry income from other sources and investment income.

**Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

**Pension contributions**

The pensions cost charged in the financial statements represents the contribution payable by the company during the year.

**Going concern**

**Covid-19**

Management has considered the consequences of COVID-19 and other events and conditions, and it has determined that, while significant, they do not create a material uncertainty that casts significant doubt upon the entity's ability to continue as a going concern. The directors have considered the adequacy of working capital facilities available to the company, and have prepared budgets and cashflow statements and management accounts post year end, and are satisfied that it is appropriate for the financial statements to be prepared on a going concern basis.

The impact of COVID-19 on future performance and therefore on the measurement of some assets and liabilities or on liquidity might be significant and might therefore require disclosure in future financial statements, but management has determined that they do not create a material uncertainty that casts doubt upon the entity's ability to continue as a going concern.

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 3. Accounting policies *(continued)*

##### **Expenditure recognition**

Capital grants received in respect of the acquisition or construction of fixed assets are credited to deferred capital grants in the balance sheet and are released to the income and expenditure account over the useful economic life of the asset for which the grant was awarded.

##### **Debtors**

Debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid.

##### **Creditors**

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

##### **Employee benefits**

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

##### **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.

##### **Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires the Board 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. The estimates and underlying assumptions are reviewed on an ongoing basis.

##### **Foreign currencies**

Foreign currency transactions are initially recorded in the functional currency, by applying the spot exchange rate as at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate ruling at the reporting date, with any gains or losses being taken to the statement of financial activities.

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 3. Accounting policies *(continued)*

##### Fund accounting

Unrestricted funds - Unrestricted funds are available to be used in the furtherance of the general charitable objectives of the company.

Restricted funds - Restricted funds are subject to restrictions on use, which are legally binding.

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### Resources expended

Expenditure is included in the financial statements on an accruals basis and includes VAT where applicable. Staff costs including related overhead costs are allocated to activities on the basis of estimated time spent on those activities.

##### Tangible assets

All fixed assets are initially recorded at cost.

##### 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:

Property Improvements	-	10% straight line
Motor Vehicles	-	20% straight line
Equipment	-	25% straight line

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 3. Accounting policies *(continued)*

##### 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.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Limited by guarantee

The Welcome Organisation is a company limited by guarantee, not having share capital. It is also a charity registered with the Charity Commission.

#### 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
<b>Donations</b>			
NIHE	–	1,149,969	<b>1,133,299</b>
Supporting People	–	684,379	<b>684,379</b>
Housing Benefit	–	215,956	<b>215,956</b>
Donations	160,666	20,566	<b>181,232</b>
Grants	9,912	58,370	<b>68,282</b>
Gift Aid Income Tax	15,030	–	<b>15,030</b>
Rental Income	–	21,066	<b>21,066</b>
	<u>185,608</u>	<u>2,150,306</u>	<u><b>2,335,914</b></u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<b>Donations</b>			
NIHE	–	1,165,715	1,165,715
Supporting People	–	365,155	365,155
Housing Benefit	–	48,480	48,480
Donations	302,140	38,552	340,692
Grants	–	83,853	83,853
Gift Aid Income Tax	18,171	–	18,171
Rental Income	–	20,717	20,717
	<u>199,778</u>	<u>1,843,005</u>	<u>2,042,784</u>

#### 6. Charitable activities

	Restricted Funds £	Total Funds 2024 £	Restricted Funds £	Total Funds 2023 £
Other income	–	–	30,054	30,054
	<u>–</u>	<u>–</u>	<u>30,054</u>	<u>30,054</u>

#### 7. Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Bank interest receivable	11,059	–	11,059
	<u>11,059</u>	<u>–</u>	<u>11,059</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Bank interest receivable	3,103	–	3,103
	<u>3,103</u>	<u>–</u>	<u>3,103</u>

#### 8. Drop in centre

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	–	396,180	396,180
Client Welfare	–	53,831	53,831
Heat and light	–	23,815	23,815
Repairs and maintenance	–	25,818	25,818
Postage, printing and stationery	–	–	–
Telephone and computer costs	–	3,454	3,454
Rent, rates and insurance	–	26,730	26,730
Depreciation - property improvements	25,221	–	25,221
Other staff expenses	–	2,404	2,404
General Expenses	–	7,729	7,729
Recruitment	–	12,959	12,959
	<u>25,221</u>	<u>552,919</u>	<u>578,140</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 8. Drop in centre *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	301,086	<b>301,086</b>
Client welfare	17,602	–	<b>17,602</b>
Heat and light	–	–	–
Repairs and maintenance	–	7,626	<b>7,626</b>
Postage, printing and stationery	–	796	<b>796</b>
Telephone and computer costs	–	1,259	<b>1,259</b>
Rent, rates and insurance	–	–	–
Depreciation - property improvements	18,610	–	<b>18,610</b>
Other staff expenses	–	25	25
General Expenses	–	2,628	<b>2,628</b>
Recruitment	–	1,851	1,851
	<u>36,212</u>	<u>315,271</u>	<u><b>351,483</b></u>

#### 9. Crisis accommodation

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	–	198,084	<b>198,084</b>
Heat and light	–	6,956	<b>6,956</b>
Client welfare	–	6,679	<b>6,679</b>
Repairs and maintenance	–	5,445	<b>5,445</b>
General Expenses	–	2,850	<b>2,850</b>
Telephone	–	959	<b>959</b>
Rent, rates and insurance	–	17,350	<b>17,350</b>
Recruitment	–	5,698	<b>5,698</b>
Staff Expenses	–	592	<b>592</b>
Equipment hire and rental	–	176	<b>176</b>
	<u>-</u>	<u>244,789</u>	<u><b>244,789</b></u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	141,504	141,504
Heat and light	–	6,227	6,227
Client welfare	–	261	261
Repairs and maintenance	–	2,113	2,113
General Expenses	–	979	979
Telephone	–	1,141	1,141
Rent, rates and insurance	–	16,003	16,003
Recruitment	–	9,718	9,718
Staff Expenses	–	–	–
Equipment hire and rental	–	–	–
	<u>-</u>	<u>177,210</u>	<u>177,210</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 10. Street outreach

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	–	480,790	<b>480,790</b>
Client welfare	7,012	–	<b>7,012</b>
Rent, rates and insurance	–	6,683	<b>6,683</b>
General expenses	–	447	<b>447</b>
Postage, printing and stationery	–	–	–
Motor vehicles	–	–	–
Repairs and maintenance	–	30,805	<b>30,805</b>
Telephone	–	704	<b>704</b>
Depreciation - motor vehicles	17,165	–	<b>17,165</b>
Recruitment	–	–	–
Staff Expenses	–	2,254	<b>2,254</b>
	<u>24,177</u>	<u>521,683</u>	<u><b>545,859</b></u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	314,928	314,928
Client welfare	5,131	7,550	12,681
Rent, rates and insurance	–	–	–
General expenses	–	706	706
Postage, printing and stationery	–	79	79
Motor vehicles	–	29,486	29,486
Repairs and maintenance	–	254	254
Telephone	–	470	470
Depreciation - motor vehicles	11,807	–	11,807
Cleaning	–	200	200
Staff Expenses	–	–	–
	<u>16,938</u>	<u>353,673</u>	<u>370,611</u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements (continued)**  
**Year ended 31 March 2024**

**11. Management and Administration**

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Wages and salaries	–	225,584	225,584
Client welfare	12,914	–	12,914
Pension provision	–	6,500	6,500
Rent, rates and insurance	–	33,358	33,358
Travel and subsistence	–	1,487	1,487
Postage, printing and stationery	–	307	307
Telephone and computer expenses	–	8,768	8,768
Heat and light	–	10,206	10,206
Office expenses	–	7,165	7,165
Audit fees	–	3,300	3,300
Legal and professional fees	–	15,392	15,392
Promotional costs	–	1,357	1,357
Membership fees	–	6,240	6,240
Depreciation - equipment	51,657	–	51,657
Bank fees	–	1,849	1,849
Equipment hire and rental	–	4,699	4,699
General expenses	1,487	6,310	7,797
Repairs and maintenance	–	4,274	4,274
Other staff expenses	–	5,647	5,647
Recruitment	–	10,209	10,209
	66,058	352,652	418,710

**11. Management and Administration**

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Wages and salaries	–	289,383	289,383
Client welfare	49	–	49
Pension provision	–	4,860	4,860
Rent, rates and insurance	–	54,871	54,871
Travel and subsistence	–	–	–
Postage, printing and stationery	–	–	–
Telephone and computer expenses	–	13,699	13,699
Heat and light	–	38,328	38,328
Office expenses	–	9,121	9,121
Audit fees	–	3,300	3,300
Legal and professional fees	–	4,117	4,117
Promotional costs	–	2,801	2,801
Membership fees	–	8,200	8,200
Depreciation - equipment	73,873	–	73,873
Bank fees	–	961	961
Equipment hire and rental	–	16,476	16,476
General expenses	45	48,333	48,378
Repairs and maintenance	–	6,809	6,809
Other staff expenses	–	26,912	26,912
Motor expenses	–	3,005	3,005
Recruitment	–	12,745	12,745
Profit/ Loss on Disposal	–	5,472	5,472
	73,967	549,393	623,360

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

#### 12. Floating support

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	139,992	<b>139,992</b>
Client welfare	779	-	<b>779</b>
Rent, rates and insurance	-	6,683	<b>6,683</b>
Travel and subsistence	-	4,057	4,057
Heat and light	-	-	-
Equipment hire and rental	-	-	-
General expenses	-	(6,374)	<b>(6,374)</b>
Telephone	-	1,593	<b>1,593</b>
Repairs and maintenance	-	-	-
Staff expenses	-	592	<b>592</b>
Motor expenses	-	1,940	1,940
Recruitment	-	10,289	<b>10,289</b>
	<u>779</u>	<u>158,771</u>	<u><b>159,550</b></u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	-	167,465	167,465
Client welfare	410	160	570
Rent, rates and insurance	-	-	-
Travel and subsistence	-	5,968	5,968
Postage, printing and stationery	-	23	23
Heat and light	-	120	120
Equipment hire and rental	-	480	480
General expenses	-	8,592	8,592
Telephone	-	1,953	1,953
Repairs and maintenance	-	5,986	5,986
Staff expenses	-	-	-
Recruitment	-	-	-
	<u>410</u>	<u>190,747</u>	<u>191,157</u>

#### 13. Catherine House

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	324,722	<b>324,722</b>
Client Welfare	-	5,798	<b>5,798</b>
Travel and subsistence	-	124	124
Postage, printing and stationery	-	10	<b>10</b>
Heat and light	-	3,497	<b>3,497</b>
Equipment hire and rental	-	968	<b>968</b>
General expenses	-	15,663	<b>15,663</b>
Recruitment	-	-	-
Rent, rates and insurance	-	110,000	<b>110,000</b>
Telephone	-	871	<b>871</b>
Repairs and maintenance	-	592	<b>592</b>
Staff expenses	-	3,664	3,664
	<u>-</u>	<u>465,909</u>	<u><b>465,909</b></u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

#### 13. Catherine House (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	-	20,896	20,896
Client Welfare	-	-	-
Travel and subsistence	-	-	-
Postage, printing and stationery	-	5	5
Heat and light	-	611	611
Equipment hire and rental	-	1,636	1,636
General expenses	-	16,680	16,680
Recruitment	-	22,733	22,733
Rent, rates and insurance	-	24,333	24,333
Telephone	-	148	148
Repairs and maintenance	-	2,424	2,424
	<u>-</u>	<u>89,466</u>	<u>89,466</u>

#### 14. Complex Lives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages and salaries	-	25,752	25,752
Client Welfare	-	535	535
Office Expenses	-	552	552
Travel and subsistence	-	171	171
General expenses	-	93	93
	<u>-</u>	<u>27,103</u>	<u>27,103</u>

#### 14. Complex Lives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	-	-	-
Client Welfare	-	-	-
Office Expenses	-	-	-
Travel and subsistence	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>

#### 15. Other departments

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Christmas Grants – client welfare	-	9,479	9,479
Women's services – wages & salaries	-	27,956	27,956
Women's services – general expenses	-	106	106
Mobile Health Unit – wages & salaries	-	26,004	26,004
Mobile Health Unit – repairs & maintenance	-	6,644	6,644
Mobile Health Unit – equipment hire	-	1,441	1,441
	<u>-</u>	<u>71,630</u>	<u>71,630</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2023
Other departments	<u>-</u>	<u>-</u>	<u>-</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 16. Net (expenditure)/income

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

	2024	2023
	£	£
Depreciation of tangible fixed assets	<u>94,042</u>	<u>104,292</u>

#### 17. Auditors remuneration

	2024	2023
	£	£
Fees payable for the audit of the financial statements	<u>3,300</u>	<u>3,000</u>

#### 18. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	1,701,664	1,135,389
Social security costs	117,110	82,799
Employer contributions to pension plans	<u>26,290</u>	<u>17,073</u>
	<u>1,845,064</u>	<u>1,235,261</u>

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

The average head count of employees during the year was 84 (2023: 80). The average number of employees during the year is analysed as follows:

	2024	2023
	No.	No.
Drop in Centre	14	15
Crisis Accommodation	5	-
Street Outreach	11	19
Administration	9	8
AnnsGate	-	4
Floating	5	6
Bank	25	14
Catherine House	12	14
Complex Lives/Link Worker/ Mobile Health Unit	<u>3</u>	<u>-</u>
	<u>84</u>	<u>80</u>

#### 19. Trustee remuneration and expenses

None of the trustees received any remuneration in the year.

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 20. Tangible fixed assets

	Land and buildings £	Motor vehicles £	Equipment £	Total £
<b>Cost</b>				
At 1 April 2023	682,145	105,677	438,415	<b>1,226,237</b>
Additions	12,962	31,298	20,458	<b>64,718</b>
<b>At 31 March 2024</b>	<b>695,107</b>	<b>136,975</b>	<b>458,873</b>	<b>1,290,955</b>
<b>Depreciation</b>				
At 1 April 2023	537,217	71,499	291,641	<b>900,357</b>
Charge for the year	25,220	17,165	51,657	<b>94,042</b>
<b>At 31 March 2024</b>	<b>562,437</b>	<b>88,664</b>	<b>343,298</b>	<b>994,399</b>
<b>Carrying amount</b>				
<b>At 31 March 2024</b>	<b>132,670</b>	<b>48,311</b>	<b>115,575</b>	<b>296,556</b>
At 31 March 2023	144,928	34,178	146,774	325,880

#### 21. Debtors

	2024 £	2023 £
Prepayments and accrued income	<b>100,938</b>	35,703
Other debtors	<b>750</b>	17,206
	<b>101,688</b>	<b>52,909</b>

#### 22. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	<b>53,129</b>	18,925
Accruals and deferred income	<b>23,136</b>	114,097
Social security and other taxes	<b>15,817</b>	29,650
Pension provision	<b>8,855</b>	1,144
Other creditors	<b>3,762</b>	3,142
	<b>104,699</b>	<b>166,958</b>

#### 23. Pensions and other post retirement benefits

##### Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,500 (2023: £4,860).

# The Wellcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2024

#### 24. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Unrestricted funds	<u>1,453,179</u>	<u>196,667</u>	<u>(116,235)</u>	<u>(168,383)</u>	<u>1,365,229</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Unrestricted funds	<u>1,257,292</u>	<u>323,414</u>	<u>(127,527)</u>	<u>-</u>	<u>1,453,179</u>

##### Restricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Restricted funds	<u>76,768</u>	<u>2,150,306</u>	<u>(2,395,457)</u>	<u>168,383</u>	<u>-</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Restricted funds	<u>-</u>	<u>1,752,527</u>	<u>(1,675,758)</u>	<u>-</u>	<u>76,768</u>

#### 24. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	296,556	-	<b>296,556</b>
Current assets	<u>1,068,672</u>	<u>-</u>	<u><b>1,068,672</b></u>
<b>Net assets</b>	<u>1,365,229</u>	<u>-</u>	<u><b>1,365,229</b></u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	325,880	-	325,880
Current assets	<u>1,127,299</u>	<u>76,768</u>	<u>1,204,067</u>
<b>Net assets</b>	<u>1,453,179</u>	<u>76,768</u>	<u>1,529,947</u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2024**

**25. Analysis of changes in net debt**

	At 1 Apr 2023	Cash flows	At 31 Mar 2024
	£	£	£
Cash at bank and in hand	<u>1,318,115</u>	<u>(246,432)</u>	<u>1,071,683</u>

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Annual report

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# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The directors, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

#### Reference and administrative details

**Registered charity name** The Welcome Organisation

**Charity registration number** NIC103976

**Company registration number** NI070562

**Principal office and registered office** Townsend Enterprise Park  
36 Townsend Street  
Belfast  
BT13 2ES

#### The directors

Mr P Doherty  
Mr S Jackson (resigned 30 June 2023)  
Ms L Millar  
Ms K Strain  
Mr J Whyte

**Company secretary** Jo Daykin-Goodall

**Auditor** FEB Chartered Accountants  
Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**Bankers** Bank of Ireland  
Belfast City Branch  
Belfast  
BT1 2BA

#### Structure, governance and management

The Welcome Organisation is a registered charity and operates as a company limited by guarantee status. The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

#### Objectives and activities

##### Strategic aims and activities

The strategic aims of the Organisation are as follows:

a) Relieve the poverty and distress of people who are suffering from the effects of homelessness or the threat of homelessness in Northern Ireland (the "area of benefit"), without distinction of sex, race, ethnicity, age, disability, or political, religious or other opinion in particular but not exclusively by the provision, or assistance in the provision, of:

- (i) accommodation;
- (ii) advice, counselling and support services;
- (iii) befriending service; and
- (iv) drop-in centres

b) Develop the skills and capacity of the members of the homeless community in such a way that they are better able to identify and help meet their needs and to participate more fully in society,

c) Advance the education of the public about the needs of people who are suffering from the effects of homelessness or threatened homelessness,

d) Pursue any other charitable purpose which the Directors think fit to pursue in conjunction with any of the charitable objects mentioned above

##### Powers

In furtherance of the said objects, but not further or otherwise, the Company shall have power to:

(a) provide or secure the provision of social and support services, educational and recreational facilities and practical assistance in the area of benefit;

(b) provide or secure the provision of advice, counselling and information and refer those in need of professional assistance to the relevant agencies;

(c) provide, endow, furnish and fit out with all necessary furniture and other equipment and maintain such buildings, premises, and centres as may from time to time be required for the purposes of the Company;

(d) co-operate and enter into arrangements with any authorities, national, local or otherwise;

(e) bring together in conference representatives of voluntary organisations, Government departments, statutory authorities and individuals;

(f) arrange and provide for, either alone or with others, the holding of exhibitions, meetings, lectures, classes, seminars or training courses, and recreational and other leisure - time activities;

(g) collect and disseminate information on all matters relating to its objects, and to exchange such information with other bodies having similar objects whether in the United Kingdom or elsewhere;

(h) write, print or publish, in whatever form, such papers, books, periodicals, pamphlets or other documents, including films and recorded material, as shall further its objects, and to issue or circulate the same whether for payment or otherwise;

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2024

(i) accept subscriptions, donations, devises and bequests of and to purchase, take on lease or in exchange, hire or otherwise acquire and hold any real or personal estate, maintain and alter any of the same as are necessary for any of the objects of the Company and (subject to such consents as may be required by law) sell, lease or otherwise dispose of or mortgage any such real or personal estate, having due regard to the requirements of, or conditions established by, statutory authorities or bodies providing funds or assistance of any kind to the Company;

(j) issue appeals, hold public meetings and take such other steps as may be required for the purpose of procuring contributions to the funds of the Company in the shape of donations, subscriptions or otherwise;

(k) draw, make, accept, endorse, discount, execute and issue promissory notes, bills, cheques and other instruments, and to operate bank accounts;

(l) borrow or raise money for the objects of the Company on such terms and (with such consents as are required by law) on such security as may be thought fit provided that the Company shall not undertake any permanent trading activities in raising funds for the objects of the Company;

(m) take and accept any gift of money, property or other assets, whether subject to any special trust or not, for any one or more of the objects of the Company;

(n) invest the monies of the Company not immediately required for its objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) and such consents (if any) as may for the time being be imposed or required by law and subject also as hereinafter provided;

(o) make any charitable donation either in cash or assets for the furtherance of the objects of the Company;

(p) establish and support any charitable association or body and to subscribe or guarantee money for charitable purposes calculated to further the objects of the Company;

(q) make regulations for the proper supervision, control and management of any property which may be so acquired;

(r) employ and pay any person or persons not being a Director of the Company to supervise, organise, carry on the work of and advise the Company;

#### **Recruitment and Appointment of Board Members**

The Board of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the re-elected at the Annual General Meeting.

The Organisation is governed by a small competency-based Board drawing upon professionals from a range of relevant disciplines. The Member's role is to contribute to the effective governance of The Welcome Organisation in promoting the vision, mission, aims and objectives of the organisation.

Recruitment of Board Members follows a formal recruitment process based on the specific needs and skill set required.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2024

All members of the Board give their time voluntarily and received no benefits from the charity.

Evaluation measures are used to ensure that services are appropriate, accessible and represent good value to ensure limited resources are used to their best advantage to most effectively meet presenting and underlying needs. The Welcome Organisation seeks to complement existing services rather than to compete.

#### Senior Leadership Team

Ms. Jo Daykin-Goodall	Chief Executive Officer
Ms. Mo Sykes	Head of Corporate Services
Mr. Kieran Hughes	Head of Fundraising & Marketing
Ms Colleen Hamilton	Head of Operations

#### HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

##### Social Capital

The Organisation creates value for people who are currently homeless or at risk of homelessness and dis-connected from community and services by:

- supporting networks that connect individuals who are diverse, sustaining generalised reciprocity.
- building diverse community through the delivery of services which challenge social marginalisation and isolation

Achievements and evaluation of this objective is collected through case management outcomes, outcome monitoring and client profiling.

The Organisation supports individuals who are homeless or at risk of homelessness, offering a range of services to include crisis intervention, support and advice, and accommodation support services which include a Drop-in Centre, Street Outreach, Floating support service and crisis and supported living accommodation for females. Collectively, all services provide 24/7 coverage, 365 days a year.

##### Social Economy

As a social economy the Welcome Organisation employs 46 full-time and 7 part-time staff.

In addition to this the organisation also supports volunteering and throughout the year 21 individuals were engaged in regular activity at our sites. A further 190 individuals assisted special projects including organising the Christmas gift appeal.

We also commend the work of the volunteer fundraisers including the 45 individuals who ran in the Belfast Marathon for Welcome. Particular thanks this year to our Corporate Sponsors Mortgage IQ and the generosity of their staff, in particular everyone who took part in the various events they held throughout the year, including a fundraising Night at the Races which raised over £5000 and the branch-to-branch cycle which also raised over £5000. The team also committed over 15 staff members to one-off volunteering at Welcome.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Health and Well Being**

The Organisation strives to promote positive changes which enhance health and well-being and contributes to the fulfilment of individual persons/human aspirations and potential. This was the first operational year of our 10-bed therapeutic supported living unit for women who are homeless, living complex lives and ready to progress their journey towards independent living. The trauma informed service recognises the unique situation of these women and provides 24/7 support. We continue our other services providing a holistic range of interventions for people who are homeless or at risk of homelessness including:

- provision of food, clothing, personal hygiene facilities, laundry services and other interventions aimed at meeting basic needs and reduce harm
- supporting individuals to sustain accommodation and prevent homelessness
- access to specialist services including counselling on drug and alcohol issues
- provision of regular health, housing and advisory clinics
- personal support to help individuals develop the skills and knowledge to improve their own wellbeing, and develop resilience skills in the face of difficulties.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Achievements and performance**

##### **Drop-In Support Services**

Funding from the Housing Executive's homelessness budget is made available to the Welcome Organisation to provide a Drop -in Centre for people who are rough sleeping, homeless or at risk of homelessness. The service provides for the basic needs of the individual (food, clothing, showers, laundry facilities) and a place of refuge. The Drop-in is underpinned by the provision of individual tailored support which recognises the unique circumstances and needs of the service user and provides a gateway to a broad range of services which are difficult for marginalised people to access normally.

These services include access to healthcare in partnership with our colleagues at the Belfast Health Trust's Belfast Inclusion Health Service, benefit support, addiction services and mental health support. All services are delivered within a high tolerance, harm reduction model, which is central to the Organisation's success in working with people with complex needs and challenging behaviours.

In this year 1390 unique clients used the Drop-In services, presenting to us over 16,000 times combined. Staff worked with clients to ascertain their immediate and longer-term needs. On a daily basis clients were provided with a range of practical assistance including clothing, washing facilities. The Drop -In services also provided three meals every day, equating to over ten thousand meals in the year.

Staff also provided support interventions in excess of 11,400 occasions this year, helping clients access accommodation.

In addition to supporting clients to find accommodation, staff also supported over 1,250 individual applications for welfare and benefit claims and managed a further 2032 interventions related to supporting clients with their immediate physical/mental health needs and access to addiction services.

##### **24/7 Street Outreach**

The Street Outreach service is funded from the Housing Executive's Prevention of Rough Sleeping in Belfast budget. The service delivers a rapid response to individuals who find themselves rough sleeping in the city. In this year we recorded over 600 rough sleepers and throughout the year the Outreach Teams provided basic needs to those sleeping rough or engaging in street activity on over 17,000 occasions.

The outreach teams proactively seek out those who are sleeping rough, providing food and hot drinks, building relationships and gaining trust in order to support their journey off the streets. This year as well as meeting their basic needs, the outreach teams helped rough sleepers to access relevant welfare benefits and financial support on 1,498 occasions. The teams also provided help to rough sleepers on 7793 occasions in relation to their physical and mental health needs and referrals into addiction services.

The Street Outreach teams also provide an emergency response service (Code 7's) to support 'blue light' services. Where appropriate, individuals are transported back to their hostel/accommodation or if this is not feasible to the Drop-in as a place of safety and to rest. This aspect of the Outreach service prevents misuse of acute services and eases the pressures on them. Within the year there were 790 Code 7 calls with 673 responded to within 30 minutes (85%). The highest number of calls received were from the public (442 calls) followed by 134 calls received from the PSNI.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Annsgate Crisis Accommodation for Females**

The Welcome Organisation provides crisis accommodation services to women presenting with high levels of need. The 10-bed space crash facility based at Annsgate is used by women who would otherwise be sleeping out on the street. The service provides a place of safety and staff support clients on site. The demand on the service remains very high with 188 unique individuals using the facility in the year of which 63% received support to move on from the service in a planned way.

The facility is also recognised as a gateway service for women and enables them to access a wider range of more holistic services to meet their specific needs.

#### **Floating support services**

This service provided support up to 111 vulnerable individuals, who have secured accommodation and need additional support to maintain their tenancy. The service delivers a range of high to low flexible support services responding to the clients' fluctuating needs. The services are tailored to each individuals' particular circumstances.

#### **Catherine House**

This new service was launched in March 2023 and provides trauma informed supported accommodation with staff on hand 24/7. This innovative service recognises the impact of trauma and is sensitive to the specific needs of individuals living with trauma and moving towards independent living. In the year 27 individual women have been able to avail of this service with 12 making planned move on's to more permanent accommodation and 10 remaining in service.

#### **Mobile Health Unit**

The mobile health unit is now in its third year of operation and provides much needed medical support to the most vulnerable who would otherwise be unlikely to access the healthcare they need. Operating in Belfast and the North West in partnership with the Health Trusts the provision includes critical vaccination services and primary health care needs. The unit operates 5 days per week and visits an average of 8 locations each day, providing health care to 22 individuals per day.

To conclude the review of services we also note that our staff are trained to administer Naloxone which is an evidence-based intervention that can save lives by blocking or reversing the effects of a heroin or opioid overdose. Naloxone is available across all our services and staff are trained to recognise the signs of overdose and to respond appropriately thereby reducing drug-related deaths.

This year across the services, our staff administered Naloxone on 181 occasions.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **PRINCIPLE FUNDING SOURCES**

##### **Financial review**

Against the backdrop of finite resources and insecurities within the sector in relation to funding and lack of political stability it can be difficult to plan or develop services. Nevertheless, the charity invested in training and infrastructure improvements throughout the year which has strengthened the overall ability to meet both compliance and increasing needs of service users into the future.

##### **Recurrent funding**

Services are primarily funded by the Housing Executive's Homelessness and Supporting People programmes by way of grant and contract income from Northern Ireland Housing Executive.

##### **Funding (other)**

Aside from recurrent funding we continue to generate income through fund raising activities and charitable donations.

Our Charity of the Year partnership with Mortgage IQ has been very successful raising over £25,000 across various events.

Other notable fundraising efforts the charity would like to acknowledge and thank include Lunn's Jewellers (£2,514) and the NI Human Rights Commission staff team (£1350). Seven people took part in our Belfast Castle Abseil raising a total of £985.

As we seek to further develop our services the charity will continue to seek to diversify funding sources.

##### **Designated Reserves**

To make a judgment on the level of reserve funds required, the Board consider the risks in respect of expenditure, unrestricted income and where appropriate restricted income and where funds can only be realised by the disposal of a fixed asset.

A risk assessment is undertaken annually and determined using a risk Identification approach. Also taken into consideration are any external potential major risks to income and expenditure during the year. Designated reserves therefore reflect areas outlined in the Organisations Risk Register which is maintained to ensure identified risks are mitigated for and managed appropriately.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2024

The Organisation has adopted a policy to build up and retain cash reserves equalling 6 months running costs, to reflect:

- historic delays in statutory funding receipts,
- withdrawal or reduction of government funding
- support for organisational growth

Reserves and Risk are reviewed regularly as part of the business planning and included in financial reporting at regular Board meetings.

In this financial year it was agreed to use reserves to support organisational growth and specifically used to purchase a vehicle for the Outreach Service, substantive upgrade the IT infrastructure and to deliver a robust training plan for all staff and the production of a new Staff Handbook.

#### **Risk Management**

The Board has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

#### **Internal Control**

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Policies and procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors services.

Procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

In the year all organisational policies were reviewed and a new Staff Handbook developed to provide guidance and detail on all policies and procedures.

#### **Charitable Status**

The Organisation continues to be registered as a charity with the Northern Ireland Charities Commission and evidenced compliance standards.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2024**

#### **Directors' responsibilities statement**

The directors, who are also directors for the purposes of company law, are responsible for preparing the directors' 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 charity directors to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the directors are required to:

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

The directors 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.

# The Welcome Organisation

## Company Limited by Guarantee

### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

#### Auditor

Each of the persons who is a director at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a director to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

#### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on 24 October 2024 and signed on behalf of the board of trustees by:



Mr J Whyte

Director

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Annual return

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# **The Wellcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Wellcome Organisation**

**Year ended 31 March 2024**

#### **Opinion**

We have audited the financial statements of The Wellcome Organisation (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows 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 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;
- 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 directors' 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 directors with respect to going concern are described in the relevant sections of this report.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

**Year ended 31 March 2024**

#### **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 directors 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.

#### **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 directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors 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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation

*(continued)*

**Year ended 31 March 2024**

#### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors (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 directors 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 directors 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 directors 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:

We obtained an understanding of the legal and regulatory framework applicable to the Company through enquiry of management, industry research and the application of cumulative audit knowledge. We identified the following principal laws and regulations relevant to the Company - Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

We developed an understanding of the key fraud risks to the entity (including how fraud might occur), the controls in place to help mitigate those risks, and the accounts, balances and disclosures within the financial statements which may be susceptible to management bias. Our understanding was obtained through review of the financial statements for significant accounting estimates, analysis of journal entries, walkthrough of the key control cycles in place and enquiry of management.

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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation (continued)

Year ended 31 March 2024

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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.

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.



Michael Flannigan (Senior Statutory Auditor)

For and on behalf of  
FEB Chartered Accountants  
Chartered accountants & statutory auditor

Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

24 October 2024

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Accounts

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COMPANY REGISTRATION NUMBER: NI070562  
CHARITY REGISTRATION NUMBER: NIC103976

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2023**

**FEB CHARTERED ACCOUNTANTS**  
Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Financial Statements**  
**Year ended 31 March 2023**

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**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Directors' Annual Report (Incorporating the Director's Report)**  
**Year ended 31 March 2023**

The directors, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

**Reference and administrative details**

**Registered charity name**           The Welcome Organisation  
**Charity registration number**    NIC103976  
**Company registration number**   NI070562  
**Principal office and registered office**   Townsend Enterprise Park  
  36 Townsend Street  
  Belfast  
  BT13 2ES

**The directors**

Mr. Patrick Doherty	(Appointed 24 September 2013)
Mr. S Jackson	(Appointed 22 July 2021)
Ms. L Millar	(Appointed 22 July 2021)
MS K Strain	(Appointed 22 July 2021)
Mr. J Whyte	(Appointed 8 October 2021)

**Company secretary**               Jo Daykin-Goodall

**Auditor**                               FEB Chartered Accountants  
Chartered accountants & statutory auditor  
Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

**Bankers**                               Dankse Bank UK  
Donegal Square  
Belfast  
BT1 6JS

**Structure, governance and management**

The Welcome Organisation is a registered charity and operates as a company limited by guarantee status. The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Objectives and activities**

##### **Strategic aims and activities**

The strategic aims of the Organisation are as follows:

a) Relieve the poverty and distress of people who are suffering from the effects of homelessness or the threat of homelessness in Northern Ireland (the "area of benefit"), without distinction of sex, race, ethnicity, age, disability, or political, religious or other opinion in particular but not exclusively by the provision, or assistance in the provision, of:

- (i) accommodation;
- (ii) advice, counselling and support services;
- (iii) befriending service; and
- (iv) drop-in centres

b) Develop the skills and capacity of the members of the homeless community in such a way that they are better able to identify and help meet their needs and to participate more fully in society,

c) Advance the education of the public about the needs of people who are suffering from the effects of homelessness or threatened homelessness,

d) Pursue any other charitable purpose which the Directors think fit to pursue in conjunction with any of the charitable objects mentioned above

##### **Powers**

In furtherance of the said objects, but not further or otherwise, the Company shall have power to:

(a) provide or secure the provision of social and support services, educational and recreational facilities and practical assistance in the area of benefit;

(b) provide or secure the provision of advice, counselling and information and refer those in need of professional assistance to the relevant agencies;

(c) provide, endow, furnish and fit out with all necessary furniture and other equipment and maintain such buildings, premises, and centres as may from time to time be required for the purposes of the Company;

(d) co-operate and enter into arrangements with any authorities, national, local or otherwise;

(e) bring together in conference representatives of voluntary organisations, Government departments, statutory authorities and individuals;

(f) arrange and provide for, either alone or with others, the holding of exhibitions, meetings, lectures, classes, seminars or training courses, and recreational and other leisure - time activities;

(g) collect and disseminate information on all matters relating to its objects, and to exchange such information with other bodies having similar objects whether in the United Kingdom or elsewhere;

(h) write, print or publish, in whatever form, such papers, books, periodicals, pamphlets or other documents, including films and recorded material, as shall further its objects, and to issue or circulate the same whether for payment or otherwise;

## **The Welcome Organisation**

### **Company Limited by Guarantee**

#### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

##### **Year ended 31 March 2023**

(i) accept subscriptions, donations, devises and bequests of and to purchase, take on lease or in exchange, hire or otherwise acquire and hold any real or personal estate, maintain and alter any of the same as are necessary for any of the objects of the Company and (subject to such consents as may be required by law) sell, lease or otherwise dispose of or mortgage any such real or personal estate, having due regard to the requirements of, or conditions established by, statutory authorities or bodies providing funds or assistance of any kind to the Company;

(j) issue appeals, hold public meetings and take such other steps as may be required for the purpose of procuring contributions to the funds of the Company in the shape of donations, subscriptions or otherwise;

(k) draw, make, accept, endorse, discount, execute and issue promissory notes, bills, cheques and other instruments, and to operate bank accounts;

(l) borrow or raise money for the objects of the Company on such terms and (with such consents as are required by law) on such security as may be thought fit provided that the Company shall not undertake any permanent trading activities in raising funds for the objects of the Company;

(m) take and accept any gift of money, property or other assets, whether subject to any special trust or not, for any one or more of the objects of the Company;

(n) invest the monies of the Company not immediately required for its objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) and such consents (if any) as may for the time being be imposed or required by law and subject also as hereinafter provided;

(o) make any charitable donation either in cash or assets for the furtherance of the objects of the Company;

(p) establish and support any charitable association or body and to subscribe or guarantee money for charitable purposes calculated to further the objects of the Company;

(q) make regulations for the proper supervision, control and management of any property which may be so acquired;

(r) employ and pay any person or persons not being a Director of the Company to supervise, organise, carry on the work of and advise the Company;

#### **Recruitment and Appointment of Board Members**

The Board of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the board are re-elected at the Annual General Meeting.

The Organisation is governed by a small competency based Board (see above) drawing upon professionals from a range of relevant disciplines. The Members role is to contribute to the effective governance of The Welcome Organisation in promoting the vision, mission, aims and objectives of the organisation.

Recruitment of Board Members follows a formal recruitment process based on the specific needs and skill set required.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2023**

All members of the Board give their time voluntarily and received no benefits from the charity.

Evaluation measures are used to ensure that services are appropriate, accessible and represent good value to ensure limited resources are used to their best advantage to most effectively meet presenting and underlying needs. The Welcome Organisation seeks to complement existing services rather than to compete.

#### **Senior Leadership Team**

Ms. Jo Daykin-Goodall	Chief Executive Officer
Ms. Mo Sykes	Head of Corporate Services
Mr. Kieran Hughes	Head of Fundraising & Marketing

#### **HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

##### **Social Capital**

The Organisation creates value for people who are currently homeless or at risk of homelessness and dis-connected from community and services by:

- supporting networks that connect individuals who are diverse, sustaining generalised reciprocity.
- building diverse community through the delivery of services which challenge social marginalisation and isolation

Achievements and evaluation of this objective is collected through case management outcomes, outcome monitoring and client profiling.

The Organisation supports individuals who are homeless or at risk of homelessness, offering a range of services to include crisis intervention, support and advice, and accommodation support services which include a Drop-in Centre, Street Outreach, Floating support service and crisis and supported living accommodation for females. Collectively, all services provide 24/7 coverage, 365 days a year.

##### **Social Economy**

As a social economy the Welcome Organisation employs 50 full time and 16 part-time staff.

In addition to this the organization also supports volunteering and throughout the year 24 individuals were engaged in regular activity at our sites. A further 125 individuals assisted special projects including organizing the Christmas gift appeal.

We also commend the work of the volunteer fundraisers including the 48 individuals who ran in the Belfast Marathon, the 17 who took part in the Belfast Castle abseil and another 65 who organized a variety of events throughout the year.

Particular thanks this year to our Corporate Sponsors Citi Bank and the generosity of their staff, in particular the 45 individuals who took part in the Citi Sleepout and the 500 participants in the Citi 5k.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Health and Well Being**

The Organisation strives to promote positive changes which enhance health and well-being and contributes to the fulfilment of individual persons/human aspirations and potential. In this year a 10-bed therapeutic supported living unit was opened for women who are homeless, living complex lives and ready to progress their journey towards independent living. The trauma informed service recognises the unique situation of these women and provides 24/7 support. We continue our other services providing a holistic range of interventions for people who are homeless or at risk of homelessness including:

- provision of food, clothing, personal hygiene facilities, laundry services and other interventions aimed at meeting basic needs and reduce harm
- supporting individuals to sustain accommodation and prevent homelessness
- access to specialist services including counselling on drug and alcohol issues
- provision of regular health, housing and advisory clinics
- personal support to help individuals develop the skills and knowledge to improve their own wellbeing, and develop resilience skills in the face of difficulties.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Achievements and performance**

##### **Drop-In Support Services**

Funding from the Housing Executive's homelessness budget is made available to the Welcome Organisation to provide a Drop -in Centre for people who are rough sleeping, homeless or at risk of homelessness. The services provides for the basic needs of the individual (food, clothing, showers, laundry facilities) and a place of refuge. The Drop-in is underpinned by the provision of individual tailored support which recognises the unique circumstances and needs of the service user and provides a gateway to a broad range of services which are difficult for marginalised people to access normally.

These services include access to healthcare in partnership with our colleagues at the Belfast Health Trust, benefit support, addiction services and mental health support. All services are delivered within a high tolerance, harm reduction model, which is central to the Organisation's success in working with people with complex needs and challenging behaviours.

In this year over a thousand unique clients used the Drop-In services. Staff worked with clients to ascertain their immediate and longer term needs. On a daily basis clients were provided with a range of practical assistance including clothing, washing facilities. The Drop-In services also provided three meals every day, equating to over ten thousand meals in the year.

Staff also provided support interventions in excess of 10,000 occasions this year, helping clients access accommodation.

In addition to supporting clients to find accommodation, staff also supported over 2,000 individual applications for welfare and benefit claims and managed a further 2,100 interventions related to supporting clients with their immediate physical/mental health needs and access to addiction services.

##### **24/7 Street Outreach**

The Street Outreach service is funded from the Housing Executive's Prevention of Rough Sleeping in Belfast budget. The service delivers a rapid response to individuals who find themselves rough sleeping in the city. In this year we recorded over 500 rough sleepers and throughout the year the Outreach Teams provided basic needs to those sleeping rough or engaging in street activity on over 15,000 occasions.

The Outreach teams proactively seek out those who are sleeping rough, providing food and hot drinks, building relationships and gaining trust in order to support their journey off the streets. This year as well as meeting their basic needs, the Outreach teams helped rough sleepers to access relevant welfare benefits and financial support on over 1,000 occasions. The teams also provided help to rough sleepers on over 4,500 occasions in relation to their physical and mental health needs and referrals into addiction services.

The Street Outreach teams also provide an emergency response service (Code 7's) to support 'blue light' services. Where appropriate, individuals are transported back to their hostel/accommodation or if this is not feasible to the Drop-in as a place of safety and to rest. This aspect of the Outreach service prevents misuse of acute services and eases the pressures on them. Within the year there were 944 Code 7 calls with 869 responded to within 30 minutes (92%). The highest number of calls received were from the public (564 calls) followed by 202 calls received from the PSNI.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2023**

##### **Annsagate Crisis Accommodation for Females**

The Welcome Organisation provides crisis accommodation services to women presenting with high levels of need. The 10-bed space crash facility based at Annsagate is used by women who would otherwise be sleeping out on the street. The service provides a place of safety and staff support clients on site. The demand on the service remains very high with 115 unique individuals using the facility in the year of which 61% received support to move on from the service in a planned way.

The facility is also recognized as a gateway service for women and enables them to access a wider range of more holistic services to meet their specific needs.

##### **Floating support services**

This service provided support up to 114 vulnerable individuals, who have secured accommodation and need additional support to maintain their tenancy. The service delivers a range of high to low flexible support services responding to the clients' fluctuating needs. The services are tailored to each individuals' particular circumstances.

##### **Catherine House**

This new service was launched in March 2023 and provides trauma informed supported accommodation with staff on hand 24/7. This innovative service recognises the impact of trauma and is sensitive to the specific needs of individuals living with trauma and moving towards independent living. By the end of March 2023 Catherine House was 50% full. It is now occupied at 100%.

##### **Mobile Health Unit**

The mobile health unit is now in its second year of operation and provides much needed medical support to the most vulnerable who would otherwise be unlikely to access the healthcare they need. Operating in Belfast and the North West in partnership with the Health Trusts the provision includes critical vaccination services and primary health care needs.

To conclude the review of services we also note that our staff are trained to administer Naloxone which is an evidence-based intervention that can save lives by blocking or reversing the effects of a heroin or opioid overdose. Naloxone is available across all our services and staff are trained to recognise the signs of overdose and to respond appropriately thereby reducing drug-related deaths. This year across the services, our staff administered Naloxone on 157 occasions.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Financial review**

#### **PRINCIPLE FUNDING SOURCES**

##### **Financial review**

Against the backdrop of limited resources and insecurities over funding, it has continued to be difficult to plan or develop services. Nevertheless the charity, with the aid of sound financial management and the support of both its staff and volunteers generated a positive financial outcome for the period with a net increase in funds of £272,655.

##### **Recurrent funding**

Services are primarily funded by the Housing Executive's Homelessness and Supporting People programmes by way of grant and contract income from Northern Ireland Housing Executive.

##### **Funding (other)**

Aside from recurrent funding we continue to generate income through fund raising activities and charitable donations.

Our Charity of the Year partnership with Citi Belfast has been very successful and we have also increased our number of regular donors; we currently have over 180 individuals who donate either monthly or annually.

As we seek to further develop our services the charity will continue to seek to diversify funding sources.

##### **Designated Reserves**

In order to make a judgement on the amount of reserve the Board consider the risks in respect of expenditure, unrestricted income and where appropriate restricted income and where funds can only be realised by the disposal of a fixed asset.

A risk assessment is undertaken annually and determined using a Risk Identification approach. Also taken into consideration are any external identified potential major risks to income and expenditure during the year. Designated reserves therefore reflect areas outlined in the Organisations Risk Register which is maintained to ensure identified risks are mitigated for and managed appropriately.

The Organisation has adopted a policy to build up and retain cash reserves equalling 6 months running costs, to reflect:

- historic delays in statutory funding receipts,
- withdrawal or reduction of government funding
- support for Organisational growth

Reserves and Risk are reviewed regularly as part of the Business Planning and included in Financial reporting at regular Board Meetings.

##### **Risk Management**

The Board has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2023**

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Policies and procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors services.

Procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

#### **Charitable Status**

The Organisation continues to be registered as a charity with the Northern Ireland Charities Commission and evidenced compliance standards.

#### **Directors' responsibilities statement**

The directors, who are also directors for the purposes of company law, are responsible for preparing the directors' 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 charity directors to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the directors are required to:

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

The directors 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.

## The Welcome Organisation

### Company Limited by Guarantee

#### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

#### Auditor

Each of the persons who is a director at the date of approval of this report confirms that:


- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a director to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

#### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on 3 July 2023 and signed on behalf of the board of trustees by:



Mr J Whyte  
Director

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

**Year ended 31 March 2023**

#### **Opinion**

We have audited the financial statements of The Welcome Organisation (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows 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 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;
- 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 directors' 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 directors with respect to going concern are described in the relevant sections of this report.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

**Year ended 31 March 2023**

#### **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 directors 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.

#### **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 directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors 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.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

#### **Year ended 31 March 2023**

##### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors (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 directors 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 directors 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 directors 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:

We obtained an understanding of the legal and regulatory framework applicable to the Company through enquiry of management, industry research and the application of cumulative audit knowledge. We identified the following principal laws and regulations relevant to the Company - Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

We developed an understanding of the key fraud risks to the entity (including how fraud might occur), the controls in place to help mitigate those risks, and the accounts, balances and disclosures within the financial statements which may be susceptible to management bias. Our understanding was obtained through review of the financial statements for significant accounting estimates, analysis of journal entries, walkthrough of the key control cycles in place and enquiry of management.

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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation

(continued)

#### Year ended 31 March 2023

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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.

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.



Michael Flannigan (Senior Statutory Auditor)

For and on behalf of  
FEB Chartered Accountants  
Chartered accountants & statutory auditor

Linenhall Exchange  
1st Floor,  
26 Linenhall Street  
Belfast  
Northern Ireland  
BT2 8BG

3 July 2023

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Financial Activities**  
**(including income and expenditure account)**  
**Year ended 31 March 2023**

		2023			2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	320,311	1,722,473	<b>2,042,784</b>	1,783,273
Charitable activities	6	–	30,054	<b>30,054</b>	3,394
Investment income	7	3,103	–	<b>3,103</b>	–
<b>Total income</b>		<u>323,414</u>	<u>1,752,527</u>	<u><b>2,075,941</b></u>	<u>1,786,667</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Drop in Centre	8	36,212	315,271	<b>351,483</b>	241,654
Crisis Accommodation	9	–	177,210	<b>177,210</b>	132,324
Street Outreach	10	16,938	353,673	<b>370,611</b>	365,293
Management and administration	11	73,967	549,393	<b>623,360</b>	637,267
Floating Support	12	410	190,747	<b>191,157</b>	275,256
Catherine House	13	–	89,466	<b>89,466</b>	–
Welcome Home	14	–	–	–	2,899
<b>Total expenditure</b>		<u>127,527</u>	<u>1,675,759</u>	<u><b>1,803,287</b></u>	<u>1,654,693</u>
<b>Net income and net movement in funds</b>		<u>195,887</u>	<u>76,768</u>	<u><b>272,654</b></u>	<u>131,974</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		1,257,292	–	<b>1,257,292</b>	1,125,318
<b>Total funds carried forward</b>		<u>1,453,179</u>	<u>76,768</u>	<u><b>1,529,947</b></u>	<u>1,257,292</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Financial Position**

**31 March 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible fixed assets	19	325,880	363,314
<b>Current assets</b>			
Debtors	20	52,909	92,283
Cash at bank and in hand		<u>1,318,115</u>	<u>1,103,747</u>
		1,371,024	1,196,030
<b>Creditors: amounts falling due within one year</b>	21	<u>166,958</u>	302,052
<b>Net current assets</b>		<u>1,204,066</u>	<u>893,978</u>
<b>Total assets less current liabilities</b>		<u>1,529,946</u>	<u>1,257,292</u>
<b>Net assets</b>		<u>1,529,946</u>	<u>1,257,292</u>
<b>Funds of the charity</b>			
Restricted funds		197,301	–
Unrestricted funds		<u>1,332,646</u>	<u>1,257,292</u>
<b>Total charity funds</b>	23	<u>1,529,947</u>	<u>1,257,292</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 3 July 2023, and are signed on behalf of the board by:



Mr J Whyte  
 Director

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Statement of Cash Flows**  
**Year ended 31 March 2023**

	2023 £	2022 £
<b>Cash flows from operating activities</b>		
Net income	272,654	131,974
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	104,292	80,004
<i>Changes in:</i>		
Trade and other debtors	39,374	29,915
Trade and other creditors	<u>(135,094)</u>	<u>(72,883)</u>
Cash generated from operations	281,226	169,010
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(78,079)	(185,181)
Proceeds from sale of tangible assets	11,221	-
Net cash used in investing activities	<u>(66,858)</u>	<u>(185,181)</u>
<b>Net increase in cash and cash equivalents</b>	<b>214,368</b>	<b>(16,171)</b>
<b>Cash and cash equivalents at beginning of year</b>	<b><u>1,103,747</u></b>	<b><u>1,119,918</u></b>
<b>Cash and cash equivalents at end of year</b>	<b><u>1,318,115</u></b>	<b><u>1,103,747</u></b>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements**  
**Year ended 31 March 2023**

**1. General information**

The charity is a public benefit entity and a private company limited by guarantee, registered in Northern Ireland and a registered charity in Northern Ireland. The address of the registered office is Townsend Enterprise Park, 36 Townsend Street, Belfast, BT13 2ES.

**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**

**Income recognition**

Incoming resources represent grant funding from statutory bodies and community programmes, donations from the public, sundry income from other sources and investment income.

**Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

**Pension contributions**

The pensions cost charged in the financial statements represents the contribution payable by the company during the year.

**Going concern**

**Covid-19**

Management has considered the consequences of COVID-19 and other events and conditions, and it has determined that, while significant, they do not create a material uncertainty that casts significant doubt upon the entity's ability to continue as a going concern. The directors have considered the adequacy of working capital facilities available to the company, and have prepared budgets and cashflow statements and management accounts post year end, and are satisfied that it is appropriate for the financial statements to be prepared on a going concern basis.

The impact of COVID-19 on future performance and therefore on the measurement of some assets and liabilities or on liquidity might be significant and might therefore require disclosure in future financial statements, but management has determined that they do not create a material uncertainty that casts doubt upon the entity's ability to continue as a going concern.

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2023**

**3. Accounting policies** *(continued)*

**Expenditure recognition**

Capital grants received in respect of the acquisition or construction of fixed assets are credited to deferred capital grants in the balance sheet and are released to the income and expenditure account over the useful economic life of the asset for which the grant was awarded.

**Debtors**

Debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid.

**Creditors**

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

**Employee benefits**

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

**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.

**Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires the Board 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. The estimates and underlying assumptions are reviewed on an ongoing basis.

**Foreign currencies**

Foreign currency transactions are initially recorded in the functional currency, by applying the spot exchange rate as at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate ruling at the reporting date, with any gains or losses being taken to the statement of financial activities.

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 3. Accounting policies *(continued)*

##### Fund accounting

Unrestricted funds - Unrestricted funds are available to be used in the furtherance of the general charitable objectives of the company.

Restricted funds - Restricted funds are subject to restrictions on use, which are legally binding.

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### Resources expended

Expenditure is included in the financial statements on an accruals basis and includes VAT where applicable. Staff costs including related overhead costs are allocated to activities on the basis of estimated time spent on those activities.

##### Tangible assets

All fixed assets are initially recorded at cost.

##### 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:

Property Improvements	-	10% straight line
Motor Vehicles	-	20% straight line
Equipment	-	25% straight line

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 3. Accounting policies *(continued)*

##### 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.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Limited by guarantee

The Welcome Organisation is a company limited by guarantee, not having share capital. It is also a charity registered with the Charity Commission.

#### 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<b>Donations</b>			
NIHE	–	1,165,716	<b>1,165,716</b>
Supporting People	–	365,155	<b>365,155</b>
Housing Benefit	–	48,480	<b>48,480</b>
Donations	302,140	38,552	<b>340,692</b>
Grants	–	83,853	<b>83,853</b>
Gift Aid Income Tax	18,171	–	<b>18,171</b>
Rental Income	–	20,717	<b>20,717</b>
	<u>320,311</u>	<u>1,722,473</u>	<u><b>2,042,784</b></u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2023**

**5. Donations and legacies** *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Donations</b>			
NIHE	–	966,408	966,408
Supporting People	–	459,136	459,136
Housing Benefit	–	28,077	28,077
Donations	225,414	–	225,414
Grants	9,586	47,199	56,785
Gift Aid Income Tax	19,927	–	19,927
Rental Income	–	27,526	27,526
	<u>254,927</u>	<u>1,528,346</u>	<u>1,783,273</u>

**6. Charitable activities**

	Restricted Funds £	<b>Total Funds 2023 £</b>	Restricted Funds £	Total Funds 2022 £
Other income	<u>30,054</u>	<u>30,054</u>	<u>3,394</u>	<u>3,394</u>

**7. Investment income**

	Unrestricted Funds £	<b>Total Funds 2023 £</b>	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	<u>3,103</u>	<u>3,103</u>	<u>–</u>	<u>–</u>

**8. Drop in centre**

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2023 £</b>
Wages and salaries	–	301,086	<b>301,086</b>
Client welfare	17,602	–	<b>17,602</b>
Repairs and maintenance	–	7,626	<b>7,626</b>
Postage, printing and stationery	–	796	<b>796</b>
Telephone and computer costs	–	1,259	<b>1,259</b>
Depreciation - property improvements	18,610	–	<b>18,610</b>
General Expenses	–	4,504	<b>4,504</b>
	<u>36,212</u>	<u>315,271</u>	<u><b>351,483</b></u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 8. Drop in centre *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	–	212,312	212,312
Repairs and maintenance	–	3,359	3,359
Postage, printing and stationery	–	–	–
Telephone and computer costs	–	–	–
Depreciation - property improvements	19,027	–	19,027
General Expenses	–	6,956	6,956
	<u>19,027</u>	<u>222,627</u>	<u>241,654</u>

#### 9. Crisis accommodation

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	141,504	141,504
Heat and light	–	6,227	6,227
Client welfare	–	261	261
Repairs and maintenance	–	2,113	2,113
General Expenses	–	9,961	9,961
Telephone	–	1,141	1,141
Household materials	–	–	–
Rent, rates and insurance	–	16,003	16,003
	<u>–</u>	<u>177,210</u>	<u>177,210</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	–	107,034	107,034
Heat and light	–	1,297	1,297
Client welfare	9,217	–	9,217
Repairs and maintenance	–	2,051	2,051
General Expenses	–	–	–
Telephone	–	714	714
Household materials	–	133	133
Rent, rates and insurance	–	11,878	11,878
	<u>9,217</u>	<u>123,107</u>	<u>132,324</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 10. Street outreach

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	314,928	314,928
Client welfare	5,131	7,550	12,681
General expenses	–	706	706
Postage, printing and stationery	–	79	79
Motor vehicles	–	29,486	29,486
Repairs and maintenance	–	254	254
Telephone	–	470	470
Depreciation - motor vehicles	11,807	–	11,807
Cleaning	–	200	200
	<u>16,938</u>	<u>353,673</u>	<u>370,611</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	–	281,335	281,335
Client welfare	3,134	27,328	30,462
General expenses	–	546	546
Motor vehicles	–	22,803	22,803
Repairs and maintenance	–	3,677	3,677
Telephone	–	320	320
Depreciation - motor vehicles	20,339	–	20,339
Cleaning	–	5,811	5,811
	<u>23,473</u>	<u>341,820</u>	<u>365,293</u>

#### 11. Management and Administration

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	289,383	289,383
Client welfare	49	–	49
Pension provision	–	4,860	4,860
Rent, rates and insurance	–	54,871	54,871
Telephone and computer expenses	–	13,699	13,699
Heat and light	–	38,328	38,328
Office expenses	–	9,121	9,121
Audit fees	–	7,417	7,417
Promotional costs	–	2,801	2,801
Membership fees	–	8,200	8,200
Depreciation - equipment	73,873	–	73,873
Bank fees	–	961	961
Equipment hire and rental	–	16,476	16,476
General expenses	45	61,078	61,123
Repairs and maintenance	–	6,809	6,809
Other staff expenses	–	26,912	26,912
Motor expenses	–	3,005	3,005
Profit/ Loss on Disposal	–	5,472	5,472
	<u>73,967</u>	<u>549,393</u>	<u>623,360</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

#### 11. Management and Administration (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	–	327,520	327,520
Client welfare	13,244	18	13,262
Pension provision	–	6,245	6,245
Rent, rates and insurance	–	45,581	45,581
Telephone and computer expenses	–	21,616	21,616
Heat and light	–	24,186	24,186
Office expenses	–	9,372	9,372
Audit fees	–	300	300
Promotional costs	–	3,777	3,777
Membership fees	–	7,929	7,929
Depreciation - equipment	40,638	–	40,638
Bank fees	–	677	677
Equipment hire and rental	–	5,181	5,181
General expenses	–	74,904	74,904
Repairs and maintenance	–	10,860	10,860
Other staff expenses	–	24,795	24,795
Bad Debt Write Off	–	–	–
Motor expenses	–	20,424	20,424
	<u>53,882</u>	<u>583,385</u>	<u>637,267</u>

#### 12. Floating support

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages and salaries	–	167,465	167,465
Travel and subsistence	–	5,968	5,968
Postage, printing and stationery	–	23	23
Heat and light	–	120	120
Equipment hire and rental	–	480	480
General expenses	–	8,592	8,592
Client welfare	410	160	570
Telephone	–	1,953	1,953
Repairs and maintenance	–	5,986	5,986
	<u>410</u>	<u>190,747</u>	<u>191,157</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	–	254,313	254,313
Travel and subsistence	–	3,780	3,780
General expenses	–	13,033	13,033
Client welfare	373	2,026	2,399
Telephone	–	17	17
Repairs and maintenance	–	1,714	1,714
	<u>373</u>	<u>274,883</u>	<u>275,256</u>

## The Welcome Organisation

### Company Limited by Guarantee

#### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 13. Catherine House

	Restricted Funds £	Total Funds 2023 £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	20,896	20,896	–	–
Postage, printing and stationery	5	5	–	–
Heat and light	611	611	–	–
Equipment hire and rental	1,636	1,636	–	–
General expenses	16,680	16,680	–	–
Recruitment	22,733	22,733	–	–
Rent, rates and insurance	24,333	24,333	–	–
Telephone	148	148	–	–
Repairs and maintenance	2,424	2,424	–	–
	<u>89,466</u>	<u>89,466</u>	<u>–</u>	<u>–</u>

#### 14. Welcome Home

	Restricted Funds £	Total Funds 2023 £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	–	–	2,299	2,299
Other staff expenses	–	–	600	600
	<u>–</u>	<u>–</u>	<u>2,899</u>	<u>2,899</u>

#### 15. Net income

Net income is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	<u>104,292</u>	<u>80,004</u>

#### 16. Auditors remuneration

	2023 £	2022 £
Fees payable for the audit of the financial statements	<u>3,000</u>	<u>2,700</u>

#### 17. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023 £	2022 £
Wages and salaries	1,135,389	1,089,499
Social security costs	82,799	77,950
Employer contributions to pension plans	17,073	17,364
	<u>1,235,261</u>	<u>1,184,813</u>

# The Welcome Organisation

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 17. Staff costs *(continued)*

The average head count of employees during the year was 80 (2022: 81). The average number of employees during the year is analysed as follows:

	2023 No.	2022 No.
Drop in Centre	15	16
Crisis Accommodation	–	4
Street Outreach	19	14
Administration	8	14
AnnsGate	4	2
Floating	6	8
Bank	14	23
Catherine House	14	–
	<u>80</u>	<u>81</u>

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

#### 18. Trustee remuneration and expenses

None of the trustees received any remuneration in the year.

#### 19. Tangible fixed assets

	Land and buildings £	Motor vehicles £	Equipment £	Total £
<b>Cost</b>				
At 1 April 2022	624,002	131,657	424,478	1,180,137
Additions	58,143	–	19,936	78,079
Disposals	–	(25,980)	(5,999)	(31,979)
<b>At 31 March 2023</b>	<u>682,145</u>	<u>105,677</u>	<u>438,415</u>	<u>1,226,237</u>
<b>Depreciation</b>				
At 1 April 2022	518,606	74,742	223,475	816,823
Charge for the year	18,611	11,807	73,874	104,292
Disposals	–	(15,050)	(5,708)	(20,758)
<b>At 31 March 2023</b>	<u>537,217</u>	<u>71,499</u>	<u>291,641</u>	<u>900,357</u>
<b>Carrying amount</b>				
<b>At 31 March 2023</b>	<u>144,928</u>	<u>34,178</u>	<u>146,774</u>	<u>325,880</u>
At 31 March 2022	<u>105,396</u>	<u>56,915</u>	<u>201,003</u>	<u>363,314</u>

#### 20. Debtors

	2023 £	2022 £
Prepayments and accrued income	35,703	64,257
Other debtors	17,206	28,026
	<u>52,909</u>	<u>92,283</u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2023**

**21. Creditors: amounts falling due within one year**

	2023	2022
	£	£
Trade creditors	18,925	27,336
Accruals and deferred income	114,097	207,749
Social security and other taxes	29,650	61,479
Pension provision	1,144	5,507
Other creditors	3,142	(19)
	<u>166,958</u>	<u>302,052</u>

**22. Pensions and other post retirement benefits**

**Defined contribution plans**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £4,860 (2022: £6,245).

**23. Analysis of charitable funds**

**Unrestricted funds**

	At 1 Apr 2022	Income	Expenditure	Transfers	At 31 Mar 2023
	£	£	£	£	£
Unrestricted funds	<u>1,257,292</u>	<u>323,414</u>	<u>(127,527)</u>	<u>—</u>	<u>1,453,179</u>

	At 1 Apr 2021	Income	Expenditure	Transfers	At 31 Mar 2022
	£	£	£	£	£
Unrestricted funds	<u>1,125,318</u>	<u>254,927</u>	<u>(105,972)</u>	<u>(16,981)</u>	<u>1,257,292</u>

**Restricted funds**

	At 1 Apr 2022	Income	Expenditure	Transfers	At 31 Mar 2023
	£	£	£	£	£
Restricted funds	<u>—</u>	<u>1,752,527</u>	<u>(1,675,759)</u>	<u>—</u>	<u>76,768</u>

	At 1 Apr 2021	Income	Expenditure	Transfers	At 31 Mar 2022
	£	£	£	£	£
Restricted funds	<u>—</u>	<u>1,531,740</u>	<u>(1,548,720)</u>	<u>16,981</u>	<u>—</u>

**The Welcome Organisation**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2023**

**24. Analysis of net assets between funds**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	325,880	–	<b>325,880</b>
Current assets	1,127,299	76,768	<b>1,204,067</b>
<b>Net assets</b>	<u>1,453,179</u>	<u>76,768</u>	<u><b>1,529,947</b></u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	363,314	–	363,314
Current assets	893,978	–	893,978
<b>Net assets</b>	<u>1,257,292</u>	<u>–</u>	<u>1,257,292</u>

**25. Analysis of changes in net debt**

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	1,103,747	214,368	<b>1,318,115</b>

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Annual report

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# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Objectives and activities**

##### **Strategic aims and activities**

The strategic aims of the Organisation are as follows:

a) Relieve the poverty and distress of people who are suffering from the effects of homelessness or the threat of homelessness in Northern Ireland (the "area of benefit"), without distinction of sex, race, ethnicity, age, disability, or political, religious or other opinion in particular but not exclusively by the provision, or assistance in the provision, of:

- (i) accommodation;
- (ii) advice, counselling and support services;
- (iii) befriending service; and
- (iv) drop-in centres

b) Develop the skills and capacity of the members of the homeless community in such a way that they are better able to identify and help meet their needs and to participate more fully in society,

c) Advance the education of the public about the needs of people who are suffering from the effects of homelessness or threatened homelessness,

d) Pursue any other charitable purpose which the Directors think fit to pursue in conjunction with any of the charitable objects mentioned above

##### **Powers**

In furtherance of the said objects, but not further or otherwise, the Company shall have power to:

(a) provide or secure the provision of social and support services, educational and recreational facilities and practical assistance in the area of benefit;

(b) provide or secure the provision of advice, counselling and information and refer those in need of professional assistance to the relevant agencies;

(c) provide, endow, furnish and fit out with all necessary furniture and other equipment and maintain such buildings, premises, and centres as may from time to time be required for the purposes of the Company;

(d) co-operate and enter into arrangements with any authorities, national, local or otherwise;

(e) bring together in conference representatives of voluntary organisations, Government departments, statutory authorities and individuals;

(f) arrange and provide for, either alone or with others, the holding of exhibitions, meetings, lectures, classes, seminars or training courses, and recreational and other leisure - time activities;

(g) collect and disseminate information on all matters relating to its objects, and to exchange such information with other bodies having similar objects whether in the United Kingdom or elsewhere;

(h) write, print or publish, in whatever form, such papers, books, periodicals, pamphlets or other documents, including films and recorded material, as shall further its objects, and to issue or circulate the same whether for payment or otherwise;

## **The Welcome Organisation**

### **Company Limited by Guarantee**

#### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

##### **Year ended 31 March 2023**

(i) accept subscriptions, donations, devises and bequests of and to purchase, take on lease or in exchange, hire or otherwise acquire and hold any real or personal estate, maintain and alter any of the same as are necessary for any of the objects of the Company and (subject to such consents as may be required by law) sell, lease or otherwise dispose of or mortgage any such real or personal estate, having due regard to the requirements of, or conditions established by, statutory authorities or bodies providing funds or assistance of any kind to the Company;

(j) issue appeals, hold public meetings and take such other steps as may be required for the purpose of procuring contributions to the funds of the Company in the shape of donations, subscriptions or otherwise;

(k) draw, make, accept, endorse, discount, execute and issue promissory notes, bills, cheques and other instruments, and to operate bank accounts;

(l) borrow or raise money for the objects of the Company on such terms and (with such consents as are required by law) on such security as may be thought fit provided that the Company shall not undertake any permanent trading activities in raising funds for the objects of the Company;

(m) take and accept any gift of money, property or other assets, whether subject to any special trust or not, for any one or more of the objects of the Company;

(n) invest the monies of the Company not immediately required for its objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) and such consents (if any) as may for the time being be imposed or required by law and subject also as hereinafter provided;

(o) make any charitable donation either in cash or assets for the furtherance of the objects of the Company;

(p) establish and support any charitable association or body and to subscribe or guarantee money for charitable purposes calculated to further the objects of the Company;

(q) make regulations for the proper supervision, control and management of any property which may be so acquired;

(r) employ and pay any person or persons not being a Director of the Company to supervise, organise, carry on the work of and advise the Company;

#### **Recruitment and Appointment of Board Members**

The Board of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the members of the board are re-elected at the Annual General Meeting.

The Organisation is governed by a small competency based Board (see above) drawing upon professionals from a range of relevant disciplines. The Members role is to contribute to the effective governance of The Welcome Organisation in promoting the vision, mission, aims and objectives of the organisation.

Recruitment of Board Members follows a formal recruitment process based on the specific needs and skill set required.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2023**

All members of the Board give their time voluntarily and received no benefits from the charity.

Evaluation measures are used to ensure that services are appropriate, accessible and represent good value to ensure limited resources are used to their best advantage to most effectively meet presenting and underlying needs. The Welcome Organisation seeks to complement existing services rather than to compete.

#### **Senior Leadership Team**

Ms. Jo Daykin-Goodall	Chief Executive Officer
Ms. Mo Sykes	Head of Corporate Services
Mr. Kieran Hughes	Head of Fundraising & Marketing

#### **HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

##### **Social Capital**

The Organisation creates value for people who are currently homeless or at risk of homelessness and dis-connected from community and services by:

- supporting networks that connect individuals who are diverse, sustaining generalised reciprocity.
- building diverse community through the delivery of services which challenge social marginalisation and isolation

Achievements and evaluation of this objective is collected through case management outcomes, outcome monitoring and client profiling.

The Organisation supports individuals who are homeless or at risk of homelessness, offering a range of services to include crisis intervention, support and advice, and accommodation support services which include a Drop-in Centre, Street Outreach, Floating support service and crisis and supported living accommodation for females. Collectively, all services provide 24/7 coverage, 365 days a year.

##### **Social Economy**

As a social economy the Welcome Organisation employs 50 full time and 16 part-time staff.

In addition to this the organization also supports volunteering and throughout the year 24 individuals were engaged in regular activity at our sites. A further 125 individuals assisted special projects including organizing the Christmas gift appeal.

We also commend the work of the volunteer fundraisers including the 48 individuals who ran in the Belfast Marathon, the 17 who took part in the Belfast Castle abseil and another 65 who organized a variety of events throughout the year.

Particular thanks this year to our Corporate Sponsors Citi Bank and the generosity of their staff, in particular the 45 individuals who took part in the Citi Sleepout and the 500 participants in the Citi 5k.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Health and Well Being**

The Organisation strives to promote positive changes which enhance health and well-being and contributes to the fulfilment of individual persons/human aspirations and potential. In this year a 10-bed therapeutic supported living unit was opened for women who are homeless, living complex lives and ready to progress their journey towards independent living. The trauma informed service recognises the unique situation of these women and provides 24/7 support. We continue our other services providing a holistic range of interventions for people who are homeless or at risk of homelessness including:

- provision of food, clothing, personal hygiene facilities, laundry services and other interventions aimed at meeting basic needs and reduce harm
- supporting individuals to sustain accommodation and prevent homelessness
- access to specialist services including counselling on drug and alcohol issues
- provision of regular health, housing and advisory clinics
- personal support to help individuals develop the skills and knowledge to improve their own wellbeing, and develop resilience skills in the face of difficulties.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Achievements and performance**

##### **Drop-In Support Services**

Funding from the Housing Executive's homelessness budget is made available to the Welcome Organisation to provide a Drop -in Centre for people who are rough sleeping, homeless or at risk of homelessness. The services provides for the basic needs of the individual (food, clothing, showers, laundry facilities) and a place of refuge. The Drop-in is underpinned by the provision of individual tailored support which recognises the unique circumstances and needs of the service user and provides a gateway to a broad range of services which are difficult for marginalised people to access normally.

These services include access to healthcare in partnership with our colleagues at the Belfast Health Trust, benefit support, addiction services and mental health support. All services are delivered within a high tolerance, harm reduction model, which is central to the Organisation's success in working with people with complex needs and challenging behaviours.

In this year over a thousand unique clients used the Drop-In services. Staff worked with clients to ascertain their immediate and longer term needs. On a daily basis clients were provided with a range of practical assistance including clothing, washing facilities. The Drop-In services also provided three meals every day, equating to over ten thousand meals in the year.

Staff also provided support interventions in excess of 10,000 occasions this year, helping clients access accommodation.

In addition to supporting clients to find accommodation, staff also supported over 2,000 individual applications for welfare and benefit claims and managed a further 2,100 interventions related to supporting clients with their immediate physical/mental health needs and access to addiction services.

##### **24/7 Street Outreach**

The Street Outreach service is funded from the Housing Executive's Prevention of Rough Sleeping in Belfast budget. The service delivers a rapid response to individuals who find themselves rough sleeping in the city. In this year we recorded over 500 rough sleepers and throughout the year the Outreach Teams provided basic needs to those sleeping rough or engaging in street activity on over 15,000 occasions.

The Outreach teams proactively seek out those who are sleeping rough, providing food and hot drinks, building relationships and gaining trust in order to support their journey off the streets. This year as well as meeting their basic needs, the Outreach teams helped rough sleepers to access relevant welfare benefits and financial support on over 1,000 occasions. The teams also provided help to rough sleepers on over 4,500 occasions in relation to their physical and mental health needs and referrals into addiction services.

The Street Outreach teams also provide an emergency response service (Code 7's) to support 'blue light' services. Where appropriate, individuals are transported back to their hostel/accommodation or if this is not feasible to the Drop-in as a place of safety and to rest. This aspect of the Outreach service prevents misuse of acute services and eases the pressures on them. Within the year there were 944 Code 7 calls with 869 responded to within 30 minutes (92%). The highest number of calls received were from the public (564 calls) followed by 202 calls received from the PSNI.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2023**

##### **Annsagate Crisis Accommodation for Females**

The Welcome Organisation provides crisis accommodation services to women presenting with high levels of need. The 10-bed space crash facility based at Annsagate is used by women who would otherwise be sleeping out on the street. The service provides a place of safety and staff support clients on site. The demand on the service remains very high with 115 unique individuals using the facility in the year of which 61% received support to move on from the service in a planned way.

The facility is also recognized as a gateway service for women and enables them to access a wider range of more holistic services to meet their specific needs.

##### **Floating support services**

This service provided support up to 114 vulnerable individuals, who have secured accommodation and need additional support to maintain their tenancy. The service delivers a range of high to low flexible support services responding to the clients' fluctuating needs. The services are tailored to each individuals' particular circumstances.

##### **Catherine House**

This new service was launched in March 2023 and provides trauma informed supported accommodation with staff on hand 24/7. This innovative service recognises the impact of trauma and is sensitive to the specific needs of individuals living with trauma and moving towards independent living. By the end of March 2023 Catherine House was 50% full. It is now occupied at 100%.

##### **Mobile Health Unit**

The mobile health unit is now in its second year of operation and provides much needed medical support to the most vulnerable who would otherwise be unlikely to access the healthcare they need. Operating in Belfast and the North West in partnership with the Health Trusts the provision includes critical vaccination services and primary health care needs.

To conclude the review of services we also note that our staff are trained to administer Naloxone which is an evidence-based intervention that can save lives by blocking or reversing the effects of a heroin or opioid overdose. Naloxone is available across all our services and staff are trained to recognise the signs of overdose and to respond appropriately thereby reducing drug-related deaths. This year across the services, our staff administered Naloxone on 157 occasions.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2023**

#### **Financial review**

#### **PRINCIPLE FUNDING SOURCES**

#### **Financial review**

Against the backdrop of limited resources and insecurities over funding, it has continued to be difficult to plan or develop services. Nevertheless the charity, with the aid of sound financial management and the support of both its staff and volunteers generated a positive financial outcome for the period with a net increase in funds of £272,655.

#### **Recurrent funding**

Services are primarily funded by the Housing Executive's Homelessness and Supporting People programmes by way of grant and contract income from Northern Ireland Housing Executive.

#### **Funding (other)**

Aside from recurrent funding we continue to generate income through fund raising activities and charitable donations.

Our Charity of the Year partnership with Citi Belfast has been very successful and we have also increased our number of regular donors; we currently have over 180 individuals who donate either monthly or annually.

As we seek to further develop our services the charity will continue to seek to diversify funding sources.

#### **Designated Reserves**

In order to make a judgement on the amount of reserve the Board consider the risks in respect of expenditure, unrestricted income and where appropriate restricted income and where funds can only be realised by the disposal of a fixed asset.

A risk assessment is undertaken annually and determined using a Risk Identification approach. Also taken into consideration are any external identified potential major risks to income and expenditure during the year. Designated reserves therefore reflect areas outlined in the Organisations Risk Register which is maintained to ensure identified risks are mitigated for and managed appropriately.

The Organisation has adopted a policy to build up and retain cash reserves equalling 6 months running costs, to reflect:

- historic delays in statutory funding receipts,
- withdrawal or reduction of government funding
- support for Organisational growth

Reserves and Risk are reviewed regularly as part of the Business Planning and included in Financial reporting at regular Board Meetings.

#### **Risk Management**

The Board has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Directors' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2023**

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Policies and procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors services.

Procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

#### **Charitable Status**

The Organisation continues to be registered as a charity with the Northern Ireland Charities Commission and evidenced compliance standards.

#### **Directors' responsibilities statement**

The directors, who are also directors for the purposes of company law, are responsible for preparing the directors' 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 charity directors to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the directors are required to:

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

The directors 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.

## The Welcome Organisation

### Company Limited by Guarantee

#### Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

#### Auditor

Each of the persons who is a director at the date of approval of this report confirms that:


- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a director to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

#### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on 3 July 2023 and signed on behalf of the board of trustees by:



Mr J Whyte  
Director

**The Welcome Organisation**

Northern Ireland - Charity number 103976

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# Annual return

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# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

**Year ended 31 March 2023**

#### **Opinion**

We have audited the financial statements of The Welcome Organisation (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows 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 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;
- 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 directors' 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 directors with respect to going concern are described in the relevant sections of this report.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

**Year ended 31 March 2023**

#### **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 directors 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.

#### **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 directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors 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.

# **The Welcome Organisation**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of The Welcome Organisation**

*(continued)*

#### **Year ended 31 March 2023**

##### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors (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 directors 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 directors 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 directors 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:

We obtained an understanding of the legal and regulatory framework applicable to the Company through enquiry of management, industry research and the application of cumulative audit knowledge. We identified the following principal laws and regulations relevant to the Company - Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

We developed an understanding of the key fraud risks to the entity (including how fraud might occur), the controls in place to help mitigate those risks, and the accounts, balances and disclosures within the financial statements which may be susceptible to management bias. Our understanding was obtained through review of the financial statements for significant accounting estimates, analysis of journal entries, walkthrough of the key control cycles in place and enquiry of management.

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.

# The Welcome Organisation

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of The Welcome Organisation

(continued)

#### Year ended 31 March 2023

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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.

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.



Michael Flannigan (Senior Statutory Auditor)

For and on behalf of  
FEB Chartered Accountants  
Chartered accountants & statutory auditor

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3 July 2023