

MANNA

CENTRE

## The Manna Society Annual Report 2013 – 2014



AFTER 32 YEARS THE  
MANNA CENTRE WILL BE  
MOVING LOCATION IN  
2015





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**Patrons:** Most Rev Kevin McDonald, Retired RC Archbishop of Southwark,  
 Rt Revd Christopher Chessun, Anglican Bishop of Southwark.

### **Committee Members**

- Bill Dodwell ..... Chairperson
- Tony Charlton .....Treasurer
- Emma Chippendale, Canon Michael Cooley, Pauline Emmerson, Nannette Ffrench, Christine Higgins, Cha Power, Marc Thurgood & Julia Walledge

The ***Manna Society*** began in 1982 and formed under a constitution in 1988 (amended in August 1989). Charity Registration number: 294691. The Society's objects and purpose: ***'to relieve poor persons who are homeless and/or unemployed by the provision of food, shelter and other forms of Christian care with the object of promoting the physical, mental and spiritual welfare of such persons and of improving their conditions of life.'*** (Constitution No 2a)

### **The Ethos of the Manna**

Our vision is the creation of a just society that respects the dignity of every individual.

The Manna Day Centre is a place of unconditional acceptance. Our task, as we see it, is not to judge but to love.

We aim to respect the dignity and worth of each person with whom we come in contact. Each and every one has an intrinsic value that deserves to be respected. No one is dispensable. Our task is to feed and care for homeless people and those in need who seek our help, but we cannot be content with this. We must also seek to challenge the structures of society that lead to homelessness and poverty.

## Advice and Welfare service

By

Margaret Shapland

Housing & Welfare Advice Worker



To start this article, I just wanted to look back at what has been happening in our Advice and Welfare service over the last year and to put it in context with some of the developments in the area of homelessness services.

Up 40%

**The number of clients coming to the advice and welfare service increased by 40% in this financial year.** Of course, many of the service users already using the centre can see the advice and welfare service in –situ but what is very pleasing is the number of people who come specifically for the service. This has arisen not only through word of mouth but through referrals from other services who feel we can help.

We have been very lucky in that we have been able to sustain our service and through your support have been able to maintain our staff levels when we know that 50% of homelessness services who faced a decrease in funding have laid off staff.

Up 34%

**The number of clients approaching us for assistance for help in employment issues has increased by 34% and the number of employment and training interventions has increased by 38%.**

There are a number of reasons why this should be so – firstly, a substantial amount of the work has centred on helping new migrant workers to set up working legally – with the largest growth in numbers coming from Spain and Romania. But alongside that, a great deal of work is also done in the area of helping clients to satisfy the requirements of the Department of Work and Pensions. We have spoken in previous articles about the obligations of migrant workers with respect to claiming benefits and that they are more subject to

homeless) depriving them of

Just now we are working with

He is a metal fabricator by

work is just wonderful and he

has lived and worked in the UK for some years but as an older gentleman, he is finding negotiating our

language more difficult. We have been helping him to access ESOL classes, to register him with the

government scheme called Universal Jobmatch; we have helped him to revise his CV and uploaded it to

a number of recruitment agencies and job sites. Again he is less familiar and comfortable with

technology than his younger compatriots, so we have linked him in with our own education and training

service. Currently we are assisting him in completing his Jobseeker work plan, just providing a check to

see that he has done so and also linked him into a service called UR4Jobs, a specialist service for clients

from Central and Eastern Europe.

sanctions (along with benefits.

an older Polish gentleman.

trade and the quality of his

has very good references. He

Up 177%

**The number of clients with disabilities using the service.**

True, the service is starting from a small base but clients with disabilities now account for 10% of all clients seen. Issues around obtaining appropriate housing or benefit decisions that result from the move from Income Support linked to Incapacity benefit to Employment and Support Allowance. Again often

clients who need to complete the forms, attend medical interviews or appeal decisions find that there are not able to access other advice services easily or that only limited help is available to them

Up 34% **The number of clients placed in housing has increased by 34% and the number of clients approaching the service for housing has increased by 40%**

Again, there are a number of reasons why this is happening. We have seen a growing number of clients approaching us who have been tenants of private rented landlords. Often, they have been subject to a Section 21 possession order. This means that they are being asked to leave after the end of their assured tenancy period; normally these are renewed on a 6 monthly basis. With a Section 21 notice, it is almost a given that the possession order will be granted, if the tenant chooses to go to court it would only involve them in the expenditure of court costs without a real possibility of the notice being overturned. Often the reason given is that the landlord wishes to sell the property or re-develop it. The attraction of being able to re-let to persons who are not dependent on Housing Benefit or being able to start afresh with a re-developed property attracting rent yields above the amounts that a local authority are willing to pay through housing benefit is just too appealing.

The number of clients coming to us because they have lost their job has increased, as has the number in work but with not enough income to afford the rents in the open market. Sure, Housing Benefit can help but if the client is working differing hours on a weekly basis or cannot get agency work on a regular basis, this can lead to overpayments and underpayments of rent to the landlord, or a need for the tenant to make fresh housing benefit claim and this lack of security is a burden that many landlords feel they cannot take on.

It is a definite fact that the longest squeeze on incomes for decades has led to people struggling to stay on top of their housing costs. The terrible fact is that according to Shelter, every 11 minutes a family loses its home in Britain. Last year, Shelter took 124,000 calls from people needing support with housing problems but 54,000 calls to their service went unanswered. What this demonstrates is the pressure on services.

We are delighted that for the first time since we have started gathering statistics, we have housed over 300 people in this fiscal year. That said, we are under no illusions that the need will continue to increase and we have to be evermore creative to try and keep ahead of the curve.

Just recently, we have been working with a specialist housing project that works with women, a proportion of whom are escaping domestic violence. That project has appointed us as the sole referring agency apart from the police for this project. This is based on our past history of continuing to support the client once they are housed.

### **The increasing need for support**

Crisis, the homeless charity has reported that local authorities have cut budgets for single homeless people by a quarter since 2010. What this means in real terms is that homeless people are “falling further and further from help” and that the overall effect is to “hollow out services for homeless people”. Whereas before, there might have been support services on-site or available through a housing provider, now the bare bones may be all that the client might expect – a bed, a room, four walls and a roof as Leslie Morphy former CEO at Crisis pointed out.

For us as a service, the impact is that our responsibilities for ongoing support increase with the housing provider focussing on rent collection, property maintenance but the recognised needs for many people we place extend beyond just a roof over their heads. That person may need support in accessing services that help build their skills to get back to work, to services that enable them to maintain their emotional and mental health, to services that enable them to integrate more fully into the local community where they are housed.

Often if we have placed someone in a property with tenancy sustainment services, who would in the past have offered an extensive support service to clients, continue to need our support to truly move forward. Some of the supported accommodations in which we place people have a limited tenancy life and the pressure is on to make sure that the person is “private rented sector ready” at the end of that tenancy span.

Like many services we are looking at our own alternatives where a judicious use of our funds can help provide housing that is tailored to delivering individuals who are truly private rented sector ready. Our experience has taught us that clients can and do fail in tenancies without this support. Supported housing is not a cheap option – the average cost can be over £300 per week (which can be paid through housing benefit if it is considered “exempt” accommodation providing care and support), but is worth it if the input into clients has definable outcomes; outcomes that mean that they can be successfully re-housed in private rented sector accommodation or social housing – private rented accommodation in a shared house can cost on average about £105 per week in a shared house (Capgemini evaluation of service costs) so the benefit of being able to move them on is substantial. The cost of not preparing them properly can and will be far greater.

Homeless Links annual review of the homeless sector found that 32% of people in homeless housing projects were ready to move on but were unable to do so due to a shortage of available accommodation. The project we are developing has an exit strategy for the clients housed in it that will mean that it is linked to a private rented sector estate agent used to providing shared accommodation.

### **Looking forward**

Over the last financial year, we worked with people from 76 different nationalities with massively different issues. Our aim is always to increase the level of expertise across the service and the opportunities that we can offer to clients. Your support is invaluable to us and our clients in helping us to continually improve our service and to hold steady in a climate where others have to cut back on the service they offer. Thank you for allowing us to continue to do this.



## Director's Report

By

**Bandi Mbubi**



Thirty two years ago, Nannette Ffrench, our founder, received our current building from Bishop Henderson, then area bishop of the Catholic Archdiocese of Southwark, to work with homeless people. The Roman Catholic Archdiocese of Southwark have been very generous to us over all these years we have been their tenant. They have not charged us any rent which could have easily amounted to £100,000 per year, according a local estates agent. It is therefore only natural for us, because of this generosity, that when the Archdiocese, five years ago, needed to redevelop our current site and asked us to move to a different location, in the same street, that we promptly agreed to their request. These new development plans were finally approved in March this year and works are already under way to refurbish the old banking college, next door, to accommodate most of our operations. The developers have informed us that mid-February 2015 is our last date in our current premises.

There will be a second phase to the redevelopment during which three additional offices for the Manna Society will be built. At the completion of the whole redevelopment, there will be 37 flats and a number of shops and businesses. It is

differences and similarities buildings. The floor space of our current one but not as our current ceiling height of maintain six of our current food, shower, clothing, education and healthcare.

### **AFTER 32 YEARS THE MANNA CENTRE WILL BE MOVING LOCATION IN 2015**

worth mentioning some between the old and new the new centre will be similar to bright and airy. It will be half of 15 feet. We will be able to seven services comprising of housing and welfare advice, We hope to continue our

furniture store once an appropriate site has been found. Our computer suite will be located in the parish hall of Our Lady of La Salette, not in the actual new centre itself.

In May this year, we conducted a snapshot survey, for one day, which made interesting reading. We found out that there were 191 people who had used our services on the day, compared with 204 the previous year. Snapshot surveys are like pictures, they can say a lot with very little, but they can also live out so much relevant important information. So we must be careful about the conclusions we draw from them. Out of those who attended the day centre 45 % were sleeping rough, an increase of 2% and the same percentage, 45%, were either staying in council, housing association or hostel accommodation. The remaining 10% were staying with friends or in squats. In terms of ethnicity, the single largest category remains the English at 32 %, followed by Eastern and Central European citizens at 28%. The full survey can be found on page 15 of this annual report.

What is clear to us from these figures is that the fundamental problems of our service-users remain the same. 55% of them desperately need accommodation; they are either sleeping rough or staying with friends or are squatting. Even for the 45% who are accommodated in council, housing association or hostel accommodation, many still rely on us to maintain their tenancy.

Thankfully, over the years, we have developed a formidable advice service which helps people not only to find accommodation, but also to keep it. Last fiscal year, 2013-14, we were able to help house 336 people out of 588 people who were looking for accommodation. In the same year, we saw 1,422 people compared with 1,012 the year before. Our advice-workers conduct one-on-one sessions with service-users on a wide-range of issues which include housing, welfare benefits, substance misuse problems, mental and physical health, and problems arising out of the justice system.

Food has continued this year too to be our most popular service with literally everyone using it. Followed by our shower facilities used constantly every day and the clothing store which is accessed twice a week, on Mondays and Wednesdays. Together, they meet the most basic needs of our service-users. The time they spend in the centre in the warmth, with cooked meals, plenty of cups of tea, in a friendly and accepting environment, go a long way in restoring their sense of security, peace, self-acceptance and dignity. As an organisation, we try to give people the space they need to rebuild their lives and attain independent living.

We are so lucky to have an excellent team of 12 paid workers who work alongside 60 volunteers. Our paid staff comprise two cooks, one full-time and the other part-time; four project-workers and a donations co-ordinator; two full-time advice workers and the other part-time; a director and an administrator. We currently have 8 trustees serving in our management committee. We, service-users and staff alike, are grateful for their service and for ensuring that we remain a centre that places the service-user at the centre of all our actions.

The education service has continued to be both a source of pride and of challenge. It is heart-warming to witness the way in which our service-users have taken a keen interest in computers. Most of our sessions are full with all 11 computers being used. They all come for different reasons; some come because they want to hunt jobs on the internet, some want to brush up their CVs and others come because they want to follow the news, check and send emails, entertain themselves by listening to music and watching films. However, the challenge is that most of our volunteers, though computer literate, they are not trained teachers, and therefore they are not able to offer proper computer classes to those who want to acquire computer skills. The situation is much better when it comes to learning English (ESOL) for service-users who do not have English as their first-language. We are proud of the fact that all our volunteer ESOL teachers are fully qualified. In delivering English classes to our students, we help them remove a major barrier to integrating fully into mainstream British society.

We pay tribute to Patrick Flood, our former donations co-ordinator, who retired last December after 23 years dedicated service to homeless people and to Abigail Campbell who retired in August this year. Abigail has worked with the Manna Society for 20 years as a volunteer kitchen helper.

Our special thanks go to you all our supporters, the R.C. Archdiocese of Southwark, grant-making trusts and private companies, who make it possible for homeless people to find assistance in their hour of need. We cannot thank you enough for your generosity and support!



**Abigail and Pat**

# **One man's story**

**By**

**Ellen Burns**

**Housing and Welfare Advice Worker**



In this article I thought I would take the time to write in-depth about a particular client that I have enjoyed working with. He has many inspiring qualities. His story is also a clear illustration of the horrendous challenges facing many of our clients, and the good that the Manna does in the face of them.

Nick (not his real name) is from Bulgaria, but had been living in Spain, making a living as a construction worker for many years. He had even achieved dual Bulgarian-Spanish citizenship, and had a settled life there. When the unemployment crisis hit Spain, the jobs stopped coming, so in the end in desperation he spent his last money on a ticket to the UK. He had heard that it is relatively easy to get construction work, and thereby make a living, here.

Having no UK National Insurance Number or CSCS card (which qualifies you to work on a British construction site) when he arrived, and very little English, he found it was not possible to walk straight into a UK construction job. He had no money or friends here, so he had no other option but to rough sleep whilst he formulated his plan of what to do next. He made no complaints about this, but quietly accepted it as his only option.

After a few days, he heard about the Manna Centre, and started coming here for breakfast and lunch, whilst trying to get some sleep in a nearby park at night. Nick is a quiet and dignified person, someone who visibly hates to ask for help or charity. However, he eventually came to the Advice Office and asked if we could help him to find employment. He tried to speak English with me, but we were struggling to understand one another fully. Several of our international clients offer to help with translation in the Advice Office, and we had a Spanish speaker in the Centre that day, so he came in to translate between us, which made things a lot easier.

We registered Nick to use our address, for employment and benefits official post. Having done that, we could phone up and apply for a National Insurance Number for him (they require an address, and a contact phone number. Occasionally we use London Catalyst Fund to pay £10 for a cheap mobile phone for someone, so that they can get started with processes such as this). We also helped him to book a CSCS card test, using our debit card, for which he insisted on reimbursing us after he found a couple of days' cash-in-hand work.

Although I tried to speak to him about housing options, Nick specifically stated through the translator that he only wanted help to find employment. He was very grateful for that, and for the food he receives here, and did not want to bother us for anything else.

Unfortunately, Nick passed only 1 of the 2 sections of the CSCS card test, despite practising the questions in English using a CSCS test handbook lent to him by Crisis Employment Centre in Aldgate. He came to me for help to re-book the second section of the test immediately. When I asked if he did not want more time to practice the questions he declined and told me that he knew exactly why he had failed the second section. He was so exhausted that he had struggled to see the computer screen halfway through, his vision had started to fail and he thought he was going to faint. At this point I



suggested that we try to see if there was a free bed in any night shelter, so that he could get some sleep, short-term. He agreed.

We were very lucky. Shelter From The Storm near King's Cross had a bed that night. It is a lovely, friendly, bohemian place run by Sheila Scott, providing temporary, very basic shared accommodation to people who have found themselves homeless and in crisis. It provides people with a bed in a dorm, a cooked dinner, and showers every day. There is a pool table, internet access and a large screen TV, usually showing the news. There is a friendly, supportive atmosphere and lovely volunteers. We have a good working relationship with the shelter, and we often work in partnership to help clients through a crisis. Nick was accepted for one week initially, to be extended at Sheila's discretion, whilst we continued to help him during the days.

After 2 nights' sleep there, when he returned to see me, he looked like a different man. We were about to book the second section of his CSCS test when I received a phone call from Sheila. She told me she had noticed how polite, conscientious and kind Nick is, and wanted to recommend him to an employment scheme that she has built up links with. If they like a client, they will fund their full CSCS card, plus additional construction qualifications which can be expensive, and help them into full time construction work.

We are currently helping Nick to translate his CV into English, so that Sheila can put him forward for this scheme. He can stay at Shelter From the Storm for the time being. It seems like this man's calm, stoical, kind and likeable personality may have seen him through some terrifying challenges, in the end. It is not an experience that everyone would survive as intact as he has.

It is, in fact, my general experience of migrants from the 'A10' countries and Romania and Bulgaria that they tend to be very polite, very stoical, very hard working, and hate to ask for charity. My experience on the 'front line' of a homelessness day centre in central London is not at *all* as the press portrays it – that these people are thieves or scroungers, who have come here to claim benefits. It is, in fact, quite the opposite. They often have to be persuaded to accept any charitable help at all. I regularly have clients return weeks later to thank me for any help we were able to give, bringing a gift of chocolate, or simply going out of their way to thank us at length if they have no money.

I read in one of the mainstream, free, daily newspapers the other day that the Romanian rough sleepers are back in the Mayfair and Park Lane/Marble Arch area. There were interviews with local business owners stating that, although the homeless people were "always very polite", they left rubbish around, used a covered area as a toilet, and it did not look good to customers and visitors to this affluent area. The article was accompanied by a pretty close-up facial photograph of men sleeping, huddled together under 2 large blankets - and one man still awake, looking shocked, confused and embarrassed, and as if he was about to get angry, at the camera.

I wondered where the people interviewed, and their customers, would sleep if they had no home, and no money to eat and feed their families. I wondered where they would use as a toilet. I wondered how they would feel if a picture of them sleeping appeared in the newspaper without their consent. I was glad that I worked not in a Mayfair boutique, or for the press, but at the Manna Centre.

# The Manna Society

## Statement of financial activities for the year ended 31 March 2014

	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
<b>Incoming resources</b>				
Incoming resources from generated funds:				
Voluntary income	80,478	324,003	404,481	542,334
Investment income	-	13,728	13,728	9,319
<b>Total incoming resources</b>	<b>80,478</b>	<b>337,731</b>	<b>418,209</b>	<b>551,653</b>
<b>Resources expended</b>				
Costs of generating funds:				
Costs of generating voluntary income	-	7,662	7,662	8,486
Charitable activities	81,029	350,066	431,095	394,479
Governance costs	-	2,760	2,760	3,240
<b>Total resources expended</b>	<b>81,029</b>	<b>360,488</b>	<b>441,517</b>	<b>406,205</b>
<b>Movement in total funds for the year - Net income/(expenditure) for the year</b>	<b>(551)</b>	<b>(22,757)</b>	<b>(23,308)</b>	<b>145,448</b>
<i>Total funds at 1 April 2013</i>	<i>551</i>	<i>349,954</i>	<i>350,505</i>	<i>205,057</i>
<b>Total funds at 31 March 2014</b>	<b>-</b>	<b>327,197</b>	<b>327,197</b>	<b>350,505</b>

# The Manna Society

## Balance sheet as at 31 March 2014

	2014	2013
	£	£
<b>Fixed assets</b>		
Tangible assets	4,052	4,874
<b>Current assets</b>		
Debtors	20,258	36,184
Cash at bank and in hand	<u>394,597</u>	<u>389,663</u>
	414,855	425,847
<b>Creditors:</b> amounts falling due within one year	<u>(66,710)</u>	<u>(55,216)</u>
<b>Net current assets</b>	<u>348,145</u>	<u>370,631</u>
<b>Total assets less current liabilities</b>	352,197	375,505
<b>Creditors:</b> amounts falling due after more than one year	<u>(25,000)</u>	<u>(25,000)</u>
<b>Net assets</b>	<u>327,197</u>	<u>350,505</u>
<b>Charity Funds</b>		
Restricted funds	-	551
Unrestricted funds	<u>327,197</u>	<u>349,954</u>
<b>Total funds</b>	<u>327,197</u>	<u>350,505</u>

The financial statements were approved by the Management committee on 20 August 2014 and signed on their behalf by Tony Charlton, Manna Society Treasurer.

## Two recurring questions

By

Karolina Muszynska

Housing & Welfare Advice Worker



There are two questions which keep coming up when I talk about my work with my friends. Moreover, these are the questions I used to ask myself when I began work at the Manna. I have now found the answer to these questions and I believe that this annual report is a very good place to share it with our supporters. The questions are:

1. Is homelessness a chosen 'lifestyle'?
2. Are organisations like the Manna Day Centre adding to the problem of homelessness by offering free food?

Both questions are very reasonable and in a sense they relate to the same issue – could some of our clients do better if homelessness services did not exist at all? Would people be more motivated to move on from the street if there were no free food, free shower and free clothes available? If so, how many of them? I will come back to this in my conclusion.

To answer question number one we need to look at the causes of homelessness. For many people, there's no single event that results in sudden homelessness. Instead, homelessness is due to a number of unresolved problems building up over time. A study commissioned by Shelter (<http://england.shelter.org.uk>) found the reasons most frequently given for being on the streets were:

**relationship breakdown:** 41 per cent  
**being asked to leave the family home:** 28 per cent  
**drug and alcohol problems:** 31 per cent and 28 per cent respectively  
**leaving prison:** 25 per cent  
**mental health problems:** 19 per cent  
**other:** for example, eviction, problems with benefits payment

As the Shelter study points out *“On average, interviewees identified two to three factors contributing to their homelessness, which demonstrates that homelessness normally cannot be attributed to one single factor”*. What I find very interesting is that this research has also found that **family conflict** was the most common starting point for homelessness, regardless of age. I find it interesting as in my experience of working with homeless people I observe that most of our service user do not actually have a good family relationship. Some of them do not even have friends. It is very saddening for us as advisors, when it comes to complete 'next of kin' details on a housing application and a client cannot give us details of one close person. Most of us would have no problem with that, we all have someone we can rely on: parents, children siblings, friends, and neighbours. Being so lonely - how depressing is that. Due to Housing Benefit changes, introduced in April this year, part of our job is to offer reconnections to those from EEA countries. How many times I heard: 'but I have nowhere to go back to'.

Is being homeless a 'chosen lifestyle' for some? I don't think so. To make a choice you need to have other options available and most of our people do not have such options. Even if we call it a choice, it is only because they do not know any better, they have no self-confidence and no aspirations. This so called 'lifestyle' becomes a trap; some of our people are stuck in as for them it is their comfort zone. We all tend to get comfortable with our daily habits and routines and we do get stressed when we need to step outside of that zone. Think about how stressful it is to change a job or move house. Now imagine that



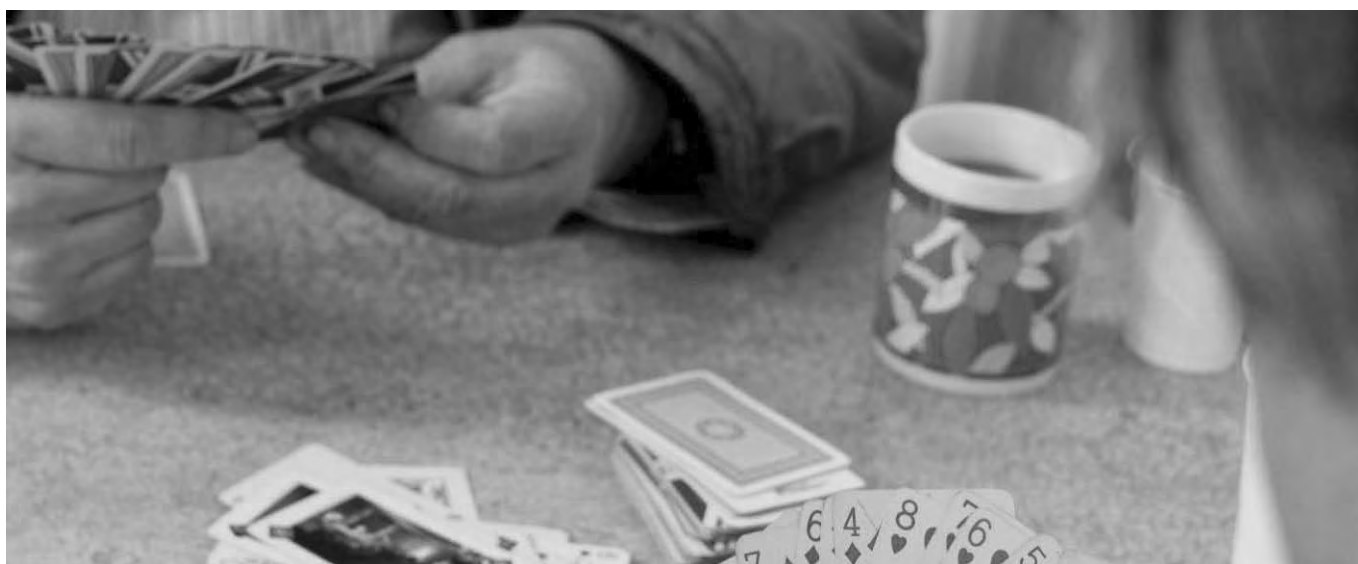
you have not worked for a long time or have not had a place to live for years. In my opinion it is quite a challenge to change it, especially without supportive people around. *'Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring; all of which have the power to turn a life around'* (Leo Buscaglia).

Do places like the Manna Centre discourage people from changing their lives by offering free food? I don't think so. To start with the obvious – homelessness existed before the Manna Centre came into existence. People were sleeping on the streets and this is why The Manna Centre was founded by Nannette Ffrench and opened to the homeless in 1982. This is what Nannette says about this time: *'During the latter part of 1982 I was coming through a rather dark period in my life. I found it a frightening experience. Life had been fairly clear cut up till then. A passage from the Psalms, "O that today you would listen to my voice, harden not your heart," broke into the darkness. Somehow that glimmer of light let me see and, in a strange way, feel the pain and the injustice on the streets around me and I felt I was being called to do something about it'*. Secondly how can you actually change your life when you are hungry and sleep deprived. Offering free food is, in my opinion, the minimum we have to do to facilitate this change.

What's equally important and I've mentioned it previously in another newsletter is that for many of our clients the Manna Centre is a place where they can be with people. Some of them have been known to us for years. Lucy is a black lady in her fifties. She comes every day. She is a solitaire, she has no friends, no family and she does not engage much with others clients. When you greet her she will respond and give you a wonderful smile. I believe she comes not only for food, what she needs most is being among people, as much as she is able. Where would she go if places like the Manna did not exist? And she is not the only one.

**Is being homeless a 'chosen lifestyle for some? I don't think so. To make a choice you need to have other options available and most of our people do not have such options.**

I did answer both questions negatively but to be truthful I must say that there is no perfect system and there will always be people who will take advantage of whatever system is in place. It happens in all areas of life but we need to look at it in the round and getting a free meal is not a major fraud. There are bigger frauds happening in the world but that is not a subject of this article. What is more important I believe is that most of our clients genuinely need us.



## **Treasurer's Report**

**By**

**Tony Charlton**



On pages 10 & 11 of this annual report is the statement of financial activities and the balance sheet for the year ended 31<sup>st</sup> March 2014.

Our income and expenditure report shows that we received £418,209 and our costs for the year were £441,517 and we therefore had a deficit for the year of £23,308. This follows a very large surplus last year and this was preceded by three years when we had a small deficit. So, the overall trend for the past few years has been that costs have marginally exceeded our income with the exception of one very good year. Of course, this would make it difficult to do any long term planning if it were not for the fact that we have built up fairly substantial reserves, and the balance sheet at the end of the financial year showed reserves of £327,197 and this is equivalent to more than 9 months running costs which is considerably more than the costs for 6 months that the Charity Commission consider to be prudent reserves.

These reserves of just over £327,000 take into account a provision of £25,000 which we have put aside for any costs involved in the move from these premises. At the time of writing, it seems possible that this provision may not be enough, although I am extremely hopeful that the removal/resettlement costs will be considerably less than our original provision of £50,000.

Our running costs for the year were roughly £35,000 higher than for the previous year. This is partly due to the increased cost of food and also the additional costs involved in lighting and heating the centre but it is mainly due to the fact that we are now fully staffed once again and this enhances our ability to provide as much help as we possibly can to those we are trying to support.

For this current year, we are anticipating that we might have a deficit of £85,000. If that were to be the case, we would have total funds at the end of the year of around £242,000 and this is equivalent to around 7 months running costs. This forecast deficit does not take into account any additional moving costs over and above the £25,000 mentioned earlier and, if there were some extra costs, it is not impossible that our deficit for the year could be around £100,000. This of course is a very large amount for a charity of this size but fortunately we are in a position to be able to cope with it. However, it must be said that it is not a situation that could continue into another financial year. It is not easy to plan when we have a situation where our income fluctuates so much. We know that there is always the possibility that one large donation, or a bequest, could transform the year but, equally, we are aware that we must very soon start to turn our financial situation around.

As always, I would like to use this report to say thank you to each and every one of our donors for their donations in the past year. I would like to thank United St Saviour's Charity (logo below) who funded 33% of one of our day centre worker's salaries and the other 25 Grant Making Trusts who supported our work during the year. And once again I thank The Roman Catholic Diocese of Southwark for the use of this building for the past year and for all the years that it has been used by the Manna. Without this building, used by us free of charge, the Manna would probably be a much smaller charity and, because of that, a very large number of extremely vulnerable people would have had even less support than they are receiving now.

Whilst saying thank you the Diocese for the use of this building in the past, I would also like to thank them for including us in their plans for the new development and for their support during the negotiations with the developers regarding the space we will occupy and the services we will continue to supply and I am sure that the "New Manna" will continue to provide a welcome to some of the most needy in our society. Also, I must thank all the staff and volunteers at the Manna for all the hard work that has gone on throughout the past year, and I hope that the move, and the transitional period while they are working alongside a building site will not be too difficult.



## Who uses the Manna Centre? Survey results - Friday 9th May 2014

	Numbers using centre	%
<b>Male</b>	<b>173</b>	<b>94</b>
<b>Female</b>	<b>11</b>	<b>6</b>
<b>Sleeping Rough</b>	<b>84</b>	<b>45</b>
<b>Council/HA flat</b>	<b>52</b>	<b>28</b>
<b>Hostel</b>	<b>31</b>	<b>17</b>
<b>Friends</b>	<b>11</b>	<b>6</b>
<b>Squat</b>	<b>5</b>	<b>3</b>
<b>Other</b>	<b>1</b>	<b>1</b>
<b>Ethnic Origin</b>		<b>%</b>
<b>English</b>	<b>60</b>	<b>32</b>
<b>A10 Countries</b>	<b>51</b>	<b>28</b>
<b>European</b>	<b>20</b>	<b>11</b>
<b>African</b>	<b>19</b>	<b>10</b>
<b>Irish</b>	<b>11</b>	<b>6</b>
<b>Asian</b>	<b>10</b>	<b>5</b>
<b>Scottish</b>	<b>5</b>	<b>3</b>
<b>South American</b>	<b>4</b>	<b>2</b>
<b>Black British</b>	<b>3</b>	<b>2</b>
<b>Black Caribbean</b>	<b>1</b>	<b>1</b>
<b>In receipt of benefits</b>	<b>94</b>	<b>51</b>
<b>No income</b>	<b>87</b>	<b>47</b>
<b>Other income</b>	<b>3</b>	<b>2</b>

N.B: An additional 7 people (6 males & 1 female) did not wish to participate in the survey





**The Manna Centre, 6 Melior Street, London SE1 3QP**

**Tele: 020 7403 1931**

**EVERY DAY (7 days a week)**

- **Approximately 150 - 200 people use our services**

- **150-200 free lunches served**

- **Over 100 use our toilet facilities**

- **Over 40 have a shower**

- **35 use the clothing store  
(Twice a week)**

- **47% of service users are without an income**

**IN 2013 - 2014**

- **Over 2,000 clients benefited from Housing & Welfare advice**

- **Accommodation found for over 300 clients**

**[www.mannasociety.org.uk](http://www.mannasociety.org.uk)**

**[www.facebook.com/TheMannaSociety](https://www.facebook.com/TheMannaSociety)**

**@MannaCentre**