

Missing People Limited
Company no. 2814202

**missing
people**

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

Trustees' Annual Report and Accounts
Year ended 31 March 2018

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2018

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Chair's Statement

180,000 people each year are reported missing in the UK, many more than once. For every missing person there are loved ones waiting, hoping and despairing. We estimate a total of one million people in the UK are affected each year – plus the thousands more who start each new day not knowing what happened to their loved one.

We are determined to aim high for those the charity is here to serve, providing a service of the highest quality, and speaking up for people affected. At a time when the current landscape is driving short termism, we've challenged ourselves to play a longer game with a 5 year ambition to double our impact by 2021/22. One year in, this report demonstrates our progress to date.

With sustained, careful growth, values-based leadership and strong governance, we continue to put our beneficiaries in the lead of shaping our services, and to grow the charity's capacity to help more people. A great example this year was seeing the Missing People Choir, featuring loved ones affected by a disappearance, take to the stage on *Britain's Got Talent*. Their bravery and resilience moved us all. Their role in increasing public awareness of the issue has been game changing.

On a daily basis Missing People's staff and volunteers make sure the generosity of our supporters goes far. They live our values of being human, being grounded, making things happen, being future minded and letting others fly.

As the Board of Trustees look to the charity's 25th Anniversary in 2018/19, and to the future beyond it, we look forward to providing the oversight, the challenge and supportive guidance during his exciting, yet ambitious era for the charity.



Kate Adams

Chair of Trustees

Trustees' Report

1. Reference and Administrative

Charity Name	Missing People
Registered Charity	In England and Wales 1020419 In Scotland SC047419
Company Number	2814202
Registered Office	Roebuck House 284 Upper Richmond Road West London SW14 7JE
Trustees	Kate Adams – Chair Caryl Agard Sarah Godwin Jane Harwood Justin McLaren – Vice Chair Rachel Eyre (appointed 3 October 2017) Craig Ling (appointed 3 October 2017) Sam Waterfall (appointed 3 October 2017) Paul Boughton – Treasurer (appointed 3 October 2017) Siddika Ahmed (appointed 16 July 2018) Ben Houghton (resigned 3 October 2017) Doug D'Arcy (resigned 6 December 2017) Lisa White (resigned 6 December 2017) Chris Rollings (resigned 20 March 2018) Simon Moss (resigned 5 June 2018)
Company Secretary	Douglas Parkhill
Chief Executive	Jo Youle
Directors	Susannah Drury, Director of Policy, Research and People Sophie Lapham, Director of Services Ross Miller, Director of Fundraising and Communication Douglas Parkhill, Director of Finance Karen Robinson, Director of Development and Partnerships
Auditor	BDO LLP 55 Baker Street London W1U 7EU

Directors. The procedure for the appointment of Trustees is set out in the Articles of Association.

Induction and training

New Trustees are given a comprehensive briefing pack that includes information about the charity, their role and the issue of missing people. All Trustees are invited to attend a structured induction day and training which aims to ground them in the cause and to enrich their understanding of the difference the charity makes.

Pay policy for senior staff

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 comprise the Chief Executive and all Directors.

In setting remuneration for all staff, including senior staff, a number of criteria are used including consideration of the nature and responsibilities of specific roles, local and national sector averages and other market factors.

Risk management

Trustees review the major risks faced by the charity as part of their annual cycle of business. Systems of internal financial control have been put in place, which are designed to safeguard the charity's assets, ensure that proper accounting records are maintained and provide reliable and timely financial information.

Trustees are satisfied with these arrangements and the following are key risks which the charity faces and the related mitigation factors in place:

Risk	Mitigation
<u>Safeguarding</u> : The charity fails to prevent harm.	Our policies and procedures are reviewed regularly and there is a Safeguarding Panel in place to review practice. Staff and volunteer safeguarding training is compulsory and repeated annually. Services Managers provide 24/7 on call support for services frontline team and DBS checks are in place for relevant roles.
<u>Economic pressures</u> : Changes in the economic or political environment impact negatively on voluntary income.	We continue to strengthen and diversify our income streams and we have in place rigorous processes for budgeting, management reporting and monitoring of financial performance.
<u>Fundraising</u> : Failure by us, or on the part of agencies we work with, to comply with	We have reviewed our fundraising policies and practices, and ensured those working on

fundraising regulation.	our behalf abide by our Fundraising Promise and the new Fundraising Regulator and will regularly monitor their work.
<u>Sector reputation</u> : The media, opinion formers or general public opinion may erode trust in charities, affect the sectors strong standing and may indirectly impact our ability to be trusted and to fundraise.	We will continue to be transparent and trustworthy and provide high quality accredited services in a cost effective way. Trustee and Directors will continue to regularly monitor potential areas of vulnerability.
<u>Pro bono support</u> : The charity receives significant pro bono support without which our ability to provide our existing level of service could be impacted.	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.

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 our beneficiaries, 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 the referral 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 to the police. In partnership with the National Crime Agency and education specialist Groupcall, we operate the Child Rescue Alert system.

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.

We work with a range of charities who are specialists in areas in which people who are missing may be affected – including mental health, Child Sexual Exploitation and suicide. This can include referrals, sharing best practice and piloting new ways to respond together.

The charity works in formal partnerships with a growing number of Local Authorities to support children who have been missing. Please see the Development and Partnerships section for more information.

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 safeguard and support missing people
- To provide tailored and effective family support
- To be the authoritative voice advocating for missing people and families
- To be a strong, diverse and effective organisation

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 offers free, confidential, 24 hour support to the 180,000 people who go missing each year in the UK, many more than once. For families left behind the charity helps to find missing loved ones and provides specialised support to end the heartache and confusion.

Our work is informed by original research, consultation and evaluation of our services. We work in partnership with police, local authorities and a diverse range of other charities covering homelessness, Child Sexual Exploitation and mental health. We actively influence the national government strategy for missing persons.

The charity helps missing children and young people in crisis, and those thinking of going missing. Missing People operates the free, confidential 116 000 Helpline for missing children in the UK. We provide confidential advice and support around the clock. Importantly, we also enable young people, often living on the streets in danger or at risk of exploitation, to reconnect with their families or carers. We also work in partnership with Local Authorities to ensure the safety of young people who return from being missing.

When a child's life may be in immediate danger, the charity provides Child Rescue Alert in partnership with CEOP, a command of the National Crime Agency (NCA), and technology partner Groupcall. The charity can issue an Alert at police request day or night in either a very targeted area or nationally.

For vulnerable missing adults, Missing People provides free, confidential, 24-hour advice and support. A missing adult can pass on a 'safe and well' message to their family or carers, often leading them to reconnect directly.

When someone disappears it is vital that their family can access advice and support immediately and for as long as that person is missing. That is why Missing People provides

free emotional and practical support as well as a range of in-depth support such as telephone counselling and events for families.

Where appropriate, the charity provides free publicity services to help find vulnerable missing people. To achieve this we work in partnership with companies such as Royal Mail Group and outdoor advertisers who provide pro bono media space. Appeals generate information and sightings from the public, as well as contact from the missing person, 24 hours a day.

Volunteers

Without volunteers, Missing People could not be a lifeline when someone disappears. Volunteers gain new experiences within the voluntary sector, learn from highly-trained staff and gain and develop new skills that will stay with them forever.

Volunteers can make a real difference to missing people and their families by giving their time at the charity's central office in London, or in any part of the UK through our local volunteer programme.

4. Achievements and Impact

Services Performance

"It was a lifeline at that time and the importance of it cannot be underestimated. We, as a family, are so grateful to Missing People." Family of a missing person

Families of missing people

We supported 3,266 families this year, both whilst a loved one was missing or after their return. More than 11,000 people also accessed our family support online.

Missing People continued to provide in-depth support via telephone counselling, peer to peer support and events for families including carol services to remember missing loved ones in England and Scotland and our sixth Family Day for loved ones.

Making publicity appeals for a missing person is a vital service for families. We searched and helped to find 2,438 people this year. Of these appeals, we helped to find 1,487 vulnerable adults that we searched for. We continued to focus on publicity efforts for those at great risk of harm.

This year the Missing People Choir reached the final of *Britain's Got Talent*, reaching a combined audience of 20 million people. The immediate impact was significant: the choir performed several times with appeals for people who are missing displayed on screens behind them. This directly found two people, delivering the charity's mission.

Missing children and young people

This year we made a difference to the lives of 3,962 children and young people – 20% more than the previous year.

In total we reached almost 50,000 children and young people through our services, web resources and TextSafe®. TextSafe® messages are sent to a mobile phone to let a child reported as missing know that our support is available. This innovative and effective way to reach children was used to send messages to over 20,000 children and young people.

Vulnerable missing adults

This year we continued to provide accredited support, helping 1,822 adults who had gone missing or who were thinking about going missing. Our focus for helping adults remains to provide 24/7 crisis support whenever someone needs us.

We sent TextSafe® messages to over 10,000 adults this year, letting them know our service is available if they need help or want to talk.

We also helped to find a further 1,579 vulnerable adults that we searched for. We continued to focus on publicity efforts on those at great risk of harm.

Development and Partnerships

Missing People and St Giles Trust SOS were jointly funded by the Home Office to deliver a project which scopes and tests new ways of working with young people who are criminally exploited to become drug mules. These very vulnerable young people often going missing for days or weeks and are exposed to further abuse, violence and other risks whilst away. Left behind are the families and carers who not only face the trauma of ambiguous loss but the worry that their loved-one (or they) will be seriously hurt or harmed. As a result of this funding, our nationally available telephone service SafeCall was set up in November 2017 and will continue to support children, their families and professionals until 31st December 2018.

An event focused on highlighting adults who return from being missing was held in Cardiff, with the aim of kick starting the national conversation about the need for improved support. Following this event, and a similar event in London, we have created online resources on the support needs of returning adults, and we continue to scope a pilot to provide adults with a 'return home interview' and support.

In January we launched an innovative transformation project working in partnership with Sussex Police and Wiltshire Constabulary to pilot charity-led Prevention Interviews (previously Safe and Well Checks). The police 'Prevention Interview' is the only consistent process through which most missing children and adults pass.

This pilot will test the concept that more could be made of this vital 'moment' (of return) by ensuring that the right professional, with the appropriate skills, meets the adult or child to carry out the prevention interview.

The pilot will directly evaluate how charity-led Prevention Interviews change the breadth, the speed and the frequency of other agencies' involvement (including, but not limited to, Local Authorities) after the return of the missing child or adult. This has the potential to inspire changes in national policy and practice and to reduce the incidence of repeat missing episodes (through faster, better safeguarding responses).

Policy and Research

The Guardianship (Missing Persons) Act was given Royal Assent at the beginning of this year but campaigning work has continued to ensure that the necessary secondary legislation is completed as soon as possible, after which families will be able to start making applications. This work is ongoing with no date yet confirmed for completion.

We led the All Party Parliamentary Group (APPG) for Runaway and Missing Children and Adults' inquiry into safeguarding missing adults who have mental health issues. It is estimated that up to 80% of the 95,000 adults who go missing each year will be experiencing mental health issues. The inquiry began with consultation with people who have been missing, their families and the professionals who work with them. The APPG then sent out a call for evidence to all police forces and followed this up with two parliamentary roundtable meetings. The evidence gathered throughout the year will be used to create a report with recommendations for better support for returned missing adults.

We have continued to lead the conversation regarding the growing issue of Child Criminal Exploitation (CCE). Following the APPG meeting held in March 2017 we have continued to build on our expertise about this issue, supported by the launch of a dedicated service for victims (SafeCall). The Home Office Serious Violence Strategy, which was launched April 2018, explicitly included the links between CCE and missing, a connection that we have been campaigning to have acknowledged.

We worked with the English Coalition for Runaway Children (ECRC) to develop a briefing on good practice for return interviews. We led development of this document and following its publication had the opportunity to share the recommendations with representatives from the Department for Education who attended an ECRC meeting.

Working with UCL and ECPAT UK we started work to update the 'Heading Back to Harm' research which was originally conducted in 2016. This research considers the links between trafficked and accompanied minors and missing.

Monitoring and Evaluation

Missing People is committed to the robust monitoring and evaluation of its activities, so that we can effectively identify and measure the impact on the lives of those we support. We have embedded monitoring and evaluation processes throughout all our projects, and have two members of staff (both of whom are members of the Charities Evaluation Working Group) with responsibility for undertaking thorough evaluation of our work on a regular basis. Our evaluation processes include the monitoring of critical impact measurements, alongside monitoring of detailed operational and management information, which are reported back to our Board of Trustees on a quarterly basis as part of a Balanced Scorecard (BSC). We produce an annual Impact Report that is freely available to everyone. In addition, we seek to collect feedback from those using our services, which allows us to assess our impact in their lives and the varied issues that they face.

We also work with external evaluators which allow our work to be challenged, scrutinised and improved, through independent review. Overall, our evaluation processes are crucial in enabling organisational learning and helping us to adapt our service design and delivery in response to the changing needs of our beneficiaries.

Over the last financial year, we have developed our evaluation so that we can better understand and communicate the value and impact of our work. This has included a significant review and development of our organisational Theories of Change around all the major areas of our work and key beneficiary groups, including: families of missing people and children and adults who are either thinking of going missing, have gone, or who have returned. This work was shaped by impact measurement best practice guidelines developed for the voluntary sector. We have also conducted focused work on the development of a Wellbeing Indicator to help us identify the difference (and range of differences) we make to people with a family member missing.

Missing People will continue to look to develop our evaluation and impact work, and be led by emerging thinking and innovation. Our priorities will include:

- Improving how we seek feedback from our beneficiaries
- Greater efficiency and efficacy in how we record and monitor organisational and management data
- Development of evaluation frameworks to support our participation and engagement work with our beneficiaries
- Further development of impact presentation and reporting results
- Working towards recognition of and membership to NCVO's Inspiring Impact Hub as an 'Impact Champion'

Fundraising Statement

Our supporters are at the heart of what we do. They help us to find vulnerable missing people and to support families facing unimaginable heartache. In supporting us, they send a powerful message that they care about people and the society we live in. We show our supporters the same care and respect.

As an independent charity we rely on donations. Our approach to raising voluntary funds is to focus on long-term sustainable support delivered by a team of staff and volunteers at the charity. On average we generate £5-£6 for every £1 invested in fundraising.

Missing People is a paying member of the Fundraising Regulator and raises funds in accordance with the charity's own Ethical Policy and Fundraising Promise. We have guidelines in place to ensure we take extra care with supporters who may be vulnerable.

This year we have continued to grow voluntary income and we were delighted to welcome significant new supporters including the Mayor's Rough Sleeping Innovation Fund [Greater London Authority], and several new Leading Lights (our major donor programme). They joined long-term supporters including the players of the People's Postcode Lottery and multi-year funders such as the Scottish Government, BBC Children in Need, Phillip Morris International, Dulverton Trust, Rayne Foundation and the Leathersellers' Company. We could not be a lifeline without them.

We are pleased to report that we received 0 complaints regarding fundraising between 1st April 2017 and 31st March 31st December 2018.

5. Financial Review

The charity achieved a surplus of £32K in the year (2017:£115K), reflecting another year of income growth, sound fundraising performance and careful financial management.

Our total income at £3,392K showed growth of 9% on 2016-17 (£3,098K) and we continue to see benefits from our investment in a long-term programme focused on achieving diverse, robust and reliable income streams in a time of continuing reductions in statutory funding.

Total expenditure at £3,360K showed an increase of 13% on last year (£2,983K) and we have continued to focus our spending on front-line services. Expenditure on charitable activities rose by 11% in the year and the significant impact of the achievements made possible with this money is discussed elsewhere in this report. Fundraising costs at £571K represented 17% of income.

Volunteers and pro-bono supporters again contributed significantly to the charity, far beyond the income recognised in these financial statements. Missing People is particularly grateful to Waitrose for providing full office accommodation. We thank the out-of-home media owners represented by Outsmart and many other print and digital partners for media

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, based annually on budgeted income and expenditure, 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. Free reserves are defined as unrestricted funds less fixed assets and designated funds. At the end of the year, the level of free reserves was £1.296m (2017: £1.26m) which was a little over four months' worth of current operating costs out of unrestricted funds.

Investment policies and objectives

Missing People does not currently invest charity funds in stocks or shares and Trustees review this policy on an annual basis. The limited numbers of shares that may be generously donated to Missing People are sold to aid our charitable activities

6. Plans for the Future

Missing People is an organisation that is focused on sustainability and one of our key values is to be future minded. In the final year of our current plan we continued to make significant progress and also created a new Plan to commence in 2017/18. In the next five years, our broad aims are:

- To double the number of people we help each year to 20,000, across the UK, focused on those who need our help the most
- Everyone using our services continues to receive high quality support that is based on their needs
- Speaking up for missing people and their loved ones
- Growing annual income from £3m to £6m to achieve these plans

This represents achievable, challenging growth based on where we have come over the course of our last strategic plan. As we created the new Plan we knew that continuing to grow what we already do well is not enough. We need innovative ways to support the people who need us the most. We know it's not going to be plain sailing. For the sake of those that need us, we are confident in our ambition. If we don't help them, no one will.

7. 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).

Missing People
Trustees' Annual Report and Accounts Year ended 31 March 2018

Company law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

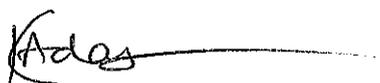
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Financial statements are published on the charitable company's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charitable company's website is the responsibility of the Trustees. The Trustees' responsibility also extends to the on-going integrity of the financial statements contained therein.

Each Trustee has confirmed that, insofar as they are aware:

- there is no relevant audit information of which the charity's auditors are unaware;
- they have taken all the steps, that as Trustees they ought to have taken, to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the Trustees on 11 September 2018 and signed on their behalf by:



Kate Adams
Chair

Independent auditor's report to the members and trustees of Missing People Limited

Opinion

We have audited the financial statements of Missing People Limited ("the Charitable Company") for the year ended 31 March 2018 which comprise the statement of financial activities, the balance sheet, the statement of cashflows 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 2018 and of its incoming resources and application of resources 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, as amended in 2010.

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 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 related to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charitable Company's ability to

continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The other information comprises: the Trustees' Report and the Chair's Statement. The Trustees are responsible for the other information.

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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic 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 Strategic report and the Directors' Report, which are included in the Trustees' Report, have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the 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 misstatement in the Strategic report or the Trustee's report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 requires us to report to you if, in our opinion;

- proper and adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' 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 Statement of Trustees' Responsibilities, 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 determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charitable Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the Charitable Company's trustees, as a body, in accordance with the Charities and Trustee Investment (Scotland) Act 2005. 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.

BDO LLP

Julia Poulter (Senior Statutory Auditor)
For and on behalf of BDO LLP, statutory auditor
London
Date: 12th September 2018

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

Missing People

Statement of Financial Activities (incorporating an Income and Expenditure Account) for the year ended 31 March 2018

	Note	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £	Unrestricted Funds 2017 £	Restricted Funds 2017 £	Total Funds 2017 £
Income:							
Voluntary Income							
Donations, grants and legacies	15	1,921,901	945,422	2,867,323	1,688,415	910,110	2,598,525
Income from Charitable activities:							
Fees and grants for service provision		-	491,847	491,847	-	469,562	469,562
Policy & Research		-	28,919	28,919	-	25,775	25,775
Income from Investments		3,742	-	3,742	4,117	-	4,117
Total income		<u>1,925,643</u>	<u>1,466,188</u>	<u>3,391,831</u>	<u>1,692,532</u>	<u>1,405,447</u>	<u>3,097,979</u>
Expenditure:							
Expenditure on Raising funds							
Raising funds		570,793	-	570,793	473,033	-	473,033
Expenditure on Charitable activities:							
Service provision		1,147,124	1,437,269	2,584,393	909,825	1,379,672	2,289,497
Policy & Research		175,794	28,919	204,713	194,256	25,775	220,031
Total Charitable Activities		<u>1,322,918</u>	<u>1,466,188</u>	<u>2,789,106</u>	<u>1,104,081</u>	<u>1,405,447</u>	<u>2,509,528</u>
Total Expenditure	4	<u>1,893,711</u>	<u>1,466,188</u>	<u>3,359,899</u>	<u>1,577,114</u>	<u>1,405,447</u>	<u>2,982,561</u>
Net income and net movement in funds for the year	2	31,932	-	31,932	115,418	-	115,418
Reconciliation of Funds							
Fund balances brought forward at 1 April		1,268,796	-	1,268,796	1,153,378	-	1,153,378
Balance carried forward at 31 March	16	<u>1,300,728</u>	<u>-</u>	<u>1,300,728</u>	<u>1,268,796</u>	<u>-</u>	<u>1,268,796</u>

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

All amounts relate to continuing activities. There are no recognised gains or losses other than the net movement in the funds included above.

Missing People

Balance Sheet as at 31 March 2018

Company Registration Number 2814202

	Note	2018 £	2018 £	2017 £	2017 £
Fixed Assets					
Tangible assets	6		4,209		11,642
Current Assets					
Debtors	8	378,443		199,051	
Cash at bank and in hand		<u>1,217,942</u>		<u>1,424,394</u>	
		1,596,385		1,623,445	
Creditors: Amounts falling due within one year	9		<u>(299,866)</u>		<u>(366,291)</u>
Net Current Assets			<u>1,296,519</u>		<u>1,257,154</u>
Total Assets less Current Liabilities			<u>1,300,728</u>		<u>1,268,796</u>
Net Assets			<u>1,300,728</u>		<u>1,268,796</u>
Funds of the charity:					
Unrestricted Funds	16		1,300,728		1,268,796
Restricted Funds			-		-
Total Funds			<u>1,300,728</u>		<u>1,268,796</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 11 September 2018 and signed on its behalf by:

	Kate Adams - Chair
	Paul Boughton - Treasurer

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

Missing People

Statement of Cash Flows for year ended 31 March 2018

	2018 £	2017 £
Cash flows from operating activities :		
Net cash provided by (used in) operating activities (see note (a))	<u>(208,906)</u>	<u>87,694</u>
Cash flows from investing activities		
Interest income	3,742	4,117
Purchase of property, plant and equipment	<u>(1,288)</u>	<u>(7,515)</u>
Net cash provided by (used in) investing activities	<u>2,454</u>	<u>(3,398)</u>
Change in cash and cash equivalents in the reporting period	(206,452)	84,296
Cash and cash equivalents at the beginning of the period	1,424,394	1,340,098
Cash and cash equivalents at the end of the reporting period	<u>1,217,942</u>	<u>1,424,394</u>

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

	2018 £	2017 £
Net income for the reporting period (as per statement of financial activities)	31,932	115,418
Adjustments for:		
Depreciation charges	8,721	11,343
Interest income	(3,742)	(4,117)
(Increase)/decrease in debtors	(179,392)	(93,906)
Increase/(decrease) in creditors	<u>(66,425)</u>	<u>58,956</u>
Net cash provided by (used in) operating activities	<u>(208,906)</u>	<u>87,694</u>

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

Missing People
Notes to the Financial Statements
Year ended 31 March 2018

The principal accounting policies applied in the preparation of the financial statements are as follows:

1 Accounting Policies

- a) **Basis of preparation**
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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 no areas of critical estimate or significant judgement that affects the preparation of these financial statements.

- b) **Group accounts**
The Charity owns the whole of the share capital of Missing Limited. The company was dormant during the year and therefore consolidated accounts are not prepared.

- c) **Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably. In particular:

- Grants are accounted for once a formal offer of funding is received, subject to satisfying any performance-related conditions. In the event that a grant is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period;

- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

- Deferred income comprises grants which the donor has specified to be used in future accounting periods.
- Donations are accounted for on a cash basis.

- d) **Expenditure**
All expenses are accounted for on an accruals basis. Wherever possible costs are allocated directly to the appropriate activity; other costs common to all activities are apportioned between those activities on the basis of the proportion of staff time spent during each year in connection with each activity.

Cost of Raising Funds comprises costs incurred in inducing people and organisations to contribute financially to the work. This includes the cost of advertising for donations and the staging of special fundraising events.

Expenditure incurred in connection with the specific objects of the charity is included under the heading Charitable Activities.

Support costs, which are the costs of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, are apportioned on the basis of staff costs attributable to each activity.

The irrecoverable element of VAT is included with the item of expense to which it relates.

Missing People
Notes to the Financial Statements
Year ended 31 March 2018

- e) **Tangible fixed assets and depreciation**
Fixed assets are recorded at cost or, in cases where assets have been donated to the charity, at valuation at the time of donation. All assets acquired for continuing use and costing more than £500 are capitalised.
- Provision is made for depreciation on all tangible assets, at rates calculated to write off the asset less estimated residual value over its expected life as follows:
- Office Equipment - 25% to 33.33% per annum on a straight line basis
- f) **Funds**
Unrestricted funds are funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the charity and have not been designated for other purposes.
- Restricted funds* are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.
- g) **Leased assets**
Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred.
- h) **Direct taxation**
The company is a charity within the meaning of Para 1 Schedule 6 Finance Act 2010. Accordingly the company is potentially exempt from taxation in respect of income within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income is applied exclusively to charitable purposes. No tax charge arose in the period.
- i) **Pension**
The Charity contributes to a defined contribution group personal pension scheme. The assets of the scheme are held separately from those of the Charity in independently administered funds. The pension cost charge represents contributions payable under the scheme by the Charity to the funds. The Charity has no liability under the scheme other than for the payment of those contributions. Contributions are disclosed in note 3.
- j) **Significant management judgements and key sources of estimation and uncertainty**
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.
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 2018

2 Income/(Expenditure)

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

	2018	2017
	£	£
Depreciation on tangible fixed assets	8,721	11,343
Operating leases	1,143	1,613
Auditor's remuneration		
Audit services	10,500	9,900
Non-audit services	-	-
	<u>10,500</u>	<u>9,900</u>

3 Staff costs

Staff costs were as follows:

	2018	2017
	£	£
Wages and salaries	2,275,946	2,073,323
Social Security costs	212,908	194,976
Pension	103,677	94,445
Temporary Staff costs	95,871	23,518
	<u>2,688,402</u>	<u>2,386,262</u>

One employee earned between £80,001 - £90,000 (2017: one) in the year and one between £60,001 - £70,000 (2017: none).

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

	2018	2017
	Number	Number
Charitable activities	86	78
Fundraising	9	8
Governance	1	1
	<u>96</u>	<u>87</u>

The full time equivalent number of employees (including casual and temporary staff) during the year was 73. (2017: 64)

Trustees' remuneration and related party transactions

The Trustees neither were paid nor received any emoluments during the year (2017 - nil).

One Trustee was reimbursed £141 travel expenses during the year (2017: one Trustee £172 meeting expenses).

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

The emoluments of the Chief Executive and directors were:

	2018	2017
	£	£
Executive directors' emoluments (excluding pension)	319,749	337,340
Pension contributions	17,223	16,691
The Chief Executive was the highest paid director in 2017/18;		
total remuneration (excluding pension contributions) for the year	86,700	85,000

The Chief Executive is a member of a group personal pension scheme and a contribution of £4,335 (2017: £4,250) 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 2018

4 Analysis of Total Resources Expended

	Direct Costs Activities £	Support Costs (see note 5) £	2018 Total £	2017 Total £
Charitable Activities:				
Service Provision	2,062,241	522,152	2,584,393	2,289,497
Policy & Research	162,088	42,625	204,713	220,031
Cost of Raising Funds	451,942	118,851	570,793	473,033
	<u>2,676,271</u>	<u>683,628</u>	<u>3,359,899</u>	<u>2,982,561</u>

5 Support costs by activity

	Service Provision	Policy & Research	Cost of Raising Funds	2018 Total £	2017 Total £
Governance	33,985	2,692	7,506	44,183	46,400
Information technology	120,163	10,566	29,461	160,190	133,986
Central facilities	80,574	6,440	17,957	104,971	115,645
Finance	112,915	8,963	24,991	146,869	145,537
Human resources	78,824	6,290	17,539	102,653	89,053
Central management	95,691	7,674	21,397	124,762	128,615
	<u>522,152</u>	<u>42,625</u>	<u>118,851</u>	<u>683,628</u>	<u>659,236</u>

Support costs have been allocated on the basis of the charity's accounting policies and identified staff and direct costs for each category.

6 Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
At 1 April 2017	68,656	68,656
Additions	1,288	1,288
Disposals	-	-
At 31 March 2018	<u>69,944</u>	<u>69,944</u>
Depreciation		
At 1 April 2017	57,014	57,014
Charge for year	8,721	8,721
Disposals	-	-
At 31 March 2018	<u>65,735</u>	<u>65,735</u>
Net book value		
At 31 March 2018	<u>4,209</u>	<u>4,209</u>
At 31 March 2017	<u>11,642</u>	<u>11,642</u>

Missing People
Notes to the Financial Statements
Year ended 31 March 2018

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

	2018	2017
	£	£
PROFIT & LOSS ACCOUNT		
Turnover	-	-
Cost of sales and administration expenses	-	-
	<hr/>	<hr/>
Net profit for the year	-	-
Amount gift aided to the charity	-	-
	<hr/>	<hr/>
Retained in subsidiary	<hr/> -	<hr/> -
BALANCE SHEET		
Debtors	2	2
Cash at bank and in hand	379	467
Creditors: Amounts falling due within one year	(379)	(467)
	<hr/>	<hr/>
Total net assets	<hr/> 2	<hr/> 2
Capital and reserves		
Called up share capital	2	2
Profit and loss account	-	-
	<hr/>	<hr/>
	<hr/> 2	<hr/> 2

8 Debtors

	2018	2017
	£	£
Accrued income	294,575	109,644
Prepayments	71,559	80,732
Other debtors	11,305	8,208
Trade debtors	625	-
Amount due from subsidiary	379	467
	<hr/>	<hr/>
	<hr/> 378,443	<hr/> 199,051

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

9 Creditors:

Amounts falling due within one year	2018	2017
	£	£
Other taxes and social security costs	55,599	50,189
Other creditors	45,857	64,051
Accruals	22,191	38,580
Deferred Income (Note 10)	176,219	213,471
	<hr/>	<hr/>
	<hr/> 299,866	<hr/> 366,291

Missing People
Notes to the Financial Statements
Year ended 31 March 2018

10 Deferred Income	2018	2017
	£	£
Balance at 1 April	213,471	215,573
Released in the year	(213,471)	(215,573)
Amount deferred in the year	176,219	213,471
Balance at 31 March	<u>176,219</u>	<u>213,471</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:

	2018	2017
	£	£
Operating leases which expire:		
Within one year	685	1,002
Between one and five years	1,106	1,791
After five years	-	-
	<u>1,791</u>	<u>2,793</u>

12 Analysis of Net Assets

	Tangible Fixed Assets	Bank & Cash	Debtors	Current Liabilities	Total
	£	£	£	£	£
Year ended 31 March 2018					
Restricted	-	84,057	92,162	(176,219)	-
Unrestricted	4,209	1,133,885	286,281	(123,647)	1,300,728
	<u>4,209</u>	<u>1,217,942</u>	<u>378,443</u>	<u>(299,866)</u>	<u>1,300,728</u>
Year ended 31 March 2017					
Restricted	-	121,309	92,162	(213,471)	-
Unrestricted	11,642	1,303,085	106,889	(152,820)	1,268,796
	<u>11,642</u>	<u>1,424,394</u>	<u>199,051</u>	<u>(366,291)</u>	<u>1,268,796</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 (2017: none).

Missing People
Notes to the Financial Statements
Year ended 31 March 2018

15 Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	Total 2018 £	Total 2017 £
General donations	1,656,063	945,422	2,601,485	2,334,061
Legacies	-	-	-	-
Fundraising & promotional events	<u>265,838</u>	<u>-</u>	<u>265,838</u>	<u>264,464</u>
	<u>1,921,901</u>	<u>945,422</u>	<u>2,867,323</u>	<u>2,598,525</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

Core services	-	1,363,406	(1,363,406)	-	-
Computer systems development		47,468	(47,468)		
Regional funding	-	26,395	(26,395)	-	-
Policy & Research	-	28,919	(28,919)	-	-
Total restricted funds	<u>-</u>	<u>1,466,188</u>	<u>(1,466,188)</u>	<u>-</u>	<u>-</u>
<i>Unrestricted funds</i>	<u>1,268,796</u>	<u>1,925,643</u>	<u>(1,893,711)</u>	<u>-</u>	<u>1,300,728</u>
Total funds	<u>1,268,796</u>	<u>3,391,831</u>	<u>(3,359,899)</u>	<u>-</u>	<u>1,300,728</u>

Movements in funds - previous year

Restricted funds

Core services	-	1,314,439	(1,314,439)	-	-
Computer systems development		12,394	(12,394)		
Regional funding	-	52,839	(52,839)	-	-
Policy & Research	-	25,775	(25,775)	-	-
Total restricted funds	<u>-</u>	<u>1,405,447</u>	<u>(1,405,447)</u>	<u>-</u>	<u>-</u>
<i>Unrestricted funds</i>	<u>1,153,378</u>	<u>1,692,532</u>	<u>(1,577,114)</u>	<u>-</u>	<u>1,268,796</u>
Total funds	<u>1,153,378</u>	<u>3,097,979</u>	<u>(2,982,561)</u>	<u>-</u>	<u>1,268,796</u>

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

Purposes of restricted funds

Core services funds support the delivery of the charity's principal activities.

Computer systems development funding supports software enhancement of the charity's services.

Regional funding enables the charity's work in specific geographic areas.

Policy and research funding represents donations and grants towards the charity's policy, research and advocacy work.

The funding above includes generous donations from the following:

	£
BBC Children in Need	37,075
Big Lottery Fund - Wales	62,219
Big Lottery Fund - England	100,492
Big Lottery Fund - Scotland family event	5,127
The Dulverton Trust	17,500
The Greater London Authority	10,800
Home Office	133,048
Scottish Government	<u>46,000</u>