

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2019

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Winter Night Shelter Milton Keynes

A company limited by guarantee

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Chair's Statement

The 2018–19 season is the eighth winter that the Winter Night Shelter has been operational in Milton Keynes. Upon closing our doors on Friday 29th March we had accommodated 114 people (99 men and 15 women) who had nowhere to turn during the coldest months of the year, an increase of 65% from last year. Each one counted in this number is an individual with their own story of how they found themselves on the streets, and they each needed individual support to improve their situation.

In addition to providing friendly, safe emergency shelter and nutritious meals the Winter Night Shelter Milton Keynes (WNSMK) has a dedicated welfare team to provide one-to-one support to enable guests to access drug and alcohol support services where needed, and move on to longer-term accommodation, employment opportunities and more sustainable living.

The redevelopment last summer of our Reception Café and base, Unity Park Station (formerly the Old Bus Station), has meant we have been able to do more for people than ever before. As well as having a central place to meet with our welfare team, who provided a total of 386 individual support sessions this season, our guests have benefitted from having access to showers and washing facilities, and exposure to an array of additional support services. We thank everyone who donated their time, money or items last summer to make this possible, especially our corporate sponsors at Rightmove whose fundraising enabled us to complete the major refurbishments.

Unity Park Station acted as a Reception Centre and from November 1st, a month earlier than last year, guests were bussed to different venues manned by volunteers each night. A second shelter venue for each night was phased in during the first week of December, allowed us to double our provision during the colder months, hosting an average of 22 guests per night. All this was made possible by an army of over 930 volunteers.

Thanks in part to the Council's approach with its "Housing First" policy, which has been in place since May 2018, we have been able to help people find housing more quickly than ever before, so we have had a higher turnover of guests through the shelter. We have also been able to help more people because we opened our doors 4 weeks earlier than in previous seasons and stayed open two weeks later, to ensure there is provision for the full extent of the worst of the weather. This was a considered response to the difficult situation we encountered last year, when we were faced with the 'Beast from the East' spring snow at the close of our accommodation season.

A total of 66 guests have been successfully moved on to longer-term accommodation this season, with 10 guests assisted to find new employment opportunities (not including guests who were in some form of work when they arrived with us). The WNSMK is grateful to the transport and logistics company Kuehne + Nagel who is partnering with us to provide jobs for guests who are ready to rebuild their lives. For the first time for some years at the end of the season NO GUESTS went back to the streets.

We thank all the churches and other groups who have made food and accommodation available to us, half of them at no charge to the WNSMK charity. The entire night shelter would not have been possible without the efforts of the large number of volunteers who gave up significant amounts of time to cook, set up, clean, befriend guests, and support the project in countless ways.

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We thank Milton Keynes Council who again provided links to follow up services and to the Homelessness Partnership that helped cover some of our costs. We are also grateful to those individuals who made direct personal donations or contributed to an organised collection or a fundraiser event (sponsored or otherwise) and are listed on the last page – thank you organisers.

Thank you, one and all - we invite your ongoing support as we now start to prepare for next winter.

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Directors' Annual Report

The directors have pleasure in presenting their report and the financial statements of the Charity for the year ended 30th April 2019.

Structure, governance and management

The Charity was registered as a Company limited by guarantee on 27 September 2012 with a Memorandum and Articles of Association and as a Charity on 25 October 2012.

The board consists of at least three directors with at least two present at any general meeting to form a quorum. To be eligible each director must be over the age of 18 and all must support the Objects. If any director is a corporate body (of which there are none at present) it must act through a named representative whose contact details are notified to the directors and there must be at least one individual director.

One third (or the number nearest one third) of the directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring director may be reappointed.

The directors may at any time co-opt any individual who is eligible as a director to fill a vacancy in their number or as an additional director, but a co-opted director holds office only for one year.

The Memorandum and Articles of Association authorise the directors to make and hold investments using the general funds of the Charity. No such investments are held currently.

The Charity is run through its board of directors who meet quarterly and by an operations group of Team Leaders meeting monthly from November to March.

Operational readiness was ensured by a part-time Operations Manager (previously the Project Coordinator) for pre-season set up, service operations at the Reception Café and venues and post season closedown. We also employed a part-time lockers' attendant who oversaw guest access to their locker at the Café each morning, which strengthened our position to successfully claim Housing Benefit for eligible guests.

A full-time Welfare Manager carried out guest risk assessments, liaised with other agencies and supported guests to the extent possible in addressing their needs, e.g. finding more settled accommodation, accessing benefits to which they were eligible and obtaining work opportunities. Additionally, three assistant Welfare Assistants were also appointed to share the seven days per week welfare workload augmented with some volunteer support.

New paid positions created this year were that of the Finance Manager, who handled the day-to-day transactions and budgets, the Communications Manager, who liaised with fund raisers and other supporters and the Operations Assistant who worked with the Operations Manager to allocate volunteers to opportunities.

Venue team leaders met monthly under the oversight of a Director and the Operations Manager to share experiences and learn from each other, e.g. team resourcing, handling specific guest behaviours, needs and issues, logistical matters on transport, meal arrangements and bedding. Team

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leaders ran their teams at each venue in liaison with the Operations Manager and the Welfare team throughout the season.

Objectives and activities

The Objects of the Charity are to relieve poverty, distress and homelessness in Milton Keynes and the surrounding area particularly by the provision of temporary emergency accommodation and/or Drop-In Centre facilities.

Achievements and performance

Having operated in its first year under the auspice of the YMCA MK, WNSMK has operated, for this its seventh autonomous season, in liaison with a variety of agencies, churches and organisations delivering the services through volunteer venue teams totalling around 930 people.

During the closed season the ground floor of The Buszy, the Old Bus Station opposite MK Station, was redesigned to include laundry facilities, showers, offices and meeting areas. Its name was changed to Unity Park Station and the building was reopened by the Mayor of Milton Keynes on 1st October 2018.

Our web site was redesigned and our Facebook presence has continued to be well used in the run up to and throughout the season. Three training sessions were run for new volunteers and Team Leaders.

The 2018-19 season started in November, a month earlier than previous years, and ran to the end of March, a total of 22 weeks rather than 16. The original 7 venues (one per night) were available from Nov to mid-March (19 weeks) while a second group covered December to the end of March (16.5 weeks). Unity Park Station was used as a Reception Café, enabling guests to relax, acclimatize, enjoy refreshments and socialize before being transported to that evening's venue. Guest interviews and welfare administration also took place on these premises.

Our transport arrangements between the Reception Café and venues each night again ran smoothly throughout the season thanks to the services of KZ Travels.

15 guests, rising to 30 guests from Dec 3, could be accommodated each night. Thus a total of 3,675 bed nights were available of which 2,432 (66%) were occupied, and over 4864 meals were served to guests and volunteers.

Our zero tolerance of substance abuse policy resulted in several exclusions and removals from the shelter. One guest was excluded for stealing from another guest. Many rough sleepers preferred to stay out rather than comply with the shelter rules that are designed for the safety of guests and volunteers alike.

This year we have again claimed our guests' Housing Benefit entitlements wherever possible. Our policy and instruction to our Welfare Manager has always been to offer accommodation to those in the greatest need, and not to take into account their eligibility or otherwise to claim Housing Benefit. This year more guests had No Recourse to Public Funds and the higher proportion of NRPF guests resulted in less being reclaimable than expected.

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The venues used this season were:

- **Daily:** Reception Café at Unity Park Station, CMK
- **Weekdays:** Welfare Office at Unity Park Station, CMK
- **Monday:** St Andrew's Baptist Church, Far Bletchley + Loughton Baptist Church
- **Tuesday:** Newport Pagnell Baptist Church + Netherfield Chapel
- **Wednesday:** New Life Church, Wolverton Mill South + Shenley Christian Centre
- **Thursday:** Stony Stratford Community Church + New Life Church 2
- **Friday:** St George's, Wolverton + Christian Foundation, Wolverton
- **Saturday:** Christ the Vine, Coffee Hall + Holy Cross Church, Two Mile Ash
- **Sunday:** St Mary's (Holy Roman Catholic Church), Woburn Sands + Whaddon Way Baptist

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Financial review

The Charity is financially dependent on voluntary donations from many sources and on institutions and charitable trusts/foundations awarding grants. This year, many supporters put massive effort into raising money through an enormous variety of fundraising efforts and many corporate, church and public entities also gave very generously. The amounts of the donations we received have increased substantially from last year. We are very grateful for all this generosity.

There were some changes this year. First, the Shelter opened a month earlier and closed 2 weeks later than last season. This has resulted in an increased number of guests and increased operating costs.

Second, we now pay for utilities at the Reception Centre at Unity Park Station. However, these are covered by a grant made by Milton Keynes Council through the Milton Keynes Homelessness Partnership.

Third, Unity Park Station is being developed into a 'one stop shop' for homelessness charities in Milton Keynes. Significant changes were needed to the layout of the Buszy and the Winter Night Shelter undertook that work last summer. Since then 16 charities have made use of the facilities and several more are on the waiting list.

We will still be able to use the Unity Park Station for the coming winter. However, we wish to secure a longer-term lease on the building and we want to hold sufficient reserves to facilitate a truly long-term solution to our need for a Registration Centre. Last year and the year before we set aside £60,000 for this purpose. This year we will be adding £30,000 to this property fund.

This is the sixth season in which we have benefited from claiming our guests' Housing Benefit to which they were entitled. This year, there was an increased number of guests but a lower proportion than last year were eligible for the benefit, so the amount increased only slightly. Our policy is to provide accommodation for those in the greatest need that are able to comply with our rules regardless of whether they are entitled to Housing Benefit. We are the only charity in Milton Keynes providing overnight accommodation regardless of whether the individual has recourse to public funds.

Overall, the year was highly positive financially with funds at year end growing from £136,786 to £190,830. This owes much to the great generosity and commitment of many volunteers and supporting organisations. We are most grateful for this: without it, the shelter could not operate in the way it does.

The directors approve an annual budget that is reviewed during the year. They also give attention to financial results, variance from budgets and non-financial indicators.

The Welfare Manager and her assistant, the Operations Manager (previously the project coordinator), and his support, the Finance Manager, the Communications Manager and lockers attendant were paid positions.

It is important for charities such as this to pay attention to its long-term viability. Accordingly, the directors have adopted a reserves policy. The policy will be to seek to end each season with enough

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free assets (net of the property fund) to meet the costs of operating the Shelter at one venue per night for the subsequent winter season. This was about £70,000 on this year's figures.

The independent examination was carried out without charge, for which we are thankful.

No remuneration or personal expenses were paid to any director.

The Charity holds no funds or assets as custodian trustee.

Public benefit statement

The Charity directors have exercised their powers with due regard to the guidance on public benefit published by the Charity Commission to promote the Charity's Objects by:

- Providing temporary accommodation together with evening meal and breakfast for single homeless persons
- Providing support and information to guests to change the direction of their lives for the better.

Responsibilities of the Directors

The directors are responsible for preparing the Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 published on 16 July 2014. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the SORP FRS102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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In so far as the directors are aware:

- There is no relevant audit information of which the charitable company's independent examiner is unaware; and
- The directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

Small Company Provisions

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

Independent Examiner

Stephen Dunham of Broughton, Milton Keynes was appointed under section 487(2) of the Companies Act 2006.



Richard Wightman, Chair
03 January 2020

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Independent Examiner's Report

I report to the directors of Winter Night Shelter Milton Keynes on the accounts for the year ending 30th April 2019 which are set out on page 11.

Respective responsibilities of directors and examiner

The Charity's directors consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act)
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act; have not been met; or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Independent Examiner

Stephen Dunham

Broughton, Milton Keynes

02 January 2020

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Financial Statements

Income and Expenditure

	Note	2018/19		2017/2018	
		£	£	£	£
Income					
Individual Donations	1	15,267		20,515	
Corporate/Group Donations	2	122,392		95,547	
Gift Aid		0		1,256	
Grants from MK Council	3	28,420		42,500	
Grants from other sources		0		7,725	
Housing Benefit	4	32,202		29,017	
Interest		<u>49</u>	198,330	<u>40</u>	196,600
Expenditure					
Venue costs	5	14,030		17,122	
Staff salaries and Volunteer costs	5	65,935		30,578	
Guest Transport	5	21,870		12,930	
Guest Support	6	6,464		1,050	
Utilities	7	18,660		9,005	
Refurbishment	8	7,077		69,965	
Management & Administration	5	<u>10,232</u>	144,268	<u>6,808</u>	147,458
Surplus for the year			54,062		49,142
Fund balance brought forward			136,768		87,626
Fund balance carried forward			<u>190,830</u>		<u>136,768</u>

Balance Sheet

	Note	2018/19		2017/18	
		£	£	£	£
Fixed Assets		-		-	
Current Assets					
Cash at bank		159,824		132,872	
Debtors	9	36,024		56,459	
Provisions	10	-5,018		-52,563	
Total Net Assets of the Charity			190,830		136,768

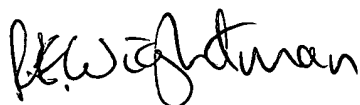
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		2018/19	2017/18
Funds of the Charity			
Property Fund	11	90,000	60,000
General Funds		100,830	76,768
Total Unrestricted Funds		190,830	136,768

The notes on pages 12 & 13 form part of these financial statements.

For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to the accounting records and for the preparation of the accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime. These financial statements were approved by the directors of the Charity on 03 January 2020 and are signed on their behalf by:



RICHARD ERIC WIGHTMAN (Chair)
Director

Notes to the Accounts

Basis of accounting

The financial statements have been prepared under the historic cost convention and in accordance with the applicable United Kingdom accounting standards, and comply with the Charities (Accounts and Reports) Regulations 2008 issued under the Charities Act 1993 and with the SORP FRS102.

Resources Expended

Expenditure has been accounted for on an accruals basis and has been classified under headings that aggregate costs within a category.

Fixed assets

All fixed assets are initially recorded at cost.

Depreciation

All assets are written off in the year of purchase.

Note 1

Donations received direct from individuals are counted as 'individual'.

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Note 2

Corporate/Group donations include gifts from companies and a variety of group fund raising activities from various supporting groups, schools and employee groups. Scania Finance donated to the charity £4,000 for the first time this year. They also include the proceeds of Rightmove's sponsorship of the MK Marathon: runners raised at least £15,000 and Rightmove will donate a further £13,000. The annual sponsored sleep-out raised £8,861 while Charity Football MK's 24-hr football match raised about £12,500. Much of this money is received through charity fundraising sites, such as Just Giving and My Donate. The Gift Aid that is claimed through the fundraising sites on these donations is included in this item.

Note 3

Milton Keynes Council made grants this year of £28,420 towards utilities and operating costs.

Note 4

Housing Benefit increased this year, but fewer guests were eligible for it so although guest nights increased by 32% Housing Benefit only increased by 10%.

Note 5

The running costs increased due to the increased staffing and the longer season.

Note 6

Guest support increased significantly as we sometimes overbooked to counter no-shows. If everyone turned up because of adverse weather the extra guests were given hotel accommodation. On one occasion no Team Leader was available at a venue so 4 guests were put up in a hotel.

Note 7

12 months vs only 6 months last season.

Note 8

Refurbishment costs dropped significantly compared to last year due to all building work completing early this year and all costs being accounted for in last year's accounts. There were minor refurbishment costs that took place this year.

Note 9	£
Donation by Rightmove	13,000
Donations and Fundraising	10,524
MKDP Grants	12,500
Total	36,024

Note 10	£
Taxi Costs	1,533
Fundraising Expenses	459
Utility Bills	3,025
Total	5,017

Note 11

The property fund is maintained by the charity in case of future property related developments which may require major investment. The directors have elected to transfer a further £30,000 into this fund from general funds this year. The property fund is an unrestricted fund.

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Reference and administrative details

Registered charity name	Winter Night Shelter Milton Keynes
Charity registration number	1149480
Company registration number	08232340
Registered office	The Ridgeway Centre, Featherstone Road, Wolverton Mill South, Milton Keynes MK12 5TH

The Charity's directors

The directors who served the Charity during the period were as follows:

Richard Eric Wightman (Chair)
Anne Crowter
Trevor Crowter
Stuart John Griffith
Brian Stocker
Jack Walker

Company Secretary	Anne Veronica Crowter
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Finance Director	Trevor Edward Crowter
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Independent Examiner	Stephen Dunham, Broughton Milton Keynes
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Bankers	Wolverton (772110) Branch, Lloyds TSB Bank plc, PO Box 1000, Andover BX1 1LT
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Solicitors	Roger Snowdon Rutter and Rutter Solicitors St Audreys, Wincanton, Somerset, BA9 9DR
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Web site: www.winternightsheltermk.com

Facebook: www.facebook.com/wnsmk

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Our Supporters

This work has been assisted by funding from



Bletchley Leys

Kanapur Foundation

and very welcome initiatives (collections & fundraiser events) at

Asda, Bletchley	Network Rail
Blue Marble Ltd	NHBC
Broughton Cycling Group	Open University
Buckingham and Stowe Running Club	Racelogic Ltd
Cyl Interiors Ltd	Railtrax Choir, Network Rail
Dawson Group Plc	Rightmove Group Ltd
Dawson Group Vans	Scania Finance
KN Logistics	Tesco Extra, Kingston
Kuehne + Nagel	The Big Yellow Self-Storage Company, Winterhill
Lions Club Bletchley	The Stripes Bicycle Company
MAN v FAT Football League	Waitrose, Oakgrove
Mechline Development Ltd	Whitespace Yoga Studio
Mercedes-Benz Financial Services	Woughton Ecumenical Partnership
MK Watling Rotary	Wytches Markets Ltd
Morrisons, Milton Keynes	

And finally, to our officers, the venues and their volunteer teams

Thank you