

**Missing People Limited**  
**Company no. 2814202**

**missing  
people**

Registered charity in England and Wales (1020419)  
and in Scotland (SC047419)

**Trustees' Annual Report and Accounts**  
**Year ended 31 March 2019**

Missing People  
Trustees' Annual Report and Accounts Year ended 31 March 2019

## Contents

Chair's Statement.....	2
Trustees' Report.....	3
1. Reference and Administrative .....	3
2. Structure, Governance and Management .....	4
Nature of governing document .....	4
Charitable Activity in Scotland .....	4
Organisation.....	4
Recruitment and appointment of Trustees .....	4
Induction and training.....	5
Pay policy .....	5
Related parties and cooperation with other organisations.....	5
3. Purpose, Aims and Charitable Activities of Public Benefit.....	6
Vision.....	6
Mission.....	6
Aims.....	6
Charitable Activities of Public Benefit.....	6
Volunteers.....	7
Strategic Report .....	7
4. Achievements and Impact .....	7
Services Performance .....	7
Development and Partnerships .....	8
Monitoring and Evaluation .....	9
Fundraising Statement.....	10
5. Financial Review.....	11
6. Risk Management .....	11
7. Plans for the Future .....	12
8. Statement of Trustees' Responsibilities.....	13
Independent auditor's report to the members and trustees of Missing People Limited.....	15
Opinion.....	15
Basis for opinion.....	15
Conclusions related to going concern.....	15
Other information.....	16
Opinions on other matters prescribed by the Companies Act 2006 .....	16
Matters on which we are required to report by exception .....	16
Responsibilities of Trustees .....	17
Auditor's responsibilities for the audit of the financial statements .....	17
Statement of Financial Activities .....	19
Balance Sheet.....	20
Statement of Cash Flows .....	21
Notes to the Financial Statements.....	22

## Chair's Statement

This year Missing People has continued on its mission to help people dealing with a loved one being missing, people thinking of going missing, and those who are missing.

The charity remains focused on delivering its ambitious five year plan to significantly increase the number of people we help. Two key factors that will help us get there are digital transformation, including building new digital capabilities, and ensuring people with lived experience shape those services. This work is already underway and our digital ambitions have been backed by the Worshipful Company of Information Technologists, who made Missing People a joint winner of the Charity IT Award, resulting in a transformational £300,000 grant.

We could not be prouder of the teams who have helped bring the Guardianship (Missing People) Act 2017 into force. Work has continued throughout 2018 and 2019, with Missing People campaigning with families who have been affected and the law was enacted on 31 July 2019, a welcome boost for families dealing with the trauma of a disappearance. In a similar vein to Power of Attorney, the family will be able to manage the financial affairs of the missing person and avoid serious consequences like bankruptcy and loss of assets, which previously were a major problem for missing people and their families.

This year we have won major awards for our fundraising, including the Business Charity Awards 'Marketing Partnership of the Year', the CIPR 'Corporate Social Responsibility' Award and the Institute of Fundraising's National Award for 'Business Charity Partnership of the Year' for our Deliveroo partnership, the #RidetoFind campaign, which involved riders raising awareness by wearing posters of missing people on the back of their clothing while out delivering.

A highlight of the year was not just retaining our position in the Sunday Times 'Best Not for Profit Organisation to Work for' in the UK, but moving up the table, from 19<sup>th</sup> position to 14<sup>th</sup>. A testament to how we deliver on our values across the entire staff team. As a Board of Trustees we were honored to be recognised by the Charity Governance Awards 2018, winning the 'embracing opportunity and harnessing risk' category.

At the same time we recognise where risks can't be taken and the impact across the sector of the importance of trust, especially when working with vulnerable individuals. As part of an ongoing process, at the beginning of this year, Missing People set up a Safeguarding Panel which is giving advice on the development of a Code of Conduct. We will continue to develop this work going forward.

We would not have been able to achieve any of the above without our supporters, so to them we give heartfelt thanks.



Kate Adams  
Chair of Trustees

## Trustees' Report

### 1. Reference and Administrative

Charity Name	Missing People
Registered Charity	In England and Wales 1020419 In Scotland SC047419
Company Number	2814202
Registered Office	Roebuck House 284 Upper Richmond Road West London SW14 7JE
Trustees	Kate Adams – Chair Caryl Agard Sarah Godwin Jane Harwood Justin McLaren – Vice Chair Rachel Eyre Craig Ling Sam Waterfall Paul Boughton – Treasurer Andrew McKay (appointed 4 June 2019) Siddika Ahmed (appointed 16 July 2018, resigned 25 April 2019)
Company Secretary	Douglas Parkhill
Chief Executive	Jo Youle
Directors	Susannah Drury, Director of Policy & Development Zoe Hart, Director of People & Organisational Development Sophie Lapham, Director of Services Ross Miller, Director of Fundraising and Communication Douglas Parkhill, Director of Finance
Auditor	BDO LLP 55 Baker Street London W1U 7EU
Principal Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill, West Malling ME19 4TA
Website	<a href="http://www.missingpeople.org.uk">www.missingpeople.org.uk</a>

## **2. Structure, Governance and Management**

### **Nature of governing document**

Missing People became a registered charity in England and Wales (charity number 1020419) on 30 April 1993 and in Scotland (charity number SC047419) on 16 May 2017. It is a charitable company with no issued share capital being limited by guarantee. Its governing instrument is its Articles of Association dated 23 February 2017 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. The objects as stated in the Articles of Association are:

- (a) to provide counselling and support to families in conditions of need hardship or physical or mental distress as a result of a member of their family having disappeared without trace;
- (b) to provide help and support to persons who have left home without informing their family and friends or carers of their whereabouts and who are suffering conditions of need hardship or physical or mental distress;
- (c) to educate the public in the social and economic problems resulting from the disruption to family life caused by the disappearance of a member of the family and the problems caused by individuals who have disappeared without trace.

### **Charitable Activity in Scotland**

Missing People is registered with the Office of the Scottish Charity Regulator (OSCR) under charity number SC047419 with charitable status under the Charities and Trustee Investment (Scotland) Act 2005.

The charity provides its services, described above under Achievements and Impact, to missing people and their families in Scotland and carries out awareness and fundraising activities.

### **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. The Board places particular emphasis on maintaining high standards of governance. It has considered the Charity Governance Code and will review during the year with a view to full compliance.

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

Most Trustee vacancies are advertised 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**

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.

### **Related parties and cooperation with other organisations**

None of our Trustees receive remuneration or other benefit from their work with the charity.

In order to best serve people affected, the charity is committed to working in partnership with a range of organisations from the public, private and charity sectors. A multi-agency response to disappearances is critical to success and something we are proud to foster. We work in partnership with every police force across the UK to enable referrals of families with a missing loved one to our support services, and to offer our independent and confidential support to people who are reported missing. In partnership with the National Crime Agency and education specialist Groupcall, we operate Child Rescue Alert.

As a recognised leader in the field of missing persons, the charity is a proud member of Missing Children Europe, the Global Missing Children's Network and the International Centre for Missing and Exploited Children. Missing People is accredited by the Helplines Partnership, the membership body for organisations that provide information, support or advice via phone, email, text or online.

We work with a range of charities who are specialists in areas in which people who are missing may be affected – including mental health, child sexual exploitation and suicide. This can include referrals, sharing best practice and piloting new ways to respond together.

The charity works in formal partnerships with a growing number of Local Authorities to support children who have been missing. Please see the Development and Partnerships section for more information.

The charity's wholly owned subsidiary Missing Limited remained dormant throughout the year.

### **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 complied with their duty in section 17 of the Charities Act 2011 to have paid due regard to the Charity Commission's guidance on public benefit in deciding which activities the charity should undertake.

Missing People offers free, confidential, 24 hour support to the 180,000 people who go missing each year in the UK, many more than once. For families left behind the charity helps to find missing loved ones and provides specialised support to end the heartache and confusion.

Our work is informed by original research, consultation and evaluation of our services. We work in partnership with police, local authorities and a diverse range of other charities covering homelessness, child sexual exploitation and mental health. We actively influence the national government strategy for missing persons.

The charity helps missing children and young people in crisis, and those thinking of going missing. Missing People operates the free, confidential 116 000 Helpline for missing children in the UK. 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 Authorities to ensure the safety of young people who return from being missing.

When a child's life may be in immediate danger, the charity can issue a Child Rescue Alert in partnership with the National Crime Agency (NCA).

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.

Where appropriate, the charity provides free publicity services to help find vulnerable missing people. To achieve this we work in partnership with a wide range of companies such as Royal Mail Group and outdoor advertisers who provide pro bono media space. Our team is then on hand to receive information and sightings from the public, as well as contact from the missing person, 24 hours a day.

### **Volunteers**

Without volunteers, Missing People could not be a lifeline when someone disappears. Volunteers gain new rewarding experiences, learn from highly-trained staff and gain and develop new skills that we hope 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.

## **Strategic Report**

### **4. Achievements and Impact**

#### **Services Performance**

*"I don't know what families like mine with a missing person would do without special people like yourselves." Mother of a missing person*

#### **Families of missing people**

We supported 2,692 families this year, both whilst a loved one was missing or after their return. 9,274 people also accessed our family support online.

Missing People continued to provide in-depth support via telephone counselling, peer to peer support and events for family members with a missing loved one, including carol services in England and Scotland and our seventh annual 'Family Day' event.

Making publicity appeals for a missing person is one of the practical ways that the charity helps people with a missing loved one. This year we helped to find 2,075 missing people. We continued to focus on appealing for people at greatest risk of harm.

#### **Missing children and young people**

This year we made a difference to the lives of 4,473 children and young people.

In total we reached almost 64,406 children and young people through our services, online resources and TextSafe®, which is a rise of 27% compared to the previous year. TextSafe® is when we send a text message (SMS) to the mobile phone of someone reported missing. The message gives details of how to access our confidential free support.

### **Vulnerable missing adults**

This year we continued to provide accredited support, helping 2,330 adults who had gone missing or who were thinking about going missing. Our focus for helping adults remains to provide 24/7 crisis support whenever someone needs us.

We sent TextSafe® messages to 10,976 adults this year, letting them know our service is available if they need help or want to talk.

### **Development and Partnerships**

We have spent a lot of time working with our partners Lowland Rescue preparing to launch our Search Dog Heroes project in the coming financial year. Thanks to players of People's Postcode Lottery, we will specially train dogs around the UK and also produce education and awareness materials, websites and scent kits for high risk groups.

This year have heard decision makers tell us loudly that the charity is in a unique position to respond to the links between missing persons and criminal exploitation.

- We have hosted successful national conferences on the links with County Lines (the organised movement of drugs between cities and towns) which was attended by professionals from every sector in the UK. We are now planning further similar conferences in 2019 in the UK.
- Safecall, a project supporting young people and their families who are involved in gang exploitation and County Lines, which also provides expert guidance to professionals, is having its funding extended.
- Missing People is regularly speaking at events and sitting on an advisory panel to the Home Office regarding this issue.

Our provision of support for children who return from being missing ('Return Home Interviews') in Hertfordshire will be funded for a further two years. This follows an OFSTED inspection which awarded our service a score of excellent. This model concentrates on a small number of very high risk, frequently missing children, with whom we provide intensive support to reduce risk.

This year we effectively piloted the provision of Safe and Well checks for people who return from being missing. There is already interest in further pilots with more police forces.

### **Policy and Research**

The Guardianship (Missing Persons) Act was finally enacted on 31 July 2019. Throughout 2018 and 2019, Missing People worked with parliamentarians and families of missing people to submit a response to the Ministry of Justice consultation on the secondary legislation. We also worked directly with their team to provide feedback and expertise throughout the drafting.

In July 2018, the All Party Parliamentary Group on Runaway and Missing Children and Adults Inquiry into safeguarding missing adults with mental health issues was published. Police

forces, support services, families of missing people and previously missing adults provided evidence. Ann Coffey MP, and a representative from Missing People, met the Minister for Mental Health, Inequalities and Suicide Prevention to discuss how health services can play a bigger role in missing persons. We continue to campaign for the recommendations in the report to be adopted. The Home Office-led Cross Government Strategy is due to publish findings which we expect to include learning from the inquiry.

This year Missing People became one of only sixteen organisations who can submit a complaint to the Police Super Complaints System to “raise issues on behalf of the public about harmful patterns or trends in policing”.

In partnership with University College London and children’s rights organisation ECPAT UK, the report *Still in Harm’s Way* was published in December 2018, to explore links with trafficked and unaccompanied children in the UK. The findings were covered widely in the national media. The findings were presented at the international *Lost in Migration* conference in Malta, the Human Trafficking Foundation Advisory Forum, and at the English Coalition for Runaway Children.

Missing People continues to investigate the links between criminal exploitation and children going missing. The findings are to be published in July 2019. We are now also a member of Parents as Partners in Exploitation Safeguarding, and contribute to national work on this issue, including research by Ofsted into knife crime, and investigations by the Modern Slavery Police Transformation Unit.

This year we worked with Clifford Chance and The Children’s Society to develop and publish a step-by-step guide to how online articles about someone’s disappearance, as well as links on search engines, can be removed when they return.

Missing People is leading the development of understanding the support children need when they return from being missing. This includes conducting research into the value of Return Home Interviews. The full report, *A Safer Return*, will be published in June 2019.

## **Monitoring and Evaluation**

Missing People is committed to the robust monitoring and evaluation of its services, so that we can effectively identify and measure the impact on people’s lives. We have embedded monitoring and evaluation processes throughout all our projects, and have two members of staff (both of whom are members of the Charities Evaluation Working Group) with responsibility for undertaking thorough evaluation on a regular basis. Our evaluation processes include the monitoring of critical impact measurements, alongside monitoring of detailed operational and management information, which are reported back to our Board of Trustees on a quarterly basis as part of a Balanced Scorecard (BSC). We produce an annual Impact Report that is freely available to everyone. In addition, we seek to collect feedback from those using our services, which allows us to assess our impact in their lives and the varied issues that they face.

We also work with external evaluators which allow our work to be challenged, scrutinised and improved, through independent review. Overall, our evaluation processes are crucial in

enabling organisational learning and helping us to adapt our service design and delivery in response to the changing needs of our beneficiaries.

We have completed an audit of our business analysis figures, and developed a number of theories of change for new and existing projects. We have fed into the organisation's engagement work, including managing a project where we co-designed new marketing materials for the Runaway Helpline with children and young people in Manchester and London.

Over the last financial year, we have developed our evaluation so that we can better understand and communicate the value and impact of our work. This has included a significant review and development of our organisational Theories of Change around all the major areas of our work and key beneficiary groups, including: families of missing people and children and adults who are either thinking of going missing, have gone, or who have returned. This work was shaped by impact measurement best practice guidelines developed for the voluntary sector. We have also conducted focused work on the development of a Wellbeing Indicator to help us identify the difference (and range of differences) we make to people with a family member missing.

Missing People will continue to look to develop our evaluation and impact work, and be led by emerging thinking and innovation. Our priorities will include:

- Improving how we seek feedback from the people we serve
- Greater efficiency and efficacy in how we record and monitor organisational and management data
- Development of evaluation frameworks to support our participation and engagement work with our beneficiaries
- Further development of impact presentation and reporting results
- Working towards recognition of and membership to NCVO's Inspiring Impact Hub as an 'Impact Champion'

### **Fundraising Statement**

Supporters of missing people and their families enable Missing People to be a lifeline when someone disappears. They fund our search to find vulnerable missing people and make it possible for us to help thousands of people affected, often in crisis. In supporting the issue, supporters send a powerful message that they care about people and the society we live in. Our fundraising staff and volunteers aim to provide supporters with the same level of care and respect. We take extra care with supporters who may be vulnerable.

As an independent charity we rely on donations and are proud of our approach to fundraising. We focus on long-term sustainable support built on strong relationships with a wide range of individuals, trusts and corporate partners. On average we return £5-£6 for every £1 we invest in fundraising.

Missing People is a paying member of the Fundraising Regulator and raises funds in accordance with the charity's Ethical Policy and Fundraising Promise.

This year we welcomed several new supporters who generously raised or donated major funds and awareness. They included NEX Charity Day, Marguerite Foundation, Worshipful Company of Information Technologists (WCIT) and Deliveroo riders. They joined long-term supporters including players of People's Postcode Lottery, QBE Foundation, Royal Mail, the Scottish Government, BBC Children in Need, Dulverton Trust, Rayne Foundation, St James Place Foundation, Barclays, and the Leathersellers' Company. We thank each of them, and everyone else, for enabling us to be a lifeline when someone disappears.

We received one complaint regarding fundraising this year.

## **5. Financial Review**

The charity achieved a surplus of £171K in the year (2018:£32K), reflecting another year of income growth, sound fundraising performance and careful financial management. Our total income at £3,670K showed growth of 8% on 2017-18 (£3,392K) and we continue to see benefits from our investment in a long-term programme focused on achieving diverse, robust and reliable income streams in a time of continuing reductions in statutory funding.

Total expenditure at £3,499K showed an increase of 4% on last year (£3,360K) and we have continued to focus our spending on front-line services. Expenditure on charitable activities rose by 5% in the year and the significant impact of the achievements made possible with this money is discussed elsewhere in this report. Fundraising costs at £573K represented 16% of income.

Volunteers and pro-bono supporters again contributed significantly to the charity, far beyond the income 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 and many other print and digital partners for media space and we are grateful to the charity's solicitors Clifford Chance for their ongoing services provided on a pro bono basis.

### **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 £1.3m (2018: £1.3m) 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. 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:

<b>Risk</b>	<b>Mitigation</b>
<u>Safeguarding</u> : The charity fails to prevent harm.	Our policies and procedures are reviewed regularly and there is a Safeguarding Panel in place to review practice. Staff and volunteer safeguarding training is compulsory and repeated annually. Services Managers provide 24/7 on call support for services frontline team and DBS checks are in place for relevant roles.
<u>Economic pressures</u> : Changes in the economic or political environment impact negatively on voluntary income.	We continue to strengthen and diversify our income streams and we have in place rigorous processes for budgeting, management reporting and monitoring of financial performance.
<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 the new Fundraising Regulator and will regularly monitor their work.
<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 always seek a partnership agreement that outlines a minimum length of such support.

## 7. Plans for the Future

Missing People is an organisation that is focused on sustainability and one of our key values is to be future minded. In the final year of our current plan we continued to make significant progress and also created a new Plan to commence in 2017/18. In the next five years, our broad aims are:

- To double the number of people we help each year to 20,000, across the UK, focused on those who need our help the most

- Everyone using our services continues to receive high quality support that is based on their needs
- Speaking up for missing people and their loved ones
- Growing annual income from £3m to £6m to achieve these plans

This represents achievable, challenging growth based on where we have come over the course of our last strategic plan. As we created the new Plan we knew that continuing to grow what we already do well is not enough. We need innovative ways to support the people who need us the most. We know it's not going to be plain sailing. For the sake of those that need us, we are confident in our ambition. If we don't help them, no one will.

## **8. Statement of Trustees' Responsibilities**

The charity Trustees (who are also the directors of Missing People Limited for the purposes of company law) 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 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and 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.

Financial statements are published on the charitable company's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charitable company's website is the responsibility of the Trustees. The

Missing People  
Trustees' Annual Report and Accounts Year ended 31 March 2019

Trustees' responsibility also extends to the on-going integrity of the financial statements contained therein.

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 *24th September 2019* and signed on their behalf by:

A handwritten signature in black ink, appearing to be 'KA' with a long horizontal line extending to the right.

Kate Adams  
Chair

## **Independent auditor's report to the members and trustees of Missing People Limited**

### Opinion

We have audited the financial statements of Missing People Limited ("the Charitable Company") for the year ended 31 March 2019 which comprise the statement of financial activities (incorporating an income and expenditure account), the balance sheet, the statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charitable Company's affairs as at 31 March 2019 and of its incoming resources and application of resources 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, as amended in 2010.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charitable Company in accordance with the ethical requirements 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 related to going concern

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

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the 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 other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The other information comprises: the Chair's Statement and the Trustees' Report. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

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

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

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in the Trustees' Report, have 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 misstatement in the Trustee's report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 requires us to report to you if, in our opinion;

- proper and 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 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 trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report.

#### Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable 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, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the 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 Trustees either intend to liquidate the Charitable Company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005, and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

### 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 trustees, as a body, in accordance with the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the Charitable Company's members and trustees 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 Charitable Company, the Charitable Company's members as a body and the Charitable Company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

BDO LLP

**Julia Poulter (Senior Statutory Auditor)**  
For and on behalf of BDO LLP, statutory auditor  
London, United Kingdom

Date: 1<sup>st</sup> October 2019

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 2019

	Note	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £
<b>Income:</b>							
<b>Voluntary Income</b>							
Donations, grants and legacies	15	1,759,644	1,671,582	3,431,226	1,921,901	945,422	2,867,323
<b>Income from Charitable activities:</b>							
Fees and grants for service provision		-	212,772	212,772	-	491,847	491,847
Policy & Research		-	18,419	18,419	-	28,919	28,919
<b>Income from Investments</b>		7,934	-	7,934	3,742	-	3,742
<b>Total income</b>		<u>1,767,578</u>	<u>1,902,773</u>	<u>3,670,351</u>	<u>1,925,643</u>	<u>1,466,188</u>	<u>3,391,831</u>
<b>Expenditure:</b>							
<b>Expenditure on Raising funds</b>							
Raising funds		573,292	-	573,292	570,793	-	570,793
<b>Expenditure on Charitable activities:</b>							
Service provision		892,611	1,766,854	2,659,465	1,147,124	1,437,269	2,584,393
Policy & Research		247,816	18,419	266,235	175,794	28,919	204,713
<b>Total Charitable Activities</b>		<u>1,140,427</u>	<u>1,785,273</u>	<u>2,925,700</u>	<u>1,322,918</u>	<u>1,466,188</u>	<u>2,789,106</u>
<b>Total Expenditure</b>	4	<u>1,713,719</u>	<u>1,785,273</u>	<u>3,498,992</u>	<u>1,893,711</u>	<u>1,466,188</u>	<u>3,359,899</u>
<b>Net income and net movement in funds for the year</b>	2	53,859	117,500	171,359	31,932	-	31,932
<b>Reconciliation of Funds</b>							
Fund balances brought forward at 1 April		1,300,728	-	1,300,728	1,268,796	-	1,268,796
<b>Balance carried forward at 31 March</b>	16	<u>1,354,587</u>	<u>117,500</u>	<u>1,472,087</u>	<u>1,300,728</u>	<u>-</u>	<u>1,300,728</u>

The notes on pages 22-28 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.

# Missing People

## Balance Sheet as at 31 March 2019

Company Registration Number 2814202

	Note	2019 £	2019 £	2018 £	2018 £
<b>Fixed Assets</b>					
Tangible assets	6		30,080		4,209
<b>Current Assets</b>					
Debtors	8	448,900		378,443	
Cash at bank and in hand		<u>1,418,186</u>		<u>1,217,942</u>	
		1,867,086		1,596,385	
<b>Creditors: Amounts falling due within one year</b>	9	<u>(425,079)</u>		<u>(299,866)</u>	
<b>Net Current Assets</b>			<u>1,442,007</u>		<u>1,296,519</u>
<b>Total Assets less Current Liabilities</b>			<u>1,472,087</u>		<u>1,300,728</u>
<b>Net Assets</b>			<u>1,472,087</u>		<u>1,300,728</u>
<b>Funds of the charity:</b>					
Unrestricted Funds	16		1,354,587		1,300,728
Restricted Funds	16		117,500		-
<b>Total Funds</b>			<u>1,472,087</u>		<u>1,300,728</u>

The financial statements were approved and authorised for issue by the Board of Trustees on *24th September 2019* and signed on its behalf by:



} Kate Adams - Chair  
 }  
 } Paul Boughton - Treasurer

The notes on pages 22 to 28 form part of these financial statements.

## Missing People

### Statement of Cash Flows for year ended 31 March 2019

	2019 £	2018 £
<b>Cash flows from operating activities :</b>		
<b>Net cash provided by (used in) operating activities (see note (a))</b>	<b><u>224,321</u></b>	<b><u>(208,906)</u></b>
<b>Cash flows from investing activities</b>		
Interest income	7,934	3,742
Purchase of property, plant and equipment	<u>(32,011)</u>	<u>(1,288)</u>
<b>Net cash provided by (used in) investing activities</b>	<b><u>(24,077)</u></b>	<b><u>2,454</u></b>
<b>Change in cash and cash equivalents in the reporting period</b>	<b><u>200,244</u></b>	<b><u>(206,452)</u></b>
<b>Cash and cash equivalents at the beginning of the period</b>	1,217,942	1,424,394
<b>Cash and cash equivalents at the end of the reporting period</b>	<b><u>1,418,186</u></b>	<b><u>1,217,942</u></b>

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

	2019 £	2018 £
<b>Net income for the reporting period (as per statement of financial activities)</b>	<b>171,359</b>	<b>31,932</b>
<b>Adjustments for:</b>		
Depreciation charges	6,140	8,721
Interest income	(7,934)	(3,742)
(Increase)/decrease in debtors	(70,457)	(179,392)
Increase/(decrease) in creditors	<u>125,213</u>	<u>(66,425)</u>
<b>Net cash provided by (used in) operating activities</b>	<b><u>224,321</u></b>	<b><u>(208,906)</u></b>

The notes on pages 22 to 28 form part of these financial statements.

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

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 areas of critical estimate or significant judgement that affects the preparation of these financial statements. See note 1(j) for further details.

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 which the donor has specified to be used in future accounting periods.

- Donations are accounted for on a cash basis.

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.

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

- 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 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.
- j) **Significant management judgements and key sources of estimation and uncertainty**  
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Judgements are necessary when determining the recognition of income as per note 1(c).  
Management do not consider there to be any other material judgements or estimation and uncertainty requiring disclosure.

# Missing People

## Notes to the Financial Statements

### Year ended 31 March 2019

#### 2 Income/(Expenditure)

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

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Depreciation on tangible fixed assets	6,140	8,721
Operating leases	1,070	1,143
Auditor's remuneration		
Audit services	11,025	10,500
Non-audit services	-	-
	-	-

#### 3 Staff costs

Staff costs were as follows:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Wages and salaries	2,304,456	2,275,946
Social Security costs	219,700	212,908
Pension	108,033	103,677
Temporary Staff costs	73,663	95,871
	2,705,852	2,688,402

One employee earned between £80,001 - £90,000 (2018: one) in the year and one between £60,001 - £70,000 (2018: one).

The average weekly number of employees (based on average headcount) during the year was as follows:

	<b>2019</b>	<b>2018</b>
	Number	Number
Charitable activities	81	86
Fundraising	9	9
Governance	1	1
	91	96

The full time equivalent number of employees (including casual and temporary staff) during the year was 71. (2018: 73)

#### Trustees' remuneration and related party transactions

The Trustees neither were paid nor received any emoluments during the year (2018 - nil).

Three Trustees were reimbursed £418 travel expenses during the year (2018: one Trustee £141).

The key management personnel of the charity comprise the Chief Executive and the directors.

The emoluments of the Chief Executive and directors were:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Executive directors' emoluments (excluding pension)	370,656	362,898
Pension contributions	16,227	17,223
The Chief Executive was the highest paid director in 2018/19;		
total remuneration (excl employer's NI and pension contributions) for the year	88,450	86,700

The Chief Executive is a member of a group personal pension scheme and a contribution of £4,422 (2018: £4,335) was made to the scheme on her behalf. There are no enhanced or special terms that apply to the Chief Executive's pension scheme arrangements.

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

**4 Analysis of Total Resources Expended**

	<b>Direct Costs Activities £</b>	<b>Support Costs (see note 5) £</b>	<b>2019 Total £</b>	<b>2018 Total £</b>
Charitable Activities:				
Service Provision	2,131,035	528,430	2,659,465	2,584,393
Policy & Research	209,864	56,371	266,235	204,713
Cost of Raising Funds	451,905	121,387	573,292	570,793
	<u>2,792,803</u>	<u>706,189</u>	<u>3,498,992</u>	<u>3,359,899</u>

**5 Support costs by activity**

	<b>Service Provision</b>	<b>Policy &amp; Research</b>	<b>Cost of Raising Funds</b>	<b>2019 Total £</b>	<b>2018 Total £</b>
Governance	34,287	3,432	7,391	45,111	44,183
Information technology	135,648	16,916	36,425	188,989	160,190
Central facilities	81,199	8,129	17,504	106,832	104,971
Finance	114,655	11,481	24,723	150,859	146,869
Human resources	73,494	7,393	15,920	96,807	102,653
Central management	89,147	9,020	19,424	117,591	124,762
	<u>528,430</u>	<u>56,371</u>	<u>121,387</u>	<u>706,189</u>	<u>683,628</u>

Support costs have been allocated on the basis of the charity's accounting policies and identified staff and direct costs for each category.

**6 Tangible Fixed Assets**

	<b>Office Equipment £</b>	<b>Total £</b>
<b>Cost</b>		
At 1 April 2018	69,944	69,944
Additions	32,011	32,011
Disposals	-	-
<b>At 31 March 2019</b>	<u>101,955</u>	<u>101,955</u>
<b>Depreciation</b>		
At 1 April 2018	65,735	65,735
Charge for year	6,140	6,140
Disposals	-	-
<b>At 31 March 2019</b>	<u>71,875</u>	<u>71,875</u>
<b>Net book value</b>		
At 31 March 2019	<u>30,080</u>	<u>30,080</u>
At 31 March 2018	<u>4,209</u>	<u>4,209</u>

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

**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**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<b>PROFIT &amp; LOSS ACCOUNT</b>		
Turnover	-	-
Cost of sales and administration expenses	-	-
	<hr/>	<hr/>
<b>Net profit for the year</b>	<b>-</b>	<b>-</b>
Amount gift aided to the charity	-	-
	<hr/>	<hr/>
<b>Retained in subsidiary</b>	<b>-</b>	<b>-</b>
	<hr/> <hr/>	<hr/> <hr/>
<b>BALANCE SHEET</b>		
Debtors	2	2
Cash at bank and in hand	291	379
Creditors: Amounts falling due within one year	(291)	(379)
	<hr/>	<hr/>
<b>Total net assets</b>	<b>2</b>	<b>2</b>
	<hr/> <hr/>	<hr/> <hr/>
<b>Capital and reserves</b>		
Called up share capital	2	2
Profit and loss account	-	-
	<hr/>	<hr/>
	<b>2</b>	<b>2</b>
	<hr/> <hr/>	<hr/> <hr/>

**8 Debtors**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Accrued income	368,894	294,575
Prepayments	66,903	71,559
Other debtors	7,197	11,305
Trade debtors	5,615	625
Amount due from subsidiary	291	379
	<hr/>	<hr/>
	<b>448,900</b>	<b>378,443</b>
	<hr/> <hr/>	<hr/> <hr/>

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

**9 Creditors:**

<b>Amounts falling due within one year</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Other taxes and social security costs	60,711	55,599
Other creditors	83,198	45,857
Accruals	50,879	22,191
Deferred Income (Note 10)	230,291	176,219
	<hr/>	<hr/>
	<b>425,079</b>	<b>299,866</b>
	<hr/> <hr/>	<hr/> <hr/>

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

<b>10 Deferred Income</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Balance at 1 April	176,219	213,471
Released in the year	(176,219)	(213,471)
Amount deferred in the year	<u>230,291</u>	<u>176,219</u>
Balance at 31 March	<u><u>230,291</u></u>	<u><u>176,219</u></u>

Deferred income comprises grants 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:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<b>Operating leases which expire:</b>		
Within one year	685	685
Between one and five years	737	1,106
After five years	-	-
	<u><u>1,422</u></u>	<u><u>1,791</u></u>

**12 Analysis of Net Assets**

	<b>Tangible Fixed Assets</b>	<b>Bank &amp; Cash</b>	<b>Debtors</b>	<b>Current Liabilities</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Year ended 31 March 2019</b>					
Restricted	-	9,820	220,471	(230,291)	-
Unrestricted	<u>30,080</u>	<u>1,408,366</u>	<u>228,429</u>	<u>(194,788)</u>	<u>1,472,087</u>
	<u><u>30,080</u></u>	<u><u>1,418,186</u></u>	<u><u>448,900</u></u>	<u><u>(425,079)</u></u>	<u><u>1,472,087</u></u>
<b>Year ended 31 March 2018</b>					
Restricted	-	84,057	92,162	(176,219)	0
Unrestricted	<u>4,209</u>	<u>1,133,885</u>	<u>286,281</u>	<u>(123,647)</u>	<u>1,300,728</u>
	<u><u>4,209</u></u>	<u><u>1,217,942</u></u>	<u><u>378,443</u></u>	<u><u>(299,866)</u></u>	<u><u>1,300,728</u></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 transactions with related parties during the year other than with the subsidiary company as set out in Note 7 (2018: none).

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

**15 Donations, Grants and Legacies**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2019 £</b>	<b>Total 2018 £</b>
General donations	1,329,105	1,671,582	3,000,687	2,601,485
Legacies	75,334	-	75,334	-
Fundraising & promotional events	355,205	-	355,205	265,838
	<u>1,759,644</u>	<u>1,671,582</u>	<u>3,431,226</u>	<u>2,867,323</u>

**16 Movements in funds**

	<b>Brought forward £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>Carried forward £</b>
<b>Restricted funds</b>					
The movement on restricted funds comprises the following donations and grants held on trust to be used for specific purposes:					
Core services	-	1,833,579	(1,716,079)	-	117,500
Computer systems development		29,275	(29,275)		
Regional funding	-	21,500	(21,500)	-	-
Policy & Research	-	18,419	(18,419)	-	-
Total restricted funds	<u>-</u>	<u>1,902,773</u>	<u>(1,785,273)</u>	<u>-</u>	<u>117,500</u>
<b>Unrestricted funds</b>	<u>1,300,728</u>	<u>1,767,578</u>	<u>(1,713,719)</u>	<u>-</u>	<u>1,354,587</u>
<b>Total funds</b>	<u>1,300,728</u>	<u>3,670,351</u>	<u>(3,498,992)</u>	<u>-</u>	<u>1,472,087</u>

**Movements in funds - previous year**

<b>Restricted funds</b>					
Core services	-	1,363,406	(1,363,406)	-	-
Computer systems development		47,468	(47,468)		
Regional funding	-	26,395	(26,395)	-	-
Policy & Research	-	28,919	(28,919)	-	-
Total restricted funds	<u>-</u>	<u>1,466,188</u>	<u>(1,466,188)</u>	<u>-</u>	<u>-</u>
<b>Unrestricted funds</b>	<u>1,268,796</u>	<u>1,925,643</u>	<u>(1,893,711)</u>	<u>-</u>	<u>1,300,728</u>
<b>Total funds</b>	<u>1,268,796</u>	<u>3,391,831</u>	<u>(3,359,899)</u>	<u>-</u>	<u>1,300,728</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:

	£
BBC Children in Need	165,382
The Dulverton Trust	22,500
The Greater London Authority	36,932
The Worshipful Company of Information Technologists	140,000
St James Place Foundation	36,750
Postcode Dream Trust	287,162
Home Office	137,136
Scottish Government	50,000
The Co-op Foundation	9,840
Royal Mail	52,500
QBE Foundation	<u>33,049</u>