Centrepoint Outreach

Annual Report

2020-2021

The year of the Covid-19 pandemic

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Chairman's Report for the year ended 31st March 2021

As we look back on last year, I am sure that we all fervently hope that we will not have another year like that one. It would be good to think that it was a never to be repeated aberration in the scheme of things.

Our year runs from 1st April to 31st March, and it was 8 days before this year started that what turned out to be the first lockdown was announced (on 23rd March 2020 in fact).

After that, the way we all lived changed dramatically and the way that Centrepoint Outreach operated had to change dramatically as well. I touched on this in last year's report.

The Drop In could no longer operate, given that we all had to stay at home (if we had one) except for very limited reasons; and when we could go out we had to practise social distancing. The shop had to close. Trustee meetings had to be held by Zoom, as was last year's AGM of course.

As I write (in April 2021) the shop has re-opened (again), but the Drop In has not reopened fully. It is said that in many areas changes that would have occurred eventually, have been advanced by the pandemic and this is certainly true of Centrepoint Outreach. We had felt for some time that the Drop In was ripe for change. Too many clients seemed to be taking it for granted, claiming their refreshment (sometimes as it were, apparently of right) and leaving, giving us no chance to engage with them and attempt to help them in a more meaningful way.

As an organisation though, we were able to respond quickly and effectively to continue to offer whatever help we could to our clients, by 'meeting' them through the office window and providing them where appropriate with food, clothing advice etc. I think we can claim that because we are not hidebound by contracts and service level agreements, we could be 'light on our feet' and change the way we operate to suit the radically changed circumstances. I must pay tribute here to our CEO Liz, and also our Project Workers Kelly, Lisa and Kerry who willingly adapted to the new reality.

Michael Haywood-Salvadori, our Rough Sleeping Project Co-ordinator, also found that his role had changed, but proved very flexible. Rough Sleepers were 'housed' by Boston Borough Council in an hotel, in order to keep them and the community, safe. We provided breakfasts to those in the hotel who needed them and this has evolved through Michael's and Kelly's good work, into online cooking sessions which those recently homed can access – we even provide them with the raw materials for the simple meals. Again this is an imaginative and practical idea which makes use of modern technology in a very professional manner.

Speaking of technology, I was very pleased that this year we were able to launch our new website. The old one was very dated and could not be accessed by all devices. We were grateful to the Alan Boswell Charitable Trust for help with the funding for this. The website already appears to have led to new donations and applications for membership.

At last year's AGM we said goodbye to our long standing treasurer and trustee Mick Clarke and I would like again to thank him for his years of service to the charity. During the year, we were very pleased to welcome Mike Sharp as a new trustee and our new treasurer; I am sure he will make a valuable contribution in both these capacities.

Finances usually dominate our discussions. This year of course, it was difficult to do any fundraising and shop sales nose-dived. Fortunately we were able to take advantage of various government grants and other funding to keep us going. The accounts will demonstrate this.

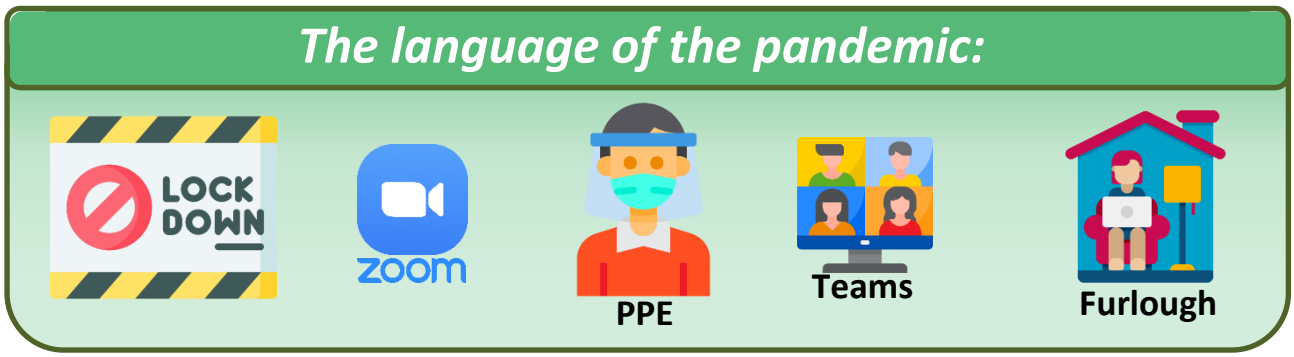
The trustees have continued to work in accordance with the Strategic Plan and updated it during the year. As well as launching our new website we have also increased our use of social media to raise awareness of our work. Likewise we have improved the circuitry for the internet within Belmont House; we have certainly learned this year the benefit of good technology!

Finally, I would like to thank all our staff for their support during this difficult year. The Project Workers and Michael of course; Claire and Donna in the shop; Paul our van driver; Carol our Finance Officer who has had to deal with new challenges this year with the furlough scheme amongst others; Asteri our administration officer; and once again our CEO Liz for steering us through these uncharted waters; and our volunteers for their support even if some of them could not physically attend our premises. We have had a lot of support from all sorts of sources, so many I cannot list them all here, but thank you to each one of you.

Peter Lawson

Chief Executive Officer's Report for the Year ended 31st March 2021

2020-21 was a year like no other, dominated as it was by the global Covid-19 pandemic. At the start of the year we were only just getting used to words and phrases such as 'Lockdown', 'Furlough', 'Zoom', 'Teams' and 'PPE'; yet by the end of the year they had become part of everyday language. At Centrepoint Outreach we had to learn to operate in a completely different way in order to meet the needs of our clients whilst, at the same time, keeping everyone safe. In addition to the challenges it presented, however, the pandemic also gave us the opportunity to review the way we worked and plan for future changes.



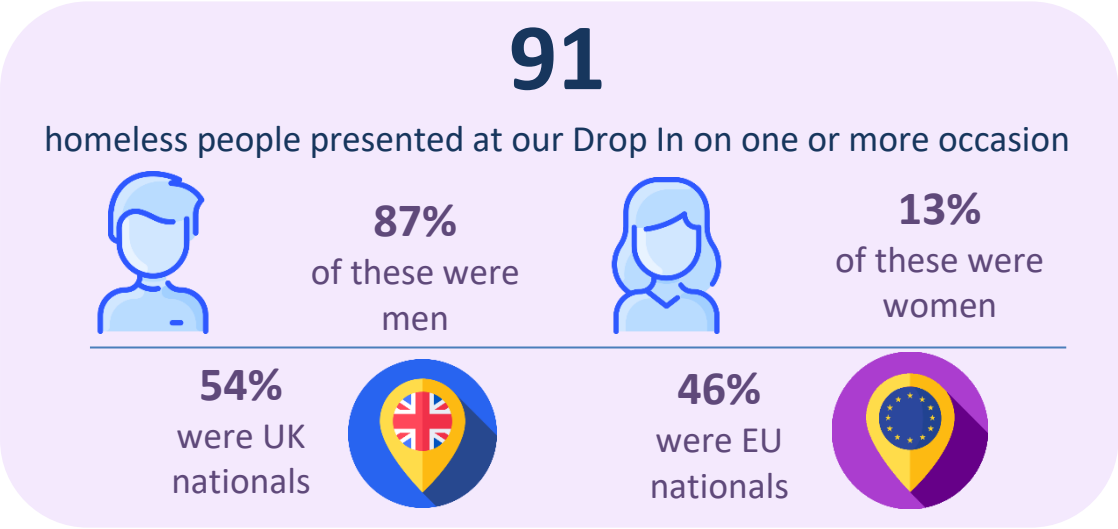
Homelessness in Boston

At the start of the financial year on 1st April 2020 the number of people rough sleeping in Boston had fallen dramatically due to the government's 'Everyone In' initiative. This involved the government directing local authorities to provide emergency housing for rough sleepers and vulnerable homeless people to prevent the spread of Coronavirus. Boston Borough Council acted quickly and, on 27th March 2020, just two days after receiving the government's letter, it had accommodated 18 individuals in a local hotel. This comprised all the people known to be rough sleeping apart from a few who refused the offer of accommodation.

Numbers of homeless presentations between 1 April 2020 and 31 March 2021

As a result of 'Everyone In' the number of people presenting to us as homeless was much lower than in previous years. Nevertheless, over the year we did receive visits from 91 individuals who were homeless or vulnerably housed in temporary accommodation. This was

45 individuals less than the previous year, a 33% reduction, which occurred across both UK and EU nationals.



The reduction in the number of people sleeping rough was also evidenced in the annual rough sleeper estimate; an annual exercise carried out to provide an estimate of the number of people sleeping rough nationally. In Boston during 2020-21 the number of people estimated to be sleeping rough was 7, a large fall from the previous year when the estimate was 19.

‘Everyone In’ and how we supported people accommodated in the hotel

In the last few days of the previous financial year Boston Borough Council approached us and some of the local churches to ask if we could provide food for the individuals accommodated in the hotel. Working in partnership with Centenary Methodist Church, Restore Church and Boston Food Bank our role was to provide a hot breakfast 6 days a week and a cold breakfast on Sundays. We also provided the residents with daily essentials such as toiletries and clothing.

Having never delivered hot food before we had to purchase suitable equipment including food containers and insulated boxes. We were fortunate to receive emergency funding from Crisis and The National Emergencies Trust (via Lincolnshire Community Foundation) to enable us to do this.

Between 1st April 2020 and 13th December 2020, when the service stopped, we delivered 3263 breakfasts to the hotel. Thereafter we provided daily food packs which were available for collection from our premises. 197 food packs were provided between 4th January 2021 and 31st March 2021.

Boston Food Bank originally provided food parcels for the hotel residents for Sundays when there was no lunch time or evening food provision. We assumed responsibility for providing these food parcels from May 2020 until December 2020. In total we provided 429 Sunday food parcels.

The individuals accommodated under 'Everyone In' included several who had been sleeping rough for years. Some of them had not been eligible for support before, some had no recourse to public funds (NRPF), others had not previously been willing to register as homeless with the local authority and some had been evicted from supported housing. Most had multiple and complex needs. As a result of 'Everyone In' the lives of these individuals changed overnight and instead of sleeping on the streets they found themselves with a roof over their heads and a comfortable bed to sleep in.

It very soon became apparent what a difference having somewhere safe to live can make to an individual. The street outreach team were responsible for visiting the hotel residents to support them to make applications for Universal Credit and, in appropriate cases, for Settled Status under the EU settlement Scheme. Individuals who had repeatedly refused offers of assistance with these matters previously were suddenly much more willing to engage. This resulted in several of the residents acquiring Settled Status and signing up for Universal Credit which enabled them to move into more permanent housing.

Not everyone found the move into accommodation straightforward. Some individuals found it hard to adapt to living in the hotel and were asked to leave for various reasons, including anti-social behaviour. However, many of these people were offered alternative accommodation by the local authority in an attempt to ensure that no one was forced to sleep rough.

By the end of the year the majority of the initial 'Everyone In' cohort had moved on from the hotel but the property was still being used to provide temporary accommodation for new rough sleepers whilst their situation was being assessed. This is the sort of provision which Boston has needed for years and the concern is that homeless numbers will increase again as and when it is no longer available. This would be a tragedy as 'Everyone In' showed that it is possible to provide accommodation for everyone, albeit on a temporary basis, when there is a will to make it happen. Not only did the 'Everyone In' initiative provide the majority of rough sleepers with a safe place to stay but it also helped the vast majority of individuals to keep free from Covid -19.

Covid-19 Health and Social Care Cell: Homelessness Subgroup

On 1st April 2020 I attended the first meeting of the Covid-19 Health and Social Care Cell: Homelessness Subgroup. It comprised part of a reporting structure which was established to help the government form a coordinated response to the Covid-19 crisis. Starting at grassroots level it fed right up to the government's Civil Contingencies Committee (COBR).

The subgroup included a representative from each local authority in Lincolnshire, and representatives from other organisations including the NHS, adult care, substance misuse, housing related support, probation and charities. I was pleased to represent Centrepoint

Outreach at the meetings. At the start of the pandemic the group met on Teams twice a week and then gradually scaled back when appropriate, firstly to once a week and then once a fortnight.

The issues considered by the group changed as the Covid situation altered but initially included matters such as triaging people according to whether or not they had Covid symptoms or pre-existing conditions, ensuring that all people who were rough sleeping had accommodation and getting the social care basics such as food in place. Being part of this group gave me a good overview of the situation throughout the county and we were also supported with PPE at a time when our stocks were running low. It also helped us to widen our connections throughout the county. In conjunction with 'Everyone In' this subgroup played an important part in keeping a very vulnerable group of people as safe as possible during the pandemic.

How we supported people presenting as homeless

> "When you asked me if I wanted a hot chocolate or a coffee it was the happiest I have been in days" – a new homeless client

Although numbers were lower than previous years, we did still receive visits from people presenting to us as homeless during the pandemic. With our drop in closed we had to speak to clients through the window but, nevertheless, we were still able to provide support with food, replacement clothing, washing of clothing, phone charging, a care of address facility and general support and guidance, including contacting partner agencies.

In normal times people who are sleeping rough can take advantage of our shower facility to freshen up. However, during the first lockdown when our drop in was closed, so too was our shower. This did not present too much of a problem initially as the vast majority of rough sleepers had been accommodated under 'Everyone In'. However, as time went by we did start to receive requests for showers. We were fortunate to be successful in our funding application to the Homelessness Response Fund which was government funding administered by Homeless Link. This funding allowed us to employ a professional cleaner for 3 months to clean the shower after each use which enabled us to reopen our shower in

August 2020. At the end of the funding period our staff felt confident to take over the shower cleaning themselves.

Thanks to a grant from the Homelessness Response Fund we were able to safely reopen our shower facility in August 2020. After having his first shower one client said "I feel 100% better"

Supporting people into accommodation

The number of people accommodated in the hotel fluctuated throughout 2020-21 with some people moving on and others taking their place. Registering for Universal Credit enabled some individuals to move on into social housing or HMO type accommodation. We were able to support these individuals with items of furniture and household goods to equip their new homes.

Case Study

Irena (not her real name) first registered at Centrepoint Outreach (CPO) in February 2020 after being referred to us by a friend. She had mental health challenges which left her unable to work. This had resulted in her losing her accommodation as she could not pay the rent. Irena spoke little English and to assist the project workers her friends helped to translate for her. During initial interactions with Irena, the project workers learned that she was in her early 60s, widowed with 6 adult children who lived in Poland, where she was born. Initially Irena was able to stay with friends so that she did not need to sleep rough, but towards the end of March 2020 she found herself out of options and was sleeping in a tent.

Irena was accommodated in a local hotel during the Covid-19 pandemic, under 'Everyone In'. Whilst she was in the hotel, she worked with Boston Borough Council and supporting agencies to gain Settled Status and Universal Credit which allowed her to move on from the temporary emergency accommodation into her own flat. During Irena's time in the emergency accommodation, CPO provided her with breakfast 6 days a week and a food parcel containing 3 meals, a drink and a snack each Sunday as well as toiletries and clothes. When Irena moved into her accommodation CPO supported her with a food parcel containing the necessities for starting up a home. Irena is now self-sufficient and is living independently. She still keeps in touch and has visited us on several occasions to thank us for our support.

As mentioned earlier in this report we continued to receive visits from new people presenting as homeless all through the pandemic. Numbers were low initially but increased towards the end of the year. Previously we would have signposted these individuals to the Council to register as homeless. During the year in question, however, the Council offices were closed and people were unable to visit in person. With the support of Boston Borough Council, we began to complete online homelessness registrations for clients. In total we made 39 homelessness applications during the year. Of the 91 people who presented to us as homeless 27 were supported into temporary accommodation and 17 obtained more permanent accommodation (which includes 8 of the individuals originally in temporary accommodation).

The accommodation situation began to improve towards the end of the year when some new units of supported accommodation became available which provided more options for people moving out of the hotel.

In my report last year I mentioned the Boston Rough Sleeping Project which was working towards reducing the number of people rough sleeping in Boston. With the assistance of government funding provided via Boston Borough Council we continued to employ the coordinator for the project, Michael Hayward-Salvadori, during 2020-21. As soon as it was possible to do so Michael re-established weekly case conferences with the other members of the project team who were all employed by P3. These meetings reviewed the rough sleeping situation generally as well as checking on the progress being made with the individuals accommodated in the hotel with regard to settled status applications and benefit claims etc. With less people rough sleeping following 'Everyone In' it was agreed part way through the year that Michael's role would change emphasis to have more of a community focus through the provision of activities/life skills training opportunities for newly accommodated individuals to access.

Our Drop In Centre

Our Drop In lounge was closed for the whole of the year as, due to its size, it was impossible to comply with social distancing requirements. Instead we operated through our office window and received 2079 visits in this way from 1st April 2020 -31st March 2021.

- **84.9%** of people visiting Centrepoint were **self-referred**
- **6.2%** were referred by **P3**
- a further **3.9%** were referred by **Children's Services.**

The remaining clients were referred from over **10 agencies** across the area, including housing associations and support agencies.

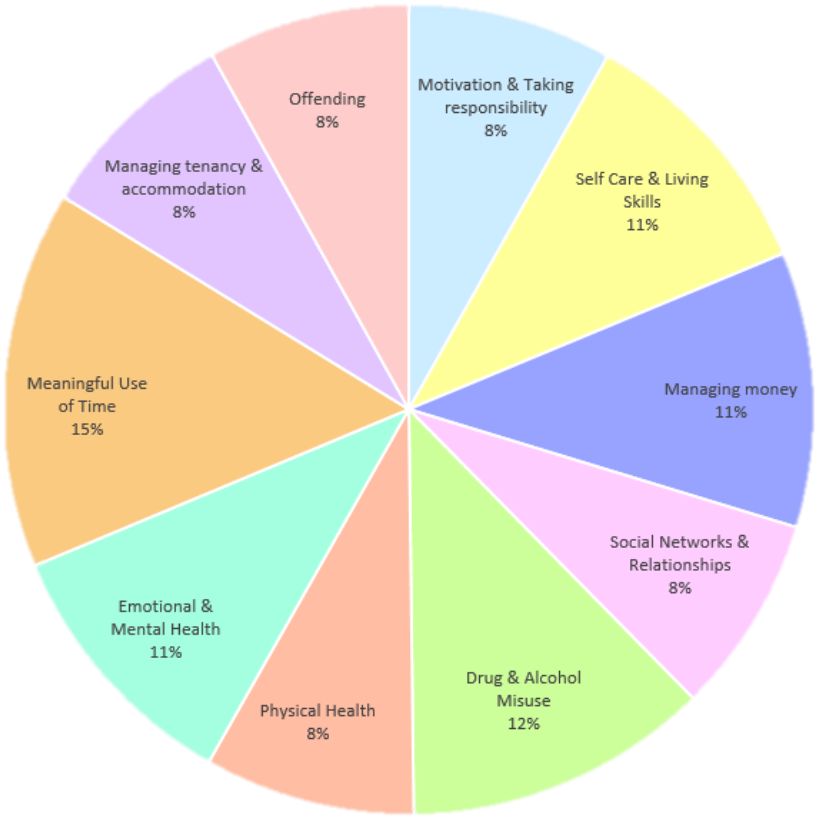
2079 visits to our Drop In were made by **209** individuals.

During the periods of lockdown in 2021-21 people were encouraged to stay at home and not to come out unless absolutely necessary. As a result of this, and the fact that our drop in lounge was closed, we received far fewer visits and saw less people than we would in a more normal year. What we noticed during the year in question, however, is that virtually everyone coming to our window had a specific need. In the majority of cases these were food related which was the main focus of our support, particularly during the first lockdown.

Client Needs

When clients register with us we make a record of their needs which enables us to discuss how we can best support them. In previous years the area of greatest need has usually been 'managing tenancy and accommodation' (which includes the need for accommodation due to homelessness). Last year this changed, probably because far fewer people were homeless as a result of the 'Everyone In' initiative. The pie chart below shows that the area of greatest need identified during 2021-21 was meaningful use of time which we believe was linked to the fact that lockdown had forced so many services to close, our drop in included.

In order to help people find new ways to fill their time and meet this need we introduced online cooking and art and craft activities and more is said about these later in this report.

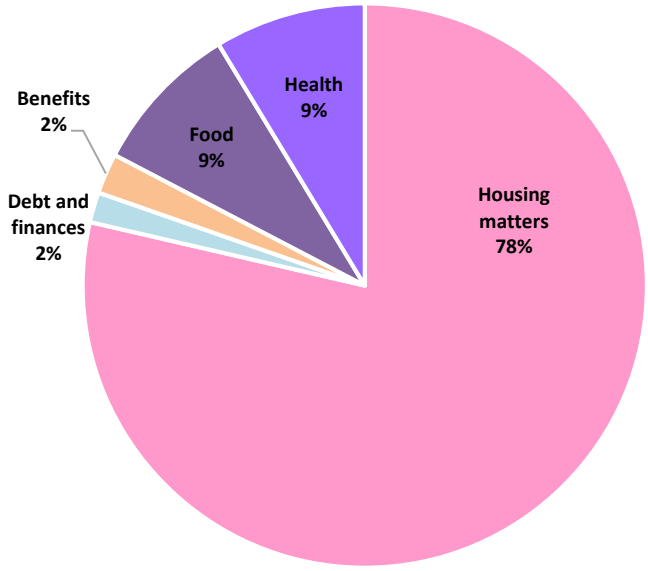


Of the clients who registered with us the greatest need related to issues involving Meaningful Use of Time. We established online activities including cooking and art and craft projects to help clients to fill their time as well as learn new skills.

Referral to partner agencies

When clients need more specialist support we often refer them to other agencies. The pie chart/graph overleaf gives details of the referrals made to partner agencies during the year.

It is perhaps not surprising that the agency we referred clients to most frequently during the year was Boston Borough Council. This was partly because the Council was responsible for allocating places in the hotel used for 'Everyone In' and also because it is where individuals have to register if they are homeless. As a result of working more closely together to keep



We made 187 referrals to over 15 agencies during 2020-21 with referrals to Boston Borough Council in relation to housing matters and to register as homeless being the most frequent (40.1%), followed by referrals to P3 (27.8%).

vulnerable individuals safe during the pandemic our relationship with the Council strengthened, a positive development. Referrals to other partner organisations were much lower than usual partly because more people were accommodated but also because many other agencies were not offering face to face appointments.

Other support provided

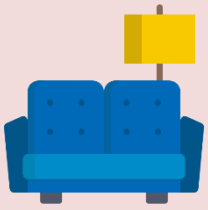
The level of the other support we provided during 2020-21 was different to previous years due to the restrictions imposed during the pandemic. Our van did not operate for large parts of the year and there was therefore a far greater emphasis on the provision of food support and clothing. Nevertheless we did manage to deliver some items of furniture to people being accommodated and we also provided substantially more household goods than the previous year. This reflects the number of people moving into more permanent accommodation.

See below for details of the support provided during 2020-21

From 1 April 2020 to 31 March 2021:

54 trips were made by our van to collect and deliver furniture

68 items of furniture were delivered



131 items of furniture were collected (to be passed on to those in need or sold in our shop)

637 incidents of household items given.

764 food parcels were given out (not including hotel food parcels)

125 items of bedding were given out

990 items of clothing were given to homeless people.

In the whole of the previous financial year we provided 129 food parcels whereas in 2020-21 in addition to 3263 breakfast and 429 hotel food packs we also provided 764 food parcels from Belmont House, some to clients and some to individuals and families referred to us by partner agencies. Not only were people struggling to afford to buy food during the pandemic for many reasons such as job loss or reduced hours, but we received several requests for help from people who used to come and take advantage of the hot snacks on offer in our drop in before the pandemic.

Activities

Prior to the first lockdown we held a weekly art and craft session in the drop in one afternoon a week. These sessions had always proved popular but had to be put on hold when the drop in centre closed during lockdown.

We had planned to set up daily activity sessions to commence at the beginning of March 2021 (see more details below) but as that date approached it became clear that the Covid situation would not permit in person activities to take place. We were fortunate to receive funding from the Winter Transformation Fund (as part of an application submitted by Restore Church) and this enabled us to establish an online cooking project called 'Cook Along With Us' in February 2021. The project was designed and led by Michael Hayward-Salvadori.

In conjunction with the project workers, Michael produced a series of online cooking videos and provided each participant with the link to a weekly video together with a pack containing the ingredients, a recipe card and some basic cooking equipment. We began by providing around 12 packs each week to residents at the Framework hostel and P3 accommodation. The feedback was positive although we did receive a comment that the recipes were too easy! We took this on board and adjusted the subsequent recipes slightly. Most weeks we received a photo from at least one participant to show us what they had made – see photos below.

With the initial trial of the online cooking project going well Michael approached the Mental Health Transformation Fund which was funding in-person activities from 1st March 2021 to see if part of the funding could be used to continue to offer online sessions until it was possible to hold the sessions in person. Fortunately this was agreed. As well as online cooking sessions an online art and craft project commenced shortly before the end of the year.

Some of the comments we received about the cooking project:

"I didn't bother cooking for one but this has really helped me"

"It means I get a decent meal"

"I share the recipes with my daughter".

Strategic Planning

OUR VISION	**That homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential.**

In my report last year I mentioned that one of our strategic goals was to investigate how Belmont House could be reconfigured to use the space more effectively. Unfortunately the pandemic then intervened which meant that no further progress was made on this aspect of the plan during the year.

Nevertheless it was possible to complete other goals including the launch of our new website, funded by a grant from the Alan Boswell Foundation with the work carried out by Laser Red. We were hoping that the new website would raise the charity's profile and lead to an increase in donations and it has already achieved both these things. Not only do we regularly receive enquiries through the website but we have also attracted new members and increased donations, including some regular monthly payments. These are made through our Localgiving page which can be accessed directly from the website. In addition to the new website we also introduced a new email system during the year.

One of the longer-term goals in the Strategic Plan was to have at least three life skills/wellbeing activities on offer a week. The barrier to this was always the lack of space and suitable facilities at Belmont House and we therefore needed to explore alternative solutions. The need to provide activities and life skills training took on a greater importance as more people became accommodated. We identified that one of the key issues would be how to support those individuals to maintain their accommodation and not return to the streets.

Many of the people we support have complex needs often involving substance misuse and mental health challenges and securing accommodation is only the first step in supporting them to change their lives. With less people rough sleeping we agreed with Boston Borough Council that Michael Hayward-Salvadori's role of Rough Sleeping Project Coordinator would change emphasis to become more community focussed and to concentrate on preventing people returning to rough sleeping. Our analysis of client needs revealed that the greatest area of need was meaningful use of time and we decided to build upon the success of our art and craft session to establish daily activity sessions as part of our restructuring of the drop in.

A successful application was made to the Mental Health Promotion Fund to cover the costs of providing 6 activity sessions a week with the intention that these would start at the beginning of March 2021. These would include 2 cooking sessions and 1 art and craft session a week to be held at Centenary Church. This was to overcome the limitations of Belmont House. Unfortunately, we were unable to start the activities in person when planned due to the pandemic but thanks to Michael's creative solution we were able to deliver cooking sessions and some art and craft session online. More detail is given in the 'Activities' section.

The trustees also used the pandemic as an opportunity to consider ways to restructure the daily drop in sessions and these were still under consideration at the end of the financial year.

Financial and other support

At the start of the first lockdown the financial situation appeared bleak. With the shop having to close and fundraising events having to be cancelled I was initially very concerned about the future. Before long several emergency Covid-19 grant schemes were launched and we applied to some of these with mixed fortunes. Receiving emergency grants from Crisis and NET (via the Lincolnshire Community Foundation) gave us a real boost both financially and psychologically and enabled us to purchase containers and equipment for delivering hot food, food items and PPE. Thanks go to Will Culley who assisted us with some of the funding applications.

We continued to make funding applications throughout the year and full details of the grants we received are listed in the accounts. However, there are some which merit a special mention; we are grateful to the 3 local councillors who supported us through the Lincolnshire County Council Community Fund Scheme. The grants we received enabled us to replenish our food stocks as well as purchase Perspex screens for use in our drop in office and charity shop; the grant received from the Homelessness Response Fund enabled us, amongst other things, to reopen our shower for use by people sleeping rough. This was a significant milestone for both us and our clients and provided some much needed light at the end of the tunnel; the grant from the Department of Culture, Media and Sport (via the Lincolnshire Community Foundation) ensured that we were able to support more clients who came to us by increasing the hours of our part time project workers for a 6 month period as well as equipping them with laptops and phones which meant that they no longer needed to share.

We were also extremely grateful to the Medlock Charitable Trust, the Worth Waynflete Foundation and Boston Borough Council for their continued support with core funding which played a vital part in ensuring that we could continue to support people in need.

We also received numerous generous financial donations from individuals, local organisations and businesses which made a real difference to the support we could provide. With donations of food reducing during the pandemic the financial donations we received enabled us to purchase food as and when we ran short. I would also like to acknowledge the support we received from Asda and the Community Champion Stephen Bromby, who provided us with Covid food supplies on several occasions during the year. Mention should also be made of the kind lady who made and delivered either fresh pies or pasties to us virtually every week which went down very well with the homeless individuals receiving them.

As well as people who made one-off donations we were extremely grateful to the individuals and churches which made regular monthly donations throughout the year. Donations made in this way are extremely helpful to us from a cashflow point of view.

All the fundraising events we had planned for the year had to be cancelled due to the pandemic. However, one of our volunteers, Jayne Wallis, took part in the 2.6 Challenge set

by the organisers of the London Marathon. Jayne's challenge was to run 26k and in doing so she raised £661.75 for us, a fantastic achievement. Jayne is featured in action on the front cover of this Annual Report.

With the charity shop closed for most of the year we were very grateful to receive government support in the form of retail and other grants. This made a huge difference to the state of our finances at the end of the year. We were also grateful to be able to take advantage of the Coronavirus Job Retention Scheme for 5 of our employees throughout the charity until such time as they were able to return to work.

We were very grateful for all the non-financial support we received during the year in the form of food, clothing, toiletries, household goods and items for our charity shop (when it was open). Harvest donations were lower than previous years as many churches and schools did not hold their usual harvest festival services. Nevertheless we were very grateful for the donations received from 10 churches and schools which helped to refill our empty shelves.

We also received non-financial support during the year under the Strategic Adviser Development Scheme from Vicky Thomson who was assigned to work with me. During the period of the programme Vicky and I met virtually on several occasions covering areas such as a stakeholder analysis, delegation sequence and concluding with a training session for the project workers, myself and others on writing case studies. I found taking part in the programme very beneficial and was given the opportunity to speak about my experience at the Voluntary Engagement Team conference in October 2020.

I am also very grateful to Howard-Exton-Smith who continued to act in a mentoring role through monthly meetings on Zoom. At these meetings I am able to talk about what has been happening during the previous weeks, including any challenges. Howard is always able to provide helpful suggestions based on his experience of working with other individuals and organisations and in many cases the very act of talking about challenging situations makes it easier to see the way ahead.

Our Charity Shop

As a result of the pandemic and various lockdowns our charity shop was only open for 46 days between 1st April 2020 and 31st March 2021. It was already closed at the start of the financial year which fell during the first lockdown and it remained closed until 12th October 2020. It would have been possible to reopen in June 2020 but we did not feel confident about reopening at that point nor did we have all the recommended safety measures in place. Our caution proved beneficial as when the shop did reopen its doors customers were used to wearing masks and following one way systems which meant that our staff and volunteers did not face the same customer resistance to these measures as other shops which reopened earlier.

Following the first lockdown we had to close and reopen our shop on two further occasions as a result of Boston going into Tier 4 and subsequent lockdowns.

24th March 2020
Shop closed for first lockdown

12th October 2020
Shop reopened

4th November 2020
Shop closed again due to lockdown

3rd December 2020
Shop reopened again

30th December 2020
Shop closed when Boston when into Tier 4 followed by lockdown

31st March 2021
Shop was still closed at end of financial year

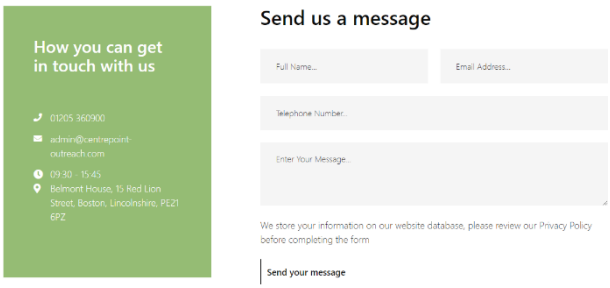
We were fortunate to benefit from various government initiatives to support the retail sector during the pandemic including retail grants and business rate relief as well as the Coronavirus Job Retention Scheme. Without the assistance of this support the outlook for the charity shop would have been very bleak.

As mentioned earlier two of the grants received from the Lincolnshire County Council Covid-19 Community Fund Scheme enabled us to purchase screens for the till area in the shop as well as PPE for staff and customers and the necessary materials to mark out a one-way system through the shop. This funding ensured that when we reopened we could do so safely.

We were very grateful for our membership of the Charity Retail Association during the year as we received regular updates on how the charity retail sector was dealing with the challenges of the pandemic together with guidance on reopening which was updated each time the rules changed. We followed this guidance closely when planning our reopening.

Communications (including website and social media)

The pandemic not only presented challenges with delivering our services but also with how we communicated. With only a few face-to-face meetings taking place we had to find other ways to keep in touch with everyone. As well as launching our new website during the year we also expanded our use of social media. Previously we only posted occasionally on Facebook but from the start of the first lockdown we began to post several times a week. This not only kept our followers up to date with how we were continuing to support people but also resulted in an increase in our number of followers. Towards the end of the year we set up an Instagram page in conjunction with the start of our online cooking and art and craft activities and this helped to reach yet another audience.



During the year all the meetings of trustees took place on Zoom. To ensure the trustees were kept fully up to date with developments during the pandemic I sent them short weekly updates summarising what had happened during the previous week and giving details of the type of support provided.

I also attended Community Leaders Briefing meetings held by Boston Borough Council on Zoom. These not only helped me to keep abreast of what was happening locally as regards Covid vaccines and other matters, but also enabled me to contribute to discussions concerning how best to help individuals who were either rough sleeping or living in temporary accommodation. It was through membership of this group that I was given the opportunity to put a question to the Deputy Chief Medical Officer, Jonathan Van-Tam, at an online Question and Answer session.

I have mentioned elsewhere in this report the benefits we obtained from our membership of the Charity Retail Association during the pandemic. I was also extremely grateful for our membership of Homeless Link during this time. In the initial stages of lockdown the CEO of Homeless link held weekly webinars every Wednesday afternoon. At a time when government guidance for the operation of day centres was limited, the guidance provided by Homeless Link was invaluable. I was also able to attend several online meetings with representatives from day centres elsewhere. Not only did this show me that everyone else was facing the same problems as us, but also gave me reassurance when I discovered that the new ways of working we had devised were similar to those of other charities.

Staff and Volunteers

The year 2020-21 was very challenging for all of our staff and volunteers. Depending on their respective roles in the charity they had very different experiences during the pandemic. Of our paid staff members, 5 were furloughed at the start of the first lockdown. These were our shop manager and deputy, our van driver and two of our project workers (one of whom retired whilst on furlough). One of our project workers was on maternity leave at the time and was therefore not at work anyway. The remaining 6 staff members continued to work. Our Finance Officer and Rough Sleeping Project Coordinator were able to work from home (during the whole year in the case of the Finance Officer and for part of the year in the case of the Rough Sleeping Project Coordinator).

This left 4 members of staff actually working from Belmont House; our lead project worker and me both on a full time basis and our Saturday project worker and my admin assistant on a part time basis.

Kelly Reay, our lead project worker only started with us 6 weeks before lockdown and was still learning the job when she had to instantly adapt to completely new circumstances. In fact Kelly virtually singlehandedly prepared and delivered the majority of the 3263 breakfasts delivered to the hotel, with Claire Gray (initially) and then Lisa McKnight taking on the role on Saturdays. They all did an incredible job but I particularly wish to pay tribute to Kelly who kept going throughout the initial lockdown despite the need to constantly adapt how we were operating as Covid rules changed. Most of the visitors to our window came during the morning and she used the afternoons to do some much-needed sorting out of our clothing and bedding stores. She also took the opportunity to devise an online system for recording statistics on a daily basis. This was something we had been keen to introduce for a while and Kelly, with her IT skills, was able to make it happen.

Looking back the first lockdown seemed to last forever but in July we were pleased to be able to welcome back project workers Lisa McKnight (from maternity leave) and Kerry Holmes (who had been covering Lisa's maternity leave but remained on a temporary basis to cover the role of the project worker who had retired).

Claire Morris and Donna Ladds from the shop both spent much of the year on furlough and I am grateful to them for coping with this so well and for their enthusiasm for putting in hand the necessary measures to ensure the shop could reopen safely on three different occasions throughout the year. Our van driver, Paul Steadman was also furloughed for large parts of the year but managed to get out on the road with the van on 54 occasions to collect and deliver furniture.

The picture for our volunteers during the year was also very mixed. With the drop in and charity shop closed the majority of volunteering roles disappeared overnight. At the start of the first lockdown we were grateful to two of our trustees, Revd Lis Ward and Revd Sue Rose who volunteered on Saturday mornings, helping to put together food packs for the residents in the hotel for the following week. Their role was subsequently taken on by Cllr. Judy Welbourn to whom we are also very grateful. Thanks also go to our food volunteer who returned to manage our food store as soon as she could do so safely.

On the occasions our charity shop was able to open we were grateful for the support of 4 of our shop volunteers who returned to their roles. Some of the other volunteers were unable to return either because of their own health issues or because they were caring for someone who was extremely vulnerable.

Our trustees are also, of course, volunteers and I am so grateful to them for their support throughout the year especially Peter Lawson, our Chair. Peter was always at the end of the phone if I needed to discuss our response to the pandemic and changes to our ways of working. We were also pleased to welcome Mike Sharp as our new treasurer during the year.

My thanks and gratitude go to all our staff and volunteers whether they were working or not for their support during what was such a difficult and challenging year.

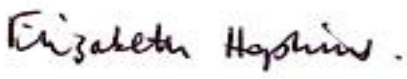
Conclusion

Despite it being a dreadful year in so many different ways, there were also many positives. I was pleased at how quickly we were able to respond to the challenges that the pandemic presented and proud of the fact that we were able to safely maintain face to face contact with those needing our services throughout the year. I am sure that being a small charity without layers of bureaucracy helped us to adapt quickly.

I am pleased at the closer working partnership we forged with Boston Borough Council and local churches which helped to ensure that there was a coordinated approach to providing support during the pandemic.

The pandemic also provided us with the opportunity to take stock of our situation and make plans to start delivering our services in a different way when we were able to reopen fully.

Finally, above all else, I am pleased that were able to play our part in keeping the vulnerable people we were supporting safe and, as far as I am aware, Covid-free throughout the year.



Elizabeth Hopkins

Treasurer's Report for the year ended 31st March 2021

The financial year coincided with the year of Covid-19 national lockdowns which could have severely impacted on the income and expenditure. Yet this report reflects an exceptional time during which Centrepoint Outreach continued the work of support to the homeless, needy and vulnerable of the community, in differing, versatile, and often challenging ways. The loss of income following closure of the shop and a general reduction of social activity in the community was a challenge, yet despite this, the charity continued to operate 6 days a week, adapting services in order to meet additional, or comply with changing, government requirements.

There was significant additional demand for food support during the pandemic and successful applications to various Covid funds and local traders enabled the purchase or donation of the stock required to meet this need.

Fundraising and trading income was down over 80%, but the financial need was greater than in previous years, and was met through the generous 50% increase in donations, 64% uplift in gift aid and pledges, and a massive 139% increase in grant aid, the majority of which was ring-fenced for specific tasks. Details are shown in the accounts. Such grants are unlikely to feature in future years, and there is a need to re-establish the former pattern.

The trustees approved an updated strategic plan, reviewed on a regular basis. Of particular concern has been the condition of the building, which continues to deteriorate and absorb funds for routine maintenance, which do little to improve the facilities nor reduce the longer term risks.

The Finance and Property Committee proposed that a 'Buildings and Facilities Development Fund' be established for long-term improvement/replacement of current buildings and facilities. The trustees agreed that a new account be opened with the Charities Aid Foundation (CAF), which offers a better interest rate, and also would reduce the risk to the charity of excessive funds in Lloyds Bank.

Further information regarding how Centrepoint Outreach operated during the pandemic and the results achieved can be found in the Chairman and Chief Executive reports attached to these accounts.

As he notified in his conclusion to the 2020 report, Michael Clarke, the long serving trustee and treasurer, did retire, and I am grateful for his advice and help in the handover of the accounts, creating no concerns or worry for me as his successor.

This year we will be saying farewell to another long term member of the Finance Team, as Carol Lidgett hangs up her quill and abacus after many years as Finance Officer of Centrepoint Outreach. Carol spends much time keeping the books straight and providing the data which guides our decisions. Carol also has a wealth of knowledge of employment processes. She will be greatly missed.

Michael Sharp
Treasurer
October 2021

CENTREPOINT OUTREACH
(Limited by Guarantee)

REPORT AND ACCOUNTS
FOR THE YEAR ENDED
31ST MARCH 2021

Charity No.: 1056296
Company No.: 3204952 (England and Wales)

CENTREPOINT OUTREACH

REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2021

DIRECTORS AND TRUSTEES

Mrs. A.M.Austin	
Mr P. A. Clark	
Mr. M. Clarke	Resigned 4th November 2020
Mrs. J.M. Criddle	
Mr. P. F. Lawson	
Ms. I. J. Lebiedowicz	
Mr. R.O. Locke-Wheaton	
Revd. S. E. Rose	Resigned 20th July 2020
Mr M J Sharp	Appointed 17th February 2021
Revd. A. L. Taylor	
Revd. E. Ward	

COMPANY SECRETARY

Mr. M. Clarke	Resigned 17th February 2021
Mr M J Sharp	Appointed 17th February 2021

REGISTERED OFFICE

Belmont House
15 Red Lion Street
Boston
Lincolnshire
PE21 6PZ

COMPANY NUMBER

3204952 (England and Wales)

CHARITY NUMBER

1056296

CONTACT TELEPHONE NUMBER

01205 360900

INDEPENDENT EXAMINER

Nicola Lenton F.C.C.A
Dexter & Sharpe
The Old Vicarage
Church Close
Boston
PE21 6NA

CENTREPOINT OUTREACH

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Independent examiner's report	3
Statement of financial activities	4
Balance sheet	5
Notes to the financial statements	6 to 13

CENTREPOINT OUTREACH

Directors' and Trustees' Report for the year ended 31st March 2021

The directors and trustees present their report and the financial statements for the year ended 31st March 2021. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

Governing document

The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with the Companies House.

Objects of the charity

The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

Organisation

A board of Trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

Review of activities and future developments

The first national lockdown during the Covid-19 pandemic coincided with the start of the financial year and the drop in centre and charity shop were closed and 5 members of staff were furloughed. Despite this, the charity continued to operate 6 days a week, but changed the way it delivered its services in order to comply with Government requirements from time to time.

Although the drop in centre was closed to visitors, the project workers continued to deal with client queries and provide food parcels at the office window. They also prepared and delivered hot breakfasts to a group of rough sleepers accommodated in a local hotel under the Government's 'Everyone in' initiative. As restrictions were lifted, and with the benefit of funding support, it was possible in August 2020 to reopen the shower facility and admit individual clients to the building for the purpose of dealing with more complex queries.

The charity shop reopened in October 2020 but had to close and reopen on two further occasions as a result of Boston going into Tier 4 and further national lockdowns. All in all the charity shop was only open for 7.5 weeks in the financial year 2020-21, but we were fortunate to benefit from various Government retail grants and the Job Retention Scheme which helped to secure the shop's future.

There was a huge demand for food support during the pandemic and we made successful applications to various Covid funds which enabled us to purchase the stocks we required to keep up with demand.

During the year the Trustees approved an updated strategic plan which is reviewed on a regular basis.

During the pandemic it was not possible to hold Art and Craft sessions in person but we were able to launch an online cookery project, 'Cook Along With Us', which enabled newly accommodated individuals to learn basic cooking skills.

Feedback from participants was positive.

Further information regarding how we operated during the pandemic and the results achieved can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

continued...

CENTREPOINT OUTREACH

Directors' and Trustees' Report for the year ended 31st March 2021

Risk management

The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

Reserves policy

The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £96,030 against a requirement of £56,704 . The trustees are pleased that despite trading restrictions they have reserves in place. The Trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Building and Facilities Development Fund as Belmont House is in need of substantial investment.
Shop turnover, which is unrestricted core funding, has suffered during the pandemic but is now recovering to pre Covid 19 levels.

Directors and trustees

All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

Public benefit

The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

This report was approved by the board on 8th September 2021 and signed by order of the board.

M J Sharp

CENTREPOINT OUTREACH
for the year ended 31st March 2021

Independent Examiner's Report to the Trustees of Centrepoint Outreach

I report on the accounts for the year ended 31st March 2021 set out on pages 4 to 13.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directore of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006 ; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this reporrt in order to enable a proper understanding of the accounts to be reached.

N. Lenton

N. Lenton F.C.C.A
Dexter & Sharpe
The Old Vicarage
Church Close
Boston
PE21 6NA

14th September 2021

CENTREPOINT OUTREACH

Statement of Financial Activities for the year ended 31st March 2021

Notes		Unrestricted Funds £	Designated Funds £	Restricted Funds £	2021 Total £	*2020 Total £*
	Incoming resources					
	Income and resources from generated funds					
	Voluntary income					
	Donations	19,951	-	-	19,951	*13,253*
	Gift aid and pledges	17,906	-	-	17,906	*10,900*
	Income tax recovered	4,358	-	-	4,358	*2,127*
2	Grants received	68,363	-	69,060	137,423	*57,404*
	HMRC Furlough Scheme	20,167	-	-	20,167	-
		130,745	-	69,060	199,805	*83,684*
	Activities for generating funds					
	Fundraising ventures	4,375	-	-	4,375	*6,273*
3	Trading income	5,655	-	-	5,655	*43,998*
		10,030	-	-	10,030	*50,271*
	Investment income					
	Bank interest	57	-	-	57	*170*
	Other incoming resources	220	-	-	220	*559*
	Total incoming resources	**141,052**	-	**69,060**	**210,112**	*134,684*
	Resources expended					
	Cost of generating funds					
	Depreciation, etc.	2,816	-	5,472	8,288	*8,288*
	Fundraising expenses	20	-	-	20	*20*
3	Trading expenses	26,345	-	-	26,345	*31,116*
		29,181	-	5,472	34,653	*39,424*
4	*Costs of charitable activities*	46,542	-	57,090	103,632	*86,255*
	Other costs					
5	Management and administration	24,857		5,362	30,219	*24,418*
	Total expended resources	**100,580**	-	**67,924**	**168,504**	*150,097*
	Net incoming(outgoing) resources before transfers	**40,472**	-	**1,136**	**41,608**	*(15,413)*
	Transfers	(35,000)	35,000	-	-	-
	Net movement in funds	5,472	35,000	1,136	41,608	*(15,413)*
	Reconciliation of funds					
	Balances brought forward at 1st April 2020	139,942	-	1,682	141,624	*157,037*
	Balances carried forward at 31st March 2021	145,414	35,000	2,818	183,232	*141,624*

All income and expenditure derive from continuing activities

CENTREPOINT OUTREACH

Balance sheet as at 31st March 2021

Notes		2021		2020	
		£	£	£	£
	Fixed assets				
8	Tangible fixed assets		92,643		100,931
	Current assets				
9	Debtors	1,334		531	
	Deposit account	104,124		64,781	
	Cash at bank and in hand	19,445		11,436	
		124,903		76,748	
10	**Creditors:** amounts falling due within one year	(23,368)		(19,637)	
	Net Current assets		101,535		57,111
			194,178		158,042
12	Deferred grant		(10,946)		(16,418)
	Total assets less current liabilities		183,232		141.624
	Capital				
13	Unrestricted funds		145,414		139,942
	Designated funds		35,000		-
14	Restricted funds		2,818		1,682
			183,232		141,624

For the year ended 31st March 2021 the trustees are satisfied that the charity was entitled to exemption from audit of the financial statements under sections 477 of the Companies Act 2006 (the Act) relating to small companies and no notice has been deposited under section 476 of that Act.

The trustees acknowledge their responsibilities for:

(I) ensuring that the charity keeps proper accounting records which comply with section 386 of the Act;

(ii) preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 396, and which otherwise comply with the Act relating to the financial statements, so far as applicable to the charity.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS102 "the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland".

The financial statements were approved by the board on 8th September 2021

Signed on behalf of the board by:

P Lawson

Peter Lawson Director

Company number 3204952

The notes on pages 6 to 13 form part of these financial statements

Notes to the Financial Statements for the year ended 31st March 2021

1 ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

Cashflow statement

The charitable company has applied Update Bulletin 1 as published on 2nd February 2016 and does not include a cash flow statement.

Going concern

The financial statements are 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 twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

Taxation

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 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires 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.

The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

Grants received

Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

1 ACCOUNTING POLICIES, continued

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant.

Any capital item costing below £750 is written off to revenue in the year in which it is incurred.

Income

Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

Fundraising costs/ trading expenses

Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

Governance costs

Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

Unrestricted funds

Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds.

Designated funds

The trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Building and Facilities Development Fund as Belmont House is in need of substantial investment.

Restricted funds

Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

Notes to the Financial Statements for the year ended 31st March 2021

2 GRANTS RECEIVED

	Unrestricted £	Designated £	Restricted £	2021 Total £	2020 Total £
Boston Borough Council	4,500	-	-	4,500	4,500
Worth Waynflete Foundation	15,000	-	-	15,000	15,000
Medlock Charitable Trust	5,000	-	-	5,000	10,000
Alan Boswell Group Charitable Trust	-	-	3,000	3,000	-
Boston Borough Council - Cold Weather	-	-	-	-	1,410
BBC re shop retail grants	37,157	-	-	37,157	-
Rough Sleeper Project	6,706	-	25,892	32,598	19,522
* Asda Foundation	-	-	5,472	5,472	5,472
Boston Big Local	-	-	750	750	1,500
DCMS via LCF	-	-	12,500	12,500	-
Crisis UK	-	-	5,000	5,000	-
Covid-19 Homelessness Response Fund	-	-	10,000	10,000	-
Homeless Link Winter Transformation Fund	-	-	2,033	2,033	-
NET via LCF	-	-	3,000	3,000	-
LCC Community Fund	-	-	1,413	1,413	-
	68,363	-	69,060	137,423	57,404

* A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019.
The amount shown above is the proportion released as income in accordance with the policy for capital grants.

3 TRADING INCOME AND EXPENDITURE

The charity operates a shop for selling donated goods to generate additional income.
The trading results for the year are shown below

	2021		2020	
	£	£	£	£
Sales		5,655		43,998
Grants re Shop Covid19 closures		37,157		-
HMRC furlough receipts		15,470		-
		58,282		43,998
Premises costs	508		2,791	
Salaries and related costs	25,741		27,253	
Other overheads	96		1,072	
		26,345		31,116
Profit for year		31,937		12,882

Notes to the Financial Statements for the year ended 31st March 2021

	Unrestricted £	Designated	Restricted £	2021 Total £	2020 Total £
4 CHARITABLE ACTIVITIES					
Salaries	37,114	-	48,643	85,757	65,566
Rates and water	509	-	-	509	608
Light and heat	3,120	-	-	3,120	3,577
Food and requisites	408	-	6,594	7,002	1,689
Motor and travelling	1,293	-	-	1,293	1,698
Repairs and renewals	2,508	-	-	2,508	11,638
Arts and crafts	-	-	1,853	1,853	-
Telephone	1,273	-	-	1,273	1,142
Cleaning	25	-	-	25	337
Training	292	-	-	292	-
	46,542	-	57,090	103,632	86,255
5 OTHER COSTS					
Salaries	17,612	-	-	17,612	17,612
Light and heat	600	-	-	600	600
Insurance	3,138	-	-	3,138	2,673
Postage and stationery	436	-	-	436	520
Telephone	200	-	-	200	200
Internet costs	900	-	-	900	60
Website costs	-	-	3,000	3,000	-
Licences, fees and subscriptions	1,185	-	25	1,210	1,559
Independent examiner's fee	600	-	-	600	180
Computer expenses	-	-	1,935	1,935	72
Bank charges	181	-	-	181	248
Miscellaneous	5	-	402	407	694
	24,857	-	5,362	30,219	24,418

	2021 Total £	2020 Total £
6 EMPLOYEE COSTS		
Gross wages and salaries	124,141	106,981
Employer's national insurance	3,605	2,855
Pension costs	1,364	895
	129,110	110,731

The average number of employees was 10 (4 full time and 6 part time) (2020 11).
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 4 and 5 above, as the total in note 6 includes shop staff as listed in Note 3.

7 EMPLOYEE COSTS, continued

No employee received remuneration exceeding £60,000. Key management costs amounted to £29,514

The pension scheme is a defined contribution scheme taken up by four employees and operated through NEST.

8 TANGIBLE FIXED ASSETS

	Belmont House	Van	Total
	£	£	£
Cost			
at 1st April 2020	140,837	27,362	168,199
additions	-	-	-
disposals	-	-	-
at 31st March 2021	140,837	27,362	168,199
Depreciation			
at 1st April 2020	56,324	10,944	67,268
on disposals	-	-	-
charge for the year	2,816	5,472	8,288
at 31st March 2021	59,140	16,416	75,556
Net book amount			
at 31st March 2021	81,697	10,946	92,643
at 31st March 2020	84,513	16,418	100,931

	2021	2020
	£	£
9 DEBTORS		
Income tax recoverable	426	531
Sundry debtors and prepayments	908	-
	1,334	531

All debtors fall due within one year.

10 CREDITORS - amounts due within one year

Deferred income	19,898	18,000
Credit card	615	295
Accruals	873	396
Taxation and social security costs	1,982	946
	23,368	19,637

The deferred income is made up of grants received from the Medlock Charitable Trust and Boston Borough Council re Covid 19 shop closure and will be used for expenditure in 2021/2022. Also included is the grant payment received from Mental Health Promotion Fund Wave 10 carried forward to be set against expenditure in 2021-2022

Notes to the Financial Statements for the year ended 31st March 2021

11 Statement of Financial Activities for the year ended 31st March 2020

The SOFA for year ended 31st March 2020 is included for comparison purposes.

	Unrestricted Funds £	Restricted Funds £	2020 Total £
Incoming resources			
Income and resources from generated funds			
Voluntary income			
Donations	12,653	600	13,253
Gift aid and pledges	10,900	-	10,900
Income tax recovered	2,127	-	2,127
Grants received	31,000	26,404	57,404
	56,680	27,004	83,684
Activities for generating funds			
Fundraising ventures	6,273	-	6,273
Trading income	43,998	-	43,998
	50,271	-	50,271
Investment income			
Bank interest	170	-	170
Other incoming resources	559	-	559
Total incoming resources	**107,680**	**27,004**	**134,684**
Resources expended			
Cost of generating funds			
Depreciation, etc.	2,816	5,472	8,288
Fundraising expenses	20	-	20
Trading expenses	31,116	-	31,116
	33,952	5,472	39,424
Costs of charitable activities	65,348	20,907	86,255
Other costs			
Management and administration	23,793	625	24,418
Total expended resources	**123,093**	**27,004**	**150,097**
Net incoming(outgoing) resources before transfers	**(15,413)**	-	**(15,413)**
Transfers	-	-	-
Net movement in funds	(15,413)	-	(15,413)
Reconciliation of funds			
Balances brought forward at 1st April 2019	155,355	1,682	157,037
Balances carried forward at 31st March 2020	139,942	1,682	141,624

All income and expenditure derive from continuing activities
There were no designated funds during the year ended 31st March 2020

Notes to the Financial Statements for the year ended 31st March 2021

	2021 £	2020 £
12 DEFERRED GRANT		
Amount brought forward	16,418	21,890
Amount charged against restricted fund income in the year	5,472	5,472
Amount carried forward	10,946	16,418

A grant of £27,612 was received from the Asda Foundation for a new delivery van in 2019.
This is being released to restricted income over five years in accordance with the capital grant policy.

	2021 £	2020 £
13 UNRESTRICTED AND DESIGNATED FUNDS		
Undesignated unrestricted funds	145,414	139,942
Designated funds Buildings and Facilities Development Fund	35,000	-

The trustees are using the current situation to set aside £35,000 in a designated fund to be known as the Building and Facilities Development Fund as Belmont House is in need of substantial investment.

14 RESTRICTED FUNDS

	Revenue grants disclosed on statement of financial activities				Capital grant	2021	2020
	Update Website	Covid related Projects	Consultancy Development	Rough Sleeper Project	Van	Total	Total
	£	£	£	£		£	£
Balance at 1st April 2020	-	-	1,682	-	-	1,682	1,682
Incoming resources	3,000	34,696	-	25,892	5,472	69,060	27,004
Charitable expenditure	-	31,120	78	25,892	-	57,090	20,907
Other expenditure	3,000	2,362	-	-	-	5,362	625
Depreciation	-	-	-	-	5,472	5,472	5,472
Balance at 31st March 2021	-	1,214	1,604	-	-	2,818	1,682

Update Website	A grant was received from Alan Boswell Group Charitable Trust to update the website
Covid related projects	Grants were received from various funders to support our work with homeless and vulnerable people during the Covid19 pandemic
Consultancy & Development	A grant was received from the Bishop of Lincoln's Social Justice Fund for consultancy and continued development of our services.
Rough Sleeper Project	Finance was received from central government via local government to to appoint a Rough Sleeping Project Coordinator for Boston.
Van	A capital grant was received from the Asda Foundation. This is being released to restricted income over a period of five years.

Notes to the Financial Statements for the year ended 31st March 2021

		2021	2020
		£	£
16	**SURPLUS FOR THE YEAR**		
	This is stated after charging:		
	Depreciation of tangible fixed assets owned by the charity	8,288	8,288
	Independent examiner's fee	600	180

17	**DONATED GOODS, FACILITIES AND SERVICES**	**No.**		No.	
	Volunteers	**6**	**2,566**	38	67,979

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage rate.

Due to restrictions enforced during the Covid19 pandemic, the shop and the drop in were closed for most of the year, which resulted in fewer volunteering opportunities.

18 RELATED PARTY TRANSACTIONS

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

19 LEGAL STATUS OF THE CHARITABLE COMPANY

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.