

**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 2022



Missing People  
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**Chair's Statement**

After the anxiety and turbulence of 2020/21, this year has been no less complex for charities and for those whom Missing People serve. Despite our amazing team continuing to work predominantly from home and facing the ongoing impact of Covid-19, we were able to rely on our well-established esprit de corps and face head-on the challenges and opportunities presented.

As a Board of Trustees, we took the decision in March 2020, that we wanted the charity to emerge from the Pandemic in as strong a financial position as possible. We were always clear that the Pandemic's impact on the economy would last far longer than many anticipated and we wanted to arrive post-Pandemic focused on growth and delivery rather than fighting to survive.

This process has not been easy and has meant us taking difficult decisions; but we are confident that we made the right decisions at the right time to future-proof our services. It has also meant that we have accelerated longer term initiatives, such as our Digital Transformation, which moved more of our service provision towards online and chat channels. In doing so, we are not only able to deliver more cost-effectively, but we are also able to reach many people for whom more traditional forms of communication are not relevant.

We are extremely fortunate to benefit from the generosity and support of a number of key funders: corporates, foundations, government, individual donors and players of People's Postcode Lottery. It is vitally important to us that they know that not only is every pound they donate spent wisely, and with due regard to its origin, but also that our prudence in planning is in place to ensure that we are a financially and operationally secure home for such generosity and investment.

I am very pleased, therefore, and pay tribute to Jo Youle, the Director Team and all the staff and volunteers, that we have ended this year, as last, with a surplus and with stronger reserves for the challenging economic times ahead.

With our planning well underway for our next strategy to begin in 2023, our focus is on building on our existing services, better reaching communities of people who are adversely affected by missing and currently least served, facilitating peer-to-peer support, and continuing to be a voice and advocate for everyone affected. During this year, we have made substantial progress in these areas, with the voice, thoughts, wishes and needs of those with lived experience shaping the future strategy.

Within our charity we firmly believe in hope and in finding positivity to cling to when it is seemingly hard to find. We celebrate every achievement, and we mark every piece of good news. So, we continue to be hugely grateful to every supporter who donates, runs a marathon, fundraises, volunteers, shares our appeals, or has joined one of our online events, for the inspiration, motivation, and encouragement they give us. As the financial year ended, we were able to hold our first in-person Gala for three years which raised more than £240,000.

To continue to provide hope to those affected by a disappearance, we continue to rely on our growing number of donors and supporters. And, through their generosity and foresight, we continue to be an essential lifeline for those most in need and those around them.

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I am delighted that our Chief Executive, Jo Youle, has been awarded an OBE by Her Majesty The Queen in the Birthday 2022 Honours List. Jo receives this award for her services to the families of missing people. This recognition of the cause and the charity's work is so gratefully received. Jo has accepted the award to help shine a light on all those affected by missing.

Chris Trotter, Missing People's Finance Director, retired in April 2022. I'd like to thank him for his work, and am pleased that David Stein joined as Finance Director in May.

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	Justin McLaren – Chair Paul Boughton – Treasurer Caryl Agard Sarah Godwin Jane Harwood Rachel Eyre Sam Waterfall Andrew McKay Radha Chakraborty
Company Secretary	Chris Trotter resigned 22 April 2022 David Stein appointed 03 May 2022
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 Chris Trotter, Director of Finance – resigned 22 April 2022 David Stein, Director of Finance – appointed 03 May 2022
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	<a href="http://www.missingpeople.org.uk">www.missingpeople.org.uk</a>

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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 the 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 it 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.

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**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 to be 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 has previously been 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 being 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

In 2020-21, we developed a one-year Operational Plan due to the need to respond urgently to the Covid-19 pandemic. We continued these aims into 2021-22:

- Ensuring sustainability to protect support for missing people and families
- To stay grounded in the needs of missing people and families
- To deliver our digital transformation to improve access to services and information

#### 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 170,000 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 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 seven days a week. 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, advice and support every day of the year. A missing adult can pass on a 'safe and well' message to their family or carers, often leading them to reconnect directly.

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



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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, every day of the year.

### **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 make a real difference to missing people and their families by giving their time in a range of ways. From raising vital funds, organising events, sharing appeals for missing people, to providing in-depth Helpline support. The financial statements do not recognise the financial value attributed to volunteer time.

## **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 170,000 people who disappear each having at least five loved ones who live in limbo. That number is shockingly high. As the only national charity supporting missing children, adults, and their families, we are determined to increase the number of people we can help, focused on those who need our help the most.

To achieve this goal whilst operating within financial constraints, we launched our new model of support in April 2021.

This model increases our focus on digital and peer-to-peer support as important ways of increasing our reach and meeting the expressed needs of people affected by a disappearance. The new model includes peer-to-peer support forums and meetings for families, and online resources and guidance developed with people with lived experience.

We continue to provide an award-winning Helpline for children and adults who are missing and who are thinking about going missing, as well as for families. In addition, for families who need ongoing support, the charity offers access to specialist family support workers and counselling.

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We launched a new approach to finding missing people through appeals following consultation with young people and adults who have previously been missing. They told us that public appeals, especially in the early days of a disappearance, can leave a digital footprint which in some cases can have a negative impact on their wellbeing. We have therefore moved to a focus on sharing appeals through our non-public, Safeguarding Briefing Network of organisations with a safeguarding role.

We now use our valued public appeals partners to raise awareness of longer-term missing people where the initial investigation has not found them, and for the highest risk missing people, whose lives are in danger.

### **Families of missing people**

We directly supported 1,521 families this year, both whilst a loved one was missing and after their return. Our support includes tailored practical help for families' searching for a missing loved one and emotional trauma support from our team of family support workers and counsellors. We also supported families affected by County Lines exploitation through our national SafeCall service, offering casework and advocacy support, emotional support, and peer-to-peer support.

In addition, 17,249 family members accessed our online family support resources. These provide advice and support for different stages of the 'missing' journey, how to work with the media, and how the police and Missing People can help search for a missing person. We continued to deliver and develop our new family support online forum as a safe space for families to support each other, share advice and find out about opportunities to get involved with the charity.

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 1,059 people we searched for were found safe through our public and non-public appeals.

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

This year, we directly supported 3,832 children and young people. This included our Runaway Helpline, one-to-one chat, the Is This OK? chatbot pilot for young people at risk of exploitation, and our SafeCall service that provides advocacy and support for young victims of County Lines. All 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, an estimated 6,478 young people accessed our online support resources. Our Runaway Helpline website offers advice and support on a range of topics linked to running away, such as bullying, exploitation and mental health.

### **Vulnerable missing adults**

This year, we directly supported 2,102 adults who had gone missing or who were thinking about going missing. We provide adults 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.

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In addition, an estimated 7,735 adults accessed our online support resources. These provide information and support on topics for different stages of someone's missing journey, including people's rights, how to stay safe while away from home, and what to do if you are struggling with mental health issues.

### **Totals helped**

In total, we directly supported 7,455 missing people and families, and estimate that 31,462 missing children, adults and families accessed our online support and information.

### **Development and Partnerships**

In 2021-22, we delivered a wide range of consultancy and training projects for police forces, local authorities, and government agencies to improve policy and practice responses to missing people. This work included a comprehensive review of policy, procedures, and practice for missing people in one police force area, delivering local multi-agency learning events on missing and exploitation, and creating new training for police officers on person-centred responses to missing people, co-produced and delivered with people with lived experience.

Our partnership work with police forces has enabled us to reach more missing people in crisis than ever before. Our TextSafe® service, where we send a missing person a supportive text message offering the charity's confidential helpline support, was requested over 48,000 times by police officers for over 36,000 missing children and adults. This means the service reached 21% of people who were missing in 2021-22. Last year, for the first time, we also reached out to over 2,000 suicidal missing people through our Suicide Risk TextSafe® service. This service involves a police officer requesting that we send a supportive message to a missing person who is known to be at risk of suicide, offering our support as well as support from Samaritans. When we send the message, we also alert Samaritans who make a proactive call to the missing person. Our data shows that around 80% of people who receive a Suicide Risk TextSafe® message engage with either Missing People or Samaritans, showing its significant value as a safeguarding tool.

In Scotland, we delivered the third year of our National Framework Implementation Project, funded by the Scottish Government. This project aims to ensure that the good practice in responding to missing people, identified in Scotland's National Missing Persons Framework, is implemented in local areas. We worked in Aberdeen City and Aberdeenshire, Dumfries and Galloway, East Dunbartonshire, North Ayrshire, and Edinburgh, supporting local agencies to create effective multi-agency responses to missing, develop effective missing persons' protocols and deliver effective return discussion training. We also held the second Scottish missing persons conference on good practice to share examples of good practice in preventing and responding effectively to missing incidents, with over 80 participants.

Our Search Dog Heroes Project in partnership with Lowland Rescue was completed this year with ground-scenting search dogs trained, qualified and already proving an invaluable asset to Lowland Rescue search teams in four police forces and six areas. The dogs have been successfully deployed 11 times, all of which resulted in the missing person being found safe and well. Thanks to funding from players of People's Postcode Lottery, this Dreamfund project continued to train search dogs around the UK and to produce and share education and awareness materials and scent kits for high-risk groups and their carers so that they are well prepared to respond in the event of a disappearance.

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## **Policy and Research**

In 2021-22, we published our report into experiences of racial discrimination against missing people and families. This report compiled people of colour's experiences of discrimination from the police and other statutory agencies when they reported a loved one missing. Families told us they felt they were not listened to, that their missing loved one was not seen as a high priority by the police and did not receive the same level of media attention as other missing people. This work has led to Missing People being invited onto the Independent Office for Police Conduct (IOPC) advisory group on race discrimination, and to work with police forces to review their response to missing persons to assess whether direct or indirect discrimination is taking place.

In April 2021, we published a report compiling children's views on being reported missing from care. The report aimed to understand care-experienced children's experiences of being reported missing, because national police data shows that a care-experienced child is 20 times more likely to be reported missing than other children. Many children told us about negative experiences of being reported as missing to the police, linked to how the police responded, leading to the child being or feeling criminalised. The report led to the development of training webinars for professionals on how to provide a person-centred response to care-experienced children around missing, highlighting good practice from around the country.

## **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 on their lives and the varied issues that they face.

We also work with external evaluators which allows 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.

## **Fundraising Statement**

Supporters 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 in crisis. Our supporters send a powerful message that they care about people and the society we live in. Our fundraising staff and volunteers aim to provide all our supporters with the same level of care and respect. We take extra care with supporters who may be vulnerable and have a policy in place to protect them.

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As an independent charity we rely on donations and legacies. 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 spend on fundraising.

Missing People is a paying member of the Fundraising Regulator. We raise vital funds in accordance with our Fundraising Promise. Missing People has adopted the NCVO's Charity Ethical Principles and uses these principals to guide ethical considerations in relation to fundraising.

This year, we welcomed several new supporters, Leading Lights, Luminaries, members of our Fundraising Board and Enterprise Board, and partners who generously raised or donated major funds and awareness. They included Bally's Foundation, RELX and Flutter. They joined long-term supporters including: players of People's Postcode Lottery, Royal Mail Group, Marguerite Foundation, Worshipful Company of Information Technologists (WCIT) Charity, LexisNexis Risk Solutions, Norton Rose Fulbright, BBC Children in Need, Dulverton Trust, St James's Place Charitable Foundation, Alchemy Foundation, and CIL Management Consultants. We thank each of them, and everyone else, for enabling us to be a lifeline when someone disappears.

We received two informal complaints regarding fundraising this year, both of which were resolved.

Missing People occasionally uses commercial participators to carry out fundraising services on our behalf.

## 5. Financial Review

The charity recorded a surplus of £489k in the year (2021: £257k) against a budgeted deficit of £155k. This represents excellent performance in terms of fundraising and cost controls, but also resulted from a cautious budget set during the Covid pandemic.

Total income of £3,642k was £161k (5%) up on last year. A significant proportion of this increase came from corporate partners and our Night of Light Gala which took place just before the year end.

We continued to maintain strong controls over our costs which fell from £3,224k in 2021 to £3,153k.

Volunteers and pro bono supporters again contributed significantly to the charity, far beyond the income recognised in these financial statements. We thank Kapow for free text (SMS) messages, the out-of-home media owners, and many other print and digital partners for advertising 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 while also planning for a sustainable future. Free reserves are defined as unrestricted funds less fixed and intangible assets and designated funds.

At the end of the year, the level of free reserves was £1,852k (2021: £1,297k) which was six months' worth of charitable expenditure.

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### 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, in line with its reserves policy.

We plan to invest in additional charitable activities in 2022/23 and our budget estimates that our year-end free reserves will amount to five months' worth of reserves. The first quarter management accounts were ahead of budget and the current projections are that we will perform on or ahead of budget in 2022/23.

Therefore, the Trustees have concluded, based on 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.

## 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 on-call support for the our frontline services teams 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. We have in place rigorous processes for budgeting, management reporting and monitoring of financial performance. A sustainability plan was 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.

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<p><u>Fundraising</u>: Failure by us, or on the part of agencies we work with, to comply with fundraising regulation.</p>	<p>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 we will regularly monitor their work. We have adopted the NCVO's Charity Ethical Principles and established a Fundraising Ethics Group comprising Trustees and executive team members.</p>
<p><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.</p>	<p>We will continue to be transparent and trustworthy and provide high quality accredited services in a cost-effective way. Trustees and Directors will continue to regularly monitor potential areas of vulnerability.</p>
<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>

## 7. Plans for the Future

We are now delivering the second year of our current strategy, focused on the following aims:

- To provide help, hope and a safe way to reconnect for missing children, adults, and families
- To put people with lived experience at the heart of our work, amplifying their voices to achieve change
- To build networks of support for and with missing children, adults, and families.

To achieve this plan, we will:

- Ensure the charity is sustainable in the long term
- Ensure the charity is a great place to work and volunteer
- Build and maintain partnerships to support missing people and families

At the same time, we have started the development of our new strategy which will launch in 2023 – our 30<sup>th</sup> Anniversary. The development phase includes extensive consultation with people with lived experience of missing and related issues including mental health, exploitation, and care experience. And we will review the charity's role in responding to missing people and how we develop and create new communities and networks to ensure missing people and their families get the help they need.



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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.

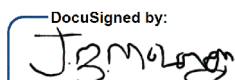
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities 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 ongoing 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 21.09.2022 and signed on their behalf by:

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Justin McLaren  
Chair



Missing People  
Trustees' Annual Report and Accounts Year ended 31 March 2022

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

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

We have audited the financial statements of Missing People Limited for the year ended 31 March 2022 which comprise the Statement of Financial Activities (incorporating income and expenditure account), Balance Sheet, Statement of Cash Flows and notes to the financial statements, including 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 2022 and of 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 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. 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.

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 this gives rise to a material misstatement in the financial statements themselves. 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

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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 their 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 requires 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.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud  
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

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Trustees' Annual Report and Accounts Year ended 31 March 2022

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were GDPR, taxation legislation, health & safety legislation and employment legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management and the Board about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, analytical procedures and sample testing of income, reviewing accounting estimates for biases, reviewing regulatory correspondence, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 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 and 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.



Julia Poulter  
Senior Statutory Auditor  
For and on behalf of  
Crowe U.K. LLP  
Statutory Auditor  
London  
Date 6th October 2022

## Missing People

Statement of Financial Activities (incorporating an Income and Expenditure Account)  
for the year ended 31 March 2022

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
<b>Income:</b>							
<b>Voluntary Income</b>							
Donations, grants and legacies	15	2,303,923	1,010,589	3,314,512	1,607,188	1,046,577	2,653,765
Covid related exceptional funding		-	597	597	56,565	472,457	529,022
<b>Income from Charitable activities:</b>							
Fees and grants for service provision		-	302,139	302,139	-	273,224	273,224
Policy & Research		-	21,042	21,042	-	18,703	18,703
<b>Income from Investments</b>		3,475	-	3,475	6,037	-	6,037
<b>Total income</b>		<b>2,307,398</b>	<b>1,334,367</b>	<b>3,641,765</b>	<b>1,669,790</b>	<b>1,810,961</b>	<b>3,480,751</b>
<b>Expenditure:</b>							
<b>Expenditure on Raising funds</b>							
Raising funds		589,796	24,000	613,796	492,293	16,430	508,723
<b>Expenditure on Charitable activities:</b>							
Service provision		923,843	1,359,425	2,283,268	456,827	2,041,418	2,498,245
Policy & Research		234,922	21,042	255,964	198,151	18,703	216,854
<b>Total Charitable Activities</b>		<b>1,158,765</b>	<b>1,380,467</b>	<b>2,539,232</b>	<b>654,978</b>	<b>2,060,121</b>	<b>2,715,099</b>
<b>Total Expenditure</b>	4	<b>1,748,561</b>	<b>1,404,467</b>	<b>3,153,028</b>	<b>1,147,271</b>	<b>2,076,551</b>	<b>3,223,822</b>
<b>Net income and net movement in funds for the year</b>	2	<b>558,837</b>	<b>(70,100)</b>	<b>488,737</b>	<b>522,519</b>	<b>(265,590)</b>	<b>256,929</b>
<b>Reconciliation of Funds</b>							
Fund balances brought forward at 1 April 2021		1,518,067	112,301	1,630,368	995,548	377,891	1,373,439
<b>Balance carried forward at 31 March 2022</b>	16	<b>2,076,904</b>	<b>42,201</b>	<b>2,119,105</b>	<b>1,518,067</b>	<b>112,301</b>	<b>1,630,368</b>

The notes on pages 23 - 29 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

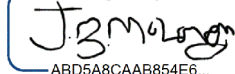
### Balance Sheet as at 31 March 2022

Company Registration Number 2814202

	Note	2022 £	2022 £	2021 £	2021 £
<b>Fixed Assets</b>					
Tangible assets	6		4,623		17,232
Intangible assets	6		220,513		204,036
<b>Current Assets</b>					
Debtors	8	151,901		186,820	
Cash at bank and in hand		<u>2,140,764</u>		<u>1,854,111</u>	
		2,292,665		2,040,931	
<b>Creditors: Amounts falling due within one year</b>	9		<u>(398,696)</u>		<u>(631,831)</u>
<b>Net Current Assets</b>			<u>1,893,969</u>		<u>1,409,100</u>
<b>Total Assets less Current Liabilities</b>			<u>2,119,105</u>		<u>1,630,368</u>
<b>Net Assets</b>			<u>2,119,105</u>		<u>1,630,368</u>
<b>Funds of the charity:</b>					
Unrestricted Funds	16		2,076,904		1,518,067
Restricted Funds	16		42,201		112,301
<b>Total Funds</b>			<u>2,119,105</u>		<u>1,630,368</u>

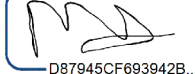
The financial statements were approved and authorised for issue by the Board of Trustees on 22.09.2022 and signed on its behalf by:

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} Justin McLaren - Chair

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} Paul Boughton - Treasurer

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

## Missing People

### Statement of Cash Flows for year ended 31 March 2022

	2022 £	2021 £
<b>Cash flows from operating activities :</b>		
<b>Net cash provided by (used in) operating activities (see note (a))</b>	<b><u>299,655</u></b>	<b><u>450,041</u></b>
<b>Cash flows from investing activities</b>		
Interest income	3,475	6,037
Purchase of property, plant and equipment	<u>(16,477)</u>	<u>(211,549)</u>
<b>Net cash provided by (used in) investing activities</b>	<b><u>(13,002)</u></b>	<b><u>(205,512)</u></b>
<b>Change in cash and cash equivalents in the reporting period</b>	<b><u>286,653</u></b>	<b><u>244,529</u></b>
<b>Cash and cash equivalents at the beginning of the period</b>	1,854,111	1,609,582
<b>Cash and cash equivalents at the end of the reporting period</b>	<b><u>2,140,764</u></b>	<b><u>1,854,111</u></b>

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

	2022 £	2021 £
<b>Net income for the reporting period (as per statement of financial activities)</b>	<b>488,737</b>	<b>256,929</b>
<b>Adjustments for:</b>		
Depreciation charges	12,609	15,311
Interest income	(3,475)	(6,037)
(Increase)/decrease in debtors	34,919	(52,283)
Increase/(decrease) in creditors	<u>(233,135)</u>	<u>236,121</u>
<b>Net cash provided by (used in) operating activities</b>	<b><u>299,655</u></b>	<b><u>450,041</u></b>

**(b) Analysis of changes in net debt**

	2022 £	Cash Flows £	2021 £
<b>Cash and cash equivalents</b>			
Cash	2,140,764	286,653	1,854,111
	<u>2,140,764</u>	<u>286,653</u>	<u>1,854,111</u>
<b>Borrowings</b>			
Debt due within one year	-	-	-
Debt due after one year	<u>-</u>	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>	<u>-</u>
<b>Total changes in net debt</b>	<b><u>2,140,764</u></b>	<b><u>286,653</u></b>	<b><u>1,854,111</u></b>

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

## Missing People

### Notes to the Financial Statements

#### Year ended 31 March 2022

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 2022

- 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
- Intangible assets comprise the charity's new CRM system and software licences which are capitalised at cost and reflected within the financial statements at amortised historic cost. Amortisation is calculated by allocation of the balance sheet value of the asset, less any residual value, to the periods expected to benefit from its use on a straight-line basis over 5 years. Amortisation charges will be charged to service revenue accounts once asset is operational.
- 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 2022

#### 2 Income/(Expenditure)

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

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Depreciation on tangible fixed assets	12,609	15,311
Operating leases	16,531	10,850
Auditor's remuneration		
Audit services	14,175	11,250
Non-audit services	-	-
	<u>14,175</u>	<u>11,250</u>

#### 3 Staff costs

Staff costs were as follows:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Wages and salaries	2,193,989	2,330,286
Social Security costs	208,534	219,563
Pension	105,973	109,601
Temporary Staff costs	4,050	7,489
	<u>2,512,546</u>	<u>2,666,939</u>

One employee earned between £90,001 - £100,000 (2021: one) in the year and one between £60,001 - £70,000 (2021: one)

No redundancy costs in 2021-22 (2021: £27,479 from restructuring the staff team).

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

	<b>2022</b>	<b>2021</b>
		Number
Charitable activities	70	74
Fundraising	11	9
Governance	1	1
	<u>82</u>	<u>84</u>

The full time equivalent number of employees (including casual and temporary staff) during the year was 64. (2021: 68)

#### Trustees' remuneration and related party transactions

The Trustees neither were paid nor received any emoluments during the year (2021 - nil).

There were no Trustee expenses during the year (2021: nil).

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

The emoluments of the Chief Executive and directors were:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Executive directors' emoluments (excluding pension)	389,306	376,608
Pension contributions	17,427	16,832
The Chief Executive was the highest paid director in 2020/21;		
total remuneration (excl employer's NI and pension contributions) for the year	98,988	98,000

The Chief Executive is a member of a group personal pension scheme and a contribution of £4,949 (2021: £4,900) 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 2022

#### 4 Analysis of Total Resources Expended

	Direct Costs Activities £	Support Costs (see note 5) £	2022 Total £	2021 Total £
Charitable Activities:				
Service Provision	1,824,896	458,372	2,283,268	2,498,245
Policy & Research	204,579	51,385	255,964	216,854
Cost of Raising Funds	490,577	123,219	613,796	508,723
	<u>2,520,052</u>	<u>632,976</u>	<u>3,153,028</u>	<u>3,223,822</u>

#### 5 Support costs by activity

	Service Provision	Policy & Research	Cost of Raising Funds	2022 Total £	2021 Total £
Governance	29,470	3,304	7,922	40,696	40,633
Information technology	115,255	12,921	30,983	159,159	193,360
Central facilities	65,576	7,351	17,628	90,555	123,847
Finance	71,438	8,008	19,204	98,650	101,389
Human resources	90,548	10,151	24,341	125,040	127,156
Central management	86,085	9,650	23,141	118,876	117,373
	<u>458,372</u>	<u>51,385</u>	<u>123,219</u>	<u>632,976</u>	<u>703,758</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 Assets

	Office Equipment £	Intangible Assets £	Total £
<b>Cost</b>			
At 1 April 2021	116,878	204,036	320,914
Additions	-	16,477	16,477
Disposals	<u>(49,361)</u>	<u>-</u>	<u>(49,361)</u>
<b>At 31 March 2021</b>	<u>67,517</u>	<u>220,513</u>	<u>288,030</u>
<b>Depreciation</b>			
At 1 April 2021	99,646	-	99,646
Charge for year	12,609	-	12,609
Disposals	<u>(49,361)</u>	<u>-</u>	<u>(49,361)</u>
<b>At 31 March 2022</b>	<u>62,894</u>	<u>-</u>	<u>62,894</u>
<b>Net book value</b>			
At 31 March 2022	<u>4,623</u>	<u>220,513</u>	<u>225,136</u>
At 31 March 2021	<u>17,232</u>	<u>204,036</u>	<u>221,268</u>

Intangible asset is the charity's new CRM which is funded from restricted funds and will be completed in the following financial year and transferred to general funds once operational.

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2022**

**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>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>PROFIT &amp; LOSS ACCOUNT</b>		
Turnover	-	-
Cost of sales and administration expenses	-	-
<b>Net profit for the year</b>	<u>-</u>	<u>-</u>
Amount gift aided to the charity	<u>-</u>	<u>-</u>
<b>Retained in subsidiary</b>	<u>-</u>	<u>-</u>
<b>BALANCE SHEET</b>		
Debtors	2	2
Cash at bank and in hand	-	204
Creditors: Amounts falling due within one year	<u>-</u>	<u>(204)</u>
<b>Total net assets</b>	<u>2</u>	<u>2</u>
<b>Capital and reserves</b>		
Called up share capital	2	2
Profit and loss account	<u>-</u>	<u>-</u>
	<u>2</u>	<u>2</u>

**8 Debtors**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Accrued income	85,338	104,693
Prepayments	57,111	57,711
Other debtors	162	92
Trade debtors	9,290	24,120
Amount due from subsidiary	<u>-</u>	<u>204</u>
	<u>151,901</u>	<u>186,820</u>

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

**9 Creditors:**

<b>Amounts falling due within one year</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Other taxes and social security costs	60,937	69,237
Other creditors	97,635	138,217
Accruals	49,898	38,872
Deferred Income (Note 10)	<u>190,226</u>	<u>385,505</u>
	<u>398,696</u>	<u>631,831</u>

## Missing People

### Notes to the Financial Statements

#### Year ended 31 March 2022

<b>10 Deferred Income</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Balance at 1 April	385,505	181,677
Released in the year	(385,505)	(181,677)
Amount deferred in the year	190,226	385,505
Balance at 31 March	<u>190,226</u>	<u>385,505</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>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>Operating leases which expire:</b>		
Within one year	17,949	14,846
Between one and five years	14,150	18,403
	<u>32,099</u>	<u>33,249</u>

#### **12 Analysis of Net Assets**

	<b>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 2022</b>					
Restricted	220,513	232,427	60,349	(190,226)	323,063
Unrestricted	4,623	1,908,337	91,552	(208,470)	1,796,042
	<u>225,136</u>	<u>2,140,764</u>	<u>151,901</u>	<u>(398,696)</u>	<u>2,119,105</u>
<b>Year ended 31 March 2021</b>					
Restricted	204,036	763,396	97,498	(385,505)	679,425
Unrestricted	17,232	1,090,715	89,322	(246,326)	950,943
	<u>221,268</u>	<u>1,854,111</u>	<u>186,820</u>	<u>(631,831)</u>	<u>1,630,368</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 (2021: none).

#### **15 Donations, Grants and Legacies**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>	<b>Total 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
General donations	1,959,998	1,010,589	2,970,587	2,531,983
Legacies	10,590	-	10,590	13,959
Fundraising & promotional events	333,335	-	333,335	164,388
	<u>2,303,923</u>	<u>1,010,589</u>	<u>3,314,512</u>	<u>2,710,330</u>

**Missing People**  
**Notes to the Financial Statements**  
**Year ended 31 March 2022**

**16 Movements in funds**

	Brought forward	Income	Expenditure	Transfers	Carried forward
	£	£	£	£	£
<b>Restricted funds</b>					
The movement on restricted funds comprises the following donations and grants held on trust to be used for specific purposes:					
Service delivery grants	-	1,198,809	(1,198,809)	-	-
Service delivery grants - WCIT	66,643	-	(66,643)	-	-
Service delivery grants - Fidelity Foundation	45,658	-	(14,916)	-	30,742
Missing People Choir	-	13,644	(2,185)	-	11,459
Computer systems development	-	56,775	(56,775)	-	-
Regional funding	-	19,500	(19,500)	-	-
Policy & Research	-	21,042	(21,042)	-	-
Covid related exceptional funding	-	597	(597)	-	-
Fundraising grants	-	24,000	(24,000)	-	-
Total restricted funds	<u>112,301</u>	<u>1,334,367</u>	<u>(1,404,467)</u>	<u>-</u>	<u>42,201</u>
		-			
<b>Unrestricted funds</b>	<u>1,518,067</u>	<u>2,307,398</u>	<u>(1,748,561)</u>	<u>-</u>	<u>2,076,904</u>
<b>Total funds</b>	<u><u>1,630,368</u></u>	<u><u>3,641,765</u></u>	<u><u>(3,153,028)</u></u>	<u><u>-</u></u>	<u><u>2,119,105</u></u>

**Movements in funds - previous year****Restricted funds**

Service delivery grants	-	1,220,121	(1,220,121)	-	-
Service delivery grants - WCIT	135,165	60,000	(128,522)	-	66,643
Service delivery grants - Fidelity Foundation	242,726	-	(197,068)	-	45,658
Computer systems development	-	10,750	(10,750)	-	-
Regional funding	-	7,500	(7,500)	-	-
Policy & Research	-	18,703	(18,703)	-	-
Office improvements	-	5,000	(5,000)	-	-
Covid related exceptional funding	-	472,457	(472,457)	-	-
Fundraising grants	-	16,430	(16,430)	-	-
Total restricted funds	<u>377,891</u>	<u>1,810,961</u>	<u>(2,076,551)</u>	<u>-</u>	<u>112,301</u>

**Unrestricted funds**

	<u>995,548</u>	<u>1,669,790</u>	<u>(1,412,861)</u>	<u>-</u>	<u>1,252,477</u>
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**Total funds**

	<u><u>1,373,439</u></u>	<u><u>3,480,751</u></u>	<u><u>(3,489,412)</u></u>	<u><u>-</u></u>	<u><u>1,364,778</u></u>
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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 Charity grant funds the charity's ongoing One Safe Click project for the charity's digital transformation.

Missing People Choir fundraises to support the Choir's ongoing costs

Fidelity UK Foundation funds the charity's CRM project system that is being purchased and installed between 20/21 and 21/22.

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.

Office improvements: grant for installing new ceiling lights in the charity's office

Covid related exceptional funding: represents exceptional grants made to help the organisation through Covid.

Fundraising grants: funding towards the costs of the Individual Giving Officer

The funding above includes generous donations from the following:

	£
BBC Children in Need	140,390
Bally's Foundation	153,000
LexisNexis Risk Solutions	40,000
St James's Place Charitable Foundation	50,000
Home Office	362,382
Postcode Dream Trust	24,129
Missing People Choir	13,644
ICAP	56,250
The Alchemy Foundation	24,000
Scottish Government	160,883