

Report and Financial Statements for the year ended 31 May 2024



Company Registration No: SC398700 Scottish Charity Registration No: SC042300

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Charity Information:

Registered Charity Name

The Well Multi-Cultural Resource Centre

Charity Registration Number

SCO42300

Company Registration Number

SC398700

Registered Office

53 Niddrie Road, Glasgow, G42 8NT

Trustees/Directors

Rev. Malcolm Duff Rev. John Fulton Mrs Joyce Hardie

Mr Sam Smithers (resigned on 24/09/24)

Mrs Emma Wilson

Rev. William T S Wilson (resigned on 25/06/24)

Mrs Kirsteen Huddy

Dr Mitchum Bock (appointed on 25/06/24)

Mr Gordon Palmer (appointed as Chair on 25/06/24)

Mrs Judith Walsh (appointed on 24/09/24)

Ms Ann Wanja

Bank

Bank of Scotland 464 Victoria Road

Glasgow G42 8PB

Independent Examiner

James N Gibson CA

44 Aytoun Road

Glasgow G41 5HN

Report of the Directors

The directors are pleased to present their report together with the financial statements for the year ended 31 May 2024.

The Well Multi-Cultural Resource Centre (The Well) ("the charity") is a company limited by guarantee (No. SC398700) and a recognised Scottish Charity (No: SC042300), governed by its Memorandum and Articles of Association. The Company was incorporated on 3 May 2011.

Structure, Governance and Management

Appointment of Directors

New directors are appointed at the decision of the Board. New Directors are inducted to familiarise them with the charity's values, aims and objectives, statutory responsibility, together with its day-to-day operations.

The directors agreed the position of Chair should be a three year post, with the option of serving a second three period. They also agreed to appoint a Vice-Chair, the initial appointment being for two years to ensure continuity.

Change to the Directors

Rev William T S Wilson, Chair, resigned from the board on 25/06/24. Mr Gordon Palmer joined the board on 25/06/24, appointed as Chair. Rev John Fulton was appointed as Vice-Chair on 25/06/24. Dr Mitchum Bock was appointed to the board on 25/06/24. Ms Judith Walsh was appointed to the board on 24/09/24. Mr Sam Smithers resigned from the board on 24/09/24.

The other directors remain as listed on page 2 of this report.

Directors' Meetings

Throughout the year the directors meet both in person and using Zoom. Reports from the manager (including any safe-guarding concerns) and the treasurer are presented at every meeting.

Administrative Structure

The directors are responsible for the overall administration of the charity.

Six employed staff covered various roles; Manager, Head of Women and Children's Work, Head of Communications, Admin Worker, Receptionist and Cleaner.

Statement of Risk

The directors assess the major risks to which the charity is exposed on an ongoing basis and have established procedures to mitigate any risks that are identified as a result of those reviews and quality assurance processes. The two main risks continue to be financial resilience and loss of key staff. With regards to finance, The Well is continually exploring new grant opportunities, actively seeking varied income streams whilst ensuring a tight control on costs.

Safeguarding

The directors and members of staff are focused on ensuring appropriate safeguarding measures are in place for both volunteers and clients. Training is provided to all volunteers to ensure they can assess every client situation properly. The Well has a safeguarding policy that is adhered to by all involved with the organisation. The Manager reports on any safeguarding issues.

Charitable Objectives

To serve our multicultural neighbours holistically, empowering others to do the same. We are committed to fostering a community where everyone is welcomed, valued, and supported.

The objectives of the charity are as follows:

To show Christ's love to those who use The Well

To build bridges between the wider community and the diverse cultures, communities, and faith groups

To provide a place of hospitality and welcome where people can meet and become friends To provide the highest quality of service for the Centre users

To provide a place for people to discuss personal issues in confidence

To help churches to reach out to their neighbours of various faiths and cultures

Our Core Work: The Advice Centre (Financial Year Ending 31 May 2024)

The Advice Centre is at the heart of what we do. The Advice Centre is where skilled staff and volunteers provide professional guidance in a warm and confidential environment. In the past financial year:

- Client Support: Over 1,500 individuals sought our help, resulting in more than 7,000 visits to the Advice Centre.
- Intensive Support Hours: We provided 4,000+ hours of intensive advice and support, tackling complex issues such as benefits claims, housing difficulties, and immigration matters.
- Volunteer Engagement: Our 33 dedicated volunteers played an invaluable role in sustaining these efforts.
- Client Demographics: Over 68% of our clients identified as being from an ethnic minority background.
- Interpretation Services: Utilised interpretation services 430 times, demonstrating our commitment to accessibility for non-English speakers.

Advice Centre Focus and Complex Cases:

Increasingly, clients come to us with intricate, time-intensive cases. For example, we spent over **26 hours** assisting one client with Universal Credit issues and dedicated more than **80 hours** to help a family secure critical disability benefits. These cases reflect our unwavering commitment to life-changing outcomes.

The top five reasons and most time intensive reasons people came for Advice include:

- 1. Issues related to Benefits (UC, disability benefits, child benefits, pensions)
- 2. Immigration (including issues related to EU Settled Status)
- 3. Universal Credit
- 4. Housing
- 5. Council Tax

Beyond Advice: Community Engagement

In addition to our Advice Centre, The Well helped around **110 people** during the reporting period to foster social connections through:

- ESOL classes that empower women to improve their English and engage more confidently in daily life
- Chai and Chat, a women's social craft group offering friendship and mutual support
- Bubbles Toddler Group, providing a welcoming space for mothers and children to bond
- Men at The Well, a new initiative that supports men in building social networks and reducing isolation

These initiatives not only promote personal growth but also nurture bridges between diverse cultures, fostering understanding and cohesion within the Govanhill community.

Achievements and Performance

In April 2023 we vacated the premises at 42-44 Albert Road, and moved into our new home at 53 Niddrie Road, Glasgow, signing a 15-year lease with AS Homes. This year it's been great to fully utilise the additional space. It was a day of celebration and gratitude when the Lord Provost came to officially open the new office in October 2023. Our favourite comment about the new building remains "The staff were always good, now the building is good too."

Unsurprisingly, most of our work is done via The Advice Centre. We have had success stories of securing funding for families in difficult and unexpected situations who were in desperate need. We helped others secure housing and reduce debts which in turn led to increased confidence and enough financial security to be able to restart their business again.

The staff and volunteers are to be commended on the sensitive and skillful way they address the cultural, communication and digital challenges, whilst also providing much needed information and advice to those who depend on our service.

Our work has a profound, life-changing impact, including:

- Alleviating poverty: Through better access to benefits and financial advice
- Building confidence: By supporting navigation of systems like housing and immigration
- Reducing isolation: To foster stronger community ties

 Empowering individuals and families: By helping people build better lives for themselves and their families

All this work is sustained by the generous donations of individuals, churches and our funders. We are thankful for the continued support from Glasgow City Council, who have funded our core advice work via a three year grant via Glasgow Communities Fund. The Robertson Trust, Virgin Money Foundation and Henry Duncan (Corra Foundation) have also given multi-year funding which has been crucial to sustaining our operations. The women's project work has been supported by the Scottish Government's Social Isolation and Loneliness Fund. Garfield Weston and Baillie Gifford (administered by Foundation Scotland) sustains our ESOL classes. We are extremely grateful for the provision of funding and donations from all our generous supporters, alongside the time and expertise given by all our volunteers.

Plans

The Well will continue to have a small staff team, assisted by a team of volunteers – the volunteer team are crucial to the success of The Well.

The Board will continue to ensure that The Well meets all its regulatory and reporting requirements as well as ensuring it has the funds and strategy to move forward, focused on:

- Finance
- Communication
- Funding
- Legal

Investment Policy

In accordance with the Memorandum and Articles of Association the Directors have the power to invest in such stocks and shares, investments and property in the UK as they see fit. Money which is surplus to immediate requirements is invested at the highest appropriate rate with institutions approved by the Board.

Grant Making Policy

The charity does not make grants.

Funds in deficit

There were no funds in deficit at the year end.

Financial Review

Principal sources of funds

The charity's activities and developments continue to be dependent upon funding from a wide range of sources as noted above.

Results for the year

The Statement of Financial Activities on page 11 shows a surplus for the year of £46,305. (2023: deficit £132,655) which has been added to the funds brought forward from the previous year of £52,913 resulting in a balance of £99,218 in funds carried forward to future years.

Statement of Directors' Responsibilities

The directors, who also act as trustees for the charitable activities of The Well, are responsible for preparing the Directors' Report and the accounts in accordance with applicable Law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with 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.

Disclosure of Information to Independent Examiner

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the independent examination, but of which the independent examiner is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the independent examiner is aware of such information.

This report has been prepared in accordance with the special provisions of Part I 5 of the Companies Act 2006 relating to small companies.

Appointment of Independent Examiner

James N Gibson C.A. will be proposed for reappointment as independent examiner to the charity.

On behalf of the Board

Mr Gordon Palmer

Director

Dated: 28/1/25

> The Well Multi Guttural Resource Centre Company Limited by Guarantee Year ended 31 May 2024

Report of the Independent Examiner

Independent Examiner's Report to the Trustees of The Well Multi-Cultural Advice Centre

I report on the accounts of the charity for the year ended 31 May 2024 which are set out on pages 10 - 16.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the terms of The Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (a) to (c) of the 2006 Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44 (1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention

- 1. Which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with Section 44 (1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations
 - to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Dated: 29 January 2025

James N Gibson CA 44 Aytoun Road Glasgow G41 5HN

Statement of Financial Activities (including Income and Expenditure Account)

Year ended 31 May 2024

Income from:		Restricted Funds	Unrestricted Funds	Total 2024	Total 2023
Donations and grants	2	87,254	125,854	213,108	255,327
Total income		87,254	126,108	213,362	256,130
Expenditure on:					
Total expenditure	ž.	81,837	85,220	167,057	388,785
Net income/(expenditure) for the year	ar	5,417	40,888	46,305	(132,655)
Transfers between funds		-	-	-	-
Net movement in funds		5,417	40,888	46,305	(132,655)
Total funds brought forward		3,618	49,295	52,913	185,568
Total funds carried forward	11/12	9,035	90,183	99,218	52,913

The notes form part of the financial statements

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Balance Sheet

As at 31 May 2024

	Notes	2024 £	2023 £
Current Assets Debtors	6	755	1,277
Cash at bank and in hand		99,463	52,386 53,663
Liabilities Creditors: amounts falling due			
within one year	7	1,000_	750
Net current assets		99,218	52,913
Total net assets	13	99,218	52,913
Represented by:			
Unrestricted funds	11	90,183	49,295
Restricted funds	11	9,035	3,618
Total charity funds		99,218	52,913

For the year ending 31st May 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the Board of Management on 28th January, 2024 and signed on their behalf by:

Gordon Palmer

Chairperson

Director Joyce HARDIE 28.01.25

Company Registration No SC398700

The notes form part of the financial statements

The Well Multi Cultural Resource Centre

(Limited by Guarantee)

Year ended 31 May 2024

1. Accounting policies

Basis of preparation of financial statements

by the Financial Reporting Council (effective 1 January 2016) ("FRS 102"), the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006 and Statement of Recommended Practice (SORP) - Accounting and Reporting by Charities (as amended by Update Bulletin 1). The charity constitutes a public benefit entity as defined by FRS 102.

Goina Concern

The financial statements have been prepared on a going concern basis. The Trustees have assessed the charity's ability to continue as a going concern and have reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing these financial statements.

Incoming Resources

All income is recognised once the charity has entitlement to the income, there is sufficient certainty of receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

All voluntary income is accounted for when received. Investment income and tax recovered on Gift Aid is accounted for on the accruals basis.

Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure which is directly attributable to core activities is categorised as resources expended on charitable activities. Where costs are attributable to more than one activity, they have been apportioned across cost categories on a basis consistent with the use of these resources.

Statement of financial activities

For the purpose of the Statement of Financial Activities as shown on page 10, funds are defined as follows:

Unrestricted funds comprise grants and other income received for the objects of the charity without further specified purpose and only available as general funds.

and other income received for the objects of the charity with further

Pension costs

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

Operating leases

Rentals applicable to operating leas

Tangible fixed assets

Fixtures, fittings and equipment are written off in the year of purchase.

Taxation

The Well Multi Cultural Resource Centre is recognised as a charity for the purposes of applicable taxation legislation and is therefore not subject to taxation on its charitable activities. The charity is not registered for VAT and resources expended therefore include input VAT.

Year ended 31 May 2024				
	Restricted Funds	Unrestricted Funds	Total 2024	Total 2023
Donations	£	£	£	£
Donations - Individuals	_	22,778	22,778	26,14
Donations - Christian Organisations, as below	-	11,049	11,049	9,48
Tax recoverable on donations	: -	3,614	3,614	4,37
Fundraising	-	2,128	2,128	7,57
Sundry Donations and Stewardship	_	2,226	2,226	4,73
Trusts and grants, as below	87,254	84,058	171,312	210,59
	87,254	125,854	213,108	255,32
Christian Organisations				
St Ninian's Church	_	400	400	400
Cardonald Parish	_	678	678	-
Stonelaw Rutherglen Parish Church	_	1,055	1,055	878
Burnside Blairbeth Church	-	-,	_,000	5,935
Clincarthill Church	_	167	167	20
Govanhill Queen's Park Church	<u>-</u> ,	600	600	1,000
Newlands South Church		-	-	1,255
Torrance Parish Church	_	333	333	1,230
Wellington Church of Scotland		1,853	1,853	-
Kirriemuir Free Baptist Church		75	75	-
Sandyford Henderson Church	-	5,888	5,888	-
	: <u> </u>	11,049	11,049	0.400
Trusts	·	11,049	11,049	9,488
L&H Duff Charitable Trust				
	-	-	_	3,000
Scottish Gvt. Social Isolation and Loneliness Fund Anderson Burgess Trust	28,000	-	28,000	:-
	-	5,000	5,000	1,000
Henry Duncan Fund administered by The Corra Foundation	-	8,000	8,000	8,800
The Henry Smith Charity	-	-	_	20,100
Atkins Trust	₽	500	500	
Glasgow Council Voluntary Sector		9,944	9,944	į.
A&M Little Charitable Trust	=	-	=:	500
Scottish Government Get into Summer Fund		-	-	
Catherine Anwar Foundation	2,000		2,000	-
Paristamen CHA	-	1,500	1,500	
All Churches Trust	-	-	g -	-
Anonymous Trust		-	×=	-
Glasgow Community MHW Fund	-	=	:=	-
Kenneth Barge Memorial Trust	-	3,000	3,000	-
The Wood Foundation	7=	3,000	3,000	-
Garfield Weston	:-	20,000	20,000	20,000
Robertson Trust	<u>:</u>	22,000	22,000	23,000
Glasgow City Council	43,281	-0	43,281	42,251
Virgin Money	1=	10,000	10,000	46,000
Hugh Fraser Foundation	-	h=	-	5,000
Beatrice Laing Trust		.=	-	2,500
Souter Charitable Trust	-	-		5,000
NHS	2,000	-	2,000	9,600
St Nicholas Care Fund	0	-	_,000	440
Baillie Gifford administered by Foundation Scot	5,000	-	5,000	5,000
Real Hope	-	_	5,000	400
Miller Beckett Jackson	- -	_	-	5,000
AS Homes		Nami		
Trust of Limavady Mission Hall	-	1 114	1 114	13,000
Glasgow Health & Social Care Partnership	1 025	1,114	1,114	-
Louise Project (Mental Health)	1,035	-	1,035	-
	5,938	94.050	5,938	246 501
	87,254	84,058	171,312	210,591

Year ended 31 May 2024

	rear chaca 31 May 2024		D	Harris I		
3.	Other income		Restricted Funds	Unrestricted Funds	Total 2024	Total 2023
			£	£	£	£
	Bank interest			254	254	803
	2023 Comparative		-	803	803	
			Restricted	Unrestricted	Total	Total
4.	Cost of Charitable Activities		Funds	Funds	2024	2023
			£	£	£	£
	Staff Costs					
	Wages, Salaries and National Insurance	Note 9	62,439	52,662	115,101	119,467
	Pension Costs		6,778	1,791	8,569	9,739
	Sessional staff		1,093	-	1,093	5,279
			70,310	54,453	124,763	134,485
	Building and Property Costs					
	Insurance		•	2,997	2,997	3,205
	Rent and rates		-	-		11,427
	Heat and Light		-	3,211	3,211	4,263
	Building Maintenance		•	.		132
	New property expenses		5,618	7,685	13,303	218,717
	Depreciation - l'hold imp		5,618	13,892	19,510	237,744
	Other Local Costs		34			
	Volunteer Expenses		2,039	172	2,211	694
	Kitchen Expenses			209	209	314
	General Office Expenses		-	2,426	2,426	1,168
	Printing and Stationery			516	516	337
	Photocopier Costs		-	1,799	1,799	1,542
	Telephone and Broadband		-	4,477	4,477	4,271
	Computer Support and software			4,176	4,176	1,545
	Subscriptions		*	1,460	1,460	3,989
	Training			190	190	
	Project Costs Professional fees		3,870	0	3,870	1,946
	Independent Examiner's Fee		-	4 450	4.450	750
	independent examiner's ree			1,450	1,450	750
			5,909	16,875	22,784	16,556
			81,837	85,220	167,057	388,785
	2023 Comparative		102,943	56,587		

5. Property costs

The charity has entered into a 15 year lease for poperty at 53 Niddrie Road, Glasgow expiring on 8 January 2038, and has spent £218,000 on fitting out the premises, which sum has been funded from donations received in the years ended 31 May 2022 and 31 May 2023. The charity is committed to paying a commercial rent for the premises for the duration of the lease period.

	Year ended 31 May 2024			W-12-10-1	
6.	Debtors: falling due within one year			2024 £	2023 £
	Gift aid tax recoverable			755	1,277
				755	1,277
7.	Creditors: falling due within one year			2024	2023
	According to			£	£
	Accruals and deferred income			1,000	750
			-	1,000	750
			1		
8.	Liability of members				
	The company is limited by guarantee and has no share capi	ital.			
9.	Staff Costs and Numbers Number of employees				
	The average monthly number of employees during the year	r was as follow	/s:	2024	2023
	Managerial Clerical			1 5	1 4
				6	5
	Wages and Salaries	Restricted Funds £	Unrestricted Funds £	Total 2024 £	Total 2023 £
	Wages and Salaries	55,661	49,593	105,254	£ 115,543
	Social Security Costs (national insurance)	6,778	3,069	9,847	3,924

No employee received remuneration of over £60,000 in the year.

Wages, salaries and social security costs

Pension Costs

Total Employment Costs

62,439

6,778

69,217

52,662

1,791

54,453

115,101

8,569

123,670

119,467

9,739

129,206

Year ended 31 May 2024

10. Pension Costs

The charity contributes to a defined contribution scheme for two employees. The scheme and its assets are held # independently.

11. Unrestricted funds	Balance at 01.06.23 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31.05.24 £
General fund	49,295	126.108	85,220	_	90 183

Explanation of funds

The General Fund encompasses all income and expenditure relating to the primary focus activities of the charity, other than those for which funding is restricted.

12. Restricted funds	Balance at 01.06.23 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31.05.24 £
CRER Global Majority Fund	3,618	0	3,618	-	
Scottish Gvt. Social Isolation and Loneliness	.=	28,000	20,000	-	8,000
Catherine Anwar Foundation	-	2,000	2,000	-	-
Glasgow City Council	-	43,281	43,281		-
NHS	-	2,000	2,000	-	-
Baillie Gifford administered by Found	-	5,000	5,000	-	
Glasgow Health & Social Care Partnership		1,035	-	_	1,035
Louise Project (Mental Health)	-	5,938	5,938	-	-
	3,618	87,254	81,837		9.035

Explanation of funds

CRER Global Majority Fund

Scottish Gvt. Social Isolation and Loneliness

Catherine Anwar Foundation

Glasgow City Council

NHS

Baillie Gifford administered by Foundation Scotland

Glasgow Health & Social Care Partnership

Louise Project (Mental Health)

Rent, insurance, computers, translators life skills

For Project Worker Salary

For fit out of new premises

For salaries

For partnership working

For ESOL classes and project expenses

For Men at The Well project expenses For Project Worker Salary

13. Analysis of net assets by funds

	Restricted Funds	Unrestricted Funds	Total 2024	Total 2023
Current assets	£	£	£	£
Debtors Cash at bank and in hand		755	755	1,277
Cost at bally and in hand	9,035	90,428	99,463	52,386
Current liabilities				
Creditors and accruals Net assets		1,000	1,000	750
Wet 033613	9,035	90,183	99,218	52,913