



The Well Multi-Cultural Resource Centre
Serving ethnic minority communities in South East Glasgow

**Report and Financial Statements for
the year ended 31 May 2025**



The Well Multi-Cultural Resource Centre
Serving ethnic minority communities in South East Glasgow

Company Registration No: SC398700
Scottish Charity Registration No: SC042300

Contents:

Charity Information	3
Report of the Directors	4
Report of the Independent Examiner	11
Statement of Financial Activities	12
Balance Sheet	13
Notes to the Financial Statements	14

Charity Information:

Registered Charity Name	The Well Multi-Cultural Resource Centre
Charity Registration Number	SCO42300
Company Registration Number	SC398700
Registered Office	53 Niddrie Road, Glasgow, G42 8NT
Trustees/Directors	Rev Malcolm Duff Rev John Fulton Mrs Joyce Hardie Mr Sam Smithers (resigned on 24/09/24) Mrs Emma Wilson Rev. William T S Wilson (resigned on 25/06/24) Mrs Kirsteen Huddy Dr Mitchum Bock (appointed on 25/06/24) Mr Gordon Palmer (appointed as Chair on 25/06/24) Ms Judith Walsh (appointed on 24/09/24) Ms Ann Wanja
Bank	Bank of Scotland 464 Victoria Road Glasgow G42 8PB
Independent Examiner	James N Gibson CA 44 Aytoun Road Glasgow G41 5HN

Report of the Directors

The directors are pleased to present their report together with the financial statements for the year ended 31 May 2025.

The Well Multi-Cultural Resource Centre (The Well) ("the charity") is a company limited by guarantee (No. SC398700) and a recognised Scottish Charity (No: SC042300), governed by its Memorandum and Articles of Association. The Company was incorporated on 3 May 2011.

Structure, Governance and Management

Appointment of Directors

New directors are appointed at the decision of the Board. New Directors are inducted to familiarise them with the charity's values, aims and objectives together with its day-to-day operations, in addition to clarifying their statutory responsibilities as a director of a company limited by guarantee and trustee of a charity.

Change to the Directors

Rev William TSWilson, Chair, resigned from the board on 25/06/24. Mr Gordon Palmer joined the board on 25/06/24, appointed as Chair. Rev John Fulton was appointed as Vice-Chair on 25/06/24. Dr Mitchum Bock was appointed to the board on 25/06/24. Ms Judith Walsh was appointed to the board on 24/09/24. Mr Sam Smithers resigned from the board on 24/09/24. The other directors remain as listed on page 2 of this report.

Directors' Meetings

Throughout the year the directors meet both in person and via video call. Reports from the manager (including any safe-guarding concerns) and the treasurer are presented at every meeting.

Administrative Structure

The directors are responsible for the overall administration of the charity.

Six employed staff covered various roles;

Manager, Head of Women and Children's Work,

Head of Communications, Admin Worker, Receptionist and Cleaner.

Statement of Risk

The directors assess the major risks to which the charity is exposed on an ongoing basis and have established procedures to mitigate any risks that are identified as a result of those reviews and quality assurance processes. The two main risks continue to be financial resilience and loss of key staff. With regards to finance, The Well is continually exploring new grant opportunities, actively seeking varied income streams whilst ensuring a tight control on costs.

Safeguarding

The directors and members of staff are focused on ensuring appropriate safeguarding measures are in place for both volunteers and clients. Training is provided to all volunteers to ensure they can assess every client situation properly. The Well has a safeguarding policy that

is adhered to by all involved with the organisation. The Manager reports on any safeguarding issues.

Charitable Objectives

To serve our multi-cultural neighbours holistically, empowering others to do the same. We are committed to fostering a community where everyone is welcomed, valued, and supported.

The objectives of the charity are as follows:

- To show Christ's love to those who use The Well
- To build bridges between the wider community and the diverse cultures, communities, and faith groups
- To provide a place of hospitality and welcome where people can meet and become friends
- To provide the highest quality of service for the Centre users
- To provide a place for people to discuss personal issues in confidence
- To help churches to reach out to their neighbours of various faiths and cultures

Our Core Work: The Advice Centre (Financial Year Ending 31 May 2025)

The Advice Centre is at the heart of what we do. Skilled staff and volunteers provide professional guidance in a warm and confidential environment. The Well has made a demonstrable impact over the financial year:

Total numbers:

- Assisted over 1,500+ people across all services including advice and group programmes

Client Support at the Advice Centre:

- We opened over 2,600 cases at the advice centre
- Had over 7,000+ visits to the advice centre
- Completing nearly 5000 pieces of work
- Over 40% of those accessing advice services came from the bottom 15% on SIMD index demonstrating our ability to help those most in need.

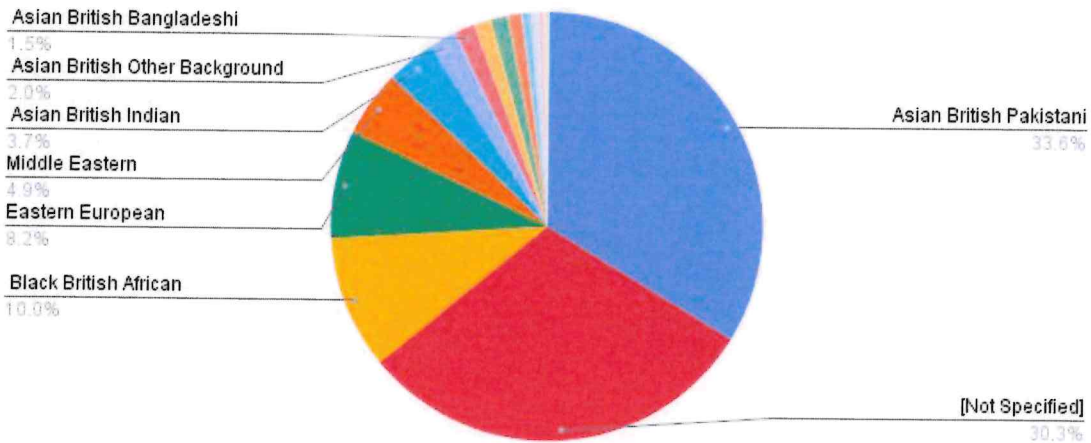
Financial Gains:

- Secured an estimated £2m in financial gains for our clients

Client Demographics:

Client Details

Count Number of Clients



Volunteer Engagement:

- Had over 34 volunteers play an invaluable role in helping run our services

Advice Centre Focus and Complex Cases:

Client cases continue to be intricate and time intensive. For example, we spent nearly 44 hours with one single parent family with additional support needs working to secure housing. Most of our service users come from the Southside Central Ward, however, we are noticing that people are traveling from other parts of the city to access our services.

The top five reasons and most time intensive reasons people came for Advice include:

1. Immigration (including issues related to EU Settled Status)
2. Issues related to Benefits (including disability benefits, child benefits, pensions and pension credit)
3. The migration from tax credits to Universal Credit played a part in making Universal Credit our third most popular topic
4. The Housing crisis continues to be an area of concern
5. Council Tax is also a common issue facing many of our service users

Beyond Advice: Community Engagement

Our groups continue to thrive and offer the chance to build support networks, reducing social isolation and fostering a sense of belonging and community resilience. In the last financial year, The Well:

- Empowered **over 20 women** at our Chai and Chat social-craft group
- Welcomed **around 20 women** and **35 children** to our Bubbles toddler group
- Provided **language support** to **50 women** in our community ESOL (English for Speakers of Other Languages) classes
- Offered a space for **15 men** at our Men's Group

Achievements and Performance

In April 2023 we vacated the premises at 42-44 Albert Road, and moved into our new home at 53 Niddrie Road, Glasgow, signing a 15-year lease with AS Homes. It's been great to fully utilise the additional space. It was a day of celebration and gratitude when the Lord Provost came to officially open the new office in October 2023. Our favourite comment about the new building remains "The staff were always good, now the building is good too."

The staff and volunteers are to be commended on the sensitive and skillful way they address the cultural, communication and digital challenges, whilst also providing much needed information and advice to those who depend on our service.

Our work has a profound, life-changing impact, including:

- **Alleviating poverty:** Through better access to benefits and financial advice
- **Building confidence:** By supporting navigation of systems like housing and immigration
- **Reducing isolation:** To foster stronger community ties
- **Empowering individuals and families:** By helping people build better lives for themselves and their families.

All this work is sustained by the generous donations of individuals, churches and our funders. We are thankful for the continued support from Glasgow City Council, who have funded our core advice work via a three-grant from Glasgow Communities Fund. The Robertson Trust, Virgin Anchors and Henry Duncan (Corra Foundation) have also given multi-year funding which has been crucial to sustaining our work. The women's project work has been supported by the Scottish Governments Social Isolation and Loneliness Fund. We are extremely grateful for the provision of funding and donations from all our generous supporters, alongside the time and expertise given by all our volunteers.

Plans

The Well will continue to have a small staff team, assisted by a team of volunteers – the volunteer team are crucial to the success of The Well.

The Board will continue to ensure that The Well meets all its regulatory and reporting requirements as well as ensuring it has the funds and strategy to move forward, focused on:

- Finance
- Communication
- Funding
- Legal

Investment Policy

In accordance with the Memorandum and Articles of Association the Directors have the power to invest in such stocks and shares, investments and property in the UK as they see fit. Money which is surplus to immediate requirements is invested at the highest appropriate rate with institutions approved by the Board.

Grant-Making Policy

The charity does not make grants.

Funds in deficit

There were no funds in deficit at the year end.

Financial Review (Principal sources of funds)

The charity's activities and developments continue to be dependent upon funding from a wide range of sources as noted above.

Results for the year

The Statement of Financial Activities on page 11 shows a surplus for the year of £57,262. (2024: surplus 46,305). Funds brought forward from the previous year of £99,218 resulting in a balance of £156,480 in funds carried forward to future years.

Statement of Directors' Responsibilities

The directors, who also act as trustees for the charitable activities of The Well, are responsible for preparing the Directors' Report and the accounts in accordance with applicable Law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the directors are required to:

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

The directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts 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.

Disclosure of Information to Independent Examiner

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the independent examination, but of which the independent examiner is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the independent examiner is aware of such information.

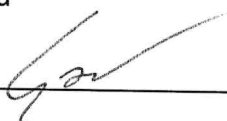
This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Appointment of Independent Examiner

James N Gibson C.A. will be proposed for reappointment as independent examiner to the charity.

On behalf of the Board

Signed: _____



Dated: _____

25/11/25

Report of the Independent Examiner

Independent Examiner's Report to the Trustees of The Well, Multi-Cultural Advice Centre

I report on the accounts of the charity for the year ended 31 May 2025 which are set out on pages 10 – 17.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the terms of The Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (a) to (c) of the 2006 Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44 (1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention

1. Which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with Section 44 (I) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations
- to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: Dated: 25 November 2025

James N Gibson C.A



The Well Multi Cultural Resource Centre
(Limited by Guarantee)

Statement of Financial Activities (including Income and Expenditure Account)

Year ended 31 May 2025

		Restricted Funds	Unrestricted Funds	Total 2025	Total 2024
Income from:					
Donations and grants	2	93,781	144,809	238,590	213,108
Other income	3	-	690	690	254
Total income		93,781	145,498	239,279	213,362
Expenditure on:					
Charitable activities	4	89,947	92,070	182,017	167,057
Total expenditure		89,947	92,070	182,017	167,057
Net income/(expenditure) for the year		3,834	53,428	57,262	46,305
Transfers between funds				-	-
Net movement in funds		3,834	53,428	57,262	46,305
Reconciliation of funds:					
Total funds brought forward		9,035	90,183	99,218	52,913
Total funds carried forward	11/12	12,869	143,611	156,480	99,218

The notes form part of the financial statements

The Well Multi Cultural Resource Centre
(Limited by Guarantee)

Balance Sheet

Year ended 31 May 2025

	Notes	2025 £	2024 £
Current Assets			
Debtors	6	5,557	755
Cash at bank and in hand		<u>152,223</u>	<u>99,463</u>
		<u>157,780</u>	<u>100,218</u>
Liabilities			
Creditors: amounts falling due within one year	7	<u>1,300</u>	<u>1,000</u>
Net current assets		156,480	99,218
Total net assets	13	<u><u>156,480</u></u>	<u><u>99,218</u></u>
Represented by:			
Unrestricted funds	11	143,611	90,183
Restricted funds	11	12,869	9,035
Total charity funds		<u><u>156,480</u></u>	<u><u>99,218</u></u>

For the year ending 31st May 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.


The Directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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

Approved by the Board of Management on 21 October 2025 and signed on their behalf by:


Gordon Palmer
Chairperson

25/11/25


Kirsteen Huddy
Director

25/11/25

Company Registration No SC398700

The notes form part of the financial statements

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Year ended 31 May 2025

1. Accounting policies

Basis of preparation of financial statements

The financial statements have been prepared in accordance with Financial Reporting Standard 102, as issued by the Financial Reporting Council (effective 1 January 2016) ("FRS 102"), the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006 and Statement of Recommended Practice (SORP) - Accounting and Reporting by Charities (as amended by Update Bulletin 1). The charity constitutes a public benefit entity as defined by FRS 102.

Going Concern

The financial statements have been prepared on a going concern basis. The Trustees have assessed the charity's ability to continue as a going concern and have reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing these financial statements.

Incoming Resources

All income is recognised once the charity has entitlement to the income, there is sufficient certainty of receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

All voluntary income is accounted for when received. Investment income and tax recovered on Gift Aid is accounted for on the accruals basis.

Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure which is directly attributable to core activities is categorised as resources expended on charitable activities. Where costs are attributable to more than one activity, they have been apportioned across cost categories on a basis consistent with the use of these resources.

Statement of financial activities

For the purpose of the Statement of Financial Activities as shown on page 9, funds are defined as follows:

Unrestricted funds comprise grants and other income received for the objects of the charity without further specified purpose and available as general funds.

Restricted funds comprise grants and other income received for the objects of the charity with further specified purpose and only available as such.

Pension costs

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

Operating leases

Rentals applicable to operating leases are charged to the Statement of Financial Activities over the period in which they are incurred.

Tangible fixed assets

Fixtures, fittings and equipment are written off in the year of purchase.

Taxation

The Well Multi Cultural Resource Centre is recognised as a charity for the purposes of applicable taxation legislation and is therefore not subject to taxation on its charitable activities. The charity is not registered for VAT and resources expended therefore include input VAT.

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Year ended 31 May 2025

2. Donations

	Restricted Funds £	Unrestricted Funds £	Total 2025 £	Total 2024 £
Donations - Individuals		30,604	30,604	22,778
Donations - Christian Organisations, as below		4,199	4,199	11,049
Tax recoverable on donations		4,802	4,802	3,614
Fundraising		193	193	2,128
Sundry Donations and Stewardship		3,052	3,052	2,226
Trusts and grants, as below	93,781	101,959	195,740	171,312
	93,781	144,809	238,590	213,108
Christian Organisations				
St Ninian's Church		610	610	400
Cardonald Parish		-	-	678
Stonelaw Rutherglen Parish Church		-	-	1,055
Burnside Blairbeth Church		2,595	2,595	-
Clinicarhill Church		25	25	167
Govanhill Queen's Park Church		-	-	600
Govanhill Free Church		600	600	-
Torrance Parish Church		369	369	333
Wellington Church of Scotland		-	-	1,853
Kirriemuir Free Baptist Church		-	-	75
Sandyford Henderson Church		-	-	5,888
	-	4,199	4,199	11,049
Trusts				
Leslie & Helen Duff Charitable Trust		13,000	13,000	-
Scottish Gvt. Social Isolation and Loneliness Fund	24,000		24,000	28,000
Anderson Burgess Charitable Trust		-	-	5,000
SafeDeposits Scotland Community Fund	5,000		5,000	
Henry Duncan Fund administered by The Corra Foundation		8,000	8,000	8,000
The Corra Foundation Racial Justice Fund		20,000	20,000	
Brownlee Charitable Trust		2,000	2,000	-
Atkins Trust		-	-	500
Glasgow Council Voluntary Sector		-	-	9,944
A&M Little Charitable Trust		1,000	1,000	-
Catherine Anwar Foundation		-	-	2,000
Paristamen CHA		-	-	1,500
Kenneth Barge Memorial Trust		1,000	1,000	3,000
The Wood Foundation		-	-	3,000
Garfield Weston		20,000	20,000	20,000
Robertson Trust		20,000	20,000	22,000
Glasgow City Council Communities Fund	43,281		43,281	43,281
Virgin Money Foundation Community Anchors' Fund		10,000	10,000	10,000
Arnold Clark Community Fund		1,000	1,000	-
Stafford Trust	3,000		3,000	-
Souter Charitable Trust		3,000	3,000	-
NHS	6,000		6,000	2,000
STV Children's Appeal		2,000	2,000	-
Baillie Gifford administered by Foundation Scotl	5,000		5,000	5,000
The Clothworkers Fund	7,500		7,500	-
Sir J Donald Pollock's Trust		959	959	-
Trust of Limavady Mission Hall		-	-	1,114
Glasgow Health & Social Care Partnership		-	-	1,035
Louise Project (Mental Health)		-	-	5,938
	93,781	101,959	195,740	171,312

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Year ended 31 May 2025

3. Other income		Restricted Funds £	Unrestricted Funds £	Total 2025 £	Total 2024 £
Bank interest		-	690	690	254
2024 Comparative		-	254	254	
4. Cost of Charitable Activities		Restricted Funds £	Unrestricted Funds £	Total 2025 £	Total 2024 £
<i>Staff Costs</i>					
Wages, Salaries and National Insurance	Note 9	63,418	55,755	119,173	115,101
Pension Costs		6,863	2,885	9,748	8,569
Sessional staff		-	-	-	1,093
		70,281	58,640	128,921	124,763
<i>Building and Property Costs</i>					
Insurance		-	1,830	1,830	2,997
Rent and rates		-	14,167	14,167	-
Heat and Light		-	4,428	4,428	3,211
Building Maintenance		-	-	-	-
New property expenses		7,161	-	7,161	13,303
Depreciation - I'hold imp		-	-	-	-
		7,161	20,425	27,586	19,510
<i>Other Local Costs</i>					
Volunteer Expenses		500	312	812	2,211
Kitchen Expenses		-	171	171	209
General Office Expenses		-	1,203	1,203	2,426
Printing and Stationery		-	53	53	516
Photocopier Costs		-	1,606	1,606	1,799
Telephone and Broadband		1,000	3,832	4,832	4,477
Computer Support and software		-	4,243	4,243	4,176
Subscriptions		951	273	1,224	1,460
Training		1,870	-	1,870	190
Project Costs		6,714	0	6,714	3,870
Sundry Expenses		1,470	12	1,482	-
Independent Examiner's Fee		-	1,300	1,300	1,450
		12,505	13,005	25,510	22,784
		89,947	92,070	182,017	167,057
2024 Comparative		81,837	85,220		

5. Property costs

The charity has entered into a 15 year lease for property at 53 Niddrie Road, Glasgow expiring on 8 January 2038, and has spent £218,000 on fitting out the premises, which sum has been funded from donations received in the years ended 31 May 2022 and 31 May 2023. The charity is committed to paying a commercial rent for the premises for the duration of the lease period.

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Year ended 31 May 2025

6. Debtors: falling due within one year

	2025 £	2024 £
Gift aid tax recoverable	5,557	755
Rent Prepayment	-	-
	5,557	755

7. Creditors: falling due within one year

	2025 £	2024 £
Accruals and deferred income	1,300	1,000
	1,300	1,000

8. Liability of members

The company is limited by guarantee and has no share capital.

9. Staff Costs and Numbers

Number of employees

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

	2025	2024
Managerial	1	1
Clerical	5	5
	6	6

Wages and Salaries

	Restricted Funds £	Unrestricted Funds £	Total 2025 £	Total 2024 £
Wages and Salaries	57,097	52,047	109,144	105,254
Social Security Costs (national insurance)	6,321	3,708	10,029	9,847
Wages, salaries and social security costs	63,418	55,755	119,173	115,101
Pension Costs	6,863	2,885	9,748	8,569
Total Employment Costs	70,281	58,640	128,921	123,670

No employee received remuneration over £60,000 in the year.

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Year ended 31 May 2025

10. Pension Costs

The charity contributes to a defined contribution scheme for two employees. The scheme and its assets are held independently.

11. Unrestricted funds

	Balance at 01.06.24 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31.05.25 £
General fund	90,183	145,498	92,070	-	143,611

Explanation of funds

The General Fund encompasses all income and expenditure relating to the primary focus activities of the charity, other than those for which funding is restricted.

12. Restricted funds

	Balance at 01.06.24 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31.05.25 £
Scottish Gvt. Social Isolation and Loneliness	8,000	24,000	24,000		8,000
Glasgow City Council Communities Fund	-	43,281	43,281		-
SafeDeposits Scotland Community Fund		5,000	5,000		-
Stafford Trust		3,000	3,000		-
NHS	-	6,000	1,470		4,530
Baillie Gifford administered by Found	-	5,000	5,000		-
Glasgow Health & Social Care Partnership	1,035	-	1,035		-
The Clothworkers Fund	-	7,500	7,161		339
	9,035	93,781	89,947	-	12,869

Explanation of funds

Scottish Gvt. Social Isolation and Loneliness	For Project Work Salary
Glasgow City Council Communities Fund	For Project Manager Salary
SafeDeposits Scotland Community Fund	For project expenses
Stafford Trust	For Receptionist Salary
NHS	For partnership working
Baillie Gifford administered by Foundation Scotland	For ESOL classes and project expenses
Glasgow Health & Social Care Partnership	For Men at The Well project expenses
The Clothworkers Fund	For blinds/office furnishing

13. Analysis of net assets by funds

	Restricted Funds £	Unrestricted Funds £	Total 2025 £	Total 2024 £
Current assets				
Debtors	-	-	5,557	755
Cash at bank and in hand	12,869	139,354	152,223	99,463
Current liabilities				
Creditors and accruals	-	1,300	1,300	1,000
Net assets	12,869	138,054	156,480	99,218