

Missing People Limited
Company no. 2814202

missing people

Registered Charity No. 1020419

Trustees' Annual Report and Accounts

Year ended 31 March 2016

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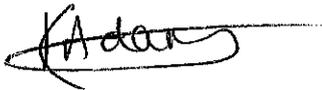
Chair's Statement

This year Missing People has continued to grow both the support it offers and the impact it has around adults and children who go missing or are missing a loved one.

Missing People is an organisation that doesn't stand still. It is constantly striving to find more innovative ways to be a lifeline when someone disappears. I'm proud to Chair an organisation that is ambitious about the number of people it can help, and the range of ways it provides that support to keep up with the significant shifts of this digital age.

The current external environment feels tough and turbulent for us, the sector and society. We continue to broaden and deepen our long term sources of income to maintain sustainable foundations and finance demand for our services. There remains more to do. As trustees, we believe in accountability, transparency and see challenge as an opportunity to grow.

Our progress owes so much to the passion and commitment of so many people – especially our employees and volunteers including the trustee board. We are extremely grateful to the many individuals, companies, grant making bodies and statutory agencies that have supported us. You are our lifeline.



Kate Adams

Chair of Trustees

Trustees' Report

1. Reference and Administrative

Charity Name	Missing People
Charity Number	1020419
Company Number	2814202
Registered Office	Roebuck House 284 Upper Richmond Road West London SW14 7JE
Trustees	Kate Adams – Chair (from 5 May 2015) Caryl Agard Doug D’Arcy Sarah Godwin Jane Harwood Ben Houghton - Treasurer Justin McLaren Simon Moss Chris Rollings - Vice Chair Lisa White John Reiss (Chair, resigned 5 May 2015) Stephanie Darroch (resigned 10 September 2015)
Company Secretary	Douglas Parkhill
Chief Executive	Jo Youle
Directors	Susannah Drury, Director of Policy, Research and Resources Sophie Lapham, Director of Services Ross Miller, Director of Fundraising and Communication Douglas Parkhill, Director of Finance Karen Robinson, Director of Development and Partnerships
Auditor	BDO LLP 55 Baker Street London W1U 7EU
Website	www.missingpeople.org.uk

2. Structure, Governance and Management

Nature of governing document

Missing People became a registered charity on 30 April 1993. It is a charitable company with no issued share capital being limited by guarantee. Its governing instrument is its Memorandum and Articles of Association dated 26 September 2007 and the trustees are its members. Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March was 10.

Organisation

Missing People is led by a diverse and experienced board of trustees who, together with the Chief Executive and Directors, ensure the charity delivers its aims. The board of trustees has overall responsibility for governing the charity's strategy and finances and monitoring its performance. Day to day activities are the responsibility of the Chief Executive and Directors. The Chief Executive reports to the trustees and the Directors report to the Chief Executive.

Recruitment and appointment of Trustees

Trustee vacancies are advertised widely, in a range of media, and candidates are required to submit a CV and undergo an interview with the Chair. The Chair will then invite selected candidates to meet the Chief Executive, representatives of other trustees, and the Directors. The procedure for the appointment of trustees is set out in the Articles of Association.

Induction and training

New trustees are given a comprehensive briefing pack that includes information about the charity, their role and the issue of missing people. All trustees are invited to attend a structured induction day and training which aims to ground them in the cause and to enrich their understanding of the difference the charity makes.

Pay policy for senior staff

The aim of our pay policy, which applies to all employees, is to offer remuneration that is fair and appropriate for the roles they perform and the responsibilities they undertake to deliver our charitable aims. The trustees consider the key management personnel of the charity comprise the Chief Executive and all Directors.

In setting remuneration for all staff, including senior staff, a number of criteria are used including consideration of the nature and responsibilities of specific roles, local and national sector averages and other market factors.

Risk management

Trustees review the major risks faced by the charity as part of their annual cycle of business. Systems of internal financial control have been put in place, which are designed to safeguard the charity's assets, ensure that proper accounting records are maintained and provide reliable and timely financial information.

Trustees are satisfied with these arrangements and the following are key risks which the charity faces and the related mitigation factors in place:

Risk	Mitigation
<u>Fundraising</u> : Failure by us, or on the part of agencies we work with, to comply with fundraising regulation.	We have reviewed our fundraising policies and practices, and ensured those working on our behalf abide by our Fundraising Promise and will regularly monitor their work. We continue to engage with the sector and the new fundraising regulator.
<u>Sector reputation</u> : The media, opinion formers or general public opinion may erode trust in charities, affect the sectors strong standing and may indirectly impact our ability to be trusted and to fundraise.	We will continue to be transparent and trustworthy and provide high quality accredited services in a cost effective way. Trustee and Directors will continue to regularly monitor potential areas of vulnerability.
<u>Pro bono support</u> : The charity receives significant pro bono support without which our ability to provide our existing level of service could be impacted.	We will continue to build positive relationships with pro bono suppliers to ensure support continues. In addition, we will seek a partnership agreement that outlines a minimum length of such support.

3. Purpose, Aims and Charitable Activities of Public Benefit

Vision

Every missing person is found safe.

Mission

To be a lifeline when someone disappears.

Aims

- To safeguard and support missing people
- To provide tailored and effective family support
- To be the authoritative voice advocating for missing people and families
- To be a strong, diverse and effective organisation

Charitable Activities of Public Benefit

Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding which activities the charity should undertake.

Missing People offers a free, confidential, 24 hour Helpline to the 250,000 people who go missing each year in the UK. For families left behind the charity helps to find missing loved ones and provides specialised support to end the heartache and confusion.

The charity helps missing children and young people in crisis, and those thinking of going missing. Missing People operates the 116 000 Helpline for missing children in the UK, for free, by phone, email and text. We provide confidential advice and support around the clock. Importantly, we also enable young people, often living on the streets in danger or at risk of exploitation, to reconnect with their families or carers. We also work in partnership with local and regional support projects for young runaways. These vital projects refer young people to us 'out of hours' so we can provide support during evenings and weekends.

For the missing children whom the police believe to be most vulnerable - when a child's life may be in immediate danger - the charity provides Child Rescue Alert in partnership with CEOP, a command of the National Crime Agency (NCA), and technology partner Groupcall. The charity can issue an Alert at police request day or night and engages the public and businesses like Royal Mail Group to get involved.

For vulnerable missing adults, Missing People provides free, confidential, 24-hour advice and support. A missing adult can pass on a 'safe and well' message to their family or carers, often leading them to reconnect directly.

When someone disappears it is vital that their family can access advice and support immediately and for as long as that person is missing. That is why Missing People provides free emotional and practical support as well as a range of in-depth support such as telephone counselling and events for families.

The charity provides free publicity services to help find vulnerable missing people. To achieve this we work in partnership with companies such as outdoor advertisers who provide gifts in kind of media space at the national, regional and local level. Our appeals generate information and sightings from the public, as well as contact from the missing person, 24 hours a day.

Missing People is an advocate for families affected, often liaising on behalf of, and between, families and the statutory sector. An important focus of the work of Missing People is research into the issue and its impacts, and lobbying to improve the support available.

Volunteers

Without volunteers, Missing People could not be a lifeline when someone disappears. The charity's volunteers have the chance to get new experience within the voluntary sector, to learn from highly-trained staff and to gain and develop new skills that will stay with them forever.

Volunteers can make a real difference to missing people and their families by giving their time at the charity's central office in London, or in any part of the UK through our local volunteer programme.

4. Achievements and Performance

Services Performance

Families of missing people

We supported 3,178 families of vulnerable missing people this year. Of those surveyed:

- 96% would recommend us to someone in a similar situation
- 91% said we had a positive impact on at least one aspect of personal wellbeing
- 85% felt our support had a positive impact on their social wellbeing

With support from the Big Lottery Fund, Missing People continued to provide enhanced support to families in England. This included in-depth support via our telephone counselling service and peer to peer support via our online Family Forum. Events for families included Carol Services to remember missing loved ones, the third national conference for families of missing people, and 'Together to Remember', a special day to remember every missing person.

Publicity appeals provide a vital service for families. These free appeals help to keep the search alive for their missing loved one. We produced 5,671 different appeals for missing people.

Missing children and young people

This year we directly helped 1,647 children and young people through our 24/7 national services.

This year we:

- Helped to find 734 children and young people
- Appealed for 873 children at the request of their family or the police
- Were involved in 10,476 instances of helping to safeguard children and young people

In addition we sent 9,395 TextSafe messages to missing children. TextSafe messages are sent to a child's mobile phone to let them know that our support is available.

When a child is found, many of the problems that may have led to them going missing will not have gone away. In Swindon and East Sussex the charity provided 1 to 1 support on 445 occasions to children who had returned from being missing. This support aimed to find out why they went missing, what happened while they were away, and what support they need to be safe and prevent them going missing again.

Sexual Exploitation

Going missing is often a key indicator of sexual exploitation. In 2015, in partnership with NWG Network we launched the Say Something campaign. This aimed to make vulnerable children and young people safer by empowering them to identify sexual exploitation and giving them a channel to anonymously report concerns for their safety, or the safety of others.

During the pilot between July 2015 and March 2016 we answered 230 contacts from children and young people at risk of, experiencing or reporting sexual exploitation.

Vulnerable missing adults

This year we continued to provide accredited support around the clock to adults who had gone missing or who were thinking about going missing.

This year we:

- Helped to find 1,205 missing adults
- Were involved in 7,536 instances of helping to safeguard adults
- Appealed for 1,454 missing adults at the request of their family or the police.

In partnership with the Samaritans and the police we continued to reach more missing adults at risk of suicide. We sent 93% more TextSafe messages to missing adults this year than in 2014/5.

Development and Partnerships

Child Rescue Alert

Missing People produced an eye-catching campaign encouraging the public to register for Child Rescue Alert. The campaign was bolstered by donated digital billboard space and resulted in over 40,000 new registrations to the system in just two weeks. Fantastic support was also given by partners organising 'sign up' days in offices around the country.

Facebook became a key Child Rescue Alert partner this year, providing a lifeline by publishing details of alerts in the news feeds of users within a designated area.

Royal Mail Group, our 2016 Child Rescue Alert Funder, continued to find new ways to join the search for missing people this year. They implemented a national system to send missing appeals to their network of 123,000 postmen and women as well as a new "Freepost Missing People" address, adding a new way for people to access our services.

Events in Cardiff and Westminster promoted Child Rescue Alert to 47 MPs, Welsh Assembly Members and MEPs.

The Child Rescue Alert awards were held at the BT Tower to recognise companies and individuals who have made an outstanding contribution to the system since it launched.

Special Projects

Our friends at ICAP supported the Big Tweet for Missing Children 2015, which achieved a record-breaking 96,000 retweets. 19 of the children featured have since been found.

We tested the concept of providing free phones for young people at risk of running away. This was conducted with "Ownfone": they provide credit card sized phones with pre-programmed emergency contacts.

Five Carol Services were held as part of our Home for Christmas campaign to remember those missing at Christmas. We also help a month-long photography exhibition at St Martin in the Fields, Trafalgar Square London, featuring highly emotional portraits of families missing a loved one.

Fifteen volunteers marched with us at London Pride, shouting about our services for the LGBT+ community and the re-launch of Runaway Helpline.

We launched our new Aftercare Project, made possible by Big Lottery Fund Wales, by holding launch events for each of the four Welsh Police forces. The first year of the project saw us contacted by over 2,200 people affected by missing in Wales.

We secured our first funding from the Scottish Government to increase awareness and promote the use of our services throughout Scotland.

Policy and Research Performance

Research

In July 2015 in partnership with Catch 22, we published 'Running the Risks'. This groundbreaking new research explored the links between gang-involvement and young people going missing. The report has been shared widely with professionals across the UK, fed into revised Authorised Police Practice, and was mentioned by Ann Coffey MP in a House of Commons debate about Gangs and Serious Youth Violence.

We contributed to an important new piece of research, commissioned by Railway Children, about the social return on investment of Return Home Interviews. Launched at the English Coalition for Runaway Children conference in November, 'The Value of Return Home Interviews' shows that, for every £1 spent on providing return home interviews and follow up support, social value is generated to the value of £3 - £7.

This year we have shared our diverse research findings at many national and international conferences across the UK, Belgium and Slovenia.

Policy

This year we supported the All Party Parliamentary Group on Missing and Runaway Children and Adults inquiry, into safeguarding absent children.

Our guardianship campaign has gathered parliamentary support with an Early Day Motion, a Private Members' Bill in the House of Lords, a debate in the Commons and a successful online campaign leading to parliamentary questions.

Missing People has played a role in developing the Scottish Government's strategy on missing persons, including sitting on the steering group for the strategy development, and playing a key role in the launch event. This input has had a positive impact, with the draft strategy reflecting each of our manifesto calls and highlighting the value of our services in delivering the strategy's aim and objectives.

Fundraising Performance

As an independent charity we rely on public donations. Our approach to raising voluntary funds is to secure long-term support and partnerships that enable us to be sustainable.

We have continued to grow our voluntary income and this year the charity was delighted to welcome significant new supporters including St James's Place Foundation and several new individual major donors. They joined long-term support including players of the People's Postcode Lottery. We could not be a lifeline without them.

In a year where there has been unprecedented scrutiny of UK fundraising, we have continued to offer excellent supporter care. We have reviewed all fundraising policies to ensure they remain in line with new regulatory frameworks and our values as a charity. This has included implementing the 'Code of Fundraising' beyond its requirements.

Missing People is a proud member of the Fundraising Standards Board (FRSB) and fundraises in accordance with the charity's Ethical Policy. On average the charity generates £5-£6 of income for every £1 it spends on fundraising.

5. Financial Review

We are pleased to report that the charity achieved a surplus of £162K in the year (2015: deficit £8K), reflecting another year of sound fundraising performance and continued careful financial management.

Our total income at £2,815K showed growth of 17% on the previous year (£2,409K) and we continue to see benefits from our investment in a long-term programme focused on achieving diverse, robust and reliable income streams at a time of reductions in statutory funding.

Total expenditure at £2,653K showed an increase of 10% on last year (£2,418K) and we have continued to focus our spending on front-line services. Expenditure on charitable activities

rose by 13% in the year and you can read about our major achievements with this money elsewhere in this report. Fundraising costs at £509K represented 18% of income.

Volunteers and pro-bono supporters again contributed significantly to the charity, far beyond the services recognised in these financial statements. Missing People is particularly grateful to Waitrose for providing full office accommodation. We thank the out-of-home media owners represented by Outsmart, JCDecaux and many other print and digital partners for media space. We are grateful to the charity's solicitors Clifford Chance for their services.

Reserves

The charity's free reserves policy is that it should hold no less than three months' and no more than six months' current operating costs to safeguard against fluctuations that may arise in funding. This policy is intended to maximise the amount available for Missing People's charitable activities during the current economic climate. Free reserves are defined as unrestricted funds less fixed assets and designated funds. At the end of the year, the level of free reserves was £1.14m (2015: £0.96m) which was a little over four months' worth of charitable expenditure out of unrestricted funds.

Investment policies and objectives

Missing People does not currently invest charity funds in stocks or shares and trustees review this policy on an annual basis. The limited numbers of shares that may be generously donated to Missing People are sold to aid our charitable activities.

6. Plans for the Future

Missing People is an organisation that is future focussed. The charity is constantly striving to find more innovative ways to be a lifeline when someone disappears. In the second year of our three year plan we continued to make significant progress.

Aim 1: Safeguard and support missing people

This year we:

- Consulted with young people, teachers and education professionals
- Relunched our Runaway Helpline service with a new website for young people
- Developed resources for young people and professionals

Next year we will:

- Pilot Live Chat as a new channel for children in crisis
- Deliver return home support projects in four regions
- Develop a prevention campaign about the risks of running away
- Seek to expand our partnership with Samaritans for suicidal missing adults
- Pilot post missing support projects for adults

Aim 2: Support families of missing people

This year we:

- Brought together families of missing people to form the Missing People Choir
- Extended our support to include families of children who return from being missing
- Held Carol Services across England and Wales for families missing a loved one

Next year we will:

- Deliver a Carol Service for families of missing people in Scotland
- Increase the number of families referred to us for support via police forces.

Aim 3: Be the authoritative voice advocating for missing people and families

This year we:

- Called for emergency accommodation so that every missing child has a safe place to stay
- Grew political support for a guardianship law to enable families to manage a missing loved one's finances and property
- Supported the Scottish Government to develop a Strategy for Missing People
- Influenced the All Party Parliamentary Group Inquiry into safeguarding absent children

Next year we will:

- Continue to work towards our four manifesto calls; campaigning for a guardianship law; developing a joint campaign to ensure children have a safe place to stay; and gathering support for better help for adults returning from being missing
- Collaborate on research on trafficking and missing with ECPAT UK
- Begin research into people going missing and becoming victims of crime

Aim 4: Be a strong, diverse and effective organisation

This year we:

- Reached number 18 in the Sunday Times 'Best Not for Profits to Work For' list, ranked second for leadership and second overall for smaller organisations
- Extended our community volunteer programme
- Developed Theories of Change to inform how we continue to improve and evaluate our services

Next year we will:

- Launch a fundraising campaign, Find Every Child
- Develop a new five year strategic plan for 2017-2022
- Continue to ensure we are an excellent charity to work and volunteer for

7. Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. 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 and of the

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2016

incoming resources and application of resources, including its income and expenditure, of the charity for the year. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting 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 business.

Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy, at any time, the financial position of the charity and enable them to ensure that the financial statements comply with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

Each trustee has confirmed that, insofar as they are aware:

- there is no relevant audit information of which the charity's auditors are unaware;
- they have taken all the steps, that as trustees 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.

Approved by the trustees on 10 August 2016 and signed on their behalf by:



Kate Adams
Chair

Independent auditor's report to the members of Missing People Limited

We have audited the financial statements of Missing People Limited for the year ended 31 March 2016 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and the related notes. 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).

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

Respective responsibilities of trustees and auditor

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Financial Reporting Council's (FRC's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the FRC's website at www.frc.org.uk/auditscopeukprivate.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2016 and of its net income 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.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

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 requires us to report to you if, in our opinion:

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

BDO LLP

Julia Poulter (Senior Statutory Auditor)
for and on behalf of BDO LLP, Statutory Auditor
London
United Kingdom

Date: 10th August 2016

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127)

Missing People

Statement of Financial Activities (incorporating an Income and Expenditure Account) for the year ended 31 March 2016

	Note	Unrestricted Funds 2016 £	Restricted Funds 2016 £	Total Funds 2016 £	Unrestricted Funds 2015 £	Restricted Funds 2015 £	Total Funds 2015 £
Income:							
Voluntary Income							
Donations, grants and legacies	15	1,591,846	971,018	2,562,864	1,513,535	720,377	2,233,912
Income from Charitable activities:							
Fees and grants for service provision		-	214,420	214,420	-	86,135	86,135
Policy & Research		-	31,937	31,937	-	84,336	84,336
Income from Investments		5,740	-	5,740	5,022	-	5,022
Total income		<u>1,597,586</u>	<u>1,217,375</u>	<u>2,814,961</u>	<u>1,518,557</u>	<u>890,848</u>	<u>2,409,405</u>
Expenditure:							
Expenditure on Raising funds							
Raising funds		509,494	-	509,494	519,793	-	519,793
Expenditure on Charitable activities:							
Service provision		719,866	1,185,438	1,905,304	869,738	806,512	1,676,250
Policy & Research		206,445	31,937	238,382	137,501	84,336	221,837
Total Charitable Activities		<u>926,311</u>	<u>1,217,375</u>	<u>2,143,686</u>	<u>1,007,239</u>	<u>890,848</u>	<u>1,898,087</u>
Total Expenditure	4	<u>1,435,805</u>	<u>1,217,375</u>	<u>2,653,180</u>	<u>1,527,032</u>	<u>890,848</u>	<u>2,417,880</u>
Net income/(expenditure) and net movement in funds for the year	2	161,781	-	161,781	(8,475)	-	(8,475)
Reconciliation of Funds							
Fund balances brought forward at 1 April		991,597	-	991,597	1,000,072	-	1,000,072
Balance carried forward at 31 March	16	<u>1,153,378</u>	<u>-</u>	<u>1,153,378</u>	<u>991,597</u>	<u>-</u>	<u>991,597</u>

The notes on pages 19 to 25 form part of these financial statements.

All amounts relate to continuing activities. There are no recognised gains or losses other than the net movement in the funds included above.

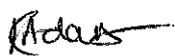
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Balance Sheet as at 31 March 2016

Company Registration Number 2814202

	Note	2016 £	2016 £	2015 £	2015 £
Fixed Assets					
Tangible assets	6		15,470		27,340
Current Assets					
Debtors	8	105,145		126,560	
Cash at bank and in hand		<u>1,340,098</u>		<u>1,231,614</u>	
		1,445,243		1,358,174	
Creditors: Amounts falling due within one year	9		<u>(307,335)</u>		<u>(393,917)</u>
Net Current Assets			<u>1,137,908</u>		<u>964,257</u>
Total Assets less Current Liabilities			<u>1,153,378</u>		<u>991,597</u>
Net Assets			<u>1,153,378</u>		<u>991,597</u>
Funds of the charity:					
Unrestricted Funds	16		1,153,378		991,597
Restricted Funds			-		-
Total Funds			<u>1,153,378</u>		<u>991,597</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 10 August 2016 and signed on its behalf by:



}

Kate Adams - Chair



}

Justin McLaren - Trustee

The notes on pages 19 to 25 form part of these financial statements.

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Statement of Cash Flows for year ended 31 March 2016

	2016 £	2015 £
Cash flows from operating activities :		
Net cash provided by (used in) operating activities (see note (a))	<u>103,276</u>	<u>82,673</u>
Cash flows from investing activities		
Interest income	5,740	5,022
Purchase of property, plant and equipment	<u>(532)</u>	<u>(26,623)</u>
Net cash provided by (used in) investing activities	<u>5,208</u>	<u>(21,601)</u>
Change in cash and cash equivalents in the reporting period	108,484	61,072
Cash and cash equivalents at the beginning of the period	1,231,614	1,170,542
Cash and cash equivalents at the end of the reporting period	<u>1,340,098</u>	<u>1,231,614</u>

(a) Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2016 £	2015 £
Net income/(expenditure) for the reporting period (as per statement of financial activities)	161,781	(8,475)
Adjustments for:		
Depreciation charges	12,403	10,421
(Gains)/losses on investments	(5,740)	(5,022)
(Increase)/decrease in debtors	21,414	65,847
Increase/(decrease) in creditors	<u>(86,582)</u>	<u>19,902</u>
Net cash provided by (used in) operating activities	<u>103,276</u>	<u>82,673</u>

The notes on pages 19 to 25 form part of these financial statements.

Missing People
Notes to the Financial Statements
Year ended 31 March 2016

The principal accounting policies applied in the preparation of the financial statements are as follows:

1 Accounting Policies

- a) **Basis of preparation**
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Missing People Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). There are no areas of critical estimate or significant judgement that affects the preparation of these financial statements.

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. There are no restatements of comparative items required in accordance with FRS 102 and the Charities SORP FRS 102.

- b) **Group accounts**
The Charity owns the whole of the share capital of Missing Limited. The company was dormant during the year and therefore consolidated accounts are not prepared.

- c) **Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably. In particular:

- Grants are accounted for once a formal offer of funding is received, subject to satisfying any performance-related conditions. In the event that a grant is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period;

- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

- Deferred income comprises grants or donations which the donor has specified to be used in future accounting periods.

- Donations are accounted for when receivable.

- d) **Expenditure**
All expenses are accounted for on an accruals basis. Wherever possible costs are allocated directly to the appropriate activity; other costs common to all activities are apportioned between those activities on the basis of the proportion of staff time spent during each year in connection with each activity.

Cost of Raising Funds comprises costs incurred in inducing people and organisations to contribute financially to the work. This includes the cost of advertising for donations and the staging of special fundraising events.

Expenditure incurred in connection with the specific objects of the charity is included under the heading Charitable Activities.

Support costs, which are the costs of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, are apportioned on the basis of staff costs attributable to each activity.

The irrecoverable element of VAT is included with the item of expense to which it relates.

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- e) **Tangible fixed assets and depreciation**
Fixed assets are recorded at cost or, in cases where assets have been donated to the charity, at valuation at the time of donation. All assets acquired for continuing use and costing more than £500 are capitalised.
- Provision is made for depreciation on all tangible assets, at rates calculated to write off the asset less estimated residual value over its expected life as follows:
- Office Equipment - 25% to 33.33% per annum on a straight line basis
- f) **Funds**
Unrestricted funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the charity and have not been designated for other purposes.
- Restricted funds* are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.
- g) **Leased assets**
Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred.
- h) **Direct taxation**
The company is a charity within the meaning of Para 1 Schedule 6 Finance Act 2010. Accordingly the company is potentially exempt from taxation in respect of income within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income is applied exclusively to charitable purposes. No tax charge arose in the period.
- i) **Pension**
The Charity contributes to a defined contribution group personal pension scheme. The assets of the scheme are held separately from those of the Charity in independently administered funds. The pension cost charge represents contributions payable under the scheme by the Charity to the funds. The Charity has no liability under the scheme other than for the payment of those contributions. Contributions are disclosed in note 3.

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Notes to the Financial Statements
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2 Income/(Expenditure)

The net income/(expenditure) for the year are stated after charging:

	2016	2015
	£	£
Depreciation on tangible fixed assets	12,403	10,421
Operating leases	1,097	2,049
Auditor's remuneration		
Audit services	9,600	9,350
Non-audit services	1,450	-
	<u>1,450</u>	<u>-</u>

3 Staff costs

Staff costs were as follows:

	2016	2015
	£	£
Wages and salaries	1,816,782	1,600,672
Social Security costs	173,648	151,486
Pension	84,551	63,232
Temporary Staff costs	16,703	5,907
	<u>16,703</u>	<u>5,907</u>
	<u>2,091,684</u>	<u>1,821,297</u>

One employee earned between £70,001 - £80,000 in the year (2015: one). No other employees earned over £60,000. The average weekly number of employees (based on average headcount) during the year was as follows:

	2016	2015
	Number	Number
Charitable activities	66	57
Fundraising	8	8
Governance	1	1
	<u>1</u>	<u>1</u>
	<u>75</u>	<u>66</u>

The full time equivalent number of employees during the year was 59 (2015: 51)

Trustees' remuneration and related party transactions

The Trustees were neither paid nor voted any emoluments during the year (2015 - nil).

One Trustee was paid £144 travel expenses during the year (2015: nil).

The key management personnel of the charity comprise the Chief Executive, Director of Services, Director of Policy & Research, Director of Supporters & Communication and Director of Finance & Resources. The total employee benefits of key management personnel of the charity were £281,057 (2015: £257,099)

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Notes to the Financial Statements
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4 Analysis of Total Resources Expended

	Direct Costs Activities £	Support Costs (see note 5) £	2016 Total £	2015 Total £
Charitable Activities:				
Service Provision	1,467,159	438,145	1,905,304	1,676,250
Policy & Research	182,545	55,837	238,382	221,837
Cost of Raising Funds	390,154	119,340	509,494	519,793
	<u>2,039,858</u>	<u>613,322</u>	<u>2,653,180</u>	<u>2,417,880</u>

5 Support costs by activity

	Service Provision	Policy & Research	Cost of Raising Funds	2016 Total £	2015 Total £
Governance	36,694	4,591	9,812	51,097	49,934
Information technology	88,119	11,971	25,585	125,675	133,363
Central facilities	77,125	9,650	20,626	107,401	103,709
Finance	104,951	13,157	28,120	146,228	142,349
Human resources	48,035	6,022	12,871	66,928	65,602
Central management	83,221	10,446	22,326	115,993	119,092
	<u>438,145</u>	<u>55,837</u>	<u>119,340</u>	<u>613,322</u>	<u>614,049</u>

Support costs have been allocated on the basis of the charity's accounting policies and identified staff and direct costs for each category. Comparatives for 2015 have been restated under the Charities SORP (FRS 102) for £49,934 of governance costs which were previously on the SOFA, rather than included under support costs.

6 Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
At 1 April 2015	60,609	60,609
Additions	532	532
Disposals	-	-
At 31 March 2016	<u>61,141</u>	<u>61,141</u>
Depreciation		
At 1 April 2015	33,268	33,268
Charge for year	12,403	12,403
Disposals	-	-
At 31 March 2016	<u>45,671</u>	<u>45,671</u>
Net book value		
At 31 March 2016	<u>15,470</u>	<u>15,470</u>
At 31 March 2015	<u>27,340</u>	<u>27,340</u>

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Notes to the Financial Statements
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7 Subsidiary Company

The Charity holds two ordinary £1 shares in Missing Ltd, being 100% of the issued share capital.
The entire profit of Missing Ltd is paid annually to Missing People under Gift Aid.

Results of Missing Ltd

	2016	2015
	£	£
PROFIT & LOSS ACCOUNT		
Turnover	-	-
Cost of sales and administration expenses	-	-
	<hr/>	<hr/>
Net profit for the year	-	-
Amount gift aided to the charity	-	-
	<hr/>	<hr/>
Retained in subsidiary	<hr/> <hr/>	<hr/> <hr/>
BALANCE SHEET		
Debtors	2	2
Cash at bank and in hand	3,234	3,234
Creditors: Amounts falling due within one year	<u>(3,234)</u>	<u>(3,234)</u>
Total net assets	<hr/> <hr/>	<hr/> <hr/>
Capital and reserves		
Called up share capital	2	2
Profit and loss account	<hr/>	<hr/>
	<hr/> <hr/>	<hr/> <hr/>

8 Debtors

	2016	2015
	£	£
Accrued income	42,639	62,985
Prepayments	52,643	51,539
Other debtors	6,629	8,802
Amount due from subsidiary	<u>3,234</u>	<u>3,234</u>
	<hr/> <hr/>	<hr/> <hr/>
	105,145	126,560

All amounts shown under debtors fall due for payment within one year.

9 Creditors:

Amounts falling due within one year	2016	2015
	£	£
Other taxes and social security costs	45,067	43,566
Other creditors	22,729	52,774
Accruals	23,966	23,201
Deferred Income (Note 10)	<u>215,573</u>	<u>274,376</u>
	<hr/> <hr/>	<hr/> <hr/>
	307,335	393,917

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Notes to the Financial Statements
Year ended 31 March 2016

10 Deferred Income	2016	2015
	£	£
Balance at 1 April	274,376	202,994
Released in the year	(274,376)	(202,994)
Amount deferred in the year	215,573	274,376
Balance at 31 March	<u>215,573</u>	<u>274,376</u>

Deferred income comprises grants or donations which the donor has specified to be used in future accounting periods.

11 Leasing Commitments

At 31 March the Charity had minimum lease commitments under non-cancellable operating leases on office equipment as set out below:

	2016	Restated
	£	2015
		£
Operating leases which expire:		
Within one year	953	-
Between one and five years	144	3,289
After five years	-	-
	<u>1,097</u>	<u>3,289</u>

12 Analysis of Net Assets

	Tangible	Bank &	Debtors	Current	Total
	Fixed	Cash		Liabilities	
	Assets	£	£	£	£
	£				
Restricted	-	206,810	8,763	(215,573)	-
Unrestricted	15,470	1,133,288	96,382	(91,762)	1,153,378
	<u>15,470</u>	<u>1,340,098</u>	<u>105,145</u>	<u>(307,335)</u>	<u>1,153,378</u>

13 Ultimate Controlling Party

The Directors listed in the Trustees' Report are the ultimate controlling parties being members of the company.

All Charity policies and executive decisions are determined by the Trustees. The day to day running of the charitable company has been delegated to the Chief Executive and Directors.

14 Related Party Transactions

There were no material transactions with related parties during the year (2015: none).

Trustees and other related parties, including key management personnel, made donations to Missing People totalling £860 (2015: £3,480) during the year.

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15 Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	Total 2016 £	Total 2015 £
General donations	1,226,838	971,018	2,197,856	1,731,859
Grant	-	-	-	220,000
Legacies	60,000	-	60,000	1,180
Fundraising & promotional events	305,008	-	305,008	280,873
	<u>1,591,846</u>	<u>971,018</u>	<u>2,562,864</u>	<u>2,233,912</u>

16 Movements in funds

	Brought forward £	Incoming Resources £	Resources Expended £	Transfers £	Carried forward £
Restricted funds					
The movement on restricted funds comprises the following donations and grants held on trust to be used for specific purposes					
Core services	-	1,100,273	(1,100,273)	-	-
Computer systems development		1,644	(1,644)		
Regional funding	-	83,521	(83,521)	-	-
Policy & Research	-	31,937	(31,937)	-	-
Total restricted funds	<u>-</u>	<u>1,217,375</u>	<u>(1,217,375)</u>	<u>-</u>	<u>-</u>
<i>Unrestricted funds</i>	<u>991,597</u>	<u>1,597,586</u>	<u>(1,435,805)</u>	<u>-</u>	<u>1,153,378</u>
Total funds	<u>991,597</u>	<u>2,814,961</u>	<u>(2,653,180)</u>	<u>-</u>	<u>1,153,378</u>

Any expenditure on restricted projects not covered by restricted donations is met from unrestricted funds.

Purposes of restricted funds

Core services funds support the delivery of the charity's principal activities.

Computer systems development funding supports software enhancement of the charity's services.

Regional funding enables the charity's work in specific geographic areas.

Policy and research funding represents donations and grants towards the charity's policy, research and advocacy work.

The funding above includes generous donations from the following:

	£
Big Lottery Fund - Wales	169,030
Big Lottery Fund - England	163,035
Garfield Weston Foundation	18,750
Oak Foundation	<u>77,550</u>