



**THE MARIE TRUST**

**REPORT AND FINANCIAL STATEMENTS**

Company Number: SC361593

Charity Number: SC040633

**FOR THE PERIOD ENDED 31<sup>st</sup> MARCH 2020**

**CONTENTS OF THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31st MARCH 2020**

## Contents

<b>REPORT OF THE TRUSTEES .....</b>	<b>3</b>
<b>REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE MARIE TRUST.....</b>	<b>28</b>
<b>STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED 31 MARCH 2020 .....</b>	<b>31</b>
<b>BALANCE SHEET .....</b>	<b>32</b>
<b>STATEMENT OF CASH FLOWS.....</b>	<b>33</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>34</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>35</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>36</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>37</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>38</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>39</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>40</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>41</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>42</b>
<b>NOTES TO THE FINANCIAL STATEMENTS .....</b>	<b>43</b>

## REPORT OF THE TRUSTEES

For the year ended 31 March 2020

The Trustees, who are also Directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements of the charity for the year ended 31 March 2020. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' revised in 2015.

### REFERENCE AND ADMINISTRATIVE DETAILS

<b>Registered Company Number</b>	SC361593 (Scotland)
<b>Registered Charity Number</b>	SC040633
<b>Registered Office</b>	0/1 150 Glenpatrick Rd Elderslie Johnstone, PA5 9UH
<b>Trustees</b>	Alan Keane (Chairperson) Erika Mackie Nicola McCallum Abbie Waine Lisa Lucchesi resigned on 11/10/20 Alan Sherry resigned on 16/10/20 Edward Carr, appointed on 6/11/20 Paul Devlin, appointed on 16/11/20
<b>Company Secretary</b>	Pamela Smith
<b>Auditors</b>	Milne Craig CA 79 Renfrew Road Paisley, PA3 4DA
<b>Bankers</b>	Unity Trust Bank Nine Brindley Place Birmingham, B1 2HB
<b>Solicitors</b>	Davidson Chalmers Stewart LLP 163 Bath Street Glasgow, G2 4SQ
<b>Chief Officer</b>	Frances McKinlay

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is a company limited by guarantee, incorporated on 23 June 2009 and registered as a charity since 1 July 2009. The company was established under Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

A revised Memorandum of Association was created, presented, and agreed in October 2020.

### **Recruitment and appointment of new Trustees**

The procedure for recruitment and appointment of Trustees are as set out in the Memorandum and Articles of Association.

### **Induction and training of new Trustees**

All newly appointed Trustees are supplied with a board pack which includes a copy of the Memorandum and Articles of Association of the charity. They are also given a copy of the Annual Audited Accounts. All Trustees have access to the Scottish Council of Voluntary Organisations (SCVO) and the Office of the Scottish Charity Regulator (OSCR) websites which have information and advice on areas of interest including governance and the role of Trustees.

### **Organisational structure**

The charity's governing body comprises the Directors of the company, the Chief Officer and the Company Secretary. The Chief Officer is employed and has full responsibility for the company's day to day management and development.

### **Related Parties**

There are no related parties with which the charity is associated other than those noted in note 17.

### **Governance**

The charity is controlled by its governing document, a deed of trust, and constitutes a company, limited by guarantee, as defined by the Companies Act 2006.

### **Risk Management**

The Marie Trust has a robust and tightly defined Risk Management Framework that monitors risk including the delivery of mitigation plans.

The Marie Trust considers risks identified within headings such as financial, compliance/regulatory, safeguarding and any external risk thus ensuring that risk is carefully managed and aligned to its governing document. The Trustees are updated regularly on risk and associated mitigation plans.

On 3<sup>rd</sup> April 2020 The Marie Trust received Notice that the premises licence would not be extended, coinciding with the first COVID 19 lockdown. A Financial and Relocation plan was established but the pandemic adversely impacted the charity's ability to source suitable alternative premises within a limited timeframe.

On the 31<sup>st</sup> October 2020 the landlord actioned the Notice to Quit which left the organisation without premises from which to deliver services. Sourcing new premises remains the immediate focus, together with developing a funding strategy.

## **AIMS AND OBJECTIVES**

The Marie Trust has been responding to the complex and often challenging needs of people affected by homelessness, poverty, and social exclusion since 2009. We place primary value on respecting the inherent dignity of every person who uses our services and aim to help our service users to improve their quality of life in a more resourceful, fulfilling, and sustainable manner.

The needs of our service users can change and therefore we continually look to adapt and develop our services to align with their requirements. For example, in 2019-20, we introduced a new Health, Wellbeing and Social Prescribing Service, which incorporated a Pharmacy Service that gave service users access to health checks, prescribed medication (where appropriate) and to be fast-tracked for immediate medical assistance, preventing reoccurring hospital admissions, and providing follow on medical support in the community for homeless and at-risk individuals not linked to NHS services. The service provides a holistic approach to supporting individual's wellness and reengagement with services in their own locality, thus preventing isolating and facilitating a wider range of support and connectedness to prevent repeated homelessness.

### **Five Key Themes/Objectives**

We work to deliver to five key themes and objectives:

- **Capacity:** We want our service users to have a higher quality of life as a result of our services being more accessible, and our expanded range of services being widely available
- **Knowledge:** We want our service users to benefit from the knowledge and expertise that our staff can provide relevant to counselling and mental health, physical health, tutoring and practical advice on tenancies and benefits.
- **Effectiveness:** Our team to have access to the support, training, and resources that they need to provide an effective service for our vulnerable clients.
- **Inspiration:** We want to inspire more people to give their time and money to support people impacted by homelessness, poverty, and social exclusion

- **Excellence:** We want our services to be continually reviewed and evaluated to ensure that we remain effective and provide true value-add to service users.

## REFLECTIONS ON THE PAST YEAR

In the past year, and particularly through COVID-19 we have seen greater numbers of presentations to the service for immediate crisis intervention from homeless people. Distressing behaviour and increased addiction have been problematic in enabling individuals to maintain accommodation resulting in more frequent periods of rooflessness.

79% of people presenting are homeless with a further 21% residing in unstable and vulnerable permanent accommodation with mental illness. The lack of connectedness to services coupled with addiction all playing a significant factor in individuals' ability to exit homelessness or resettle into communities successfully. We have seen this consistently throughout the year with daily presentations reaching over 90+ throughout the COVID period with greater demands placed on our services to meet gaps in existing community services for homeless people.

We recognise a more holistic approach is needed in how we engage with people and help them take the first step in their resettlement and exit from homelessness, by providing opportunities which complement our existing Crisis Intervention, Volunteering and Education Services.

For the vast majority of our clients, unresolved trauma continues to be a significant barrier to their attempts to move forward in their lives. 91% of individuals using services reported mental illness as being a significant barrier in their ability to cope and exit homelessness. Because of the severity and complexity of the trauma some individuals experience, it is common to be more prone to suffering physical ill health and to become dependent on substances to cope. This frequently results in people's relationships and quality of life deteriorating to the point where they are excluded and forced to remain in unsafe situations trapped on the margins. Moving forward we plan to develop our Counselling and Wellness Therapies. By adopting a greater focus on mental ill health, recovery and enabling healing for individuals to adopt better engagement with services and more able to cope to prevent homelessness reoccurring.

### **Our focus for 2021 onwards will be to:**

- Identify suitable premises to expand on our delivery of specialised services.
- Expand the delivery of our **Volunteering Project** and increase opportunities for work placements within our **Training Kitchen** for people coming through the Criminal Justice System and Homelessness to increase employability and life skills.
- To mitigate immediate risk for people who are presenting in chaotic situations and require assistance to support their wellbeing, addiction, multiple complex needs and housing through **our Crisis Intervention Service**.

- Improve diet and wellbeing for individuals affected by addictions and long-term health conditions through our **Not-for-Profit Healthy Living Award Plus Cafe**.
- To widen access into further education through the delivery of our **Skills Development Service** providing increased opportunities for accredited learning.
- Increasing access to our psychodynamic **Counselling Service** to support individuals living with trauma to live safer lives.
- Increasing our range of outreach therapeutic support to improve mental ill health, enabling individuals who are isolated to access the specialised support they need at that time and reengage with services within their communities through our **Health and Wellbeing and Social Prescribing Service**.
- Provide health consultations and community pharmacy support through our **Pharmacy Prescribing Service** to reducing overdose, identify untreated ailments and illness and provide a fast track to specialised NHS services to prevent hospital admissions.
- Increase digital skills and accessibility for individuals 'at risk' to develop life skills and better connections to communities through online tools.
- To continue to act as a placement provider for Universities Social Work Students, sharing our expertise and influencing the future generation of practitioners.
- To continue to listen and involve people with lived experience in the design of our services to inform change.
- To continue to work in partnership with other services and attend multi-agency meetings to inform change and share practices.

## **ACHIEVEMENTS AND PERFORMANCE**

Our key successes during Financial Year 2019-2020 are as follows:

### **We were able to support substantially more people in crisis:**

During 2019-20 we received 19,746 presentations. This represents a 14% increase in the number of presentations from 2018-19 and a 35% increase in the number of individuals presenting. This is a substantial increase from 2018 -19 with more people in crisis presenting to the center in immediate need.

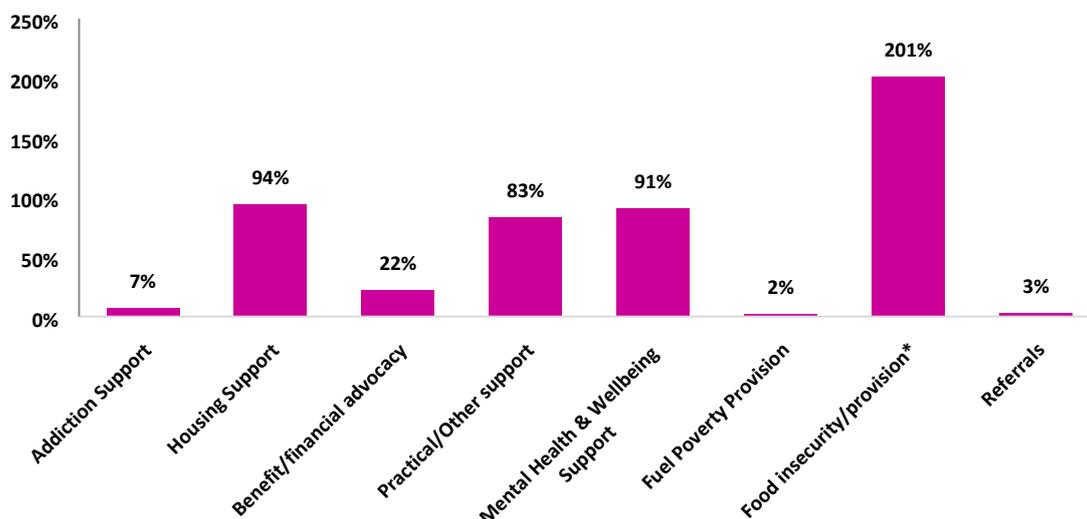
Our Crisis Intervention and Health and Wellbeing Services carried out case work with 2,500 individuals requiring longer term support from the service. This was an 82% increase from 2018-19 evidencing greater demand for the services.

**We provided increased access to immediate and long-term support:**

15,075 individual interventions were made on service user’s behalf through case work which accounted to 8,943 hours of staff time. 7,943 of these hours were spent supporting homeless people with advocacy and sourcing accommodation, referral to NHS and Community Services, welfare advocacy and practical support.

Overall, £151k of financial gains were made for service users through advocating on their behalf to enable financial assistance through DWP.

The following graph illustrates the breakdown and range of casework interventions provided during 2019-20



**We facilitated access to Health and Crisis Support Services**

Our Pharmacy Service saw 285 patients and carried out 389 consultations, carrying out health checks, referring to health services for specific health care, prescribing medications, fast tracking individuals who required immediate medical assistance into hospital and following their discharge ensuring they received on-going medical treatment in the community. We developed an outreach service to reach people who were not linked to NHS services and provided Health and Crisis Support Surgeries to homeless B & B accommodations and continued this throughout the pandemic to alleviate tensions people were experiencing and engage them in immediate assistance and support. We then extended our Crisis Support to the Bellgrove Hotel residents.

## The Marie Trust Services

### Volunteering Service

Through the year we received continued and dedicated support from our volunteers, who without their support we would not be the service we are today. Their skills, time and the welcome they provide to people coming through our doors daily captures what the service is about, people.

Volunteering happens in difference ways:

- In our Not-for-Profit Café serving homemade meals and providing a warm welcome to people coming through the doors.
- Organising our Storeroom; getting donations ready to go directly to the people who need them the most.
- Collection and delivery of donations: Collecting donations from our public and corporate supporters and delivering items of furniture, food parcels to vulnerable people.
- In our Training Kitchen: specifically, for people who are homeless or at risk.
- Through corporate support: We have received invaluable support this year from our corporate partners such as SThree, Slikk7, Amey, Kerry, Morrisons who have helped our organisation grow and develop.



### Training Kitchen

Training Kitchen at The Marie Trust is a service which is delivered through the Volunteering Project. The Training Kitchen serves our café service and is led by our Head Chef who trains and coaches volunteers who are on placement. The kitchen has up to 4 volunteers on placement daily.

Each volunteer will be on placement for 4 months. The aim of the Training Kitchen is to support volunteer Assistant Chefs to develop confidence and cooking skills to look after themselves in their own accommodation. Learning how to cook from scratch and budget whilst recognising that homemade cooking is mentally and physically healthier provides them with opportunities to take a further step towards employability or longer-term volunteering. A large part of what we do is to develop structure, teamwork, which then nurtures

confidence to come naturally and self-worth. We learn by doing and be part of something worthwhile and can see our contribution.

Every volunteer undertakes practical 'on the job' training in all aspects of working in a kitchen from cooking from scratch, cleaning schedules, temperature controls, stock rotation and receives a high level of support to manage their accommodation and follow on from the service into employment, volunteering or education. This service receives a high volume of referrals from Health and Social Work Services and acts as a placement provider for Scottish Prison Service to support individuals transition back into the community leading up to liberation and provides ongoing community support to support rehabilitation and safer communities.



*'My first impressions were just amazing. I thought it was a fantastic place, the people were really helpful. The environment, the feeling and the people were all positive. Nothing was a problem. People were always willing to help with solutions. It was one of the best things that I had even seen. People knew you even if they hadn't met you, you got a welcome from people and they used your name. I felt that I wasn't being judged.'*

(Supported Volunteer)

*'When people get to the Marie Trust, they feel they can breathe. Everywhere they go they are subject to huge scrutiny, but not there....It is somewhere that they can feel safe and valued, things a lot of people take for granted.'*

Social Worker



### Healthy Living Award Plus Café (Not for Profit)

Through our café engagement we promoted better eating options for our service users. Our Café provides three healthy meals each day and operates at two sittings: breakfast and lunch. In supporting people to eat more healthily we offered healthy breakfast alternatives free of charge and charged £1.20 for a more traditional full breakfast (higher in saturated fats). At lunch times we provided three healthy homemade meals; fish, meat and vegetarian options at a £1.20 cost with free fruit, salad, and choice of breads and fruit juices.

All food is cooked by our Head Chef and our volunteers in our Training Kitchen whose approach is to cook homemade nutritious foods, minimizing preservatives to ensure that the meals we provide in the café are wholesome and boost the immune system.

On average we see 80+ people each day using the café as their main source of food provision. We recognise that poverty, malnutrition and illness all impact on individuals' barriers to purchase healthy options or have the facilities to cook and prepare food or have the skills or wellness to do this independently.

We also use food to socially engage with people enabling them to take pleasure in what they are eating at the service and the welcome they receive. Creating this atmosphere enables engagement and conversation to begin to build relationships for us to help people manage the situations they are in and begin case work with them.

## Skills Development Service

The overall aim of the Skills Development Service is to support learners to exit homelessness and access mainstream education as part of their employability, recovery and rehabilitation pathway. This program supports learners who are apprehensive about entering education, still early in their recovery, have additional support needs which require a higher level of support to undertake a course at The Marie Trust premises. We use this as a steppingstone into our college programmes.

When learners are in the college, it is an opportunity to re-establish themselves in a college environment where they are identified as students, the same way as any other student in the college and not be discriminated or identified by mental illness, addiction, homelessness or offending background. For many students this is a new start and an opportunity to progress into further education and move towards employment.

The Marie Trust has our own Tutor who delivers courses in Psychology, Sociology, First Steps into Education, Literacy, ICT, Core Skills and Criminology. We also have an Art Tutor who delivers a weekly art class preparing our learners for the next step into college. These programs are the only Community Education Program in Glasgow specifically designed to widen access to mainstream education in Glasgow for homeless and at-risk people to access. In 2019-20 we delivered 40 courses with 125 qualifications gained by our learners.



*'It's been a very good experience for me. The history was good, the philosophy was good. The journalism expanded my horizons, I was speaking to a sub-Saharan African lady about HIV. I've been in a debate group too. I enjoy being in a room and debating things, we've been discussing the rise of Islam.'*

**Philosophy learner**

We enrol everyone and allocate places on the program, whether this be at The Marie Trust premises or at college. We also carry out the college enrolments and allocation of places for all our partnerships to make less barriers to our learners accessing mainstream education.

## Our College Partnerships

We have a partnership with City of Glasgow delivering an Expressive Arts Program each week at the City Campus. Our learners are enrolled as students in the college and undertake a wide range of SCQF level 5 and 6 units in Expressive Arts, Glasswork and Printing. On average we deliver 6 accredited courses each year in partnership with the college supporting students to develop their art techniques and experience using a variety of different methods and art media to progress into HNC/D level.



**SCQF 6 Art Student**

*“I have got significantly better with my mental health and have found confidence in myself”.*

**SCQF 5 Contemporary Art Practice Student**

*‘After about 6 months I started going to courses at college. I said no at first because I was afraid of people. They said they would take me up the first time and then they would meet me at college. The classroom was quite good, the courses were just for people from the Marie Trust, there were about nine of us there.’*

We have a partnership with Glasgow Kelvin College delivering an Access to Social Subject Program. The program consists of a combination of non-accredited and SCQF Level 5 and 6 units. We choose subjects that require no previous experience but will engage with our learners and support them to take the first steps into education and support their rehabilitation and recovery process. The non-accredited units focus on developing literacy, study skills, ICT and essay building which are incorporated into the subject and are delivered at a level 4/5 but not assessed. Learners will complete formative assessments as part of their study in preparation for undertaking an accredited course. Using formative assessment has been recognised as a significant strategy in raising learner achievement in Scottish Education as it is more learner centred which allows tutors to plan sessions to create effective classroom dialogic and discussion, thus involving learners in analysis and discussion to widen their knowledge and skills and prepare them to move into accredited courses and further education.

Within the program we also deliver Core Skill Profiling enabling learners to identify their level of literacy and numeracy and identify areas of strengths and where they may require support.

**We deliver 12-week units in:**

- SCQF Level 5 Social Care
- SCQF Level 5 Mental Health and Mental Illness
- SCQF level 5 Counselling
- SCQF level 5 Psychology
- Humanities
- Criminology
- History of the Welfare State (SCQF level 5 and non-accredited units)



- First Steps into Education
- SCQF Level 4 PC Passport
- SCQF Level 4, 5 and 6 Community Achievement Award
- SCQF Level 5 Community Development
- Media in Society
- Sociology (SCQF level 4 and 5 and non-accredited units)

*“It gives people a reason to get up. Lots of my clients don’t go out of their home apart from to get their money and go to the shops. That can be a real trap with a real impact on people’s health. I had a client who didn’t see anyone over the Christmas period, I send people to the Marie Trust to get them out of that sort of situation”.*

### Turning Point

The Marie Trust is also an approved REHIS Training Centre and deliver our own accredited REHIS Elementary courses in: **Food Hygiene, Food and Health and Cooking courses**

### Counselling Service

The Counselling Service delivers a psychodynamic model, the first service of its kind in Glasgow. It is widely recognised that most people who are homeless experience traumatic events and difficulties which continue to act as barriers to moving forward in their lives. There is no comparable counseling/therapy service in the city that is accessible without the need for a formal referral process.

In 2019-20, 101 Individual's received a Counselling Service. There are currently 65 dormant/closed cases, individuals who began counselling prior and into 2019 where counselling has now ended. The service currently has 35 live cases. The service specialises in working with people experiencing trauma and / or Borderline Personality Disorder, which is extremely prevalent in the homeless population. Clients with borderline traits often encounter severe difficulties in managing relationships and typically find themselves excluded from services making them particularly at risk.

Counsellors provide weekly sessions of 50 minutes with clients, ensuring a consistent client focused service with the same counsellor working with the client throughout the time they utilise the service. The service is delivered at various locations in Glasgow including homeless accommodations offering anomaly and safety.

Total no. of sessions offered: **369**

Total no. of sessions attended: **279 (76%)**

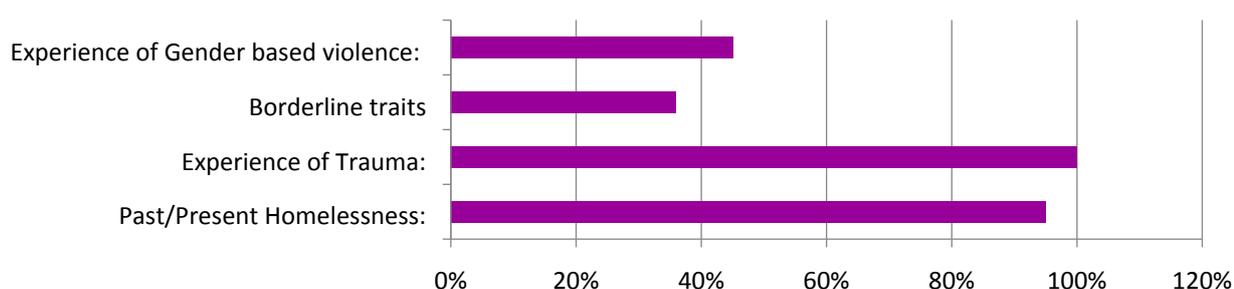
We were encouraged by our client’s progress and in 2019 we employed a Group Analyst to create a safe space where group work can happen as a follow on from counselling. We are mindful some of the very significant challenges many will face in undertaking such work and are keen to learn about their journey. We understand the move from individual therapy to engaging in group work as a key developmental task with clients relinquishing any dependency to establish / maintain peer relationships and ability to form positive social networks in their own lives. This will enable us to gain an insight into what is effective in enabling clients

who are vulnerable and seeking to make use of psychological services. The COVID 19 pandemic has delayed our attempts to commence group work and we plan on delivering this when it is safe to do so.

For most of our clients, unresolved trauma continues to be a significant barrier to their attempts to move forward in their lives. Because of the severity and complexity of the trauma that some individuals experience, it is common to suffer significant mental ill health, be more prone to suffering physical ill health and to become dependent on substances to cope.

The service works with the city's most vulnerable women and delivers Counselling Services at the Chara Women's Accommodation in Glasgow. Homeless women often face challenges in relation to being victims of severe abuse and violence and can lack the safety and support needed to begin to recover and rebuild their lives. By working through the problems underlying individuals' homelessness, clients are then enabled to develop sufficient resilience to break the cycle of repeat homelessness.

Counselling Service – clients experiences



Services are offered at the immediate stage of crisis and not when people are 'settled/stable' we recognize people need the support more when they are in crisis and by delivering and responding to this, we will provide a more effective intervention, and support the actions within Glasgow's Rapid Rehousing Transition Plan. We also have access to the wider Marie Trust services, our close partner expertise and work closer together to ensure that clients do not slip through the net in supporting clients off the streets into safe accommodation for those with complex multiple support needs and who are not engaged with services, supporting the healing process to enable individuals to stay in their tenancy and support their health and wellbeing.

*“Being able to have the time to work through extremely difficult traumas has helped me more than words can express. The privacy and anonymity of the service allowed me to feel safe in accessing it. Without the help I received from the counsellor I would not be where I am today. I am in stable long-term housing, in education at university, have developed healthy and loving friendships. I have completely exited prostitution, have been able to stop misusing drugs and alcohol and have an overall good sense of well-being”.*

#### Counselling Client

Throughout the COVID-19 pandemic the service delivered a Crisis Counselling Service due the heightened anxiety and stresses levels homeless people experienced during the pandemic.

### **Case Study 1**

*“Sean’s father left his mother before he was born. His mother was physically and emotionally abusive to him resulting in his feeling suicidal from a very young age and attempting suicide several times. Desperate for affection, he grew up feeling isolated and acutely unlovable. Unable to maintain relationships, he turned to drugs and his life became frightening and chaotic resulting in periods spent in prison and culminating in his becoming homeless.*

*Living in a homeless hostel, and attempting to address a 20-year long heroin dependence, Sean, now 38, was referred for therapy at the beginning of 2019, aware that there were things from his past that he had never had the opportunity to work through. Very fearful at first, it asked a lot of him to engage with the process. He would often choke on his emotions and was genuinely afraid of becoming overwhelmed and returning to using drugs as a way of coping. He was aware that he had come close to dying in hospital through his extreme use of drugs only a few months before beginning therapy.*

*With time and the careful building of trust in the relationship with his counsellor, Sean found ways of expressing himself and authentically articulating his story for the first time. Achieving a regular attendance, he gradually became more able to regulate his feelings abstaining from substance use even in moments of deep pain. Sean came to understand himself and his experience in a way that lessened the grip of his past on his present resulting in his feeling more integrated as a person and beginning to experience greater self-worth than he had felt before. It is from this basis and more secure sense of himself that Sean proceeded to take on a permanent tenancy, a house with a garden, and to establish contact with his two children who, having been a largely absent father to until this point, he is now forming relationships with. In addition to making strides forward in building these relationships, he is also now engaging more earnestly with other support services and making efforts towards securing meaningful employment”.*

### **Crisis Intervention Service**

We operate as a drop-in service, with a door duty service each day Monday to Friday. Individuals can present and speak with a member of staff and receive the support they need without the need for a pre-arranged appointment. On average we see 120 + coming through our doors to access services daily.

A Crisis Intervention Worker will be the first person a client will see when coming to the service, welcoming people through the door and signposting and referring to other services and seeing people immediately for crisis work. This specialized Housing and Welfare Service will see the most people in immediate crisis, liaise and advocate with:

- Homeless casework teams advocating for accommodation for individuals rough sleeping and who have no fixed abode. We received 94% of presentation for accommodation in 2019-20.
- Liaise with Prison Services for follow on community support, carry out prison visits with individuals they are representing with clothing, mail, acting as the link between them and community services for their resettlement.

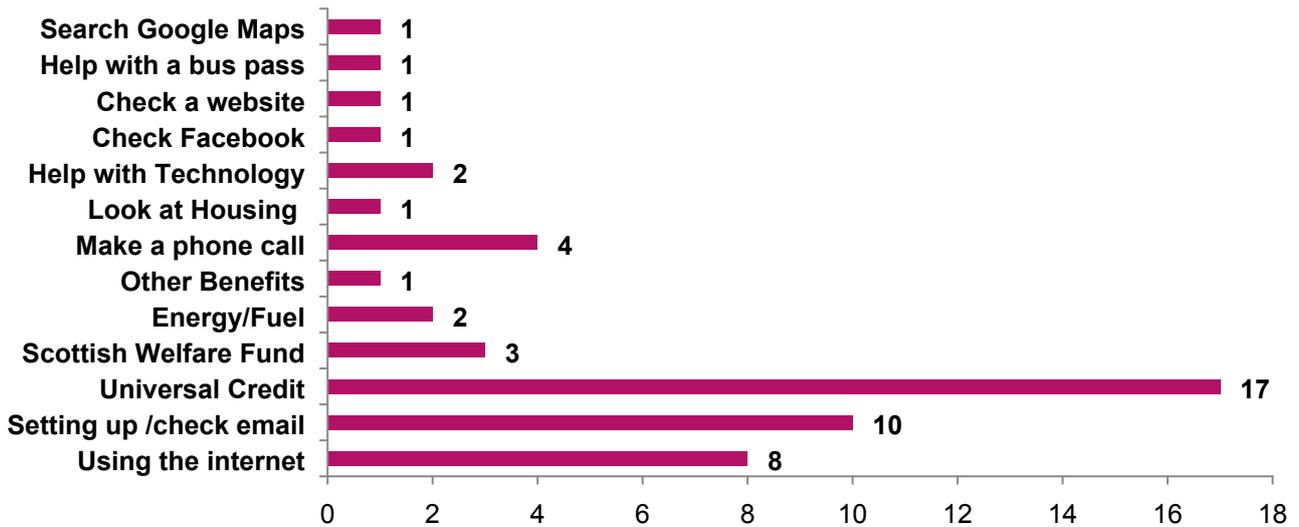
- Refer and liaise with addiction and mental health services.
- Carrying out Adult Protection refers for individual who are identified at risk.
- Carry out hospital and house visits for individuals who require higher levels of support in their resettlement in the community.
- Deliver outreach to the residents at the Bellgrove Hotel advocating on their behalf.
- Dealing with any issue which is proving to be a challenge for people.

Our duty work has been 'nonstop' with casework since lockdown. For 2019-20 year 7,367 hours were spent working with homeless people through case work. We have seen an increased demand for support with:

Benefits support and advocacy; Scottish Welfare fund, Universal Credit, Personalise Independent payment claims have been at the highest with physical, mental ill health and trauma being the prominent reasons people require support with. Majority of the people we support do not have access to internet, phones or ICT devices and experience multiple barriers in applying for benefits.

We delivered a Digital Café to build on our service users' digital skills to widen accessibility. With Universal Credit (UC) changing to an online platform with new claims no longer face to face, and all claimants required to complete journals and respond to messages left on their account being a condition of the benefit, this was the most in demand. The digital café enabled people who would not have access to the internet or have a device which enables them to do this, mainly due to financial constraints. We purchased 8 iPads from a SCVO grant to make digital learning and accessible to support the use of internet on devices such as mobile phones and iPads. Majority of people did not have a phone, with those who did unsure how to use this to open an email account or log into their journal and communicate with their job coach.

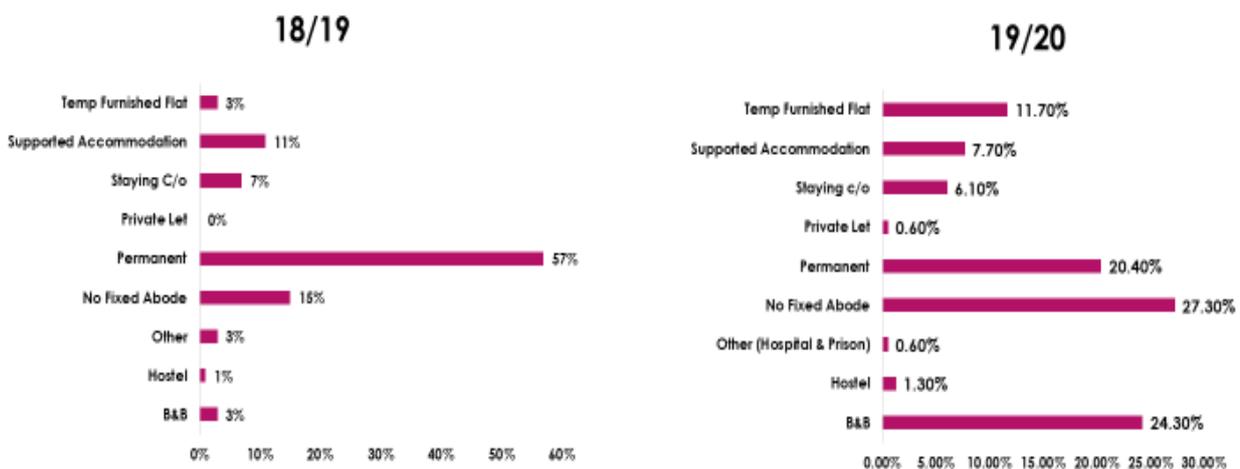
We found that some individuals struggled with fine motor skills with the sensitive touch of the screens and coordinating from one page to another, but with practice and support from staff were able to learn how to navigate through the sites. The lack of digital skills or awareness was a significant factor which often resulted in sanctions and fear of benefits being stopped if they did not update their details or communicate with DWP. Twenty-four individuals completed evaluation forms with twenty rating the service as 'excellent' and four rating the services as 'good'.



Throughout the year we were inundated with requests for food parcels with 201% of presentations affected by food poverty and insecurity. This heightened throughout lockdown where we saw 90+ people presenting each day for meal packs and food parcels.

Even with the easing of lockdown measures we still anticipate that service user presentations will not reduce based on the phased approach to re-introduce services with social distancing over the next 6-12 months.

### Casework Accommodation: Breakdown Comparison 18/19 & 19/20



**Case study 2:**

***We received a presentation to the centre in April 2019 from a 39yrs old man who was rough sleeping presenting with extremely poor mental health issues: Unable to tell us his name or hold any conversation with us and not able to keep eye contact. He spoke in the 3rd person when referring to himself, with language very confusing and muddled, became frustrated and verbally aggressive easily.***

***He returned to the centre daily; each time we opened the door and welcomed him in, conscious not to ask any questions but waiting for him to take the lead in any engagement he wanted. We observed his behaviour in the café; often talking to himself, his tone changed from anger to laughter, never making any coherent sense. What we could see was someone who was clearly traumatized through the language he used and the visible state of anxiety.***

***We would leave food and drinks at the table, conscious to respect his need for space. It was clear through observation that he was not comfortable with more than one person talking to him or approaching him at any one time. So, we took a consistent approach as a team that only one member of staff would engage at any one time, and ask permission to join him at the table, enabling him to lead how he wanted to engage with us and for him to trust us to advocate on his behalf for accommodation and mental health support. This took 9 months before he began to open up and come to us rather than us approaching him and started with something as simple as him giving a member of staff a bar of chocolate. That engagement was the start of his resettlement process where he would engage more with staff, initiating small conversations and approaching staff to make his needs known more.***

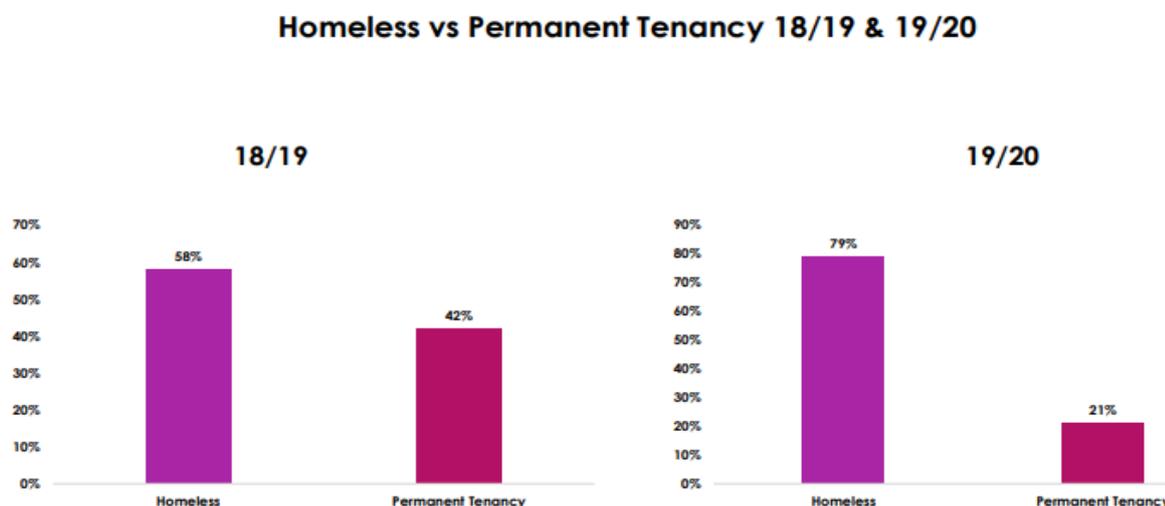
***Other services reported his behaviour to be aggressive, intimidating and challenging, where he would have outbursts of verbal and sometimes physical behaviour, kicking chairs away and storming out of services. Social Work and Health Services knew of him, with high-risk concerns regarding his behaviour in the past relating to mental health concerns.***

***We were always waiting for an opening for us to engage, and the small and infrequent times when he was able to have a calm conversation where he engaged well and understood what we were trying to do lasting between 10-15 minutes before he would start talking to himself and could no longer concentrate on the conversation.***

***We were conscious of his capacity to make decisions. In February this year, we were able to chat with him about accessing accommodation, which he accepted. Previously we could never get to this point. We engaged with the Homeless Casework Team and Social Work to access immediate accommodation due to his vulnerability. He was placed in homeless accommodation; B&B and then a Supported Accommodation Project, which only lasted one-night, on each occasion he was evicted.***

***He refused to engage with Mental Health Assessment or Social Work, we respected his decision and continued to advocate for a temporary furnished flat for him through the Social Work Commissioning Team as previous accommodations were unsuccessful. We secured a TFF for him and continue to provide ongoing support to help him maintain his accommodation.***

In 2019/20, we observed a marked increase in homeless (versus permanent tenancy) than from 2018/19 as illustrated below which is reflected in the case work our teams provided.



### Marie Outreach Trust (MOT): Pharmacy, Health and Wellbeing Service

We received funding from the National Lottery Community Fund to develop a MOT service focusing on a Medical and Social Prescribing Model to reach homeless people not engaging with traditional NHS health services such as GP and Hunter Street Health Centre. Homeless people have higher hospital presentations and more generally admitted when their health is at its most critical. This new approach further developed into with a Health and Wellbeing Service being identified to support wellness and compliment the Pharmacy and Social Prescribing work.

#### Pharmacy Service

The Pharmacy Service is a prescribing service providing health checks, direct referrals into health services for addiction and mental health assessments, prescribing medications, fast tracking immediate medical assistance into hospital with follow up after discharge ensuring on-going medical treatment in the community. The Pharmacy Service saw **285** patients and carried out **389** consultations,

We record the impact the Pharmacy Service makes in engaging people who are not engaged with GP or health services and record the number of consultations, prescriptions and other health care provided. In doing so we will track previous hospital admissions through the NHS Pharmacy Service Database and compare this to the impact the service is having and if this reduces the likelihood of hospital admissions as a result of health care being provided by the Marie Trust and NHS partnership.

Working in partnership with NHS has enable us to gather a wider range of statistical information than we would previously have gained access to evaluate the impact of the project overall. In addition, we record number of outreach session we deliver to homeless accommodations and collate this evidence through the

monitoring system and through service user feedback on the impact the service made to their lives in the short and longer term.

We sought to reach more people who were not connected to services and delivered 49 Health and Crisis Support sessions at the Winter Kitchen, an initiative to provide safe space, food and support during the winter months. During COVID-19 pandemic we began delivering this service to the Alexander Thompson Hotel, a homeless B&B accommodation twice weekly then increased our outreach to the Copland Rd and Rennie McIntosh accommodations.

<b>Location</b>	<b>Date Range</b>	<b>No. of sessions per week</b>	<b>No. of Patients</b>	<b>No. of Consultations</b>	<b>Clinic Status</b>
<b>The Marie Trust</b>	<b>10/01/2020-26/06/2020</b>	<b>5</b>	<b>206</b>	<b>314</b>	<b>Ongoing</b>
<b>Alexander Thompson Hotel</b>	<b>25/06/2020-12/09/2019-</b>	<b>1</b>	<b>29</b>	<b>33</b>	<b>Ongoing</b>
<b>Wayside Club</b>	<b>27/02/2020-28/01/2020-</b>	<b>1</b>	<b>74</b>	<b>86</b>	<b>Finished</b>
<b>Winter Kitchen</b>	<b>05/03/2020</b>	<b>1</b>	<b>20</b>	<b>27</b>	<b>Finished</b>

The Social Prescribing Model, a holistic approach to enabling individuals to better their health and wellbeing, reconnect with community supports for people who are struggling with resettlement in a new or existing accommodation. 79% of presentations are from homeless people who may be accommodated in Temporary Furnished Flats across the city, often in high rise which prevents community and social engagement. A further 21% of individuals presenting for assistance to The Marie Trust are residing in permanent accommodation and turn to the Marie Trust for support as they have nowhere to go to in their communities. We know that there are amazing community services out there, but for people who lack of confidence and have multiple complex needs experience multiple barriers in engaging with these services; just walking through the door is a challenge.

The Social Prescribing Worker will work in the community with the individual and support them to services, help them get registered with GP practices, dentists, hospital, health and community services. The aim is to help the individual reconnect with their community and begin to use the resources which are in their locality, reducing isolation and improved mental health.

The Health and Wellbeing Service provides a wide range of therapeutic support on a one to one and group basis such as walking groups, mindfulness, art, cycling as well as providing crisis and resettlement support. Our team help people have better stability in their lives by accompanying them to classes in the community and offering support to participate in activities. Our team provide this support until they feel comfortable to do this independently. We see Health Intervention as being an integral part of our way forward in supporting people who experience barriers in accessing health care through NHS and GP referrals.

### **Case Study3:**

***Ally was referred to the Marie Trust by the Coach House Trust. She is a talented artist who moved to Scotland from Pakistan to get married. The marriage turned out to be abusive and Ally managed to leave with the help of a women's refuge service. She then became extremely isolated and vulnerable.***

***Prior to Covid-19 Ally had applied for Personal Independence Payment and required assistance completing the form, however during this time Ally's sister contracted coronavirus and passed away quickly due to its affects. Ally was very close to her sister, so this was a devastating blow. It also made an already fearful Ally terrified to go out.***

***Initially Ally was supported by The Marie Trust with weekly food parcels being dropped off and staff checking in that she was okay, as going out exasperated her fear of COVID.***

***Staff slowly built a relationship with her and we managed to get her PIP form completed and sent off. The impact the trauma of her abusive marriage had left on her was obvious, and although happy to speak to designated staff who had built a relationship with her, she was deeply mistrustful of contact with any other partners.***

***Slow progress was made at building her confidence in being able to leave the flat, eventually staff was able to coax her out for a short walk, then a slightly longer one, things appeared to be progressing. Ally received a call from her GP's surgery to have blood taken, which terrified her. This caused her such distress she appeared to be reliving the initial trauma of losing her sister. She refused to go to the hospital or surgery as she believed she would contract Covid.***

***Staff approached The Marie Trust Pharmacist, who liaised with Ally's doctor and they were happy for the pharmacist to take the blood sample. The pharmacist visited with a member of staff who Ally was familiar with to Ally's flat and then dropped the sample at the doctor's to be analysed. Having the pharmacist is an integral part of the MOT service and in this instance meant that Ally will be able to continue to get the appropriate medical intervention.***

### **Practical Support**

During the year, 2078 of individuals accessed practical support:

- Shower facilities – We have a male, female and gender-neutral toilet and shower facilities, with a disabled access facility available. We provide service users with towels, toiletries, change of clothing when using the shower facilities. These are open form 10-4 each day.
- Laundry facilities – We have a washing machine and tumble dryer which service users can use – we will prioritise people who are rough sleeping and in B & B with limited access to these services. There is no cost for this service. We provide soap powder.

- Emergency Food Parcels – giving essential items to people who do not have funds to purchase them. We also provide Food bank Vouchers.
- Clothing and toiletries - providing items which people struggle to purchase due to costs and food being a priority. We give these out with food parcels and when people are using the shower facilities
- Sleeping bags and survival kits – our first response is to advocate and support with accessing emergency accommodation through the case work teams. We store sleeping bags and will distribute them when people refuse accommodation. We also distribute them when we are working with someone who we know is not ready to accept accommodation and is rough sleeping to give them clean sleeping bags. If someone is in a tenancy and has no electricity we will provide a sleeping bag for additional warmth.

### **COVID-19 - 'KEEPING THE DOORS OPEN'**

In March of 2020, the COVID 19 pandemic arrived, we were then faced with the challenges of supporting our clients as the UK went into lockdown. With careful risk assessment and planning, we remained open during COVID-19 lockdown providing face to face crisis intervention to mitigate immediate risk for people who are presenting in chaotic situations. We managed the risk by implementing protection screens, ensuring social distancing was observed and by utilising PPE and had no COVID-19 cases which affected the delivery of our services.

Our 'welcome' into the service changed with government guidelines on health and safety and café closure, with restrictions into the building. Our staff teams minimized into two teams; one working from home for crisis intervention, welfare checks, casework and counselling services with another team based in the centre delivering a front-line service of Food Provision, Crisis Intervention and Pharmacy Services. This was extremely difficult for staff as well as service users. Our work relies on face-to-face communication, showing and expressing empathy, listening and supporting people to prioritize the needs most important to them at this stage in time, even if they can't see the implications of their decisions and in seeing the bigger picture. With PPE now acting as a barrier with staff wearing face masks, visors, gloves and aprons it became very clinical, in addition to physical barriers preventing access to the service. It was sore for everyone and goes against what we do, but for safety we took this decision to minimize risks of infection to remain open and not close our doors.

Our Pharmacy Service remained open and accessible for patients who are not linked into traditional health care services such as GP and Health Centres but who require medical assistance, health checks and prescriptions during the pandemic.

Our Training Kitchen remained open and provided 11,115 meal packs and food parcels to homeless people and to those at risk. Through this service we ensured that food was homemade, nutritionally balanced and reached people throughout the community at risk of food poverty.

Our Counselling Service provide telephone access for clients to offer consistency and support. We extended the service to provide a Crisis Counseling to enable more homeless people to access the support they needed.

## Addressing Food Insecurity and Food Poverty

**Day Centre Provision: 4,800 meal packs provided; 2,436 food parcels provided.**

As the only operating face to face crisis service in Glasgow open during the daytime in the first lockdown period, a significant demand was placed on our daily food provision.

This led people to becoming anxious about food provision, with many fearful that food will run out from our service and they won't be assisted. As 85% of our presentations are male, who have a higher calorie intake, it is extremely important to that the food we delivered was nutritionally balanced and of benefit and filling for them.

We provided each person presenting with a nutritionally balanced meal pack each day to ensure there is enough food until their next meal. People presenting who have accommodation with cooking facilities are also provided with food parcels to last them for a period of one week.



### 2,912 Meal Packs for Homeless B&B accommodation

We identified that many of the B&B accommodations and hotels provided a basic breakfast provision. Leading up to lockdown we planned how we could adapt the service to support those service users suffering from heightened anxieties and to prepare for a higher footfall to The Marie Trust.

*'Thank you, this is amazing! We really appreciate this. It will make such a difference to the people who stay here as everyone is quite stressed about food just now'.*

**Queens Park Hotel. March 2020**

Aware of the barriers service users would experience in purchasing, storing, and cooking food during lockdown, from mid-March we began providing the local hotel and B&B accommodations in Glasgow with a food provision service.

We provided this service for The Willow Hotel, St. Enoch Hotel, Chez Nous, Queens Park Hotel, and the Copland Road Hotel.

To help address these challenges we provided meal packs for each resident, similar to the packs we were distributing daily at the Marie Trust but with more food content.

To help service users access our adapted service we provided each accommodation with A3 posters detailing:

- who we are and staff contact numbers.



- the services currently operating through COVID-19 i.e., crisis intervention/MOT/pharmacy and Counseling Services as well as food provision.
- details of the days/time of food pack deliveries to the B&Bs (labeling each food pack with room numbers to alleviate stress and to ensure the food parcels reached the people in need.

We collaborated with other homelessness services to avoid duplication of services and to identify any gaps in services. This led to a strong partnership between homelessness charities to the benefit of the services users but also to the charities themselves. We were delighted to be supported by Social Bite who provided us with lunch packs. We also received food donations from Food for Scotland, Mecca Bingo and the Lodging House Mission, enabling us to meet the increased demand.

In turn, we provided support to Fares4Free, a service which supports veterans which we provided them with 400 food parcels throughout the first lockdown period for homeless and vulnerable veterans in the community.

***'The COVID-19 situation hit all communities fast and hard. Before shielding, panic buying had set in our most vulnerable veterans quickly needed our assistance. Our journeys more than trebled and they became mainly for prescriptions and welfare checks. The Marie Trust acted rapidly and were quick to provide not only food and hygiene supplies but also access to a Pharmacist which in one case made such a positive contribution to a 95yr old gentleman'. David Gibson, Founder, Fares4Free***

## Outreach Support

We identified the most vulnerable people who regularly present to the service pre lockdown to ensure that they continued to receive support in their accommodation (whether a temporary furnished flat, or in a permanent tenancy) supporting them understand self-isolation and how to observe social distance. We provided 60 food parcels in the community each week with enough food to last individuals one week.

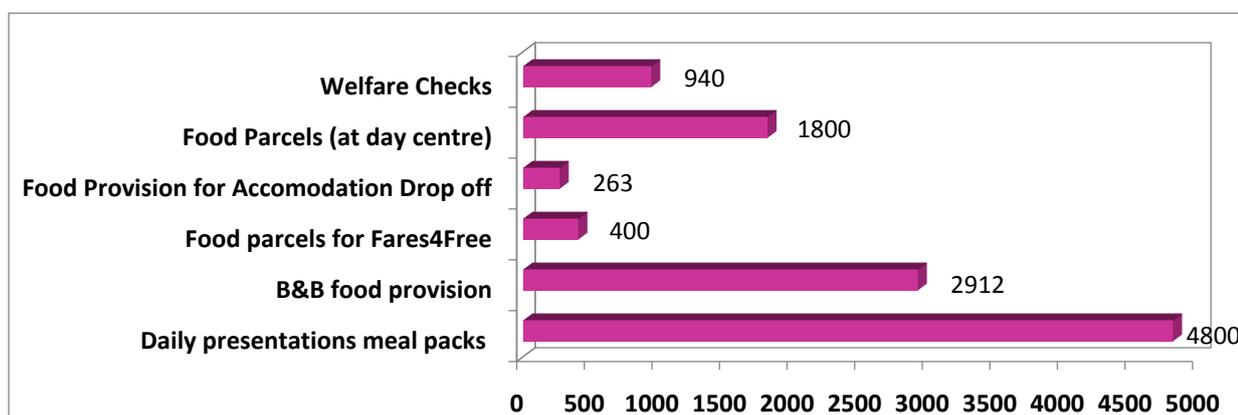
In this way we helped our service users avoid congregating in the city center and to remain safe in their accommodation throughout lockdown.

## Welfare Checks

It is an extremely difficult transition for a homeless person living on the streets to move into accommodation. Remaining within their accommodation during lockdown without access to the service only added to their anxieties.

We put into place telephone, text and home visits for welfare checks to provide that continuity of support. Additionally, we provided telephone and electricity tops ups plus weekly food parcels. In this way we managed any increase in the footfall into the city center and minimize risk of exposure to infection. We engaged with Registered Social Landlords (e.g. GHA) over food provision services in communities to further support individuals in their homes.

On average we delivered 12 food parcels each day with welfare checks being carried out to ensure some of the most vulnerable people we work with remained healthy, safe and well.



During COVID-19 pandemic, community services have suffered restriction and/or closure. For the Marie Trust, we have experienced an increased footfall and daily presentations. Our teams have responded and adapted to the increased demand to combat food insecurity and food poverty. Covid has been challenging time for us but also has provided us opportunities for us to learn, develop and evidence our resilience and commitment to our work with homeless and vulnerable people.

## SOCIAL MEDIA LINKS

Facebook: <https://www.facebook.com/TheMarieTrust/>

LinkedIn: <https://www.linkedin.com/company/74193291/admin/>

Instagram: marietrust1

## Taxation

The company enjoys charitable status for taxation purposes. The Scottish Charity Number is SC040633

## Reserves Policy

At 31 March 2020, total funds were £166,742. The reserves of the charity are as follows:

Unrestricted funds: these consist of funds which are available to the charity to use in furtherance of achieving its objectives.

The unrestricted fund balance of £42,927 represents the reserves of the charity arising from operating results. The Trustees would like to apply 'best practice' and build up the free reserves to a level that would cover at least six months operating activity.

Restricted funds: these consist of funds which can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Income was generated for five restricted funds during the year as follows:

- National Lottery Fund for the MOT Project
- Glasgow City Council relating to a contract for services.
- Comic Relief
- SCVO Digital
- City of Glasgow College

The restricted fund balance at 31 March 2020 was £123,815 and note 15 to the accounts provides a summary of these funds.

## Principal Funding Sources

Our main funding sources during the year 2019-20 are as follows:

- Glasgow City Council contract for services      £349,914
- National Lottery Community Fund                      £112,443
- Comic Relief    £67,400

## Transfer between funds

An amount of £9,550 was transferred from the General Fund to eliminate a deficit on the restricted funds.

## Statement of Trustees' Responsibilities

Law applicable to incorporated charities in Scotland requires the Trustees to prepare an annual report and financial statements for each financial year in accordance with applicable law and regulations. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity at the end of the year and of its financial activities including its income and expenditure during the year then ended. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The directors are responsible for keeping proper and adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity that will enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

In so far as the Trustees are aware:

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

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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

The Marie Trust auditors are now Milne Craig CA, agreed by the Board of Trustees in July 2020.

On behalf of the Board on 12/02/2021



Alan Keane  
Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE MARIE TRUST**

### **Opinion**

We have audited the financial statements of Marie Trust (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

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

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

## **Other information**

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken during the audit:

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

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

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Directors.

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

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- the charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to take advantage of the small companies' exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Directors.

## **Responsibilities of directors**

As explained more fully in the Statement of Directors' Responsibilities, the directors (who are also the trustees of the charitable company for the purposes of charity law) are responsible for the

preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### **Our responsibilities for the audit of the financial statements**

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's directors, as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and directors those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members and directors as a body, for our audit work, for this report, or for the opinions we have formed.

*Milne Craig*

William Vernall BA CA (Senior Statutory Auditor)

For and on behalf of Milne Craig

Chartered Accountants

Statutory Auditor

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Abercorn House, 79 Renfrew Road, Paisley, Renfrewshire, PA3 4DA

Date: 12/2/2021

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED 31 MARCH 2020

For the year ended 31 March 2020

	Notes	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £
<b>Income and endowments from:</b>							
Donations and legacies	2	33,104	0	33,104	10,814	0	10,814
Charitable Activities	3	7,651	535,446	543,097	9,581	668,835	678,416
Other trading activities	4	11,963	0	11,963	65,063	0	65,063
<b>Total</b>		<b>52,718</b>	<b>535,446</b>	<b>588,164</b>	<b>85,458</b>	<b>668,835</b>	<b>754,293</b>
<b>Expenditure on:</b>							
Raising funds	5	25,032	0	25,032	29,160	39,105	68,265
Charitable activities	6	4,021	450,447	454,468	5,152	752,408	757,560
<b>Total</b>		<b>29,052</b>	<b>450,447</b>	<b>479,499</b>	<b>34,312</b>	<b>791,513</b>	<b>825,825</b>
<b>Net Income / (expenditure)</b>		<b>23,666</b>	<b>84,999</b>	<b>108,665</b>	<b>51,146</b>	<b>(122,678)</b>	<b>(71,532)</b>
<b>Transfer between funds</b>	15	(9,550)	9,550	0	(123,270)	123,270	0
<b>Net movement in funds</b>		<b>14,116</b>	<b>94,549</b>	<b>108,665</b>	<b>(72,124)</b>	<b>592</b>	<b>(71,532)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		28,811	29,266	58,077	100,935	28,674	129,609
<b>Total funds carried forward</b>		<b>42,927</b>	<b>123,815</b>	<b>166,742</b>	<b>28,811</b>	<b>29,266</b>	<b>58,077</b>



## STATEMENT OF CASH FLOWS

at 31 March 2020

	Notes	2020 £	2020 £	2019 £	2019 £
<b>Cash flows from operating activities</b>					
Cash provided by / (used in) operating activities	19		187,676		(50,806)
<b>Cash flows from investing activities:</b>					
Purchase of tangible fixed assets		(5,001)		(3,662)	
<b>Net cash (used in) investing activities</b>			<b>(5,001)</b>		<b>(3,662)</b>
<b>Change in cash and cash equivalents in the reporting period</b>			<b>182,675</b>		<b>(54,468)</b>
Cash and cash equivalents at the beginning of the reporting period	20		124,825		179,293
Cash and cash equivalents at the end of the reporting period	20		<b>307,500</b>		<b>124,825</b>

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### 1. ACCOUNTING POLICIES

#### (a) Basis of Accounting

The financial statements have been prepared on a going concern basis in accordance with the applicable accounting standards and under the historical cost convention. The charity is a Public Benefit Entity and a company limited by guarantee, incorporated in Scotland with the registered office as noted on page 3. The financial statements are compliant with the charity's constitution, the Companies Act 2006, the Charities and Trustees Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Statement of Recommended Practice (SORP) FRS 102 "Accounting and Reporting by Charities" (revised 2015), and in accordance with Financial Reporting Standard 102 (FRS 102).

The Board of Trustees consider it appropriate to prepare the financial statements on a going concern basis. In reaching this view, we looked at the funding in place until March 2020 and the free reserves available to us to underpin our work should there be any gap in securing funding for 2020/21. The charity's key source of income is Glasgow City Council. Although formal confirmation of a continuation of funding has not been received at the time of signing financial statements, we do not anticipate that funding from this source will be reduced or withdrawn.

#### (b) Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Income from contractual services and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred

#### (c) Resources expended and irrecoverable VAT

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources. Grants offered subject to conditions which have not been met at the year-end are noted as a commitment but not accrued as expenditure. Governance costs are included in charitable activities and include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fee and costs linked to the strategic management of the charity.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

## **NOTES TO THE FINANCIAL STATEMENTS**

For the year ended 31 March 2020

### **(d) Donated goods and services**

The charitable company places no value on donated services of volunteers or on gifts in kind in the Statement of Financial Activities.

### **(e) Tangible fixed assets**

Individual assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic life on a straight-line basis as follows:

Fittings & Equipment - 33% on a straight-line basis  
Computer equipment - 33% on a straight-line basis

### **(f) Taxation**

The charity is exempt from corporation tax on its charitable activities.

### **(g) Debtors**

Prepayments are valued at the amount prepaid net of any trade discounts due.

### **(h) Cash**

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar.

### **(i) Creditors and provisions**

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

### **(j) Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### **(k) Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### (I) Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Unpaid pension contributions of £1,232 (2019: £1,734) are included within accruals at the year end.

### 2. Donations and legacies income

	2020	2019
	£	£
Donations	18,104	10,814
Grants	15,000	0
	<hr/>	<hr/>
	<b>33,104</b>	10,814
	<hr/> <hr/>	<hr/> <hr/>

Grants received, included in the above, are as follows:

The Robertson Trust	15,000	0
	<hr/>	<hr/>
	<b>15,000</b>	0
	<hr/> <hr/>	<hr/> <hr/>

### 3. Charitable activities Income

	2020	2019
	£	£
Glasgow City Council contract for services	349,914	390,858
Wayside Club Centre income	7,651	9,581
Big Lottery: STEP	0	209,246
National Lottery Community Fund	112,443	0
J Chandler & Co (Buckfast) Ltd	0	30,000
Comic Relief	67,400	38,731
SCVO Digital Inclusion Fund	829	0
City of Glasgow College Student Travel Fund	4,860	0
	<hr/>	<hr/>
	<b>543,097</b>	678,416
	<hr/> <hr/>	<hr/> <hr/>

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### 4. Other trading activities income

	2020	2019
	£	£
Fundraising Events	0	16,829
Income from café	9,192	10,544
Clothing recycling income	1,797	726
Charity shop funds	0	36,764
Other	974	200
	<hr/>	<hr/>
	<b>11,963</b>	<b>65,063</b>
	<hr/> <hr/>	<hr/> <hr/>

### 5. Expenditure on raising funds

	2020	2019
	£	£
Staff costs	0	39,105
Fundraising expenses	0	210
Other funds	974	200
Shop expenses	9,700	15,097
Café purchases	14,358	13,653
	<hr/>	<hr/>
	<b>25,032</b>	<b>68,265</b>
	<hr/> <hr/>	<hr/> <hr/>

### 6. Charitable activities

	2020	2019
	£	£
Charitable activities	4,021	5,153
Provision of services funded by Glasgow City Council	314,273	441,448
Instruments for music group	322	57
Running of hired van	0	13,650
STEP project	10,050	247,478
MOT Project	74,311	0
Comic Relief	45,162	42,159
SCVO Digital Cafe	829	0
Governance costs (note 7)	5,500	7,615
	<hr/>	<hr/>
	<b>454,468</b>	<b>757,560</b>
	<hr/> <hr/>	<hr/> <hr/>

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### 7. Governance costs

	2020	2019
	£	£
Accountancy support	2,500	4,195
Auditor's remuneration	3,000	3,420
	<hr/>	<hr/>
	5,500	7,615
	<hr/> <hr/>	<hr/> <hr/>

### 8. Net Income / (expenditure):

	2020	2019
	£	£
Net Income / (expenditure) is stated after:		
Auditor's remuneration	3,000	3,420
Depreciation	8,525	2,934
Hire of equipment	0	3,162
	<hr/>	<hr/>
	<hr/> <hr/>	<hr/> <hr/>

### 9. Trustees' remuneration and benefits

There were no Trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019

### Trustees' expenses

No Trustees received reimbursement of expenses in the year ended 31 March 2020 not in the year ended 31 March 2019

### 10. Staff Costs

	2020	2019
	£	£
Wages and salaries	258,438	480,590
Social Security Costs	18,936	33,507
Pension costs	13,203	25,750
Redundancy	5,513	45,708
	<hr/>	<hr/>
	296,089	585,555
	<hr/> <hr/>	<hr/> <hr/>

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

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

	<b>2020</b>	2019
Full-time staff:	<b>7</b>	12
Part-time staff:	<b>7</b>	13
	<b>14</b>	25

No employees earned in excess of £60,000 (2019: nil)

	<b>2020</b>	2019
	£	£
Key management remuneration	<b>46,272</b>	106,531

### 11. Tangible Fixed Assets

	<b>Computer Equipment</b>	<b>Fittings &amp; Equipment</b>	<b>Total</b>
	£	£	£
<b>Cost</b>			
At 1 April 2019	20,174	17,653	37,827
Additions	5,001	0	5,001
As at 31 March 2020	25,175	17,653	42,828
<b>Depreciation</b>			
At 1 April 2019	18,229	11,003	29,232
Charge for the year	1,876	6,650	8,526
As at 31 March 2020	20,105	17,653	37,758
<b>Net book value</b>			
<b>As at 31 March 2020</b>	<b>5,070</b>	<b>0</b>	<b>5,070</b>
As at 31 March 2019	1,945	6,650	8,595

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### 12. Debtors

	2020	2019
	£	£
Trade debtors	127	296
Other debtors	0	2,500
Prepayments and accrued income	23,870	3,162
	<hr/>	<hr/>
	<b>23,997</b>	5,958
	<hr/> <hr/>	<hr/> <hr/>

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

	2020	2019
	£	£
Trade creditors	8,198	1,462
Social security and other taxes	6,110	8,062
Accruals	19,837	54,287
Deferred income (see below)	135,681	17,490
	<hr/>	<hr/>
	<b>169,827</b>	81,301
	<hr/> <hr/>	<hr/> <hr/>
<b>Deferred income:</b>		
At 1 April 2019	<b>17,490</b>	
Amount deferred in the year	<b>118,191</b>	
	<hr/>	
Balance at 31 March 2020	<b>135,681</b>	
	<hr/> <hr/>	

### 14. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
Fixed assets	0	5,070	5,070	8,595
Current assets	42,927	288,571	331,498	130,783
Current liabilities	0	(169,827)	(169,827)	(81,301)
	<hr/>	<hr/>	<hr/>	<hr/>
	<b>42,927</b>	<b>123,814</b>	<b>166,740</b>	58,077
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### 15. Movement in funds

	At 1 April 2019	Income	Expenditure	Transfer between Funds	Closing Balance
	£	£	£	£	£
<b>Restricted Funds:</b>					
Glasgow City Council	1,000	349,914	(319,773)		31,141
Big Lottery: STEP	500	0	(10,050)	9,550	0
Oak Foundation Trust	6	0	0		6
Trades House of Glasgow Garden and Better Health Project	1,802	0	(322)		1,480
J Chandler & CO. (Buckfast) Ltd	2,752	0	0		2,752
Comic Relief	22,917	0	0		22,917
National Lottery - MOT	289	67,400	(45,162)		22,527
SCVO Digital	0	112,443	(71,702)		40,741
City of Glasgow College	0	829	(829)		0
	0	4,860	(2,609)		2,251
	29,266	535,446	(450,447)	9,550	123,815
Unrestricted general funds	28,811	52,718	(29,052)	(9,550)	42,927
<b>Total funds</b>	58,077	588,164	(479,499)	0	166,742

The transfer from unrestricted funds was made to eliminate a deficit on the Big Lottery restricted fund

#### Restricted Funds:

##### Glasgow City Council

This fund relates to a contract for services provided by The Marie Trust

##### Big Lottery: STEP

This fund is a grant received for the costs of the Skills Development, Training and Education Project (STEP)

##### Trades House of Glasgow

This fund relates to a grant received for the purchase of fixed assets

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### Comic Relief

This fund relates to a three-year grant towards the cost of the counselling service

### National Lottery: MOT

This fund is a three-year grant for the costs of The Marie Trust (MOT) Homelessness Support Project

### SCVO Digital

This fund relates to a one-off grant towards the set-up costs of establishing a digital café

### City of Glasgow College

This fund relates to the MOT project and is a three-year project to cover the cost of student travel

### 16. Commitments under operating leases

	2020	2019
	£	£
Lease payments recognised as an expense	7,209	14,900
	<hr/>	<hr/>
	<b>7,209</b>	14,900
	<hr/> <hr/>	<hr/> <hr/>

### 17. Related party transactions

There were no related party transactions for the year ended 31 March 2020 nor for the year ended 31 March 2019.

### 18. Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2020	2019
	£	£
<b>Net income / (expenditure) for the year</b>	<b>108,665</b>	(71,532)
Depreciation	8,525	2,934
Decrease / (increase) in debtors	(18,039)	1,207
Increase / (decrease) in creditors	88,525	16,586
	<hr/>	<hr/>
	<b>187,676</b>	<b>(50,806)</b>
	<hr/> <hr/>	<hr/> <hr/>

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

### 19. Analysis of cash and cash equivalents

	2020	2019
	£	£
<b>Cash and cash equivalents comprise:</b>		
Cash at bank	307,179	124,342
Cash in hand	321	483
	<hr/>	<hr/>
<b>Total cash and cash equivalents</b>	<b>307,500</b>	<b>124,825</b>
	<hr/> <hr/>	<hr/> <hr/>

### 20. Ultimate controlling party

The charity is constituted by its Memorandum and Articles of Association and is controlled by its appointed trustees.