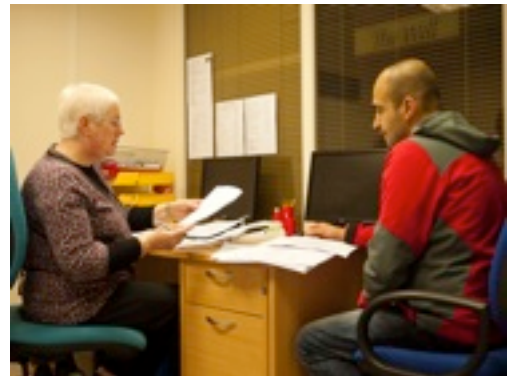


Annual Report 2011 - 2012

The Well Multi-Cultural Advice Centre



42 - 44 Albert Road, Glasgow, G42 8DN
T: 0141-424-4523 F: 0141-422-1722
www.thewell.org.uk info@thewell.org.uk



Chairperson's Report

On the 3rd of May last year nothing really changed: the clients came through the door as they had on the previous day, the staff team turned up as usual to welcome them. And yet everything changed: The Well started its new life as The Well Multi-Cultural Advice Centre, and as a new and independent Scottish Charity, and the Management Committee became the Board of Trustees.

The Board was aware of the financial challenge – no one to bail us out if things were not going well. Would we end the first year with the premises closed, the staff redundant, the volunteers left only with memories, and the clients with nowhere to go? We are delighted to report that The Well is still here. While challenges remain, and the learning curve has been steep, we are so grateful to all who have contributed to the work over the first year – individual supporters, church congregations, and grant giving bodies. At the end of the year our financial situation is healthy and sufficient to carry us forward. The Board continues to address the need to strengthen our income.

However this is not just about finance – it's about people. During the year we continued the activities and dealt with many enquiries for help. The need for the advice works continues to be in great & growing demand.

This past year has largely been one of ensuring the stability and future of The Well, but we are now beginning to ask about what future needs might be. These are exciting times for us and I look forward to reporting in twelve months' time of further developments.

Buried in the columns of figures and statistics that follow lie the dedication of Rhoda and the whole team – the commitment of our team is exemplary! Most importantly we provide genuine support and practical help, which is reflected in stories of lives changed and hope renewed. Thank you for your interest.

I commend this report to you,

John Jackson

Chairperson



“The Well is my family, it's where I come for peace of mind & just to relax from the pressures of my life”

(‘M’ centre user)



“Volunteering gives me the opportunity to meet people from many different backgrounds and cultures.”

(‘L’ a volunteer)



“I have learnt new skills through coming to The Well, and my confidence has grown”

(‘U’ centre user)

Right from the beginning The Well has been dependent on volunteers, and it is a credit to them that some have been volunteering since The Well first opened. We have a team of about 35 volunteers across all the various activities with another 6 serving on The Well Board.

People come to The Well for all sorts of reasons, and it is an immense privilege to be entrusted with, at times deeply personal situations. Vulnerable women who would prefer to discuss their situation with someone outside of the community make their way to The Well. We have supported men who have found themselves unemployed and struggling with confidence issues.

Perhaps the greatest honour for The Well is that people trust us and treat us as part of their family - including us in their special events such as marriages or the birth of a baby.

Over 1000 individuals use The Well for a range of needs from Benefits Advice Work, to our Bubbles - Mother & Toddler group. Throughout the year we had 7694 encounters with people, which reflects the tremendous need that The Well meets.

Rhoda Gilfillan
Manager

Some facts and figures for the period May 2011 - April 2012

Nature of Enquiry	May - Aug	Sept - Dec	Jan - April	Total
Benefit	513	636	637	1786
Immigration	115	121	149	385
Debt	74	98	101	273
Council Tax	63	87	120	270
Housing	74	81	146	301
Utilities	59	90	89	238
Employment	53	86	43	182
Education	22	44	38	104
Legal	64	40	40	144
Tax Credit	34	66	66	166
Social	37	45	42	124
Family & Personal	46	51	45	142
Other	321	312	223	856
Activities	497	980	1246	
Total	1972	2737	2985	7694

Well Users



The Well Multi Cultural Advice Centre

(Limited by Guarantee)

Statement of Financial Activities (Including Income and Expenditure Account)

Year ended 31 May 2012

	Notes	Unrestricted Funds £	Total 2012 £
Incoming resources			
<i>Incoming resources from Generated Funds</i>			
Voluntary income	2	2 123,241	123,241
Activities for Generating Funds	3	1,920	1,920
		-	
<i>From charitable activities</i>			
Fundraising	4	4 7,294	7,294
Total incoming resources		€ 132,454	132,454
Resources expended			
Charitable activities	5	5 48,032	48,032
Governance costs	6	1 834	834
Total resources expended		€ 48,866	48,866
Net income /(expenditure) for the year		1 83,589	83,589
Net movement in funds			
Total funds brought forward		4 - 0	- 0
Total funds carried forward	12	5 83,589	83,589