

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 2020



Missing People
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Chair's Statement

I had the privilege of being appointed Chair of Missing People in January 2020, succeeding Kate Adams who had so successfully overseen the charity's growth and development as a values-led organisation. Everyone at the charity will always be very grateful to her and to our excellent Finance Director, Doug Parkhill, who retired after ten years with us. So much of the charity's success and growth is down to their strong leadership.

Even in January 2020, before the world-changing impact of Covid-19, the economic situation in the UK had begun to tighten for charities. With economic downturns comes not only less certainty over funding, but greater need for our services. Our focus throughout the remainder of the financial year covered in these accounts has been entirely on ensuring we continue to thrive as a charity able to assist and serve those who need us.

We have an excellent and agile Director Team at Missing People led by Jo Youle. They work alongside dedicated staff and a brilliant team of volunteers, partners and generous donors. As Chair, I am likewise fortunate to have with me Trustees of significant expertise and experience. I am extremely grateful to them all.

The global Covid-19 pandemic has left many we serve with even greater uncertainty; about their missing loved ones; and about their ability to cope which can lead to them going missing. We are, unfortunately still in the early days of understanding the full impact of the pandemic and the damage and pain it has caused to thousands of vulnerable people in the UK; children, those in care, those in areas of deprivation, the elderly, the alone, those who struggle with mental health and those for whom lockdown, uncertainty and economic recession are leading to significant fear and concern. As a charity, we need to be there for these people. At the same time, with the urgency for change around diversity and, in particular, the momentum behind Black Lives Matter becoming more pressing, we need to be certain in our behaviours and resolute that our treatment of such issues is not virtue-signalling, but is core in how we operate in all areas of what we do.

Over the past year, Missing People has continued to be a lifeline when someone disappears. We delivered that important mission whilst making great progress with the digital transformations needed so that the charity can be here to serve people affected for many years to come.

As Covid-19 began to take hold, we took decisive, effective action to mitigate the economic impact it would undoubtedly cause. We took operational measures to protect our staff and volunteers; and prepared ourselves for the long, difficult times ahead. As a result, we ended the financial year well-placed for the uncertainty ahead; agile, pragmatic, grounded and fully focused on the future. However hard we have all found the past few months, it is nothing compared to what the families and individuals we serve every year feel and cope with every day. Thankfully, this year, thousands of people, businesses, foundations and players of the People's Postcode Lottery donated, raised funds and left legacies to help people affected by a disappearance; visionary, generous altruistic individuals who give of themselves so that others can be supported.

Together, we move forward to a world where every missing person is found safe. My thanks to everyone who shares this vision and is helping Missing People achieve it.

Justin McLaren
Chair of Trustees

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Trustees' Report

1. Reference and Administrative

Charity Name	Missing People
Registered Charity	England and Wales 1020419 / Scotland SC047419
Company Number	2814202
Registered Office	Roebuck House 284 Upper Richmond Road West London SW14 7JE
Trustees	Kate Adams – Chair (resigned 10 December 2019) Justin McLaren – Chair Paul Boughton – Treasurer Caryl Agard Sarah Godwin Jane Harwood Rachel Eyre Sam Waterfall Andrew McKay (appointed 4 June 2019) Radha Chakraborty (appointed 10 March 2020) Craig Ling (resigned 10 March 2020) Siddika Ahmed (resigned 24 April 2019)
Company Secretary	Douglas Parkhill (resigned 9 April) Chris Trotter (appointed 9 April 2020)
Chief Executive	Jo Youle
Directors	Susannah Drury, Director of Policy, Development and Research Zoe Hart, Director of People & Organisational Development Sophie Lapham, Director of Services Ross Miller, Director of Fundraising and Communication Douglas Parkhill, Director of Finance (resigned 22 April 2020) Chris Trotter, Director of Finance (appointed 30 March 2020)
Auditor	Crowe U.K. LLP 55 Ludgate Hill London EC4M 7JW
Principal Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling ME19 4TA
Website	www.missingpeople.org.uk

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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 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

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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.

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 working in connected areas - including mental health, homelessness, 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 number of Local Authorities to support children who return from been missing.

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

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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

- BY 2022, WE WILL 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 BASED ON THEIR NEEDS
- WE WILL SPEAK UP FOR MISSING PEOPLE AND THEIR LOVED ONES

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 aims to improve the wellbeing of people with a missing loved one, and of the missing people themselves. Around 185,000 people of all ages and backgrounds are reported missing to UK police each year, many more than once.

Missing People is one of a handful of charities providing an essential Helpline using a 116 prefix – ours is 116 000 - assigned by Ofcom to indicate we protect the wellbeing of people in great difficulty. We offer free, confidential, 24 hour support, every day of the year.

We work in collaboration with police forces across the UK to ensure that missing people and their families can be referred to our support services.

Our work is informed by original research, consultation and evaluation of our services. 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. 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.

Mental health is the single biggest reason for an adult to go missing. 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.

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Our support ensures relatives with a missing loved one develop resilience to cope and to manage relationships with others, so they feel less alone. We provide a sense of belonging to a community of people in a similar situation to reduce isolation. Missing People provides free emotional and practical support as well as a range of in-depth support such as counselling and peer to peer support for families to help one another, including carol services in England and Scotland and our annual 'Family Day' event. In addition, we provide a free 'Lost Contact' service to reunite family members who may have been estranged. This service is made possible thanks to the support of LexisNexis Risk Solutions.

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 such as JCDecaux 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.

Strategic Report

4. Achievements and Impact

Services Performance

We estimate that over a million people each year in the UK are directly affected by a disappearance – based on the 176,000 people who disappear each having 5 loved ones who live in limbo. That number is shockingly high and as the only national charity supporting missing children, adults and their families we are determined to increase the number of affected people we help each year, focused on those who need our help the most. To achieve this goal whilst operating within financial constraints, we have been focusing on a digital transformation to provide more support and advice online. We therefore have introduced a new digital helped measure that estimates how many affected people accessed our online support pages; and are working on launching a new website with a wider range of support, advice and information available online.

Families of missing people

"I feel alone because no-one around me knows what it's like to have someone missing." Mother of a missing child

We directly supported 2,893 families this year, both whilst a loved one was missing or after their return. Our support includes tailored practical help with families' search for their missing loved one as well as providing emotional support through the trauma of a disappearance from our team of specialist family support workers and from our specialist counselling service.

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In addition, we helped an estimated 8,911 family members digitally¹ through our family support webpages, which provide advice and support on topics such as how to report someone missing, and dealing with the financial and legal impacts of someone being missing

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 2,106 missing people.

Missing children and young people

Sarah (name changed), told us lockdown meant she had to return from university to live with her abusive father. Sarah felt she had no choice but to go missing. We helped Sarah stay safe.

This year we directly supported 5,178 children and young people like Sarah through our 24/7 helpline, our one to one chat service, and our specialist services including SafeCall that provides advocacy and support for young people affected by County Lines and missing. All of our services for young people provide a confidential, non-judgemental space for them to share their challenges and talk through their options, as well as support to get safe if they need it.

In addition, we helped an estimated 8,896 young people digitally² through our Runaway Helpline support webpages that offer advice and support on a range of topics linked to running away, such as bullying, exploitation and mental health.

Vulnerable missing adults

Research suggests that one in every twenty missing adults will have gone missing with the intention to take their own life³. Police responses to our All Party Parliamentary Group (APPG) Inquiry this year show that, on average, up to a third of missing incidents involve suicide or self-harm.

This year we directly supported 2,373 adults who had gone missing or who were thinking about going missing. We provide them with a confidential, non-judgemental space to think through their options, stay safe and access specialist support if needed. We offer a message home service where we can pass on a message to a family member if they are not ready to get in touch with them directly.

In addition, we helped an estimated 2,953 adults digitally⁴ through our adult support pages, offering information and support on topics such as what the police will do when they receive a report of a missing person, and reconnecting with family and friends.

Totals helped

In total, we directly supported 10,419 missing people and families, and estimate that we helped a further 20,760 people digitally through our website support pages. Our strategic target is to increase the number of people we help per year to 20,000 by 2022.

Supporters

In 2019-20; 2,707 supporters donated to the charity, and over 550 people participated in a Missing People Challenge or Community Event.

¹ Digital helped figures are estimated based on the number of people engaging for 30 seconds or more with one of our support webpages. As new measures, they are subject to review and change.

² See footnote 1

³ Biehal, N., Mitchell F., and Wade J. Lost from View (2003)

⁴ See footnote 1

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Partnerships and Development

Our Search Dog Heroes Project in partnership with Lowland Rescue launched this year – with the first ground scenting search dogs trained, qualified and already proving an invaluable asset to Lowland Rescue search teams. Thanks to funding from players of People's Postcode Lottery, we continue to train search dogs around the UK and also produce and disseminate education and awareness materials and scent kits to high risk groups and their carers so that they are well prepared to respond in the event of a disappearance.

Our provision of support for children who return from being missing in Hertfordshire continues to deliver excellent results. This service concentrates on a small number of very high risk, frequently missing children, with whom we provide intensive support to reduce risk. Our evaluation of the impact of this service showed that 77% of young people supported in 2019/20 showed a reduction in missing episodes, with almost half of these young people having no further missing episodes.

In Scotland, we delivered the first year of our National Framework Implementation Project, funded by the Scottish Government. This project aims to ensure the good practice in responding to missing people identified in Scotland's National Missing Persons Framework is implemented in local areas. We worked in Edinburgh, Dundee and Fife in year one, supporting local agencies to create effective multi-agency responses to missing, develop effective missing persons protocols and deliver effective return discussion training.

Policy and Research

Missing People launched two important research reports in 2019.

- *A Safer Return* outlines the value of return home interviews for safeguarding and supporting children who have returned from being missing. The report has been shared with the Department for Education as they review statutory guidance for missing children. It was also presented at the International Conference on Missing Children and Adults, and at the English Coalition for Runaway Children
- *All of us were broken* details the experiences of families who have a loved one who is going missing and being criminally exploited. It explains the complex links between missing and criminal exploitation, the immense challenges parents face in protecting a child who is regularly missing due to exploitation; and the huge impact on the whole family. The research was presented at a number of conferences on County Lines and criminal exploitation as well as the International Conference for Missing Persons.

Working in partnership with the English Coalition for Runaway Children, Missing People led on two further pieces of research linked to return home interviews –one on the delivery of return home interviews, and one on return interviews for children placed out of area. Both pieces of research used Freedom of Information requests to local authorities to assess current provision on return interviews, and barriers and challenges in meeting the requirements of the guidance. The key findings fed into the Department for Education's review of statutory guidance on children missing from home or care.

The Guardianship Act was brought into force in summer 2019, enabling a family member to apply to the court to become the guardian of a missing relative's finances and property. After supporting the development of secondary legislation, our Policy team worked with Allen and Overy to develop

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guidance for families on how to apply for guardianship; and we produced an overview of guardianship for professionals and families.

Following the publication of the All Party Parliamentary Group (APPG) on Runaway and Missing Children and Adults' Inquiry Report into safeguarding vulnerable missing adults; Missing People led on publishing a report of good practice in responding to missing adults. The APPG held a one year on meeting to assess progress against its inquiry findings and recommendations, which led to Missing People being asked to take a lead role in the development of a national framework to clarify different agencies responsibilities when a vulnerable adult goes missing. A Task and Finish Group involving the National Policing Lead for Missing Persons, NHS England, Care Quality Commission, Public Health England, the National Crime Agency and the Local Government Association was set up to review the Framework; which was agreed in 2020.

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 a dedicated impact team to undertake thorough evaluation. Our evaluation processes include assessing our progress against theories of change, alongside monitoring of detailed operational and management information. We produce an annual Impact Report that is freely available to everyone, and provide quarterly updates on key cross organisational measures to Directors Group and trustees. In addition, we gather 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.

During 2019/20 we reviewed our key impact measures to ensure they better reflect how we support missing people and families in light of our digital transformation and increased range of services, as well as to ensure they include how we work with professionals and supporters to inspire and influence change. We developed a number of new theories of change, with a focus on the charity's digital work, including our new website and the Is This Ok? digital support service for young people.

Fundraising Statement

Supporters of missing people and their families enable Missing People to be a lifeline when someone disappears thanks to generous donations and legacies. 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 our Fundraising Promise. Missing People has adopted the NCVO's Charity Ethical Principles and use these principals to guide ethical considerations in relation to fundraising.

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This year we welcomed several new supporters, Leading Lights, members of our Fundraising Board and Young Professionals Board, and partners who generously raised or donated major funds and awareness. They included Fidelity UK Foundation, The IPG, LiquidNet, Travel Mole, Millwood Servicing and Thomas Cook Foundation. They joined long-term supporters including players of People's Postcode Lottery, QBE Foundation, Royal Mail Group, Marguerite Foundation, Worshipful Company of Information Technologists (WCIT), LexisNexis Risk Solutions, Deliveroo, Norton Rose Fulbright, Scottish Government, BBC Children in Need, Dulverton Trust, Rayne Foundation, St James's Place Foundation, CIL Management Consultants, Waitrose and Barclays. We thank each of them, and everyone else, for enabling us to be a lifeline when someone disappears.

We received no complaints regarding fundraising this year.

5. Financial Review

The charity recorded a modest deficit of £98K in the year (2019:£171K surplus), as we actioned a plan during the last quarter to accept a reduced value of free reserves of c£1m which enabled a restructure of our charitable activities, with a focus on digital transformation. This was deemed essential to ensure we can deliver improved reach and impact with a revised strategy to maximise the value of the final c.£3.7m of income. This planned deficit position was agreed with Trustees during the financial year.

The charity was able to do this as, over the previous decade, it had in most years made a modest annual surplus and increased the free reserves by just over £800k in that period.

Our total income at £3,716K was marginally ahead of last year (£3,670K) 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 £3,815K showed a significant increase on last year (£3,499K) and we have continued to focus our spending on front-line services. Expenditure was in line with budget for the first half of the year and then reduced as a savings plan was enacted to align spend to the income forecasts.

Volunteers and pro-bono supporters again contributed significantly to the charity, far beyond the income recognised in these financial statements. We thank the out-of-home media owners and many other print and digital partners for advertising space, Kapow for free text (SMS) messages, 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 while also planning for a sustainable future. 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 £1m (2019: £1.3m) which was a little over three months' worth of charitable expenditure out of unrestricted funds. The current forecasting of

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operating costs from 2021/22 onwards is that they will be c£3m per annum so the Trustees wish to maintain a minimum reserve of £750,000.

COVID-19 arose during the last few weeks of the financial year and is anticipated to cause a depletion in our reserves during 2020/21. We will consider our reserves policy and whether this is still appropriate once new working practices are established and the strategy for 2021/22 onwards is approved by the Trustees.

Going Concern

Missing People has had a steady track record financially over the last decade, making a small surplus in most years and gradually increasing the free reserves. The financial year finished with the charity in a comfortable reserves position, marginally over its minimum reserves policy. The financial periods from April 2020 onwards will require the charity, as with many others in the charity sector, to adapt in response to the Covid-19 impact.

The first reaction was to downgrade 2020/21 income forecasts due to an expected reduction in fundraising income. Missing People also bid for a number of exceptional funding awards and were successful in securing £365k from these. Along with cost cutting measures and a small amount of savings achieved via the Furlough scheme (limited due to the decision to maintain important 24/7 client facing services) this meant that the Trustees could approve a revised budget deficit of £125k in July 2020.

On this basis the free reserve at April 2021 will be c £875k and remain within the parameters of the Free Reserves Policy. Plans to reduce costs and remodel some services of the charity are be approved by the Trustees in the autumn. These will be based on turnover being around £3m per annum going forward. There is a good level of confidence in the sustainability of the charity.

The Trustees considered various scenarios based on a risk based review of the level of likelihood of various streams of income, and it was considered even if only the highly probable income were to be received Missing People would continue to operate.

A financial forecasting model has been prepared for the financial year 2021/22 with revised income forecasts and a break-even budget with underlying cash-flow projections.

Therefore the Trustees have concluded on the basis of the analysis above that the adoption of a going concern basis in the preparation of these financial statements is appropriate.

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.

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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:

Risk	Mitigation
<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 Post Covid</u> : Changes in the economic/political environment impact negatively on voluntary income.	We continue to strengthen and diversify our income streams and have accessed Covid related and other emergency funds. A restructuring plan will be enacted by the year-end to deliver services against an anticipated £3m turnover in 2021/22. We have in place rigorous processes for budgeting, management reporting and monitoring of financial performance. A sustainability plan will be enacted by the year-end to deliver services on a reduced cost basis – with a focus on digital support - against an anticipated lower turnover in 2021/22.
<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 Fundraising Regulator and will regularly monitor their work. We have adopted the NCVO's Charity Ethical Principals and established a Fundraising Ethics Group comprising trustees and executive team members.
<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.

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<p><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.</p>	<p>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.</p>
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7. Plans for the Future

As the financial year was ending the impact of Covid19 was starting, this required a swift response from the Trustees and senior management with radical actions to ensure sustainability was secured. The following five step plan was enacted:

- Increased frequency of Trustee and Finance Sub-committee meetings
- Revised budget approved with operating deficit as over £500k of fundraising income was removed in anticipation of a downturn in some forms of giving.
- Exceptional funding from Covid related grants were secured and a staffing restructure enacted to clear the budget deficit.
- Closure of office to ensure staff safety and remote working put in place for the first 6 months of 2021/22.
- Response to continuing demand for services by keeping all activity going, this meant new delivery methods and a pause in the long term strategic plan while a short term operating plan was put in place.

The charity expects that the next 12-24 months will be financially challenging but it has robust plans to deliver value for money as a £3m turnover organisation embracing a digital transformation and acknowledging the ongoing financial support of its loyal supporters.

Missing People is an organisation that is focused on sustainability and one of our key values is to be future minded.

We will stay grounded in the needs of missing people and families who will guide service developments and our campaigning work, to ensure we meet their diverse and changing needs

We will focus on delivering our ambitious digital transformation to improve access to online services and information for more people affected by a disappearance

We will aim to increase the number of people we help each year

We will aim to maintain annual income of £3m

We always knew it wouldn't be plain sailing, which is particularly pertinent now in the context of a world health and economic crisis.

We will focus on sustainability and on developing innovative ways to support people when our services will be needed more than ever.

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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.

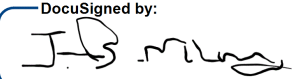
Financial statements are published on the charitable company's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charitable company's website is the responsibility of the Trustees. The 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 [] and signed on their behalf by:
29/10/2020

Justin McLaren
Chair

DocuSigned by:

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Independent Auditor's Report to the Members and Trustees of Missing People Limited

Opinion

We have audited the financial statements of Missing People Limited for the year ended 31 March 2020 which comprise Statement of Financial Activities (incorporating income and expenditure account), Balance Sheet, 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 2020 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you 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 trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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.

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2020

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 our audit

- the information given in the trustees' report, which includes the directors' 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 directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate and proper accounting records have not been kept; 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; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 15 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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the 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

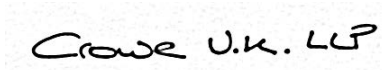
We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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 on the Financial Reporting Council's website at: 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 Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and 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.



Crowe U.K. LLP

Statutory Auditor

London

02/11/2020

Missing People

Statement of Financial Activities (incorporating an Income and Expenditure Account)
for the year ended 31 March 2020

	Note	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £
Income:							
Voluntary Income							
Donations, grants and legacies	15	1,822,156	1,628,437	3,450,593	1,759,644	1,671,582	3,431,226
Income from Charitable activities:							
Fees and grants for service provision		-	226,224	226,224	-	212,772	212,772
Policy & Research		-	30,367	30,367	-	18,419	18,419
Income from Investments		9,029	-	9,029	7,934	-	7,934
Total income		1,831,185	1,885,028	3,716,213	1,767,578	1,902,773	3,670,351
Expenditure:							
Expenditure on Raising funds							
Raising funds		588,248	-	588,248	573,292	-	573,292
Expenditure on Charitable activities:							
Service provision		1,375,761	1,594,270	2,970,031	892,611	1,766,854	2,659,465
Policy & Research		226,215	30,367	256,582	247,816	18,419	266,235
Total Charitable Activities		1,601,976	1,624,637	3,226,613	1,140,427	1,785,273	2,925,700
Total Expenditure	4	2,190,224	1,624,637	3,814,861	1,713,719	1,785,273	3,498,992
Net income and net movement in funds for the year	2	(359,039)	260,391	(98,648)	53,859	117,500	171,359
Reconciliation of Funds							
Fund balances brought forward at 1 April		1,354,587	117,500	1,472,087	1,300,728	-	1,300,728
Balance carried forward at 31 March	16	995,548	377,891	1,373,439	1,354,587	117,500	1,472,087

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.

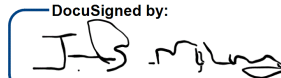
Missing People


Balance Sheet as at 31 March 2020

Company Registration Number 2814202

	Note	2020 £	2020 £	2019 £	2019 £
Fixed Assets					
Tangible assets	6		25,030		30,080
Current Assets					
Debtors	8	134,537		448,900	
Cash at bank and in hand		<u>1,609,582</u>		<u>1,418,186</u>	
		1,744,119		1,867,086	
Creditors: Amounts falling due within one year					
	9	<u>(395,710)</u>		<u>(425,079)</u>	
Net Current Assets					
			<u>1,348,409</u>		<u>1,442,007</u>
Total Assets less Current Liabilities					
			<u>1,373,439</u>		<u>1,472,087</u>
Net Assets					
			<u>1,373,439</u>		<u>1,472,087</u>
Funds of the charity:					
Unrestricted Funds	16		995,548		1,354,587
Restricted Funds	16		377,891		117,500
Total Funds					
			<u>1,373,439</u>		<u>1,472,087</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 29th October 2020 and signed on its behalf by:

DocuSigned by:
 Justin McLaren - Chair
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 Paul Boughton - Treasurer
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The notes on pages 22 - 28 form part of these financial statements.

Missing People

Statement of Cash Flows for year ended 31 March 2020

	2020 £	2019 £
Cash flows from operating activities :		
Net cash provided by (used in) operating activities (see note (a))	<u>189,777</u>	<u>224,321</u>
Cash flows from investing activities		
Interest income	9,029	7,934
Purchase of property, plant and equipment	<u>(7,410)</u>	<u>(32,011)</u>
Net cash provided by (used in) investing activities	<u>1,619</u>	<u>(24,077)</u>
Change in cash and cash equivalents in the reporting period	<u>191,396</u>	<u>200,244</u>
Cash and cash equivalents at the beginning of the period	1,418,186	1,217,942
Cash and cash equivalents at the end of the reporting period	<u>1,609,582</u>	<u>1,418,186</u>

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

	2020 £	2019 £
Net income for the reporting period (as per statement of financial activities)	(98,648)	171,359
Adjustments for:		
Depreciation charges	12,460	6,140
Interest income	(9,029)	(7,934)
(Increase)/decrease in debtors	314,363	(70,457)
Increase/(decrease) in creditors	<u>(29,369)</u>	<u>125,213</u>
Net cash provided by (used in) operating activities	<u>189,777</u>	<u>224,321</u>

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

Missing People

Notes to the Financial Statements

Year ended 31 March 2020

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.

The Trustees considered various scenarios based on a risk based review of the level of likelihood of various streams of income, and it was considered even if only the highly probable income were to be received Missing People would continue to operate. A financial forecasting model has been prepared for the financial year 2021/22 with revised income forecasts and a break-even budget with underlying cash-flow projections. Therefore the Trustees have concluded on the basis of the analysis above that the adoption of a going concern basis in the preparation of these financial statements is appropriate.

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 2020

- 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 material judgements or estimation and uncertainty requiring disclosure.

Missing People

Notes to the Financial Statements

Year ended 31 March 2020

2 Income/(Expenditure)

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

	2020	2019
	£	£
Depreciation on tangible fixed assets	12,460	6,140
Operating leases	1,649	1,070
Auditor's remuneration		
Audit services	11,000	11,025
Non-audit services	-	-
	<u>11,000</u>	<u>11,025</u>

3 Staff costs

Staff costs were as follows:

	2020	2019
	£	£
Wages and salaries	2,584,817	2,304,456
Social Security costs	248,276	219,700
Pension	125,114	108,033
Temporary Staff costs	18,518	73,663
	<u>2,976,725</u>	<u>2,705,852</u>

One employee earned between £90,001 - £100,000 (2019 between £80,000-£90,000: one) in the year and one between £60,001 - £70,000 (2019: one).

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

	2020	2019
	Number	Number
Charitable activities	84	81
Fundraising	10	9
Governance	1	1
	<u>95</u>	<u>91</u>

The full time equivalent number of employees (including casual and temporary staff) during the year was 78. (2019: 71)

Trustees' remuneration and related party transactions

The Trustees neither were paid nor received any emoluments during the year (2019 - nil).

Two Trustees were reimbursed £3,234 travel expenses during the year (2019: three Trustees £418).

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

The emoluments of the Chief Executive and directors were:

	2020	2019
	£	£
Executive directors' emoluments (excluding pension)	354,497	370,656
Pension contributions	13,960	16,227
The Chief Executive was the highest paid director in 2018/19;		
total remuneration (excl employer's NI and pension contributions) for the year	98,000	88,450

The Chief Executive is a member of a group personal pension scheme and a contribution of £4,900 (2019: £4,422) 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 2020

4 Analysis of Total Resources Expended

	Direct Costs Activities £	Support Costs (see note 5) £	2020 Total £	2019 Total £
Charitable Activities:				
Service Provision	2,417,679	552,352	2,970,031	2,659,465
Policy & Research	202,836	53,746	256,582	266,235
Cost of Raising Funds	465,029	123,219	588,248	573,292
	<u>3,085,544</u>	<u>729,317</u>	<u>3,814,861</u>	<u>3,498,992</u>

5 Support costs by activity

	Service Provision	Policy & Research	Cost of Raising Funds	2020 Total £	2019 Total £
Governance	39,369	3,401	7,798	50,568	45,111
Information technology	103,997	14,979	34,342	153,318	188,989
Central facilities	81,074	7,004	16,057	104,135	106,832
Finance	119,603	10,343	23,712	153,658	150,859
Human resources	113,933	9,843	22,566	146,342	96,807
Central management	94,376	8,176	18,744	121,296	117,591
	<u>552,352</u>	<u>53,746</u>	<u>123,219</u>	<u>729,317</u>	<u>706,189</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

	Office Equipment £	Total £
Cost		
At 1 April 2019	101,955	101,955
Additions	7,410	7,410
Disposals	-	-
At 31 March 2020	<u>109,365</u>	<u>109,365</u>
Depreciation		
At 1 April 2019	71,875	71,875
Charge for year	12,460	12,460
Disposals	-	-
At 31 March 2020	<u>84,335</u>	<u>84,335</u>
Net book value		
At 31 March 2020	<u>25,030</u>	<u>25,030</u>
At 31 March 2019	<u>30,080</u>	<u>30,080</u>

Missing People
Notes to the Financial Statements
Year ended 31 March 2020

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

	2020	2019
	£	£
PROFIT & LOSS ACCOUNT		
Turnover	-	-
Cost of sales and administration expenses	-	-
	<u>-</u>	<u>-</u>
Net profit for the year	-	-
Amount gift aided to the charity	-	-
	<u>-</u>	<u>-</u>
Retained in subsidiary	<u>-</u>	<u>-</u>
BALANCE SHEET		
Debtors	2	2
Cash at bank and in hand	204	291
Creditors: Amounts falling due within one year	<u>(204)</u>	<u>(291)</u>
Total net assets	<u>2</u>	<u>2</u>
Capital and reserves		
Called up share capital	2	2
Profit and loss account	<u>-</u>	<u>-</u>
	<u>2</u>	<u>2</u>

8 Debtors

	2020	2019
	£	£
Accrued income	46,484	368,894
Prepayments	53,093	66,903
Other debtors	7,646	7,197
Trade debtors	27,110	5,615
Amount due from subsidiary	<u>204</u>	<u>291</u>
	<u>134,537</u>	<u>448,900</u>

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

9 Creditors:

Amounts falling due within one year	2020	2019
	£	£
Other taxes and social security costs	66,137	60,711
Other creditors	118,110	83,198
Accruals	29,786	50,879
Deferred Income (Note 10)	<u>181,677</u>	<u>230,291</u>
	<u>395,710</u>	<u>425,079</u>

Missing People

Notes to the Financial Statements

Year ended 31 March 2020

10 Deferred Income	2020	2019
	£	£
Balance at 1 April	230,291	176,219
Released in the year	(230,291)	(176,219)
Amount deferred in the year	181,677	230,291
Balance at 31 March	<u>181,677</u>	<u>230,291</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:

	2020	2019
	£	£
Operating leases which expire:		
Within one year	741	685
Between one and five years	590	737
	<u>1,331</u>	<u>1,422</u>

12 Analysis of Net Assets

	Tangible Fixed Assets	Bank & Cash	Debtors	Current Liabilities	Total
	£	£	£	£	£
Year ended 31 March 2020					
Restricted	-	514,416	45,152	(181,677)	377,891
Unrestricted	25,030	1,095,166	89,385	(214,033)	995,548
	<u>25,030</u>	<u>1,609,582</u>	<u>134,537</u>	<u>(395,710)</u>	<u>1,373,439</u>
Year ended 31 March 2019					
Restricted	-	9,820	220,471	(230,291)	-
Unrestricted	30,080	1,408,366	228,429	(194,788)	1,472,087
	<u>30,080</u>	<u>1,418,186</u>	<u>448,900</u>	<u>(425,079)</u>	<u>1,472,087</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 (2019: none).

Missing People
Notes to the Financial Statements
Year ended 31 March 2020

15 Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
General donations	1,493,069	1,628,437	3,121,506	3,000,687
Legacies	7,050	-	7,050	75,334
Fundraising & promotional events	322,037	-	322,037	355,205
	<u>1,822,156</u>	<u>1,628,437</u>	<u>3,450,593</u>	<u>3,431,226</u>

16 Movements in funds

	Brought forward £	Income £	Expenditure £	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:					
Service delivery grants	-	1,199,369	(1,199,369)	-	-
Service delivery grants - WCIT	117,500	100,000	(82,335)	-	135,165
Service delivery grants - Fidelity Foundation	-	242,726	-	-	242,726
Computer systems development	-	251,068	(251,068)	-	-
Regional funding	-	61,498	(61,498)	-	-
Policy & Research	-	30,367	(30,367)	-	-
Total restricted funds	<u>117,500</u>	<u>1,885,028</u>	<u>(1,624,637)</u>	<u>-</u>	<u>377,891</u>
Unrestricted funds	<u>1,354,587</u>	<u>1,831,185</u>	<u>(2,190,224)</u>	<u>-</u>	<u>995,548</u>
Total funds	<u>1,472,087</u>	<u>3,716,213</u>	<u>(3,814,861)</u>	<u>-</u>	<u>1,373,439</u>

Movements in funds - previous year

Restricted funds					
Service delivery grants	-	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>
Unrestricted funds	<u>1,300,728</u>	<u>1,767,578</u>	<u>(1,713,719)</u>	<u>-</u>	<u>1,354,587</u>
Total funds	<u>1,300,728</u>	<u>3,670,351</u>	<u>(3,498,992)</u>	<u>-</u>	<u>1,472,087</u>

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

Purposes of restricted funds

Service delivery grants: delivery of specific services, projects or programmes in line with funders grant conditions

WCIT grant funds the charity's ongoing One Safe Click project.

Fidelity Foundation funds the charity's CRM project system that is being purchased and installed in 20/21.

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	239,753
The Dulverton Trust	30,000
LexisNexis Risk Solutions	35,000
The Worshipful Company of Information Technologists	100,000
St James Place Foundation	20,833
Postcode Dream Trust	268,106
Home Office	99,600
Scottish Government	73,000
Fidelity UK Foundation	242,726
Royal Mail	45,000
QBE Foundation	<u>10,000</u>