

Missing People Limited
Company no. 2814202



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

Trustees' Annual Report and Accounts
Year ended 31 March 2023

Missing People
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Chair's Statement

As we enter our 30th year as a charity, we have many reasons to be proud of what Missing People has achieved since its founders, Janet Newman and Mary Asprey used their tremendous skills and energy to establish us following the disappearance of Suzy Lamplugh.

This year has been a combination of consolidation and advance. Having come through the challenges of the Pandemic and then the body blow that hit the entire charitable sector, which was the cost-of-living crisis, the charity has maintained its position, developed its thinking and continued to make a bigger difference to the status and awareness of missing in the UK.

Consolidation has come through a strong financial position, once again ending the year with a respectable surplus and with a team of staff, volunteers and supporters emboldened by the prospect of the opportunities ahead. Bedding in our digital strategy has proved successful, so that we are best placed for assisting those who need us through the platforms most relevant to people today. Likewise, the continued development of new relationships and partnerships such as with Missing Black People have given us the means to support and work alongside communities we have previously struggled to reach or properly be there for.

Advance has come through the successful development of our next Five-Year Strategy; a vital and comprehensive look at what we are really here for, how we best meet our aims in an ever-changing world and how we ensure we are properly there both for those we know we already serve well and for those whom we have failed to represent, reach or sufficiently be there for in the past. With a simplified 3-pronged strategy for the next five years, we have developed a plan that continues to be ambitious in our purpose, straightforward in our vision but also exemplary in our delivery.

As a Trustee Board, we have continued to develop with the departure of two outstanding Trustees, Rachel Eyre and Radha Chakraborty, compensated by the arrival of four incredibly impressive individuals to complement our existing team. We have likewise seen the propulsion of our Fundraising Board through the Chairmanship of Mark Pumfrey and a renewed sense of impetus from those generous individuals.

As Chair, I would like to thank not only the Trustees for their tireless work and input to the Charity but also to the entire team of staff, volunteers and donors who make Missing People more than just a charity; a genuine lifeline for when someone goes missing.

At the heart of what we do are the lives of those who go missing and those they leave behind. How we serve those affected by the subject of missing may change but our core purpose remains the same. The dignity, respect, support and hope that we try to offer all of those we engage with must always underpin everything we do. I am confident that, as this report shows, the charity is achieving this and is set to continue to do so for the next 30 years.

DocuSigned by:

ABD5A8CAAB854E8
Justin McLaren

Chair of Trustees

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Trustees' Report

1. Reference and Administrative

Charity Name	Missing People
Registered Charity Company Number	England and Wales 1020419 / Scotland SC047419 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 – Vice Chair Rachel Eyre – resigned 5 December 2022 Sam Waterfall Andrew McKay Radha Chakraborty – resigned 7 th February 2023 Ebru Ilhan – appointed 25 April 2023 Caroline Rawes – appointed 25 April 2023 Nunziatina Rosenow – appointed 25 April 2023 Vijay Samtani – appointed 25 April 2023
Company Secretary	Chris Trotter resigned 22 April 2022 David Stein appointed 03 May 2022
Chief Executive	Jo Youle OBE
Directors	Susannah Drury, Director of Policy and Development 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 UK LLP Aquis House 49-51 Blagrove Street Reading RG1 1PL
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 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.

Missing People Trustees' Annual Report and Accounts Year ended 31 March 2023

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

3. Purpose, Aims and Charitable Activities of Public Benefit

Vision

Every missing person is found safe.

Mission

To be a lifeline when someone disappears.

Aims

- To 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.

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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 (text or call 116 000). This is assigned by Ofcom to 'protect the wellbeing of people in great difficulty'. Missing People offers free, confidential support every day of the year.

The charity works in collaboration with police forces across the UK to ensure that missing people and their loved ones can be referred to Missing People's support services.

Missing People's work is informed by original research, consultation, and evaluation of services. The charity actively influences the national government strategy for missing persons.

The charity helps missing children and young people in crisis, and those thinking of going missing. Providing confidential and non-judgemental advice and support, 365 days a year. Importantly, Missing People enables children and young people, often at risk of exploitation, to reconnect safely. Missing People also works in partnership with Local Authorities to ensure the safety of young people who return from being missing.

Mental health is the most significant 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.

Missing People supports people with a missing loved one to develop resilience to cope and to manage relationships with others, so they feel less alone. This support provides a sense of belonging to a community of people in a similar situation to help 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 loved ones to help one another, including a range of events like the annual Family Day. In addition, Missing People provides the free Lost Contact Service to help 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. This includes working in partnership with a wide range of companies such as Royal Mail Group and outdoor advertisers such as JCDecaux, on a pro bono basis. Missing People's 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.

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Volunteers make a real difference to the community of people affected by a disappearance. From raising vital funds, organising events, sharing appeals for missing people, to providing in-depth Helpline support. The financial statements do not recognise the significant financial value attributed to volunteer time.

Strategic Report

4. Achievements and Impact

Services Performance

Missing People estimates 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. That number is shockingly high. As the only national charity supporting missing children, adults, and their loved ones, Missing People is determined to increase the number of people helped, focused on greatest need.

Missing People provides an award-winning Helpline for children and adults who are missing and who are thinking about going missing, as well as for their loved ones. In addition, for families who need ongoing support, the charity offers access to specialist support workers and counselling.

We support police and family searches for missing people through our Safeguarding Briefing Network and public appeals. We use our Safeguarding Briefing Network of over 1,400 charities and other support services around the UK to share non-public briefings about missing people. This network was set up in response to previously missing people telling us about the challenges they sometimes experience with public appeals. They told us that public appeals, can leave a digital footprint and can in some cases can have a negative impact on their wellbeing, especially in the first few days of a disappearance.

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

"I have checked the Missing Person Investigation for W. His family have advised that he is no longer missing. Many thanks for all the assistance by Missing People, we had a few positive sightings for W following your help." – Feedback from a Police Officer after an appeal was shared via our Safeguarding Briefing Network

Families of missing people

We directly supported 1,244 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

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supported families affected by County Lines exploitation, through our national SafeCall service, offering casework and advocacy support, emotional support, and peer-to-peer support.

"The charity was always there for me and my family, guiding us in the right direction with care, understanding and great knowledge".

A family member supported by our Family Support team

In addition, 18,679 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 865 people we searched for were found safe through our public and non-public appeals.

"From the recent information provided by the missing persons charity and sightings by members of the public, we have managed to locate Michael safe and well and we have now closed the missing investigation. Can I thank you for your help in this matter." – A police officer in April 2022, following a sighting from our website of someone who went missing in 2018*

Missing children and young people

This year, we directly supported 4,626 children and young people. This included support by Runaway Helpline including 1:1 chat, Is This OK? chatbot and 1:1 chat service for young people at risk of exploitation, and SafeCall service providing 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.

'Thanks to Laura I now feel as though I will get support for the situation ahead young person using our 1:1 chat service

'Very good and professional. The conversation feels personal and trustworthy, and they provide places for you to move on to when you've finished the conversation' Young person using our 1:1 chat service

In addition, an estimated 5,483 young people accessed our online support resources. This included advice and support on a range of topics linked to going missing, such as bullying, exploitation and mental health.

Vulnerable missing adults

This year, we directly supported 2,163 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 8,879 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.

"You might just think you are listening to me, but you might be saving my life" adult accessing the helpline

Totals helped

In total, we directly supported 8,033 missing people and families, and estimate that 33,041 missing children, adults and families accessed our online support and information.

Policy, Research and Development

In 2022-23, we shared our expertise with over 1,000 professionals through the delivery of consultancy projects, training and conferences for police forces, local authorities, and other agencies to improve policy and practice responses to missing people. This work included local conferences to develop effective multi-agency responses to missing people, training courses on children missing from care, person centred approaches and return home interview good practice, as well as the development of a Wales wide toolkit in partnership with Llamau and Claire Sands to ensure care experienced children are better supported.

"The passion shown by the presenters and other staff members is intoxicating and good to see, it is contagious." Police delegate after attending Missing People training.

In May 2022 the National Police Chiefs' Council (NPCC) and the College of Policing published a draft of the Police Race Action Plan. This document sets out steps towards achieving their vision for 'a police service that is anti-racist and trusted by Black people'. For the first time on a national scale, the response to missing people from Black communities was specifically identified as an area for improvement in police practice. This followed campaigning from the charity alongside others like Missing Black People and Black Lives Matter UK, alongside our research into the experiences of families reporting people from ethnic minority communities as missing. We submitted a response to consultation on the plan and have since worked with the team responsible for its development to try and ensure meaningful changes are implemented. We also joined the Independent Office for Police Conduct's Race Discrimination National Advisory Group.

Missing People's operational partnerships with police forces enables us to reach missing people in crisis. Our TextSafe® service, where we send a missing person a supportive text message offering the charity's confidential helpline support, was requested over 47,000 times by police officers for over 35,000 missing children and adults. We also reached out to 2,960 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 fourth 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

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areas. We worked in seven areas 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 third Scottish missing persons conference on good practice to share examples of good practice in preventing and responding effectively to missing incidents.

In 2022-23, we published the following research reports:

- The ethnicity of missing people. This research found that people from Black and Asian communities were less likely to be marked as at risk of harm, more likely to be missing for longer and less likely to be found by the police. This report drew significant media and professional interest, and we will be reviewing the impact of the recommendations in 2023-24.
- "My world was falling apart". This research examined the experiences of missing adults – including the reasons why they go missing, and their experiences of crime and harm while they are away. It found that 75% of missing adults come to harm, and that 42% of adults attempt to take their own life while missing.
- "When harm remains" this joint research with ECPAT UK into trafficked and unaccompanied children going missing found that 31% of trafficked children and 13% of unaccompanied children went missing from care in the UK in 2020. These children are particularly vulnerable to exploitation and modern slavery, and at high risk of coming to harm.
- Experiences of reporting a child or adult missing to the police. The report found that most people had a positive experience when reporting someone as missing, that there is often more that non-police professionals can do when someone is missing, and that it was vital that the police always listened to the concerns of the person reporting someone missing, as they often know the missing person's needs best.

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 including the University of Liverpool and Crest Advisory 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.

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Fundraising Statement

Missing People is reliant on donations and gifts in Wills to be a lifeline when someone disappears. Supporters of the cause 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 help protect them.

Missing People is focused on long-term sustainable support built on strong relationships. The charity has a diverse range of income streams. On average, Missing People raises £5-£6 for every £1 we spend on fundraising.

Missing People is a paying member of the Fundraising Regulator. The charity raises 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 significant funding from The Barratt Foundation, Stagecoach and The Morrisons Foundation and Garfield Weston Foundation. They joined long-term supporters including: players of People's Postcode Lottery, Royal Mail Group, LexisNexis Risk Solutions, Flutter, Bally's Foundation, RELX Group, Norton Rose Fulbright, 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 no complaints regarding fundraising this year.

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

5. Financial Review

Missing People continued to show financial resilience during the year despite the uncertain financial climate in the country. The charity recorded a surplus of £122k in the year (2022: £559k) against a budgeted deficit of £384k. The positive variance of £506k against budget comprised:

- Income £11k primarily higher interest rates from bank deposits
- Expenditure £495k expenditure on various projects deferred into 2023/24

Total income of £3,519k was £122k (3%) down on last year. A key reason for the reduction was a donation of £160k which arrived in early 2023/24 rather than towards the end of the current year as had occurred previously. With that in mind, we are pleased to have maintained our income at this level in the current challenging economic climate.

We continued to maintain strong controls over our costs which increased by £244k from £3,153k in 2022 to £3,397k. This represents a 7% increase which was mainly the result of inflation.

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

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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 £1,978k (2022: £1,852k) which amounted to approximately six months' worth of charitable expenditure.

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.

Our budget for 2023/24 shows a planned deficit of £329k. Essentially the underspend on 2022/23 projects is being carried forward into next year. The first quarter management accounts were ahead of budget and the current projections are that we will perform on or ahead of budget in 2023/24. If we continue on target, we expect our reserves to fall to around five months' worth of charitable expenditure. The budget has been followed by a projection for the following two years showing an annual deficit and surplus of £92k and £247k respectively. Cash flows have been projected over the next three years in total. Whilst we expect cash resources to fall in the short term, our relatively high opening cash balances mean we do not anticipate cash flow difficulties in the foreseeable future.

The future years (2024/25 and 2025/26) will be underpinned by increased activity arising from our new strategy which we anticipate will add considerably to our financial sustainability. The impact of our new strategy has not yet been reflected in these forecasts. Accordingly, they have been prepared on a cautious basis.

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.

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:

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Risk	Mitigation
Safeguarding: 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 our frontline services teams and DBS checks are in place for relevant roles.
Economic pressures Post Covid: 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.
Fundraising: 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 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.
Sector reputation: 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. Trustees and Directors will continue to regularly monitor potential areas of vulnerability.
Pro bono support: The charity receives significant pro bono support without which our ability to provide our existing level of service could be impacted.	We will continue to build positive relationships with pro bono suppliers to ensure support continues. In addition, we always seek a partnership agreement that outlines a minimum length of such support.

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7. Plans for the Future

In its 30th anniversary year, Missing People published its new strategy: From Crisis to Hope

The strategy highlights that people who go missing are often in a crisis and face great harm. More than one thousand people die whilst missing each year. Their families don't always get the right response from police, and they can face intense public and media speculation, on top of their emotional heartache. The goals of the new strategy which will be the focus from 2023-24 are:

1. Going missing is understood as a crisis that can be a matter of life or death.
2. All missing people and their loved ones get the right help at the right time.
3. Fewer missing people come to harm.

The charity is calling for change so that someone going missing is viewed as a crisis, backed by a fair response by police and other agencies involved. The charity also aims to develop its existing helpline support to reach more of those impacted by mental health problems, exploitation and financial problems made worse by the cost-of-living crisis.

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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 19 September 2023 and signed on their behalf by:

DocuSigned by:

ABD5A8CAAB854E6...
Justin McLaren
Chair

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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 2023 which comprise the Statement of Financial Activities, 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 2023 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

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.

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF MISSING PEOPLE LIMITED (CONTINUED)

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

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 on page 6 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.

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF MISSING PEOPLE LIMITED (CONTINUED)

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. 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.

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 were General Data Protecting Regulations, taxation legislation, health and 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.

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2023

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF
MISSING PEOPLE LIMITED (CONTINUED)**

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of certain income streams 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 and income, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, 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 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.



Janette Joyce
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor
Reading

Dated : 20 September 2023

Missing People

Statement of Financial Activities (incorporating an Income and Expenditure Account)
for the year ended 31 March 2023

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
Income:							
Voluntary Income							
Donations, grants and legacies	15	2,259,542	867,255	3,126,797	2,303,923	1,010,589	3,314,512
Covid related exceptional funding		-	-	-	-	597	597
Income from Charitable activities:							
Fees and grants for service provision		22,647	332,114	354,761	-	302,139	302,139
Policy & Research		-	20,832	20,832	-	21,042	21,042
Income from Investments		16,856	-	16,856	3,475	-	3,475
Total income		2,299,045	1,220,201	3,519,246	2,307,398	1,334,367	3,641,765
Expenditure:							
Expenditure on Raising funds							
Raising funds		622,583	25,000	647,583	589,796	24,000	613,796
Expenditure on Charitable activities:							
Service provision		1,294,446	1,180,209	2,474,655	923,843	1,359,425	2,283,268
Policy & Research		254,024	20,832	274,856	234,922	21,042	255,964
Total Charitable Activities		1,548,470	1,201,041	2,749,511	1,158,765	1,380,467	2,539,232
Total Expenditure	4	2,171,053	1,226,041	3,397,094	1,748,561	1,404,467	3,153,028
Net income and net movement in funds for the year	2	127,992	(5,840)	122,152	558,837	(70,100)	488,737
Reconciliation of Funds							
Fund balances brought forward at 1 April 2022		2,076,904	42,201	2,119,105	1,518,067	112,301	1,630,368
Balance carried forward at 31 March 2023	16	2,204,896	36,361	2,241,257	2,076,904	42,201	2,119,105

The notes on pages 23 - 30 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.

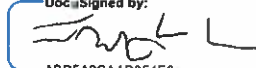

Missing People

Balance Sheet as at 31 March 2023

Company Registration Number 2814202

	Note	2023 £	2023 £	2022 £	2022 £
Fixed Assets					
Tangible assets	6		6,655		4,623
Intangible assets	6		220,513		220,513
Current Assets					
Debtors	8	432,352		151,901	
Cash at bank and in hand		<u>1,948,786</u>		<u>2,140,764</u>	
		2,381,138		2,292,665	
Creditors: Amounts falling due within one year	9		<u>(367,049)</u>		<u>(398,696)</u>
Net Current Assets			<u>2,014,089</u>		<u>1,893,969</u>
Total Assets less Current Liabilities			<u>2,241,257</u>		<u>2,119,105</u>
Net Assets			<u><u>2,241,257</u></u>		<u><u>2,119,105</u></u>
Funds of the charity:					
Unrestricted Funds	16		2,204,896		2,076,904
Restricted Funds	16		36,361		42,201
Total Funds			<u><u>2,241,257</u></u>		<u><u>2,119,105</u></u>

The financial statements were approved and authorised for issue by the Board of Trustees on 19 September 2023 and signed on its behalf by:

<p>DocuSigned by:  ABD5A8CAAB854E6...</p>	}	Justin McLaren - Chair
<p>DocuSigned by:  D87945CF693942B...</p>	}	Paul Boughton - Treasurer

The notes on pages 23 -30 form part of these financial statements.

Missing People

Statement of Cash Flows for year ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities :		
Net cash provided by (used in) operating activities (see note (a))	<u>(201,570)</u>	<u>299,655</u>
Cash flows from investing activities		
Interest income	16,856	3,475
Purchase of property, plant and equipment	<u>(7,264)</u>	<u>(16,477)</u>
Net cash provided by (used in) investing activities	<u>9,592</u>	<u>(13,002)</u>
Change in cash and cash equivalents in the reporting period	<u>(191,978)</u>	<u>286,653</u>
Cash and cash equivalents at the beginning of the period	2,140,764	1,854,111
Cash and cash equivalents at the end of the reporting period	<u>1,948,786</u>	<u>2,140,764</u>

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

	2023 £	2022 £
Net income for the reporting period (as per statement of financial activities)	122,152	488,737
Adjustments for:		
Depreciation charges	5,232	12,609
Interest income	(16,856)	(3,475)
(Increase)/decrease in debtors	(280,451)	34,919
Increase/(decrease) in creditors	<u>(31,647)</u>	<u>(233,135)</u>
Net cash provided by (used in) operating activities	<u>(201,570)</u>	<u>299,655</u>

(b) Analysis of changes in net debt

	2023 £	Cash Flows £	2022 £
Cash and cash equivalents			
Cash	1,948,786	(191,978)	2,140,764
	<u>1,948,786</u>	<u>(191,978)</u>	<u>2,140,764</u>
Borrowings			
Debt due within one year	-	-	-
Debt due after one year	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>
Total changes in net debt	<u>1,948,786</u>	<u>(191,978)</u>	<u>2,140,764</u>

The notes on pages 23 - 30 form part of these financial statements.

Missing People

Notes to the Financial Statements

Year ended 31 March 2023

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 2019) - (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 2022/23 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 a 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.

The charity receives donated facilities and services in the form of free office accommodation and advertising. As the charity cannot reliably measure the value of these donations, they are excluded from income and expenditure in the Statement of Financial Activities.

- 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 2023

- 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 2023

2 Income/(Expenditure)

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

	2023	2022
	£	£
Depreciation on tangible fixed assets	5,232	12,609
Operating leases	17,947	16,531
Auditor's remuneration		
Audit services (excluding VAT)	15,000	11,925
Non-audit services	-	-
	<u>15,000</u>	<u>11,925</u>

3 Staff costs

Staff costs were as follows:

	2023	2022
	£	£
Wages and salaries	2,407,954	2,193,989
Social Security costs	242,806	208,534
Pension	114,104	105,973
Temporary Staff costs	-	4,050
	<u>2,764,864</u>	<u>2,512,546</u>

One employee earned between £100,001 - £110,000 (2022: £90,000 - £100,000 one) in the year and two between £60,001 - £70,000 (2022: one)

Redundancy costs of £396 arose from restructuring one team (2021: none).

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

	2023	2022
Charitable activities	76	70
Fundraising	12	11
Governance	1	1
	<u>89</u>	<u>82</u>

The full time equivalent number of employees (including casual and temporary staff) during the year was 68. (2022: 64)

Trustees' remuneration and related party transactions

The Trustees neither were paid nor received any emoluments during the year (2022 - nil).

One Trustee was reimbursed £454 travel expenses during the year (2022: nil).

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

The emoluments of the Chief Executive and directors were:

	2023	2022
	£	£
Executive directors' emoluments (excluding pension)	412,225	389,306
Pension contributions	18,136	17,427
The Chief Executive was the highest paid director in 2022/23;		
total remuneration (excl employer's NI and pension contributions) for the year	102,775	98,988

The Chief Executive is a member of a group personal pension scheme and a contribution of £5,099 (2022: £4,949) 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 2023

4 Analysis of Total Resources Expended

	Direct Costs Activities £	Support Costs (see note 5) £	2023 Total £	2022 Total £
Charitable Activities:				
Service Provision	1,989,776	484,879	2,474,655	2,283,268
Policy & Research	221,000	53,856	274,856	255,964
Cost of Raising Funds	520,697	126,886	647,583	613,796
	<u>2,731,473</u>	<u>665,621</u>	<u>3,397,094</u>	<u>3,153,028</u>

	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	2023 Total £	2022 Total £
Governance	32,161	3,572	8,416	44,149	40,696
Information technology	123,839	13,755	32,407	170,001	159,159
Central facilities	63,488	7,052	16,614	87,154	90,555
Finance	73,621	8,177	19,265	101,063	98,650
Human resources	100,746	11,190	26,364	138,300	125,040
Central management	91,024	10,110	23,820	124,954	118,876
	<u>484,879</u>	<u>53,856</u>	<u>126,886</u>	<u>665,621</u>	<u>632,976</u>

	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.

Missing People
Notes to the Financial Statements
Year ended 31 March 2023

6	Assets	Office Equipment £	Intangible Assets £	Total £
	Cost			
	At 1 April 2022	67,517	220,513	288,030
	Additions	7,264	-	7,264
	Disposals	-	-	-
	At 31 March 2023	<u>74,781</u>	<u>220,513</u>	<u>295,294</u>
	Depreciation			
	At 1 April 2022	62,894	-	62,894
	Charge for year	5,232	-	5,232
	Disposals	-	-	-
	At 31 March 2023	<u>68,126</u>	<u>-</u>	<u>68,126</u>
	Net book value			
	At 31 March 2023	<u>6,655</u>	<u>220,513</u>	<u>227,168</u>
	At 31 March 2022	<u>4,623</u>	<u>220,513</u>	<u>225,136</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.

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

	2023 £	2022 £
PROFIT & LOSS ACCOUNT		
Turnover	-	-
Cost of sales and administration expenses	-	-
Net profit for the year	<u>-</u>	<u>-</u>
Amount gift aided to the charity	-	-
Retained in subsidiary	<u>-</u>	<u>-</u>
BALANCE SHEET		
Debtors	2	2
Cash at bank and in hand	-	-
Creditors: Amounts falling due within one year	-	-
Total net assets	<u>2</u>	<u>2</u>
Capital and reserves		
Called up share capital	2	2
Profit and loss account	-	-
	<u>2</u>	<u>2</u>

Missing People
Notes to the Financial Statements
Year ended 31 March 2023

8 Debtors

	2023	2022
	£	£
Accrued income	314,979	85,338
Prepayments	73,074	57,111
Other debtors	6,367	162
Trade debtors	37,932	9,290
Amount due from subsidiary	-	-
	<u>432,352</u>	<u>151,901</u>

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

9 Creditors:**Amounts falling due within one year**

	2023	2022
	£	£
Other taxes and social security costs	59,400	60,937
Other creditors	64,699	97,635
Accruals	44,281	49,898
Deferred Income (Note 10)	198,669	190,226
	<u>367,049</u>	<u>398,696</u>

10 Deferred Income

	2023	2022
	£	£
Balance at 1 April	190,226	385,505
Released in the year	(190,226)	(385,505)
Amount deferred in the year	198,669	190,226
Balance at 31 March	<u>198,669</u>	<u>190,226</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:

	2023	2022
	£	£
Operating leases which expire:		
Within one year	9,570	17,949
Between one and five years	<u>4,057</u>	<u>14,150</u>

Missing People

Notes to the Financial Statements

Year ended 31 March 2023

12 Analysis of Net Assets

	Fixed Assets £	Net Current Assets £	Total £
Year ended 31 March 2023			
Restricted	0	36,361	36,361
Unrestricted	227,168	1,977,728	2,204,896
	<u>227,168</u>	<u>2,014,089</u>	<u>2,241,257</u>
Year ended 31 March 2022			
Restricted	0	42,201	42,201
Unrestricted	225,136	1,851,768	2,076,904
	<u>225,136</u>	<u>1,893,969</u>	<u>2,119,105</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 (2022: none). The Charity received £31,532 donations from Trustees' (2022 £52,570)

15 Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
General donations	1,803,480	867,255	2,670,735	2,970,587
Legacies	38,466	-	38,466	10,590
Fundraising & promotional events	417,596	-	417,596	333,335
	<u>2,259,542</u>	<u>867,255</u>	<u>3,126,797</u>	<u>3,314,512</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	-	1,131,757	(1,131,757)	-	-
Service delivery grants - Fidelity Four	30,742	-	-	-	30,742
Missing People Choir	11,459	795	(6,635)	-	5,619
Computer systems development	-	12,817	(12,817)	-	-
Regional funding	-	29,000	(29,000)	-	-
Policy & Research	-	20,832	(20,832)	-	-
Fundraising grants	-	25,000	(25,000)	-	-
Total restricted funds	<u>42,201</u>	<u>1,220,201</u>	<u>(1,226,041)</u>	<u>-</u>	<u>36,361</u>
Unrestricted funds	<u>2,076,904</u>	<u>2,299,045</u>	<u>(2,171,053)</u>	<u>-</u>	<u>2,204,896</u>
Total funds	<u>2,119,105</u>	<u>3,519,246</u>	<u>(3,397,094)</u>	<u>-</u>	<u>2,241,257</u>

Missing People
Notes to the Financial Statements
Year ended 31 March 2023

	Brought forward £	Income £	Expenditure £	Transfers £	Carried forward £
Movements in funds - previous year			-		
Restricted funds					
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>
Unrestricted funds	<u>1,518,067</u>	<u>2,307,398</u>	<u>(1,748,561)</u>	<u>-</u>	<u>2,076,904</u>
Total funds	<u>1,630,368</u>	<u>3,641,765</u>	<u>(3,153,028)</u>	<u>-</u>	<u>2,119,105</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 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 22/23

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:

	£
The Dulverton Trust	22,500
Bally's Foundation	180,411
LexisNexis Risk Solutions	40,000
St James's Place Charitable Foundation	29,167
Home Office	431,092
Mayor of London Violence Reduction Unit	38,317
Missing People Choir	795
Welsh Government	7,700
The Alchemy Foundation	25,000
Scottish Government	203,888