

# **MAGGS DAY CENTRE**

## **TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS 2019/2020**

**Website:** [www.maggsdaycentre.co.uk](http://www.maggsdaycentre.co.uk)

**Email:** [mkirk@maggsdaycentre.co.uk](mailto:mkirk@maggsdaycentre.co.uk)

**Phone:** 01905 25027

**Charity Number:** 700852

**Company Number:** 2278501

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**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)**  
**YEAR ENDED 31 MARCH 2020**

The Trustees are pleased to submit their annual report together with the audited financial statements of the charity for the year ended 31 March 2020.

**1) Reference and Administrative Information**

- a) **Charity Name:** Maggs Day Centre
- b) **Charity registration no.** 700852
- c) **Company registration no.** 2278501
- d) **Registered Office and other operational addresses, all used to fulfil the objects of the charity:**
  - o **Maggs Day Centre** St Albans, Deansway, Worcester, WR1 2JD
  - o **Maggs Clothing Project/Annex** 59/60 The Tything, Worcester, WR1 1JT

**2) *Trustees and Directors***

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

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

Mr Melvyn Akers:	Chair
Mrs Susan Osborne:	Vice Chair
Mr Charles Snailham:	Treasurer
Mr Ian Crane	Company Secretary
Mr Leslie Davies:	resigned April 2019
Mrs Heather Giannasi:	
Mr David Faulkner:	resigned January 2020
Ms Avril Gilmore:	
Mr Alden Taylor	
Dr Clive Skidmore:	appointed May 2019
Revd. Canon Brian Gant :	appointed June 2019

**3) *Chief Executive:*** Miss Mel Kirk who was appointed to the role in 2012.

**4) *Principal Advisers:***

The principal advisers to the charity during the year were as follows:

- a) **Auditors:** Langard Lifford Hall, Lifford Lane, Kings Norton, Birmingham B30 3JN
- b) **Bankers:** CAF Bank Ltd. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent
- c) **Solicitors:** Hallmark Hulme LLP 3, 4 & 5 Sansome Place, Worcester WR1 1UQ
- d) **Architects:** Lett & Sweetland, 58 London Road, Worcester WR5 2DS
- e) **Human Resources:** Deminos Consulting Ltd., 1 Cornhill, London, EC3V 3ND

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**5) *Governing Documents***

Maggs is a charitable Company limited by guarantee, incorporated on 19 July 1988, and amended by Special Resolution on 27 November 1989. Maggs Day Centre was registered as a charity on 17 November 1988. (a copy of the Constitution is available on request)

**6) *Membership***

Membership is open to supporters and sponsors of Maggs at the discretion of the Council of Governors. Membership is £1 a year, which is necessary to maintain the Register of members, which is a legal requirement. Membership fees become due at the Annual General Meeting. The liability of members is limited to a maximum of £1 should the organisation become insolvent and be wound up.

**7) *Maggs' Charitable Objectives***

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

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

The Trustees have complied with the duty set out in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance by the Charity Commission when reviewing their aims and objectives and in planning their future activities.

**8) *Area of Charitable Benefit***

The primary aim is to help anyone homeless, socially isolated or in need of food, shelter or support, in both Worcester City and County, through the provision of two open access Day Centres, associated support, activities centre, clothing store and an outreach team.

**9) *Maggs mission and vision statement***

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

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**10) Values and Principles**

Maggs treats all its service users in a sensitive non-judgmental way. This enables people to make decisions about their own lives. Support plans are mutually agreed by the service user and support workers, to maximise individual independence.

**11) Services offered:**

1. Open Door Day Centres: direct access Day Centres offering food, shelter and support in the Centre of Worcester and Malvern.
2. Health: with support from the NHS, we host various health surgeries with visiting GP's, dentists and nurses.
3. Support: bridging the gap between accessing services at Maggs and the community, for example by accompanying clients to appointments.
4. Befriending: service users are matched with volunteers who provide additional support.
5. Clothing store: provides free clothes, sleeping bags, etc.
6. Activity Centre: provides various training opportunities to gain skills that assist with sustainable independent living.
7. Service user volunteering - e.g. helping in the clothing store.
8. Navigation Project: works with service users to provide intensive support to access services with the aim to increase the likelihood of becoming accommodated. They are also able to advocate on the service user's behalf. This project is funded by Worcester City Council.
9. Countywide outreach team—works throughout the County with rough sleepers who are currently not engaging other services. This service is funded by the Lottery Community Fund.

However during Covid-19 our services were reduced. On March 26<sup>th</sup>, as advised via Homeless Link and Government, our Day Centres closed. Our focus was then directed to outreach. Day Centre teams were furloughed and the navigation project became part of the outreach team. Our Day Centres reopened in June, with measures put into place to maintain social distancing.

**12) Financial Background**

Maggs is highly dependent on charitable funding, together with gifts from churches, schools, local businesses and the community at large. The level of service offered may vary in line with the funding available each year.

Fundraising is undertaken by a combination of the Chief Executive and trustees. We do not use outside agencies to fundraise. The objective is to develop fundraising strategies and to secure funds for Maggs from appropriate sources.

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***13) Recruitment, and Appointment of Trustees/Company Directors***

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

The Council aims to be as representative as possible and tries to recruit new Directors/Trustees who are familiar with the needs of the service users, or in areas such as social work, health care, alcohol and substance misuse, dependency, rehabilitation, project management, budgetary control, human resources management and administration.

The Trustees are interested in recruiting additional Trustees and applications would be welcomed. Anyone interested is invited to discuss this informally beforehand with the Chair of Trustees.

Under the requirements of the Memorandum and Articles of Association the members of the Council of Governors are elected at the Annual General Meeting to serve for a period of three years after which they retire but are eligible for re-election. Other nominations for election can also be made by members who have paid their subscriptions. Trustees/Directors must themselves be paid up members of the Association.

Potential new Trustees may result from direct approaches from those interested or by recommendation.

The first stage of this selection process involves an interview with an existing Trustee. The potential Trustee would also be asked to present a CV.

The next step would involve a meeting with the Chief Executive and a review of Maggs operations.

Subject to satisfactory performance, a potential Trustee would then be invited to attend a meeting with all Trustees (a Board meeting). Both parties would have the opportunity to ask questions and provided existing Trustees were satisfied, the potential Trustee would be invited to join the Board.

As part of the process, the potential Trustee would be asked to read the Charity Commission's 'The Essential Trustee' paper. In addition, Maggs obtains DBS checks on all trustees.

***14) Trustee Induction and Training***

On appointment, Trustees/Directors are required to sign acceptance of the "Code of Conduct of Trustees" which binds them to observe all the MAGGS' policies and procedures.

Trustees/Directors receive an induction programme, meet staff, service users and volunteers. They are invited to visit our services. The Chair of Trustees or appointee and the Chief Executive give each new Trustee an introduction to the work of the Charity and in doing so use the Memorandum and Articles of Association along with the latest annual report and audited financial statements.

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**15) *Structure, governance and management***

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

Decision making

Policy and strategy decisions are made by the Board of Trustees/Directors. Day to day management is delegated to the Chief Executive and the management team.

Pay

Remuneration of key management personnel and other employees is based on local authority pay scales.

Trustee meetings policy

The Trustees meet twelve times per year. The meetings receive regular reports from the Finance Committee, the Chair, the Chief Executive, the Operations Manager, the Fundraising Committee and the Properties Committee.

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

**16) *Training and Development***

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

In relation to staff development Maggs continues to offer staff access to a range of training courses. We are committed to ensuring that staff have the training needed to upgrade skills and cope with changing demands.

**17) *Chairman's statement***

As the financial year ends lockdown starts. Readers of our annual report will forgive me for writing something about our current situation in June. The day centre, the core of our activities saw a year of steady demand for our services and then had to close.

We issued mobile phones to all our service users and urged them to stay in touch. All our efforts were directed at an initiative to house homeless people during the pandemic. It was heartening to see agencies work together to offer homeless people hotel accommodation. Under the Worcester Cares banner charities, local authorities, police and our own magnificent outreach team succeeded in putting a roof over the heads of over 50 homeless people. Others who decided to stay on the streets were provided with food parcels and support by the outreach team.

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**17) Chairman's statement** *(continued)*

It may have taken a pandemic to galvanise such actions but claims that ending homelessness is within our grasp are optimistic. We anticipate a new wave of homelessness as the rising tide of job insecurity and rent arrears force a new group of people on to the streets.

Enough of the present and back to reviewing the year. There were many highlights as effective fundraising, not least the generosity of the Worcester and Malvern public underpinned our existing work and allowed us to expand our service offering. Our activities programme reached more people and the art exhibition in the Cathedral was a particular highlight. Our health hub increased the number of appointments available.

Volunteering opportunities increased and our outreach team continued to find ways to engage with the most entrenched rough sleepers.

Trustees spent time in the second half of the year researching the early successes and potential pitfalls of the housing first model that has been tried in various parts of the world including the U.K. The approach starts by housing a person and then tackling the issues that have led the person into homelessness. Current models often start with a tenancy ready programme before housing someone. Trustees decided to set aside £100,000 of reserves to undertake a housing first style scheme. We recognised our outreach and day centre teams could be even more effective if they had direct access to housing. More on this in next year's report.

Following the deaths of two homeless people in Malvern a group of motivated citizens approached Maggs for advice on setting up a day centre in Malvern. Malvern cares raised funds and we opened a 2 day a week service in February 2020. One particular success story features in this annual report.

It is my job to thank everyone who has played a part in all our work be they volunteers, staff, donors or colleague trustees. This year I want to pay special thanks to the organisation that forms the bedrock of our funding and provides our office, clothing store and Worcester day centre premises at free or peppercorn rents. They are Worcester Municipal Charities who also invest in developing rental properties that help ease the housing crisis. Thank you to them, our superb staff team, excellent volunteers and all our funders and donors.

**18) 2019-2020 Achievements and performance**

During the year 451 different people accessed our Day Centre and 411 different people utilised our Clothing Store. 56 different people attended courses run by Maggs and 121 engaged with our outreach team. There were 10,229 individual visits to the Day Centre, 1,192 breakfasts were served and 3,698 lunches. The Health Hub made a total of 721 appointments for our service users.

Around 90% of Maggs service users are male. Most are of white British origin the next largest group being Eastern European.



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**18) 2019-2020 Achievements and performance** *(continued)*

Key achievements included the following:

Outcomes for 2019

Measures of success vary dependent on the needs of the service users. However there are some common recurrent outcomes such as:

Help with personal finances		Reduction in risks to self and others	123
Supported to set up a bank account	36	Access and attend the relevant mental health support required	45
Universal Credit claimants assisted to claim their benefits	97	People better able to make informed choices and have control over their lives.	
Service users accepted for Universal credit	80	Service users better able to make positive choices relating to their lives	193
Maintained claim without being sanctioned for 3 months	75	Accompanying service users to appointments and advocating on their behalf	197
Managing mental health condition		Service users able to access external support agencies independently	197
Reduction in anxiety and depression	227	Improved assertiveness	128
Change in coping strategies so less self-destructive	158	Ability to express their individual needs without getting aggressive.	132
Reduction in isolation	271		

*All figures quoted are taken from our 2019 outcomes monitoring statistics for Lloyds Foundation monitoring requirements.*

Achievements at Maggs

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

- We have taken part in the development of the local homeless strategy for Worcestershire. We have worked in various local districts to ensure that the strategy is relevant for each area.
- We began initial discussions with residents and community groups in Malvern to look at the potential for running a Day Centre in Malvern for 2 mornings a week. This opened in February 2020.

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- We successfully secured 12 months funding to provide a countywide Navigation project. This consists of 2 workers. Their role is to work with service users with a view to secure permanent accommodation and provide intensive support to achieve this. Each service user has a £500 budget which can be used to assist in securing accommodation.
- The Outreach and Navigation teams form a significant part of the local rough sleeper intelligence group. This group meets regularly to discuss action plans for the rough sleepers throughout Worcestershire.
- As part of our role on the homeless forum strategic group we have helped develop policies for those that are aggressively begging in Worcester. We have also been instrumental in the development of a sleeping bag trial. Maggs and St Paul's Hostel are the only organisations that now distribute sleeping bags. This scheme aims to minimise the impact of abandoned bags in the city.
- We conducted research into the role of soup kitchens. The results were forwarded to Homeless Link who plan to do further work on the subject.
- We worked together with St Pauls Hostel and the Worcester Warriors foundation to hold a big sleepout. The aim was to generate income and raise awareness of homeless issues. Over 120 people attended the event.
- We are now in consultation with one of the soup kitchens that provides food 4 evenings a week in Worcester. The intention is to develop better collaborative working. We will be providing them with training to ensure that they are better able to operate safely.
- Various staff completed an NVQ 5 or 3 in Health and Social Care.
- We are now part of the Safer Worcester meetings.
- We attended a national safeguarding and homeless conference. The aim of this conference was to discuss the development of safeguarding strategies for rough sleepers on a national level.
- We worked with a new charity in Kidderminster which provides an indoor soup kitchen service. We assisted them in the development of their policies and procedures and offered advice on how to operate as a charity.
- We are now part of the Worcestershire Safeguarding Adults Board Auditing Group. This means that we assist in the audit process to ensure that all safeguarding referrals are compliant with requirements set nationally.
- Our befriending service has been redeveloped and volunteers provide a listening service in our Day Centres. The feedback from service users is that they find this a valuable addition to our services.
- We currently have over 60 active volunteers who assist in the delivery of Maggs services.
- The funding for the Navigation project was extended for another 12 months.
- We began to explore the feasibility of providing accommodation for rough sleepers.
- We were involved at a strategic and operational level with both Worcester City and the Worcestershire County Council on the development of protocols surrounding rough sleepers during covid-19 lockdown. At an operational level our role was to continue to provide support to those remaining on the streets during this time.

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**Business plan review 2019/20**

**Maintain services and financial viability**

Raise at least £438,431 to maintain service level (including new 12-month funding for Navigation Team) and if possible, to exceed this target.

Achieved. £584,774 was raised.

It should be noted that volunteers give Maggs at least 336 hours per month. The monetary value of this is in the order of £50,000 per annum. If we did not have our volunteers it would be very difficult to operate our services. Alternatively we would need to raise an equivalent sum.

**Provide new and enhanced services for homeless people**

Continue to provide a countywide outreach team. Achieve the required funding agreement outcomes and expand the outreach provision to Redditch and Bromsgrove.

Achieved. The Lottery carried out a review at end of the first year and were happy with our achievements. Outreach still not extended to Redditch and Bromsgrove as Caring for Communities and People (CCP) are providing this service under another contract. However, the Navigation team have started to work with CCP in these areas.

Support service users to access and engage consistently with Drug and Alcohol services (provided by Swanswell now Cranstoun)

Achieved. The Health Hub facilitator, Outreach and Navigation team can accompany service users to appointments if required. In 2020 we began discussions with Swanswell to provide a drop-in service at the Worcester day centre from May 2020. Swanswell also provide training for day centre staff. 113 different people were assisted with substance misuse issues in the day centre.

To provide artwork from classes for exhibition at both Worcester Cathedral and Worcester Museum and Art Gallery

Achieved. Exhibitions in the art gallery and Cathedral were successful and we had a tree in the Cathedral tree festival in December.

This was the feedback from the museum and art gallery

“to say a BIG THANK YOU to all – the exhibition has been much admired. I worked with a student from an SEN (Special Educational Needs) background today who was full of anxiety and concerns. She explored all the galleries and when she saw the MAGGS work she lit up and said this is my favourite area.”

*Kate Phillipson, Learning and Communities Co-ordinator, Worcester City Art Gallery and Museum.*

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Increase service user literacy skills through reading groups and other associated activities

Achieved. We have a regular reading group that is funded by the University of Worcester. Initially this began as a trial but has now become a permanent feature. Students assist with the group and with the provision of books free of charge. This is now a weekly session that began in January 2020.

Develop, in collaboration with service users, a homelessness awareness educational training programme to be delivered in relevant and appropriate educational environments

Achieved. Service users have developed various resources including a video entitled "choices". This has been given to the Local Authority who will use this material to create an education and training programme for schools.

Enable service users to have a voice by creating podcasts in activity sessions

Achieved. Service users created the following podcasts:

- Interviews with individual service users about their experiences and opinions.
- What did you want to be when you grew up?
- The Sleepout and the dangers of homelessness.
- Black Holes, Einstein and mind-blowing science.
- Royal family and outreach.
- Various book reviews (from reading group).
- If you won the Lottery...

Ensure that a minimum of 25 service users have gained benefit from the befriending project by the end of the year.

Achieved. Our model has changed in relation to how we deliver the befriending project. Befrienders are available at various times throughout the week in the Day Centres. This new model has been much more effective and over 25 service users have benefited from it.

All support staff to attend Adverse Childhood Experience Training

Achieved in May 2019. Staff also completed de-escalation training.

Clothing Project Maintain current levels of service reflecting service user demand (c.100 visits per month), ensure a minimum of 2 volunteers available per shift and maintain donation levels to the clothing project

Achieved. The clothing project continues to have regular volunteers including one service user who has volunteered for over 10 years. In 2019 there were 1369 referrals with 411 different people who accessed Maggs Clothing Project. This equates to an average of 114 visits per month.

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Provide two Navigation Workers offering intensive support at least 20 service users motivated to make positive change throughout the county.

The navigation workers engage directly with rough sleepers supporting them to gain access to other services including community mental health teams and local substance misuse services. Navigation workers develop positive professional relationships with service users working with people on their journey towards suitable long-term accommodation.

Achieved. 57 Service users were supported. 35 Were accommodated

Ensure that 70 individuals accessing the Homeless Health Hub at Maggs attend follow up appointments via mainstream services. Maintaining the provision of complementary therapies with 50 individuals accessing these services during the business plan period. Continue to explore opportunities for additional health providers to support health drop-ins at the day centre.

Partially achieved. Health Hub: 69 individuals attended follow up appointments. Alternative therapies: 55 individuals attended.

We continue to look for ways to add mental health, counselling and addiction services to the hub

The Day Centre team will encourage and promote the attendance by service users at appointments with specific focus on Job Centre, Probation and medical appointments

Achieved. We now have working relationships with various agencies whereby they notify us (with service users' consent) of any appointments that they have. This enables us to remind service users to attend which reduces the number of missed appointments. With regards to probation appointments this has meant service users have not breached their conditions of attendance.

The Day Centre team will promote engagement with staff/volunteers to build positive pathways to employment/training opportunities for 25 service users

Achieved. 6 service users were assisted to improve their employability skills, 3 people were referred to accredited courses and 19 were referred to our Annexe courses giving a total of 28. 21 people were assisted into work via the Day Centre.

The Day Centre team will support service users in sustaining their tenancies and remaining in accommodation

Achieved with the help of the Navigation Team. There is now a clear support pathway. 26 service users were supported into accommodation via the Day Centre.

The Day Centre team will increase awareness of volunteering opportunities amongst service users. Targeting 25 service users to access volunteer placements during the business plan period.

Partially achieved. 9 service users were assisted to take up and maintain volunteer placements.

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Target a minimum of 150 service users to actively engage in support plans. Monitor levels of engagement and compliance of existing service users with their support plan goals. Record achievements and identify any further action required by means of six monthly reviews.

Partially achieved. 80 service users from the Worcester Day Centre were engaged in a support plan and 99 people completed their initial paperwork. There are various reasons why this ambitious target was not fully achieved. Many of the people who access the day centre are not ready to engage in a support plan.

**Influence and making sure the concerns of homeless people are heard**

Influence local policy initiatives by representing the views of Maggs service users with at least three multi-agency groups.

Achieved. We are members of various multi-agency groups these include:

- All local homeless forums that develop and implement district specific homeless plans
- Worcestershire Safeguarding of Adults Board (WSAB) which oversees the safeguarding of adults in Worcestershire.
- Safer Worcester. One of its key priorities is to address homelessness in Worcester City.
- A local intelligence group which discusses rough sleepers and those in temporary accommodation within Worcester City. Several other key agencies attend.
- Blue Light. Managed by Swanswell and Public Health England. This is a multi-agency approach to 'hard to engage' alcohol dependent service users and others in the community not known to Maggs.
- Housing First. This is a multi-agency meeting group which discusses rough sleepers who are being accommodated under the Housing First project.
- ODOC (One Day One Conversation) meeting: This group meets once a month at a Police station or Probation office and is run by the Integrated Offenders Management team. The group discusses individual offenders who may pose risks to community. The aim is to share information and put in place management plans to provide appropriate support.
- Equality Advisory Meeting (a monthly meeting promoted by the NHS). The aim of the meeting is to review and discuss possible changes in NHS services that would impact on the welfare of homeless people.
- Other multi agency meetings attended include St. Richards hospice homeless meeting and complex case reviews. In addition meetings are held with key agencies as and when necessary.

Develop a public awareness programme including a media strategy in collaboration with the Worcester Homeless Forum. The object being to improve public awareness of homelessness and its related matters

Partially achieved. The public awareness campaign involving Worcester Homeless Forum is still in development.

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To develop and implement a social media plan to raise awareness, increase fundraising opportunities, publish 15 information blogs, 4 seasonal wish lists and increase sign-ups to the Worcester City Lottery during the business plan period

Achieved £855 raised for community Lottery. Information blogs published and seasonal wish lists

**Building Stronger Relationships with other providers**

To refer all new rough sleepers to Worcester City Council (WCC) using a national referral portal in line with the Homeless Reduction Act 2018

Achieved. Rough sleepers are referred to WCC. Assistance is provided by the multi-agency rough sleeper intelligence group for Worcester City. Other intelligence groups meet throughout the county and our outreach team attends.

To work with Worcester Museum and Art Gallery in order to utilise their facilities more and draw on their resources to inspire service users.

Achieved. Various art activities held at the Gallery including the Turner, (June 19) Star Wars (July 19) and the Living Ruins exhibition. (December 19) Service users created artwork that was inspired by these exhibitions. Our own art group held an exhibition at the art gallery.

To attend Countywide homeless forums and shape policy to help deliver Countywide Homeless strategy.

Achieved. The Chief Executive or one of our outreach workers attends each District's homeless forum. Maggs has also been involved in the development of the overall homeless strategy for Worcestershire.

Provide support and work with new local groups which aspire to assist homeless people

Achieved in various ways.

- We have worked with two groups whose aim is to establish a day centre. Maggs' role was to provide advice and guidance.
- We have worked with a soup kitchen in Kidderminster to assist them to become a registered Charity.
- We have developed a stronger working relationship with a Worcester based soup kitchen and have provided them with training on safeguarding and professional boundaries.
- We have worked with a group of Malvern residents (Malvern cares) and have opened a Day Centre there on a 12-month trial.
- We regularly reach out to new emerging community groups to help them to work collaboratively.

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**Engage with regional and national networks:**

To produce a minimum of one local research paper relating to homelessness

Achieved. We produced a research paper on the effectiveness of soup kitchens. It was shared with Homeless Link and was used by Worcester Homeless Forum to encourage soup kitchens to work

closely with agencies working with the homeless. A two-year research project investigating barriers faced by service users when accessing appropriate services was submitted to the Ministry of Communities and Local Government in May 2019.

**Case studies (names have been changed)**

The outreach and navigation teams worked flat out to contact all the people they worked with when lockdown was announced. They persuaded most service users to accept the temporary accommodation arranged by the city council. Others who chose to remain on the streets received daily visits and food parcels. Here are some of their stories:

**David**

The outreach team had been working with David who engaged regularly at the day centre. When the Day Centre closed, we worried about what support he would have – none was the answer. He lives in a very secluded area of the County and would not (historically) disclose to us where he was. When the Day Centre closed the team offered to visit daily with food to check on his wellbeing, the trust built up over a number of months finally paid off. He was willing to share his location and accept this support which has been a big step forward. He is now pleased to see the team and engages consistently in conversation with those visiting.

**John**

The outreach team had been trying to engage with John over the last two years. He had spells of rough sleeping and sofa surfing. When Lockdown measures came into place John had been rough sleeping and was eligible to be offered temporary accommodation. Since moving into a place where he felt safe and was able to sleep well at night his engagement has been really good. His mental health has settled more, and he is now working with our Navigation Team to look at continuing his recovery from substance misuse, look for long term accommodation and re-engaging with mental health support.

**Natalie**

Natalie, who had been rough sleeping for several years found it hard to engage with any service. The Outreach team were informed of the lady's sleeping location and nightly attendance at the Street Kitchen where she had indicated that she would like some help. The outreach team were able to make contact with Natalie and offer support to approach the local Council to discuss short term as well as long term accommodation options. She is now in temporary accommodation and being supported to move on from this and not return to the streets after Lockdown.



**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)**  
*(continued)*  
**YEAR ENDED 31 MARCH 2020**

Our new day centre in Malvern had some early success stories, including Harry.

Harry accessed Malvern Maggs on its first day of opening, having been referred to us by Malvern Job Centre. He is a middle-aged man, who had been rough sleeping for several years in the hills somewhere above West Malvern and had recently started engaging with Malvern Job Centre about setting up a bank account and looking into the possibility of housing. He was quite nervous about having the responsibility of a tenancy again and needed support to build up his confidence. He also needed practical help with food and foodbank vouchers until his benefits were sorted out. He said the day centre was a warm place to go. An appointment was made with housing to start exploring his options.

He continued to attend regularly and grew in confidence. He obtained clean clothes, sleeping bag and had his beard trimmed by our hairdresser. He talked about enrolling with a GP and dentist. He said he hadn't seen a doctor or dentist since the 1980s. The Navigation team supported him into his housing. His first universal credit payment came through and he bought himself a new frying pan. He was given a mobile phone so that people could keep in touch with him but he did not always have a good signal. Housing emailed to say that a flat had been found for him. He, however, was quite nervous. We showed him where the property was on the map, and his first question was 'How long will it take for me to walk to Maggs?' He had clearly decided that Maggs Day Centre Malvern was his sanctuary. He needed a lot of reassurance that he would be able to manage a flat of his own.

He went to see a property and said "yes I will try and move in". He was supported to buy some white goods and another charity provided furniture. He began to gradually move into the property, but after two weeks he had not made the transition to sleep there. Gradually with more encouragement he stayed the night.

This change happened within two months of his first visit to Maggs Day Centre Malvern and was successful because of strong partnership working between agencies and having a supportive non-judgmental space in which trained staff could build the confidence of the individual to make an informed choice to improve their circumstances.

He is continuing to do well and is slowly getting his flat together. As an organisation we continue to speak to him weekly, offering advice and reassurance. He has got himself a cat to keep him company and is looking forward to us opening again (after lockdown) so that he can see all his friends.

#### **19) *Distribution of information***

Information regarding Maggs' activities and achievements is distributed using the following: Website, Facebook, Twitter, Blogs, Leaflets, Public speaking and Local media.

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**COMPANY LIMITED BY GUARANTEE**  
**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)**  
*(continued)*  
**YEAR ENDED 31 MARCH 2020**

**20) Partnership Working**

Maggs works in close and successful partnership with many relevant statutory and voluntary agencies who work with and support the single homeless, including:

Armchair Furniture Recycling  
 CCP  
 Citizens Advice "CAB/WHABAC"  
 CP Foods  
 Cranstoun  
 Housing Associations  
 Local Councils  
 NHS  
 Public Health England  
 St Paul's Hostel for the Homeless  
 West Mercia Constabulary  
 West Mercia Probation Trust  
 Worcester Cathedral  
 Worcester Municipal Charities  
 Worcestershire County Council  
 Worcestershire Safeguarding Boards  
 YMCA

(This list is not exhaustive)

**21) Financial and other support**

Maggs received most generous financial and non-financial support from voluntary and charitable organisations, churches, schools and individuals throughout the year and especially during Christmas and Harvest Festival.

Maggs is also fortunate to enjoy the sponsorship of Worcester Municipal Charities who are the landlords of our Worcester premises for which we pay peppercorn rent only. In accordance with the SORP, the total rental values shown appear in the accounts as expenditure and an equal amount is shown as grants received. There is no overall effect on the Charity's results for the year.

<b>Property</b>	<b>Capital</b>	<b>Rental Value</b>
59/60 The Tything	£373,145.00	£29,850.00
St. Albans, Deansway (150 years' leasehold)	£50,000.00	£10,000.00

During 2019/20 the City Council provided funding for two navigation workers. The project has been extended into 2020-21 for a period of 12 months and will involve a total of 4 workers.

The Lottery Community Fund will continue financing our outreach team (MOATS) until May 21.

**MAGGS DAY CENTRE**  
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**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)**  
*(continued)*  
**YEAR ENDED 31 MARCH 2020**

Volunteers :

Maggs recruits, trains and supports volunteers who wish to join the staff team on an unpaid basis. Volunteers provide invaluable assistance both to the project workers and to our service users. We currently benefit from the regular support of around 40 volunteers who work with us in various capacities.

We are very grateful for the occasional support provided by corporate organisations, particularly CP Foods.

Maggs simply could not provide our services without the help we receive from individuals who choose to donate their time and care to further our work.

**22) Financial Review of the Year**

Maggs operates a day centre in Worcester along with a clothing store (providing clothing etc. to homeless and vulnerable people) and an activities centre which provides training and support. These have been functioning for many years.

We also have two outreach teams (funded by restricted grants) which support street homeless people and those moving into accommodation.

Our Worcester Day Centre, clothing store and activities centre are funded largely by unrestricted grants and donations from churches, schools and the public.

In early 2020 we opened a Day centre in Malvern funded by donations from local people, The Lottery, Perry Family Trust, Local churches and Malvern Hills District and Malvern Town Council.

During 2019/20 total income was £584,774 however this includes a grant of £187,764 from Worcester City Council covering expenditure in 2020/21. As at 31st March 2020 no funds had been received but the income had to be accounted for in 2019/20 in line with the Charity Commission's SORP.

Total expenditure was £445,520 resulting in a notional surplus of £139,254.

Net funds as at 31st March 2020 were £741,757 and the cash position is thought to be satisfactory.

The trustees consider that there is a degree of uncertainty surrounding the immediate future due to the Covid-19 issue and the fact that funding for the two outreach teams is only secure up to May 2021.

Nevertheless the trustees believe that the charity has adequate funds for our existing operations and the new accommodation project.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)**  
*(continued)*  
**YEAR ENDED 31 MARCH 2020**

**23) Risk Management**

The Trustees confirm that they have reviewed the major risks which the Charity faces.

The main risk to the organisation's work is the unpredictable nature of the income stream.

The Finance Committee has set prudent budgets and regularly monitors expenditure against income. The Trustees have examined potential risks and are satisfied that the internal systems together with insurance policies mitigate these.

**24) Investment Policy**

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

**25) Reserves Policy**

The Charity Commission advises trustees to establish a suitable reserves policy. Some time ago Maggs' trustees agreed a policy to maintain a general reserve of 50% of unrestricted expenditure. However the trustees are reviewing the reserves policy in the light of the Covid-19 situation. In addition, restricted funding for our outreach projects is not currently secure beyond May 2021. If continuation funding for these projects is not forthcoming the trustees would seek to operate at least part of the projects from unrestricted funds. The upshot of this is that the existing 50% figure could be on the low side.

The current calculations are: Unrestricted reserves £360,502. Deduct fixed assets (£33,648). Deduct designated funds (£100,000 for Maggs Accommodation Project, £35,167 for property sinking fund and £35,000 for key posts). Total designated funds (£170,167). Balance £155,687.

2019/20 unrestricted Expenditure £175,062

Reserves percentage 88.9% of unrestricted funds

**26) Future Plans**

Our plans for the coming 12 months will need to be flexible. The Covid-19 issue casts a shadow over Maggs as it does many organisations, charitable and commercial. Our plans are presently:

- Continue to operate our Worcester and Malvern Day Centres along with our clothing store.
- Hopefully restart our activities centre and where possible utilise online methods.
- Continue to run our successful outreach operations.
- Place greater emphasis on partnership working.
- Develop and operate our accommodation project, providing homes for otherwise homeless people.
- Operate contingency plans to help homeless and vulnerable people in the event of another lockdown.
- Develop detailed plans in the coming months in the light of events.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTOR'S REPORT)**  
*(continued)*  
**YEAR ENDED 31 MARCH 2020**

**27) Trustees Responsibilities in Relation to the Financial Statements**

The Trustees as Directors are responsible for preparing the report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable laws). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the surplus or deficit of the Company for that period. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

**28) Disclosure of information to auditors**

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

- so far as he or she is aware, there is no relevant audit information of which the Charity's auditors are unaware; and
- he or she has taken all the steps that he or she ought to have taken as Director in order to make himself/herself aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

**29) Auditors**

It is proposed that our current auditors Langard Lifford Hall are re-appointed for the financial year 2020/2021.

**30) Small company provisions**

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

This report was approved by the board on the 21<sup>st</sup> October 2020 and signed on its behalf:

Melvyn Akers  
Chairman



**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY**  
**CENTRE**  
**YEAR ENDED 31 MARCH 2020**

**Opinion**

We have audited the financial statements of Maggs Day Centre (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities (including income and expenditure account), statement of financial position and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2020 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**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**Other information**

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY**  
**CENTRE** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

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

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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

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.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAGGS DAY**  
**CENTRE** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Langard Lifford Hall Limited*

R D Coton (Senior Statutory Auditor)

For and on behalf of  
 Langard Lifford Hall Limited  
 Accountants and Statutory Auditor  
 Lifford Hall  
 Lifford Lane  
 Kings Norton  
 Birmingham  
 B30 3JN

21<sup>st</sup> October 2020



**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**  
**YEAR ENDED 31 MARCH 2020**

		Unrestricted funds	2020 Restricted funds	Total funds	2019 Total funds
	Note	£	£	£	£
<b>Income and endowments</b>					
Donations and legacies	5	277,507	303,373	580,880	371,265
Charitable activities	6	2,429	–	2,429	2,512
Investment income	7	1,465	–	1,465	1,094
<b>Total income</b>		<u>281,401</u>	<u>303,373</u>	<u>584,774</u>	<u>374,871</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8	175,062	270,458	445,520	379,468
<b>Total expenditure</b>		<u>175,062</u>	<u>270,458</u>	<u>445,520</u>	<u>379,468</u>
<b>Net income/(expenditure) and net movement in funds</b>					
		<u>106,339</u>	<u>32,915</u>	<u>139,254</u>	<u>(4,597)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward as previously reported		257,084	345,419	602,503	607,101
Transfers		(2,921)	2,921	–	–
Total funds brought forward as restated		<u>254,163</u>	<u>348,340</u>	<u>602,503</u>	<u>607,101</u>
<b>Total funds carried forward</b>		<u>360,502</u>	<u>381,255</u>	<u>741,757</u>	<u>602,504</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 25 to 32 form part of these financial statements.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**STATEMENT OF FINANCIAL POSITION**

**31 MARCH 2020**

	Note	2020 £	£	2019 £	£
<b>Fixed assets</b>					
Tangible fixed assets	13		33,648		38,054
<b>Current assets</b>					
Grants receivable	14	282,784		280,570	
Cash at bank and in hand		439,416		293,720	
		<u>722,200</u>		<u>574,290</u>	
<b>Creditors: amounts falling due within one year</b>	15	<u>14,091</u>		<u>9,840</u>	
<b>Net current assets</b>			<u>708,109</u>		<u>564,450</u>
<b>Total assets less current liabilities</b>			<u>741,757</u>		<u>602,504</u>
<b>Net assets</b>			<u>741,757</u>		<u>602,504</u>
<b>Funds of the charity</b>					
Restricted funds			381,255		345,420
Unrestricted funds			360,502		257,084
<b>Total charity funds</b>	16		<u>741,757</u>		<u>602,504</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 21<sup>st</sup> October 2020, and are signed on behalf of the board by:

  
 Mr I Crane  
 Trustee

  
 Mr M Akers  
 Trustee

The notes on pages 25 to 32 form part of these financial statements.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2020**

**1. General information**

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is St. Albans, Deansway, Worcester, WR1 2JD.

**2. Statement of compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

**3. Accounting policies**

**Basis of preparation**

Maggs Day Centre is a private charitable company limited by guarantee and incorporated in England. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

**Going concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

**Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

**Income tax**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

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

**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.

**Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

**Incoming resources**

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

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. A corresponding amount is recognised in expenditure.

Donations of food and other goods received for use by the charity have not been quantified for reasons of practicality.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

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

**Resources expended**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

**Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

**Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Equipment	- 10% - 33%
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**Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

**Financial instruments**

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

**4. Limited by guarantee**

Maggs Day Centre is a Charitable company limited by guarantee (company number 2278501) which was incorporated on 19 July 1988 and amended by Special Resolution on 27 November 1989. Maggs Day Centre was registered as a charity on 17 November 1988 (number 700852).

**5. Donations and legacies**

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2020 £</b>
<b>Donations</b>			
Grants and donations	<u>277,507</u>	<u>303,373</u>	<u>580,880</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
<b>Donations</b>			
Grants and donations	<u>231,165</u>	<u>140,100</u>	<u>371,265</u>

**6. Charitable activities**

	Unrestricted Funds £	<b>Total Funds 2020 £</b>	Unrestricted Funds £	Total Funds 2019 £
Client meals	1,866	1,866	2,095	2,095
Other	<u>563</u>	<u>563</u>	<u>417</u>	<u>417</u>
	<u>2,429</u>	<u>2,429</u>	<u>2,512</u>	<u>2,512</u>

**7. Investment income**

	Unrestricted Funds £	<b>Total Funds 2020 £</b>	Unrestricted Funds £	Total Funds 2019 £
Bank interest receivable	<u>1,465</u>	<u>1,465</u>	<u>1,094</u>	<u>1,094</u>

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

**8. Expenditure on charitable activities by fund type**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Support costs	<u>175,062</u>	<u>270,458</u>	<u>445,520</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Support costs	<u>239,229</u>	<u>140,239</u>	<u>379,468</u>

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

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

	2020 £	2019 £
Depreciation of tangible fixed assets	15,617	15,394
Loss/(profit) on disposal of fixed assets	<u>—</u>	<u>4,512</u>

**10. Staff costs**

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

	2020 £	2019 £
Wages and salaries	<u>294,267</u>	<u>246,915</u>

The charity considers its key management personnel comprise the trustees and the Chief Executive Officer. The total employment benefits of the key management personnel were £33,899 (2019: £32,586).

The average head count of employees during the year was 15 (2019: 13). The average number of full-time equivalent employees during the year is analysed as follows:

	2020 No.	2019 No.
Number of staff	<u>15</u>	<u>13</u>

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

**11. Trustee remuneration and expenses**

No trustees received any remuneration during the year (2019: nil) and there has been no reimbursement of expenses (2019: nil).

During the year the charity paid £212 (2019: £212) for Trustee Indemnity Insurance.

No trustee or other person related to the charity had any personal interest in any other contract or transaction entered into by the charity during the year (2019: nil).

**12. Operating leases**

In 2009 a 150 year lease of St Albans, from which the Charity operates was granted by the Worcester Diocesan Board of Finance to Worcester Municipal Charities (CIO) which in turn has granted the Charity a lease at a peppercorn rent.

The fair market value of the rent of this building and the property provided to us by Worcester Municipal Charities (CIO) at a peppercorn rent has been estimated at £39,850 (2019: £39,850).

In accordance with the SORP this has been shown in the accounts as expenditure and an equal amount shown as grants received. There is no overall effect on the Charity's results for the year.

**13. Tangible fixed assets**

	<b>Equipment</b> <b>£</b>
<b>Cost</b>	
At 1 April 2019	138,182
Additions	11,211
<b>At 31 March 2020</b>	<u>149,393</u>
<b>Depreciation</b>	
At 1 April 2019	100,128
Charge for the year	15,617
<b>At 31 March 2020</b>	<u>115,745</u>
<b>Carrying amount</b>	
<b>At 31 March 2020</b>	<u>33,648</u>
At 31 March 2019	<u>38,054</u>



**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

**14. Debtors**

	<b>2020</b>	2019
	<b>£</b>	£
Grants receivable	278,662	276,484
Prepayments and accrued income	4,122	4,086
	<u>282,784</u>	<u>280,570</u>

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

	<b>2020</b>	2019
	<b>£</b>	£
Creditors	–	843
Accruals and deferred income	7,360	7,384
Social security and other taxes	5,046	–
Other creditors	1,685	1,613
	<u>14,091</u>	<u>9,840</u>

**16. Analysis of charitable funds****Unrestricted funds**

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Unrestricted fund	<u>257,084</u>	<u>281,401</u>	<u>(175,062)</u>	<u>(2,921)</u>	<u>360,502</u>

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
Unrestricted fund	<u>261,542</u>	<u>234,771</u>	<u>(239,229)</u>	<u>–</u>	<u>257,084</u>

**Restricted funds**

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Restricted Fund	<u>345,419</u>	<u>303,373</u>	<u>(270,458)</u>	<u>2,921</u>	<u>381,255</u>

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
Restricted Fund	<u>345,559</u>	<u>140,100</u>	<u>(140,239)</u>	<u>–</u>	<u>345,420</u>

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**NOTES TO THE FINANCIAL STATEMENTS** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

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

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2020 £</b>
Tangible fixed assets	33,648	–	33,648
Current assets	340,944	381,255	722,199
Creditors less than 1 year	(14,090)	–	(14,090)
<b>Net assets</b>	<u>360,502</u>	<u>381,255</u>	<u>741,757</u>

  

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2019 £</b>
Tangible fixed assets	38,054	–	38,054
Current assets	228,870	345,420	574,290
Creditors less than 1 year	(9,840)	–	(9,840)
<b>Net assets</b>	<u>257,084</u>	<u>345,420</u>	<u>602,504</u>

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**YEAR ENDED 31 MARCH 2020**

	2020 £	2019 £
<b>Income and endowments</b>		
<b>Donations and legacies</b>		
Worcester City Council	187,764	94,265
Worcester Municipal Charities	68,606	68,132
The Eveson Charitable Trust	23,000	23,000
Pret Foundation Trust	7,800	7,800
Socks & Chocs	7,921	1,580
Hawthorne Charitable Trust	3,000	3,000
Six Masters' Charities	2,000	1,000
Zurich Community Trust	–	5,000
Laslett's Hinton Charity	5,000	–
Roger & Douglas Turner Charitable Trust	3,000	3,000
The Albert Hunt Trust	–	3,000
G W Turner Trust	2,000	2,000
Edgar E Lawley Foundation	–	1,500
Dumbreck Charity	1,000	1,000
Edward and Dorothy Cadbury Trust	5,000	6,000
People's Postcode Lottery	–	20,000
Openbox Foundation	–	12,000
Garfield Weston Foundation	45,000	10,000
Santander	–	5,000
Albert and Elizabeth Clark Trust	–	5,000
Didymus	–	3,000
Michael Marsh Charitable Trust	2,000	2,000
Monica Rabagliati	–	2,000
Souter Charitable Trust	2,000	2,000
Elmley Foundation	–	1,000
Austin Hope Pilkington Trust	–	1,000
J A Gillet Charitable Trust	1,000	1,000
Oliver Stanley Charitable Trust	–	1,000
Open Minds Charity	–	1,000

Carried forward

(366,091)

(286,277)

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**DETAILED STATEMENT OF FINANCIAL ACTIVITIES** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

	<b>2020</b> <b>£</b>	2019 £
Brought forward	(366,091)	(286,277)
Fortis	500	500
Colart	—	508
The Bewley Charitable Trust	200	300
St Martins	—	76
CCP	—	39
Donations from Churches	16,610	8,626
Donations from Schools	1,493	2,657
Donations from the General Public	46,813	41,756
Donations Online	36,250	30,526
Lloyds Bank Foundation	33,000	—
Harrison Clark Rickerby	12,000	—
Lottery Community Fund	10,000	—
John Horseman Trust	5,000	—
Ratcliffe Foundation	5,000	—
Perry Trust	5,000	—
WDF	4,600	—
Friends of Malvern	30,978	—
Malvern Town Council and Malvern Hills District Council	2,700	—
Sir Jules Thorn Trust	1,000	—
Brian Shaw Memorial Trust	1,000	—
Wyre Forest	500	—
Stanley Smith	500	—
Richard Cadbury Charitable Trust	500	—
Rodway Family Trust	500	—
M J Hindley Charitable Trust	250	—
Sir John Sumner's Trust	200	—
Marston Charitable Trust	100	—
Evesham Relief in Need Charity	15	—
L Cleaveley	80	—
	<u>580,880</u>	<u>371,265</u>
<b>Charitable activities</b>		
Client meals	1,866	2,095
Other	563	417
	<u>2,429</u>	<u>2,512</u>
<b>Investment income</b>		
Bank interest receivable	<u>1,465</u>	<u>1,094</u>

**MAGGS DAY CENTRE**  
**COMPANY LIMITED BY GUARANTEE**  
**DETAILED STATEMENT OF FINANCIAL ACTIVITIES** *(continued)*  
**YEAR ENDED 31 MARCH 2020**

	<b>2020</b>	2019
	<b>£</b>	£
<b>Total income</b>	<u>584,774</u>	<u>374,871</u>
<b>Expenditure</b>		
<b>Expenditure on charitable activities</b>		
Wages and salaries	294,267	246,915
Rent	40,322	40,627
Rates and water	11,781	10,140
Repairs and maintenance	10,947	11,157
Insurance	7,526	6,461
Legal and professional fees	3,199	4,957
Telephone	5,036	3,535
Depreciation	15,617	15,394
Loss/(profit) on disposal of fixed assets	–	4,512
Food	5,927	4,498
Newspapers	–	358
Auditors remuneration	2,100	2,520
Client expenses	–	1,302
Cleaning and refuse	5,304	3,509
Activity centre costs	12,083	10,171
Staff training and expenses	24,211	7,387
Recruitment costs	835	1,055
Befrienders expenses	1,647	118
Running expenses	3,003	4,455
Computer costs	1,624	296
Bank charges	91	101
	<u>445,520</u>	<u>379,468</u>
<b>Total expenditure</b>	<u>445,520</u>	<u>379,468</u>
<b>Net income/(expenditure)</b>	<u>139,254</u>	<u>(4,597)</u>