

**The Manna Society
Annual Report
2010 - 2011**



"Working with those in need"
Registered Charity 294691



Patrons of the Manna Society

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

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Committee Members

- Bill Dodwell Chairperson
- Tony Charlton Treasurer
- Canon Michael Cooley, Pauline Emmerson, Nannette Ffrench, Cha Power, Lynda Smith & Marc Thurgood.

The Committee was elected at the Manna Society Annual General Meeting, held at the Manna Centre, 29th September 2010.

The **Manna Society** began in 1982 and formed under a constitution in 1988 (amended in August 1989). Our 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.



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Director's Report

By
Bandi Mbubi



Voices to ban soup runs and get day centres to charge for the food they serve are getting louder. Some critics of day centres have even argued that this aspect of our work supports the very lifestyle we are meant to challenge.¹ Earlier this year, Westminster City Council proposed to ban soup runs in certain areas of the borough. Along with other concerned organisations and individuals, we successfully campaigned to stop this law from going forward. Many have long held the view that offering free food to homeless people fosters a dependency culture. Their view is that charging for services promotes a culture of personal responsibility which would ultimately lead to independent living.

This argument is not without its merits. Indeed, we share in the overall goal of enabling and sustaining greater independence in our service users. However, our approach in reaching this aim is different from theirs in that we strive to offer an environment of unconditional acceptance to those who turn to us. Most of our service users have often been excluded from mainstream services and we do not want to introduce another barrier to accessing our services.

Our attitude towards homeless people is informed by our understanding of the Gospel, summed up in the message of God's love for humanity. We hope to work towards a more caring and just world that fosters acts of love, understanding, tolerance, peace and justice in each other. We believe in the restorative power of unconditional love and serve food to our clients freely as one of the seven complimentary services we offer to assist our clients to address their life issues.

Our day centre is a gateway to a holistic range of support services under a single roof. It is an environment where people feel secure, respected and valued. Not only are we able to offer free food, showers, clothing and healthcare (both mental and physical), we also actively work with people on a one to one basis.

This year, our open access policy has been tested in an unprecedented way. We normally cater for between 150 and 200 people per day, seven days per week. However, between September and December 2010, numbers increased to over 200 people a day. Since January they have gone down to their usual level and have remained the same. The proportion of men and women has remained largely unchanged: a snapshot survey taken in June this year shows 92% men and 8% women. 49% sleep rough, 21% are in council or housing association flats, 7% in hostels, 9% stay with friends and 8% are in squats.

Through the advice team we have been able to place in accommodation over 200 people this past year. We have continued to provide further help to people once they have been accommodated. For instance, in exchange for a small donation towards petrol, we have provided them with furniture. We have also assisted in their resettlement by helping them deal with all the formalities to do with their tenancies and welfare benefits. Through hard work and dedication, our Eastern and Central European specialist advice worker has placed over 50 people in employment. For detailed statistics, please consult our advice service reports.

Our innovation this year is that we have set up an education and training service to increase the literacy, numeracy and IT skills of our service-users and to counter the social exclusion they experience as a result of poverty. Teaching is offered by volunteer teachers and teaching assistants. The impact it will have on our clients will become evident over the next year. One

¹ Graham Bowpitt and Peter Dwyer (2011) *'Almost like your friends': Day centres and multiple exclusion homelessness*
Nottingham Trent University

service-user has already told me how eager he is to start using a computer for the first time in his life. He may not be typical of all those who will come to the education and training service, but it is fair to say that homelessness and poverty prevent people from accessing what for most people in the UK is now taken for granted in so many areas of life, for shopping, finding valuable information, job hunting, personal development, socialising, etc.

These are some of the things that your generosity and commitment to our vision has enabled us to do. We are grateful to the R.C. Archdiocese of Southwark which provides the premises we operate from, the many churches of all denominations who support us generously, our trustees and all people of goodwill. I am grateful too for the commitment, dedication and skill our staff and volunteers have shown. Thank you!

Treasurer's Report

**By
Tony Charlton**



Included within this annual report is the statement of financial activities and the balance sheet for the year ended 31st March 2011.

Our income and expenditure report shows that our income was £412,325 and our costs for the year were £421,052 and we therefore had a deficit for the year of £8,727. This follows on from a deficit of £4,863 in the previous year. Therefore, in the past two years we have spent £13,590 more than we have received. Despite this, the balance sheet still shows healthy reserves with our total net assets amounting to £211,504 at the financial year end.

The income of £412,325 was considerably lower than the £435,184 that we received in the previous year. However, our costs decreased by almost £19,000 compared to the previous year and this helped to make the deficit more manageable.

We continue to make a provision of £50,000 in our accounts to cover any costs that we might incur as a result of the redevelopment of the Manna Centre which is expected to take place in the next year or two. We have no idea what expenses we would incur if that were to happen and therefore we think it prudent to make a provision for some estimated costs now, at a time when our balance sheet is healthy. We may have to think again about that provision if nothing has happened by the end of the current financial year or if our reserves are drastically reduced as a result of the current financial climate.

Although this report is supposed to focus on the year ended 31st March 2011, it is also the right place to talk about our present financial position. We are currently forecasting a deficit of around £65,000 - £75,000 for the present financial year. Fortunately we have the reserves to cover this but an annual deficit of this size is not something that we could cover indefinitely. We therefore need to work hard at raising extra funding or alternatively we will have to take a hard look at the services we offer.

At present, our running costs are slightly below £36,000 per month and so our reserves are enough to cover six months' overheads, which is in line with the Charity Commission's recommendations. Our overheads have increased because we have given our staff an increase, because we feel they deserve it, particularly because of the extra work involved due to the increase in the number of users of the Centre over the last year or two. Another reason for the increase in overheads is because of the expenses we expect to incur as a result of the new services which we are offering this year, most particularly the new educational project which starts this September.

Although our financial position is not as good as it was it is still healthy, and each and every one of our donors is responsible for enabling us to be in that position. I am therefore taking this opportunity to thank everybody who has donated money and/or goods and services in the past year. It is also the right time to thank the Roman Catholic Diocese of Southwark for the use of this building, without which we would simply be unable to function. Also, I must thank all the staff and volunteers at the Manna for all the hard work that is involved in making this such a friendly and welcoming place for our users to visit.

“A Perfect Storm”
By
Margaret Shapland
Housing & Welfare Advice Worker



A recent article written by Patrick Butler of The Guardian made reference to the maelstrom that is impacting housing and homelessness in the current economic climate and against the background of cuts. I make no apologies for quoting part of the article below:

“Homelessness, that most visceral signifier of hard times, is on the rise and shaping up to be not merely another policy embarrassment for the coalition, but a fully fledged social crisis. The number of people in England presenting to their local council as homeless rose by 23% in the first three months of this year, compared with the same period in 2010. The numbers of people sleeping rough on the streets has also started to climb. That 23% figure does not tell the full story: some councils in London – Hackney, Bromley, Islington, and Haringey— saw year on year rises in homeless applications of between 80% and 99%.

These statistics, troubling in themselves, are only the first wave. They refer to people, by and large, uprooted by the reverberations of the financial crash of 2008 and the resultant economic downturn. They do not yet show the impact of public spending cuts which came in on 1 April or housing benefit changes, which will start to be felt from January 2012. When these filter through, the homelessness graph is likely to rise dramatically”

We can only see the need for our service increasing into the future – as it stands; the increase in activity from the financial year 2009-10 to that just finished - 2010-11 - is evidence of the demand for the service. Let's look at what we have seen in activity over the last year.

The Advice Service

- 941 clients seen – an increase of 7% from last year
- 1857 visits to the service – an increase of 49% from last year
- 216 housing placements – 62% of all clients who approached us looking for housing advice
- 3503 consultations on various topics with clients – an average of 3.72 per client
- Service offered for 314 sessions; 88% coverage

Service attracting more external service users

The major changes that we see in the service is that it has become a service that attracts a significant number of service users who are not service users of the centre per se but come particularly to use the advice services. This is partly driven by the increase in female advice service users – up to 26% of all clients seen compared to 18% in 2009/10. This is mainly due to word of mouth recommendation. It is also driven by the fact that the services being offered by other agencies are being reduced or losing funding. For example, Threshold, who ran 2 services aimed at placing people in private rented accommodation in Wandsworth and Hammersmith & Fulham, have ceased to provide this service, so access is becoming more limited for people, resulting in increased activity for services such as ours – this is just one

example in an voluntary sector environment which is subject to a substantial level of upheaval and change. The only factor that dictates how many people we can serve is the number that we can effectively deal with during the advice sessions – there is no doubt that there is more demand than we can currently satisfy.

Shift to a younger client group

The age profile of the service is also becoming much younger with the largest single age group being 25-34 (31%) up from 26% last year when 35-44 was our largest single age group. Overall 40% of our service users are now under 35.

Changes in the amount local authorities will pay in Housing Benefit

We know that over the past years the direction of travel for homeless resettlement has been to the private rented sector. Unfortunately with the anticipated change in local housing allowance for under 35s due to come into force next year (where they will be given the single room rate only as opposed to having access to rents for a studio or one bed flat), many landlords have already withdrawn properties for under 35s and we have been helping clients to move from properties that will be beyond their means from 2012.

At the current time, the number of spaces we can access for those under 35 with no local connection and few support needs is very restricted. Centrepoin, a young person's charity offering accommodation among other services to under 26 year olds is considering redundancies in their service so that gives you an idea of how services are changing.

Increased migration to the capital and South-east

We are also experiencing the effects of migration to London to seek work as employment opportunities for our clients seem to have reduced. We can expect this to increase as times get tougher. This may be notional as statistics indicate that the employment position in London may not be as rosy as our clients suppose. The issue surrounding such migration is an issue as this will again create even more pressure on housing resources. Looking at recent research published by LSC, the projected increase in the population in London will be at a faster rate than the UK average reaching a total of 8.1 million by 2012.

Some lateral thinking on expanding housing opportunities

We have developed relationships with a number of landlords but our aim is to increase that number by attending Landlord's forums held in each London Borough, which we have started to do, and working in partnership with one of our sister agencies to grow the number of landlords we can access.

We have also looked at whether the society should directly look at taking over leases or assured tenancies ourselves to increase the amount of housing opportunities. At the moment, this is in the evaluation phase, having talked to Kingston Churches Action on Homelessness about their model; currently, they run 10 shared houses. There are risks and constraints associated with such a move and we need to tread carefully with any project that might involve a financial risk, especially in straitened economic times.

As it stands our service in housing has housed a substantial number of individuals but most of our clients will not have been housed immediately; due to the pressure of persons wanting to access that housing, they have had to join waiting lists and the average turnaround is now about 6 weeks, depending on how flexible clients are prepared to be. To help us facilitate those clients who cannot stay with friends or extended family, we have built stronger links with the two night shelters that are open on a permanent basis. This has helped us to place more people with them temporarily so that we can work more intensively with them to place these clients in more permanent accommodation. There is a "quid pro quo" in that we do help them to re-house clients who have come from other sources.

The people who pass through our doors

We often talk about the pleasure that seeing a positive outcome has – it buoys us up as workers and obviously it has a positive effect on the lives of clients. I am just going to mention a few of those who have worked with us over the past year.

Leonora came from Eritrea and was a forced conscript into the Eritrean army – she disagreed politically with the aims and ethos of the regime and so she fled taking a tortuous and circuitous route through a number of countries to claim asylum in the UK. As is the case for many asylum seekers the National Asylum Support Service (NASS) moved her to an area outside London. During the time she waited for her asylum claim to be decided, she was subject sadly to racial harassment in that area – eggs were thrown at her and she was the recipient of verbal abuse. She is by nature a timid girl and this sort of assault really impacted on her mental health. She took the very brave step once her leave to remain had been granted of getting on the first bus out of the area. She came to London without knowing anyone or having anywhere to stay. She approached us and we were able to place her in a night shelter on a temporary basis. She has a gastric problem which means that she ideally needed a placement where she could self-cater – we also felt that due to her experiences, she needed to be with a housing provider who could provide her with some support. We placed her in a really lovely all-women hostel in Westminster, where there is no fixed length of stay but where she can take her time to build her self-confidence, go to college and get ready to make a contribution to the society that has given her a new home.

Firenz and Mirela are a Romanian couple whom we have known for some years and of whom we are very fond. Over the years we have helped them with temporary accommodation, placed them on training courses and provided them with basic subsistence during the periods when they did not have work. Earlier this year, they completed a course of training for employment as security officers. They managed to afford the training but to gain employment in the security industry; you need a licence and once granted you are issued with a card. The only problem is that each of these badges costs £240 each. So, the work started to find an organisation that was prepared to fund the fee so that they could seek legitimate work. To do this, we obtained references and letters of recommendation from various supporters including the church as neither had recourse to public funds in the UK, so could not make an application for a Social Fund loan of some kind. We tried three funders, were turned down by two but eventually we obtained the funds to get their licences and they have recently sent off their application for their licences. They are so happy and as ever, so grateful for anything you do for them.

Charles is a long-time centre user – he is housed in a flat in Camden having lived in a hostel previously for four years. He is in receipt of Jobseekers Allowance but he does appear to have some learning difficulties which mean that he sometimes does not fulfill the criteria for his Jobseeker's agreement, thus causing his claim to be sanctioned or stopped and he is unable to deal with correspondence from the various bureaucracies you come into contact with if you claim benefits for your housing costs and personal costs. He really does try to meet the demands of the Department of Work and Pensions but he gets very anxious and agitated and just cannot cope. He does have a Tenancy Sustainment Worker but does not engage with her, not making himself available for meeting or not being available in his property when she comes by to see how he is doing. The net result of this behaviour was that his rent was in arrears by nearly £2,000; his housing officer was considering sending in the bailiffs as there was already a suspended possession order on the property and he was in severe danger of losing his home. Strangely, he seems quite happy to work albeit in a limited way with us. So, we obtained his permission to speak directly to the Department of Work and Pensions and the local authority responsible for his housing benefits as a first step. We requested records of his rent payments, housing benefit payments and breaks in his claim for JSA. Bringing all that information together, we were able to write a letter explaining the circumstances surrounding this client as it is

possible to argue that the local authority housing benefit department was not aware of material facts in relation to Charles' background and behaviour. They accepted this and we were able to get back-payments of housing benefit to wipe out his arrears. I have to say this is an ongoing problem for him, so we expect to be doing more letters of this kind until the point where he can claim Pension Credit.

The above, I hope, gives you a flavour of the kind of diverse work we get involved with. We have a very wide remit – it is one reason why we continue to enjoy what we do as there are always fresh challenges or new elements to take into consideration.

It is a period of colossal change and we hope to live through it and still provide the kind of services that our clients value. The Manna Centre has always been a place where people know they can come and get help, where ever they came from or whatever their need.

Manna Centre Survey results - Monday 13th June 2011

	Numbers	%
Male	169	92
Female	15	8
Sleeping Rough	91	49
Council/HA flat	39	21
Friends	17	9
Squat	14	8
Hostel	12	7
Other	11	6

Ethnic Origin		
	Numbers	%
CEE (A10)	66	36
English	38	21
Black African	24	13
European	14	8
Irish	9	5
Scottish	9	5
Asian	8	4
Black British	7	4
Black Caribbean	5	3
Other	4	1

Central & Eastern Europeans (A10s)		
	Numbers	%
Poland	25	38
Lithuania	9	14
Romania	9	14
Czech Rep	3	5
Latvia	8	12
Slovakia	4	6
Hungary	5	8
Bulgaria	1	1
Estonia	1	1
Croatia	1	1

Western Europeans		
	Numbers	%
Portugal	4	29
Spain	4	29
France	3	21
Italy	2	14
Cyprus	1	7

Other		
	Numbers	%
USA	1	25
Azerbaijan	1	25
African	1	25
Not declared	1	25

A10 Advice Service
By
Milena Koczaska
Central & Eastern European Advice Worker



A10 Advice service in numbers

This report covers the period from 01/08/2010 until 31/07/2011. In that 12 month period we saw 791 clients seeking advice. In total there were 1,575 single visits. Normally we would see 6-7 clients per day. In order to offer clients a more detailed and comprehensive service we decided to limit the number of clients seen each day. As a result the number of single visits was down on previous years.

We saw a smaller number of Polish clients than the previous year 57% this year (76% in 09-10). The second largest group were Lithuanians 15% this year (7.5 % in 09-10), and the third Latvians 11.5% (8% in 09-10). Other nationalities seen were: Romanians 5%, Czechs 3.5%, Slovaks 2.5%, Bulgarians 1.5%, Estonians 1% and the remaining 3% were Ukrainian, Hungarian, Austrian, Spanish, and German citizens. Overall 92% of the clients were male and 8% female (85.5% & 14.5% respectively in 09-10).

Many of our Eastern European clients are sleeping on the streets. The numbers vary depending on the time of year (from 44% in January and April 2011 up to 65% in August 2010). Our statistics show that from November until April the number of rough sleepers seen was decreasing. Overall we saw more rough sleepers than in 09-10. Unfortunately the number that we have been able to refer to short life accommodation (Highway of Holiness, Shelter from the Storm, Missionaries of Charity & the ROBES Project) has gone down during the year.

Wide range of services provided

Whilst other agencies offer selected help to A10 Nationals e.g. with employment or accommodation, we offer a very comprehensive service and try to tackle whatever issue the client presents with. As a result various organisations/institutions refer their clients to us from other parts of London in the belief we will do all within our power to solve the client's problem. Many clients are referred to us for issues connected with ID documents, employment and/or tax issues. Other referrals are for people in desperate situation. For instance a mother sleeping rough with her four children was referred to us. And in another case a pregnant woman whose partner had abandoned her with no income and no access to benefits. We do our best not to send people away but look for solutions even in the most challenging of situations.

Work opportunities and rent payments

Most advice consultations were connected with employment (approx 50 consultations per month during the winter period and over 100 in the spring and summer). Our efforts resulted in getting about 55 clients into employment.

It is very difficult for our clients to find employment in the late autumn and in the winter. This is because factories offering seasonal work lay off a large number of employees, farms close down and many construction sites limit the scope of their operations. Unwanted workers, the majority of whom not entitled to any government support, return to London seeking help from day centres.

Things start to improve from March when seasonal jobs become available again. As soon as the Blue Arrow recruitment agency in Chichester began recruiting in 2011 we organised caravan accommodation for 6 of our clients (3 Latvians, 2 Lithuanians and 1 Polish). We covered their travel costs, gave them some food parcels and Tesco vouchers (paid from Polish

Consulate funding) to help them settle in. On arrival in Chichester they attended an induction/training day and started work the next day. We covered their rent until our clients received their first pay-packet and they remained in the caravan for 3 months until they found more permanent accommodation. The majority of these clients are still living and working in the Chichester area.

Thanks to the opportunities that the internet offers three other Polish nationals found employment through the A10 Advice Service. The Staff Finder agency in Hull offered them work after our advisor found a relevant job advertisement on the internet and made a phone call. The agency asked for the 3 candidates to come to Hull as soon as possible. They left the following day on a coach with tickets booked by the Manna Centre. One of those clients had previously worked as a butcher in Ireland before becoming unemployed. His wife who had stayed in Poland was sending him messages informing him that she did not have enough money to feed their two children. As a result he was desperate to find work and came to see the A10 advisor daily in the hope of finding a job. After the job opportunity had arisen, our advisor talked with his wife on the telephone to pass on the good news. She cried tears of joy and was very grateful for the support we had been able to give to her husband.

Unfortunately, as in previous years we are not able to help all of our clients find employment or accommodation. One of the reasons of course is because a number have alcohol dependency problems. Another factor however is that agencies/employers often fail in providing employees with full time work. They accept new candidates willingly but then only offer them 2-3 days work per week. The wages on offer of £70 - £100 per week is not sufficient to cover accommodation and living costs. This has happened to a number of our clients.

Due to the seasonal nature of their work we expect some of our clients to return to London and to us between October and December. However due to the changes affecting Home Office Registration most of them will be eligible for Job Seekers Allowance. This option will save some from sleeping rough again, others may be lucky to find employment for winter.

Our Employers database is becoming larger each year thanks to the internet; the Federation of Poles (who refer employers requiring Polish Staff to the Manna); and our clients who provide us with relevant information, knowing how important it is for us to widen our network of potential employers. The task for the coming year will be to further develop good relations with potential employers and landlords.

ID documents

In some cases we cannot start a job search for an individual in need because of lack of identification. We have to apply for a passport first. It is relatively easy to do so for Polish nationals but more difficulties arise for Slovaks, Lithuanians, Latvians and Czech nationals with no id. The Polish Consulate in London has been extremely helpful in supporting our homeless Polish nationals. The Latvian Consulate is always willing to arrange prompt passport appointments for our Latvian clients but is unable to cancel the passport fee.

Our good relations with the Polish Consulate have resulted in us obtaining one year passports for 31 of our Polish clients. Although the rules concerning one year Polish passports changed in February 2010 (one year passports are being issued now in emergency situations only, such as serious illness, for funerals etc), we are still able to support our clients, if their documents are lost or stolen.

Not only has the Polish Consulate issued passports minus the usual consular fee but they have also issued passports very quickly in an emergency. At least three clients benefited from their kindness. When employment agencies in Chichester and Bognor Regis began to recruit new

candidates it was very important to register with them immediately. Three of our clients who were very keen to register had no id documents. Once they had applied for passports we contacted the Consulate on their behalf explaining the situation. The Consulate issued the passports within a few days and the clients travelled to Chichester within a few hours of receiving them.

Other organisations have helped in supporting our clients also. We applied for and received funding from the Acts 4:35 charity which allowed us to pay for 3 Latvian passports at £66 each. One of our Slovakian clients walked 40 kms to London to escape a rogue employer who paid £20 for 8 hours hard manual work. In his hurry to leave he forgot his id documents, leaving them hidden in the caravan where he had previously slept. On contacting the Slovakian Embassy we were told that it would take 6 months before our client could obtain a new passport. If he was to find employment before then he would need to retrieve his id documents. He decided to risk returning to the caravan (during the day in order not to meet his former employer) and pick up his documents. We paid for a return ticket so he was able to retrieve these essential documents.

Benefits and housing matters

As most of our A10 clients have no entitlement to housing or welfare benefits I am only called on occasionally to address these issues.

H, one of our regular clients aged over 60 (who works 10-15 hour a week) applied for Pension Credit with our support. He was asked to send in his recent payslips which he did immediately but his claim was turned down. The Adjudicator at the Department of Works & Pensions (DWP) had decided that H was not entitled to Pension Credit as he had left his employment. As this was incorrect we requested the DWP to review the decision, sending them proof from H's employer confirming his employment. The DWP revised their decision in H's favour and all the outstanding payments were released immediately.

With the help of Manna's Housing & Welfare Advice service, we also won an Employment and Support Allowance (ESA) appeal. M had originally applied for ESA via Providence Row Advice Service, as she used to live in a Providence Row's hostel at the time. M suffered from cancer and depression but the DWP had concluded that she was healthy enough to support herself without ESA and her claim was turned down. She came to us for help to appeal against this decision and I agreed to represent her. Thanks to Margaret, our Housing & Welfare Advice Worker's experience and knowledge, we were able to put forward very strong arguments refuting the original decision. Both Margaret and I attended the Tribunal Service hearing and after a few days we received the good news that we had won our case.

We expect quite a few of our clients who seasonal summer work finishes shortly to come seeking help with their Job Seekers Allowance claims.

Tax and NINO related issues

We encounter clients who registered as self employed but have no knowledge of the tax system and are unaware that they need to complete and submit a Tax Return. They come to us with HMRC penalty statements showing they owe several thousand pounds. The reason for such large tax bills is a combination of fixed penalties for not submitting tax returns plus an estimated tax bill as to how much tax is due. Normally these clients have no idea as to what their income for a particular year would be. We gather all the relevant information together by contacting all former employers and/or contractors either by phone or letter. It's a rather time consuming task but a worthwhile one in that our clients pay the correct amount of tax.

K approached the A10 Advice Service with a tax statement showing he owed HMRC approximately £4,000. He registered as self employed a few years earlier but had never actually worked as such and never submitted any self assessment forms. We contacted the HMRC helpline informing them that K had never done any self employed work and that the outstanding Tax Returns would be submitted very soon. Two advice sessions were enough to clear the situation up and K has now nothing to pay to HMRC.

We book 2-4 appointments monthly for our new clients to apply for National Insurance Number. Clients always attend the appointment with 2 letters issued by Manna. One of them confirms that they have been seeking employment and the second one gives them permission to use Manna's address as his/her correspondence address. All of our clients who applied for National Insurance Numbers last year were granted them.

New system (priority clients)

We introduced a new system in November 2010 so that we can prioritise clients. Two places on the Advisors daily lists are reserved for those whom the staff feels have the greatest needs or need to be seen in order to complete a piece of work already began. It gives us the opportunity to help those clients who may not get on the (first come first serve) list otherwise. Also this system allows the Advisors to manage their workload more efficiently and smoothly. In terms of finding employment for our clients it allows us time to put in place all the necessary requirements, e.g. tickets, directions to place of work, arranging accommodation etc.

Representing clients outside

Another important part of the A10 Advisor's job is to attend outside appointments with our clients. From August 2010 to the end of July 2011, 50 appointments have been attended. These have included assisting clients at: Barclays and Lloyds Banks; London Bridge Jobcentre Plus; visits to Southwark Police Station, St Thomas', Guys and King's College Hospitals; Tax Office in Stamford Street, Hope Worldwide, Southwark Law Centre, Tribunal Service, and meeting landlords. Without this assistance many important issues would not have been resolved.

And finally I would like to thank the following organisations for their grants which have been of great assistance to our clients: WRF (£600), Acts 435 (£200), The Federation of Poles (£450), The Embassy of the Republic of Poland/Consulate (£1,000) and London Catalyst (£1,000)
Thank you!!!



The Manna Society

Statement of financial activities for the year ended 31 March 2011

	Restricted Funds 2011 £	Unrestricted Funds 2011 £	Total Funds 2011 £	<i>Total Funds 2010 £</i>
Incoming resources				
Incoming resources from generated funds:				
Voluntary income	23,805	374,958	398,763	425,539
Investment income	-	9,497	9,497	9,645
Total incoming resources	23,805	384,455	408,260	435,184
Resources expended				
Costs of generating funds:				
Costs of generating voluntary income	-	9,052	9,052	9,718
Charitable activities	28,112	380,950	409,062	427,454
Governance costs	-	2,938	2,938	2,875
Total resources expended	28,112	392,940	421,052	440,047
Net resources expended before transfers	(4,307)	(8,485)	(12,792)	(4,863)
Transfers between Funds	(2,783)	2,783	-	-
Net resources expended before revaluations	(7,090)	(5,702)	(12,792)	(4,863)
Gains and losses on revaluations of investment assets	-	4,065	4,065	-
Net movement in funds for the year	(7,090)	(1,637)	(8,727)	(4,863)
<i>Total funds at 1 April 2010</i>	<i>11,090</i>	<i>209,141</i>	<i>220,231</i>	<i>225,094</i>
Total funds at 31 March 2011	4,000	207,504	211,504	220,231

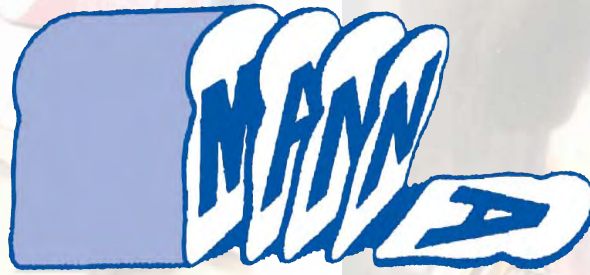
All activities relate to continuing operations.

The Manna Society

Balance sheet as at 31 March 2011

	£	2011 £	£	2010 £
Fixed assets				
Tangible fixed assets		9,347		9,522
Fixed asset investments		26,593		22,442
		35,940		31,964
Current assets				
Debtors	1,000		1,590	
Cash at bank and in hand	272,772		279,864	
		273,772		281,454
Creditors: amounts falling due within one year	(48,208)		(43,187)	
		225,564		238,267
Net current assets				
		261,504		270,231
Total assets less current liabilities				
Creditors: amounts falling due after more than one year		(50,000)		(50,000)
		211,504		220,231
Net assets				
		211,504		220,231
Charity Funds				
Restricted funds		4,000		11,090
Unrestricted funds		207,504		209,141
		211,504		220,231
Total funds				
		211,504		220,231

The financial statements were approved by the Management committee on 31 August 2011 and signed on their behalf, by: Tony Charlton, Manna Society Treasurer.



A day in the life of the Manna Centre

- **Approximately 150 - 200 people use our services every day (7 days a week)**
- **50% Sleeping on the streets**
- **Over 200 free lunches served**
- **Over 100 use our toilet facilities for a wash or a shave**
- **Over 40 have a shower**
- **35 use the clothing store (Twice a week)**
- **12 use our advice services**
- **5-6 use our medical services**

