

METRO CENTRE LIMITED
ANNUAL REPORT & ACCOUNTS
YEAR ENDED 31ST MARCH 2022

METRO CENTRE LIMITED
LEGAL & ADMINISTRATIVE INFORMATION
YEAR ENDED 31ST MARCH 2022

METRO CENTRE LIMITED

A PRIVATE COMPANY LIMITED BY GUARANTEE WITHOUT SHARE CAPITAL

COMPANY REGISTRATION NO. 02716101

CHARITY REGISTRATION NO. 1070582

TRUSTEES

Barry Blakelock (Appointed 27/4/22)
Dawn Brown, Vice Chair (Re-appointed 27/4/22, Elected 25/5/22)
Gwen Bryan, Chair (Re-appointed 27/4/22, Elected 25/5/22)
David Burgess (Re-appointed 27/4/22)
Barbara Gray (Re-appointed 27/4/22)
Simon Hall, Treasurer (Re-appointed 27/4/22, Elected 25/5/22)
John Ley (Re-appointed 27/4/22)
Ray Seabrook (Re-appointed 27/4/22)
Alison White (Re-appointed 27/4/22, Resigned 27/7/22)

REGISTERED OFFICE

METRO Woolwich, Equality Community Hub, 1st Floor, Equitable House, 7 General Gordon Square,
London, SE18 6FH

SENIOR MANAGEMENT TEAM

Andrew Evans, Interim CEO, and appointed as CEO on 18/4/22
Joel Robinson, Interim Director of Operations, and appointed as Director of Services on 4/10/22
Mark Delacour, Director of External Affairs
Naomi Goldberg, Director of Strategy

ACCOUNTANTS

William Price & Co Audit Ltd, Westbury Court, Church Road, Westbury-on-Trym, BS9 3EF

BANKERS

Cooperative Bank, 151 Lewisham High Street, London SE13 6AA

SOLICITORS

Grant Saw Solicitors LLP, Ground Floor, Wood Wharf Building, Greenwich, London SE10 9BB

METRO CENTRE LIMITED

TRUSTEE DIRECTORS' REPORT

YEAR ENDED 31ST MARCH 2022

The Trustees, who are also Directors of the charity for the purposes of the Companies Act, submit their annual report and the audited financial statements for the year ended 31 March 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2019 and the Financial Reporting Standard for Smaller Entities (effective January 2015) in preparing the annual report and financial statements of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Metro Centre Ltd (METRO Charity) is a company limited by guarantee governed by its Memorandum and Articles of Association as revised 12/05/08. It is registered as a charity with the Charity Commission. Full membership is open to all individuals whom the Board decides to admit to membership, but at all times at least 60% of the full membership shall comprise people who identify as lesbian, gay, bisexual or transgender. There are currently 91 Members. Our current estimate is at least 50% of the full membership comprise of people who identify as lesbian, gay, bisexual or transgender. While this is slightly lower than our target by approximately 5 members, we are working with the membership, and a newly introduced human resources system, to firm up this data we have available as this may change. There is a provision for Associate Membership, without voting rights, which may be held by community partners. There are currently 485 Associate Members.

Appointment of Trustees

As set out in the Articles of Association, all Trustees must retire and, if they wish, stand for re-election at the Annual General Meeting. Elections follow due process including written nominations signed by a nominator and seconder submitted in advance of the AGM with an election statement circulated to the membership who votes by confidential ballot with the provision of proxy voting for members unable to attend the AGM.

The Board may co-opt up to two new members in any year, provided that this does not result in its maximum permitted number of members (twelve) being exceeded. Officers are usually appointed annually at the full first Board meeting after the AGM. The AGM for 2022 was held in April, continuing to keep us back on our usual annual cycle.

We continue to strive to maximise the diversity of our Board of Trustees & Management Committees.

Trustee Induction and Training

A transparent, holistic, and robust system is in operation for Trustee recruitment, which initially follows procedures and policy set for all volunteer recruitment. Reflecting best practice, both Senior Management and existing Board members are actively involved as recruitment moves through standardised stages beginning with informal provision of information about the role and organisational expectations to more formal procedures involving application, references and interview. If all stages are satisfactorily achieved, and the recruitment panel approves, a probationary period is undertaken with probationers participating in a comprehensive programme of induction guided by an experienced Mentor assigned to each individual. Cornerstones of the probationary process include regular Mentor/Mentee meetings using induction checklist focusing on the attainment of a holistic understanding of the organisation's history and operations, ability to contribute at a governance level, financial oversight, ability to contribute to strategic organisational development and adherence to the seven Principles of Public Life, as well as METRO's vision, ethos and equality and confidentiality policies.

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We have a system in place that requires Trustees and senior staff to declare any interests that might conflict with their role.

An annual Trustee Skills Audit and feedback from the work plans of the Finance and HR/Policy Sub Committees of the Board shapes the annual programme of training undertaken by all Board members along with METRO's Senior Management Team. .

In 2020, the Board of Trustees introduced an Effectiveness Review as a mechanism for ongoing improvement to the charity's governance, an action plan developed from these reviews continues to be delivered against.

Organisation

The members of the Board of Trustees also act as the Company Directors of the METRO Centre Ltd. A maximum of twelve members administer the charity meeting bi-monthly, with sub-committees meeting quarterly. There are currently two sub-committees, one for Finance, which is convened, by the Treasurer and the other for Human Resources and Policy that is convened by another Trustee. Each has agreed Terms of Reference, which allow essential work to progress, with recommendations regarding key decisions brought to full Board meetings. Additionally, there are three management committees, which report to the full Board: METRO GAD, METRO VAL and METRO GAVS. Ad hoc working parties are created by the Board from time to time, working with the SMT on specific time-limited projects. The Trustees have appointed the Chief Executive Officer to carry out the operational matters of the charity with delegated authority and overall responsibility for employment and staffing, financial management, income generation, contract negotiation and compliance, organisational development, service delivery, research, monitoring and evaluation.

2020 saw the introduction of the Remuneration Sub-Committee, which allows for the transparent, fair and competitive setting of salaries for posts at Director grade and above.

Community Partners

METRO continues its close working relationships with a number of statutory, academic, commercial, and community organisations as well as establishing important new partnerships. Ongoing significant community and academic partners include: Positive East, Spectra, NAZ, Prepster/The Love Tank, Número de Serie, QUEERCIRCLE, Staying Out, London Friend, Turning Point, Yorkshire MESMAC, Equality Network (Scotland), The Rainbow Project (Northern Ireland), Birmingham LGBT, Brandon Centre, Age UK Bromley & Greenwich, Mencap, Bromley Lewisham & Greenwich Mind, Advocacy in Greenwich, Volunteer Centre Greenwich, GriP, Southwark LGBT Forum, Her Centre, Charlton Athletic Community Trust, Healthwatch Greenwich, Lewisham Refugee and Migrant Network, University of Greenwich, NAM, GMFA, University of Chichester, Antwerp University College of Applied Science, Odisee University College, King's College London, Anglia Ruskin University, NIHR ARC South London, Bishopsgate Institute, Africa Advocacy Foundation, BHA (Black Health Agency), Healthwatch Lambeth, STI AIDS, National AIDS Trust (NAT), British HIV Association (BHIVA), The King's Fund, Terence Higgins Trust (THT), Charlton Invicta FC, Medway Pride and Greenwich and Docklands International Festival (GDIF)

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Important statutory partners include the Royal Borough of Greenwich, Kent County Council, Medway Unitary Authority, London Borough of Lambeth, London Borough of Bexley, London Borough of Bromley, London Borough of Lewisham, London Borough of Wandsworth, London Borough of Richmond Upon Thames, London Borough of Southwark, London Borough of Sutton, London Borough of Tower Hamlets, London Borough of Merton, Royal Borough of Kingston Upon Thames, Croydon Council, London Borough of Hounslow, Essex County Council, East Sussex County Council, Hertfordshire County Council and many other Local, Police and Health Authorities in South London, Kent, Medway, Essex and West Sussex. Key health partners include Public Health England, HIV Prevention England, NHS England, Greenwich CCG, Lewisham CCG, Lambeth CCG, Bromley CCG, Bexley CCG, Southwark CCG, Oxleas NHS Foundation Trust, Central London Community Healthcare NHS Trust, Kent Community Health NHS Foundation Trust and Central and North West London NHS Foundation Trust.

Important commercial partners include Prowler, Friendly Society, Ye Olde Rose & Crown, M&S, Sainsburys, Tesco, IKEA Greenwich, Crooked Door Design, L33, DHTS, Pioneer Print, Berkeley Homes, Google, Microsoft and WorkNest.

At a national level, METRO continues to be a London partner for HIV Prevention England, leading the GMI Partnership, working with MSM and African people, with other strong relationships with, or membership of, Kent/Medway LGBT Forum, African Health Policy Network (AHPN), the Sex Education Forum, the National HIV Providers Forum, the Department for Education Advisory Group on Mental Health Peer Support for Children and Young People, the National LGB&T Partnership and the Consortium of LGBT VCOs.

Volunteers

METRO gratefully acknowledges the role played by the many volunteers who give their time, skills and energy to the organisation, fulfilling a variety of roles from outreach and design work through counselling and mentoring, to fundraising and event organising. There are currently 75 active volunteers participating in the charity's activities, making a unique contribution to their communities.

Risk Assessment

METRO undertakes comprehensive contingency planning which complements an integrated risk assessment strategy. Together these practices ensure rapid and systematic responses to risks as they arise in order to mitigate and minimise any potential impact. Specific practices include:

- Regular departmental risk assessment exercises with impact assessments created for all new projects and significant organisational changes;
- Departmental Risk Registers which feed into the Central Risk Register maintained by the CEO and analysed bi-monthly at full Board of Trustees meetings, which also include periodic risk registers including currently a Coronavirus Risk Register;
- Adoption of a quality assessment scheme to continually improve systems and practices in all areas of operation;
- Adherence to comprehensive Information Governance policies and GDPR legislation;
- Project management training for staff in management roles;
- A comprehensive Raising Concerns at Work Policy, outlining how team members should proceed if they believe something is not right
- Strengthened financial management software, protocols and procedures; and
- Careful management of reserves.

METRO CENTRE LIMITED
TRUSTEE DIRECTORS' REPORT
YEAR ENDED 31ST MARCH 2022

OBJECTIVES AND ACTIVITIES

The charitable company is established for the promotion of any charitable purpose for the benefit of any members of the community experiencing issues related to sexuality, identity, gender, equality and diversity, including by focusing on:

- i) Challenging homophobia and heterosexism and acknowledging that they have a significant impact on lesbian, gay and bisexual people and those questioning their sexuality;
- ii) Working in the field of sexual health promotion, HIV prevention and HIV support;
- iii) Providing services, which promote health and well-being, and to empower individuals, including the provision of support, advice, information, advocacy, resources, counselling, group work, outreach services, community development, capacity-building, campaigning, leadership advice, research, clinical services, consultancy, training and education.

VISION

METRO's vision is for a world where diversity is celebrated, difference respected and valued, and where optimum health and wellbeing for all is a collective goal.

MISSION

Working collaboratively with our staff, volunteers, users, partners and supporters to make a difference to people's lives, we champion equality, nurture aspiration, embrace difference and challenge others to do so. We promote health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity and identity, and use our unique insight from these transformative services and our diverse heritage to influence decision makers and to effect positive change.

VALUES

Innovation – We strive to deliver cutting edge, creative and entrepreneurial solutions to the individual, cultural, economic, historical and social problems we identify.

Insight – Our services and our change agenda are informed by our understanding of the power of human connection and relationships and our unique relationship with the people and communities we work with and for.

Integrity – We believe in the transformative power of inclusive services, products and experiences that are accessible to all.

Investment – We support the aspirations of all of our members and users, and embrace these aspirations to ensure the sustainability of the charity through entrepreneurialism and social return on investment.

PUBLIC BENEFIT

The Board of Trustees is aware of the Charity Commission requirement to report on the work of the organisation regarding how it delivers public benefit. The Trustees believe that much of this is demonstrated in this year's Annual Report. METRO's objectives are aligned with those of national and local strategies for sexual and reproductive health, community, mental health, youth and HIV,

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specifically in relation to sexuality, gender, equality, diversity and identity. These external strategies are reflected in the organisation's Strategic Plan for 2018 – 2023, aligned with our refined Vision, Mission and Values. This Annual Report demonstrates progress towards achieving these objectives and illustrates our plans and strategies to do more.

ACTIVITIES

METRO's activities are focused on the health and wellbeing, empowerment, independence and inclusion of people experiencing issues related to sexuality, gender, equality, diversity and identity, and community organisations supporting these people. Our activities benefit the community as we support people of all ages to manage their responsibilities, realise their aspirations, make positive choices and achieve their optimum health. We deliver services across a broad range of health determinants, including, sexual and reproductive health, community concerning hate crime, domestic violence and advocacy, mental health, youth services and HIV insight, prevention and support.

METRO encourages and supports individuals to develop skills in order to meet their own needs and therefore engage and make a contribution to their community and society through participation. Following a series of lockdowns and doing our bit in preventing the spread of COVID-19 throughout the pandemic, we have developed a range of new ways of working and delivering services. The majority of these new approaches have been retained, providing greater flexibility and agility to how we work, volunteer and deliver services. This includes the rolling out of hybrid meeting technology in two meeting spaces at METRO Woolwich and in the main meeting space in METRO New Cross, and all desktop computers in our offices being equipped with webcams.

Key developments in line with our Strategic Plan 2018-23, and Balanced Score Cards and Business Plans include:

The continuation and expansion of our innovative service offering:

- Sexual and Reproductive Health
 - We continue to provide truly holistic, innovative and responsive sexual and reproductive health services optimised for the different communities we serve. Providing community screening and testing, outreach, condom distribution and contraceptive services that integrate behavioural interventions.
 - We continue to build relationships with larger mainstream providers to offer specialist sub-contracted programmes, and continue to cement our expansion into west and Southwest London.
 - We continue to deliver our Get it condom offer in Kent, Medway, Wandsworth, Richmond & Merton.
 - We continue to deliver our Pitstop PLUS sexual health one-stop-shop for gay, bisexual and trans men in Greenwich and Medway.
 - We continue to deliver in partnership with Charlton Athletic Community Trust and Oxleas support for young people and parents in the Royal Borough of Greenwich through the Young Greenwich Programme.
 - Our European funded SHIFT project has created a series of short films capturing the challenges faced around sexual health by people over 45.
 - We have continued to host a number of live panel discussions exploring various sexual health topics, including LBT women's health and the SHIFT films above

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YEAR ENDED 31ST MARCH 2022

• Community

- We continue to reflect our commitment to community participation, involvement and engagement, by ensuring that the work of this domain is embedded across the charity's work to harness the power of community organising, and community voice. This is combined with person-centred support, advocacy and peer-led services, including hate crime, food equalities, prostate cancer support and services for disabled people.
- We concluded our UK-wide LGBTQ+ COVID-19 Recovery Fund grants programme, in partnership with NAZ, Equality Network, The Rainbow Project, UmbrellaCymru, Yorkshire MESMAC and Birmingham LGBT, funded by Comic Relief.
- We continue to develop our support and voice service for disabled people, METRO GAD, with screenings and exhibitions around Disability History Month.
- We continue to lead the Connecting Communities Alliance in partnership with Volunteer Centre Greenwich, Bromley Lewisham and Greenwich Mind, Greenwich MENCAP and Age UK Bromley and Greenwich. We continue to grow the wider community use of the Mulberry Centre that we run on behalf of the London Borough of Lewisham.

• Mental Health

- We continue to provide holistic mental health and wellbeing services. Combining treatment for psychological and emotional distress, both clinical and non-clinical, with interventions aimed at identifying and mitigating the cause of distress, as well as supporting individuals and communities to maintain and enhance their mental health and wellbeing. Providing counselling, peer support, group work, advocacy and crisis work.
- Our service expansion to support LGBTQ+ young people from aged eight continues to be a great success.
- We continue to develop plans for a more commercial offering of our mental health services.

• Youth

- We continue to empower and educate young people to reduce the escalation of current and future need as they become adults. Acknowledging that young people face barriers and challenges, which need to be overcome before they are able to access provision. Providing training to providers, running a suite of LGBTQ+ youth groups, groups for young people affected by HIV and one-to-one work with boys and young men.
- Our Trans Youth Support service continues to be very well utilised.
- Plans are underway for the return of our LGBTQ+ Youth Summits in Medway and Southwark, following a pause during the pandemic.

• HIV

- We continue to work across HIV prevention and support, including testing, one-to-one and group behavioural change interventions, information campaigns, training, outreach and condom distribution, advocating for PrEP, as well as holistic support for people living with HIV, including advice and advocacy. We continue to aim for an integrated flow between testing and prevention and/or support, ensuring the moment of a positive or negative diagnosis is not the end of the journey.
- Our HIV Testing Bus continues to be an excellent platform for community outreach.
- We have been delivering our HIV anti-stigma Fast Track Cities London funded work.

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Continued development and analysis of our insight and using this knowledge to influence:

- Our Research Working Group has continued to grow and bring focus to the charity's consumption and production of research.
- We have successfully delivered our first Service User Forum, bringing the voice of service users to the heart of our evaluation and innovation processes.
- Continuing to run Board, management & full team away days to gather insight across the charity.
- Continuing to engage with a number of national and regional organisations and networks to share and gain insight, including the National LGB&T Partnership, the Sex Education Forum, National HIV Providers Forum, LGBT Youth Network, and the National LGBT Hate Crime Partnership.
- Domain Working Groups (DWGs) gathering insight and driving service innovation.
- Continued growth in our social audiences.
- Continued strong internal communications through NEWSROUND, and CEO's Monday Update.

Continued commitment to strengthening and celebrating our integrity:

- Staff and volunteer surveys now run every 6 months.
- New anonymous online feedback form successfully launched.
- Delivery of Board, management and full team away days to ensure feedback from the team and coordination of development.
- Delivering against our Learning and Development Strategy with cross-organisational training and development.
- Investors in People successfully re-accredited.
- Healthy Workplace Accreditation, Achievement level continues to be held.
- We have started the process of consultation around the development of our next Strategic Plan, which will start in 2023.

PRIORITIES

The following priorities have been identified for 2022/23:

<p>Sexual & Reproductive Health</p> <ul style="list-style-type: none">• Diversify our sexual health offering, scaling up the use of digital tools and innovative delivery models to expand access to sexual health education and services.• Increase the visibility of our sexual health services, ensuring that the METRO brand is synonymous with leading sexual health provision.• Provide young people with a holistic package of services to improve sexual health, improving referral pathways and integration between our delivery domains. <p>Community</p> <ul style="list-style-type: none">• To gain funding to support the disabled community of Greenwich, particularly around ensuring their voices are heard within the council and the NHS.• Improve the way METRO GAVS supports the voluntary sector, so that the voices of Greenwich's diverse communities are heard and acted upon across a range of areas, for example health, community safety, the environment, and cohesion.	<p>Communications, Policy and Research</p> <ul style="list-style-type: none">• Continue to grow the team to effectively respond to the needs of the charity.• Support the branding and marketing needs of our entrepreneurial programmes.• Integrate our web platforms to provide a unified experience with richer features and automated insight generation. <p>Policy</p> <ul style="list-style-type: none">• Collaborate on developing and delivering METRO's Race Equality Action Plan.• Contribute to public consultations that relate to our equality and diversity and/or service areas of expertise.• Produce publications associated with our policy positions and outputs. <p>Research</p> <ul style="list-style-type: none">• Increase our evaluation outputs and augment our internal skills base.• Convene METRO's Research Working Group, including new staff members and volunteers in delivering our Research Strategy.• Continue and grow our academic and other research partnerships.
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Mental Health & Wellbeing

- Grow and seek further funding for the LGBTQ+ children and young people's mental health and counselling services.
- Support existing service users to access better generic care, such as more people with mental health issues being able to access further support.
- Grow our Young Greenwich Parenting Support services, to support more parents and families from a range of different communities.

Youth

- Increase youth voice and engagement, through the exciting new social action project My London, and the establishment of METRO's Youth Advisory Panel.
- Increase our physical and outdoor activity offer as we emerge from COVID-19, including a badminton project with Young London, further utilising the METRO Orchards space, and an upcoming partnership around woodland skills and appreciation.
- Improve our offer around life skills, including financial literacy.
- Expand our work around reducing harmful sexual behaviours, and providing support to schools in the wake of the well-documented Everyone's Invited Movement.

HIV

- Consolidate and grow our HIV prevention programmes. Particularly in the light of new technologies such as PrEP, and targeting those who are finding it harder to access PrEP
- Support people living with HIV from Latin American communities in a new programme tackling HIV self-stigma.
- Provide people living with HIV, particularly for families and children who live in poverty, better access to advice and advocacy support – helping them to live well with HIV.

Fundraising

- Continue to coordinate and write high quality, competitive bids for grants and tenders in collaboration with colleagues across METRO's five domains of service and within our core teams.
- Convene our Fundraising Steering Group quarterly; develop and deliver our new Fundraising Strategy.
- Streamline our bid writing and building skills in our teams.
- Grow our fundraising capacity.

Governance

- Ensure continued post-pandemic recovery and refresh across the charity.
- Continue the development of our next Strategic Plan.
- Oversee the delivery of our Race Equality Action Plan.

Human Resources and Volunteering

- Improve our policies and procedures to ensure that METRO has fair and equitable processes of the highest standard for all our staff and volunteers.
- Empower, support and develop our workforce enabling our staff and volunteers to do their roles well..
- Renew our Investors in People accreditation.
- Expand our internal training offer to our employees and volunteers ensuring that our core values of diversity, equity and inclusion are reflected.
- Deliver on proposed race equality training in line with the Race Equality Action Plan.
- Strengthen and develop partnerships and relationships through expanding delivery of external training in line with METRO's core values.

Finance and Premises

- Work collaboratively with the wider leadership team to operationalise Fitzalan Street as a new Equality Community Hub.
- Continue to ensure our core service providers demonstrate cost effectiveness and are fit for purpose, while rolling out new technologies when prudent..
- Working with the wider leadership team to further develop clear and accurate financial reporting across the charity at the organisational, domain and project levels..
- Continue to embed the principles and good practices of Information Governance and GDPR across the charity, ensuring the provision of bespoke high-quality training to the staff team.
- Continue to ensure that the Finance and Facilities Team delivers high quality administration support across all aspects of the growing charity.
- Develop and implement new comprehensive policies and interlinked strategic business plans in the core areas of Finance and Information Technology.
- Continue to foster collaborative relationships with community partners to host their services and staff teams within either of our Equality Community Hubs.

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FINANCIAL REVIEW

Incoming resources decreased from £5,499,845 to £5,188,582 in 2022 and resources expended changed from £5,448,357 to £5,175,114, resulting in a surplus for the year of £13,468 (2021 - surplus £51,488).

The charity has had a strong year, with several successes in securing funding for the continuation of existing services and the creation of new ones. We have also completed on the freehold purchase of our first owned building – 78 Fitzalan Street, in London, with a mortgage in place with Charity Bank.

We have remained adaptive and agile coming through and out of the COVID-19 pandemic, and continue to have open dialogues with all of our commissioners and funders to keep them informed of changes to our delivery during these unprecedented times. As of the end of the financial year, there are again no major risks to the charity's income due to the pandemic.

Trustees will continue to ensure that any future expenditure has defined benefits and management's performance will be measured against the delivery of such benefits. In the forthcoming financial periods Trustees are committed to building the charity's reserve levels.

Over the past eight years, the Trustees have worked closely with the Senior Management Team (SMT) to improve the charity's reserves position. Trustees have been acutely aware of the impact of austerity on the voluntary sector, and particularly on the LGBTQ+ sector, with many voluntary organisations struggling with cash flow, PBR considerations and the movement by local authorities to payment in arrears. However, they are also remained committed to the purchase of freehold premises in Lambeth.

We are pleased to advise that we continue to maintain reserves of approximately 90 days running costs, in line with Charity Commission recommendation. Trustees are pleased to maintain this minimum.

Reserves Policy

METRO currently has total reserves of £1,281,727 of which are held in the General Fund.

In the forthcoming financial period, Trustees plan to maintain and build on the charity's reserve levels of between three months and six months of operating expenditure.

Investment Powers and Policy

The Trustees do not currently involve the organisation in investments with the exception of bank interest generated from cash on deposit.

METRO CENTRE LIMITED

TRUSTEE DIRECTORS' REPORT

YEAR ENDED 31ST MARCH 2022

TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees (who are also directors of Metro Centre 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).

Company law requires the trustees to prepare financial statements for each financial year, which 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:

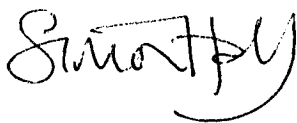
- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material 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 charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

BY ORDER OF THE TRUSTEES



Simon Hall

Trustee Director

Date: 7-12-22

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
METRO CENTRE LIMITED
YEAR ENDED 31ST MARCH 2022**

Opinion

We have audited the financial statements of Metro Centre Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement 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 2022 and of its incoming resources and application of resources, including its income and expenditure, 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.

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 that are 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 relating 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 trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. 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.

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
METRO CENTRE LIMITED
YEAR ENDED 31ST MARCH 2022**

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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 determine 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 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 on the Financial Reporting Council's website at: 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 trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's 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 and the charitable company's trustees as a body, for our audit

William Price & Co Audit Ltd

William Price & Co Audit Ltd

Date: 14-12-2022

Chartered Accountants
9 Westbury Court, Church Road
Bristol BS9 3EF

METRO CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (including summary income and expenditure accounts) YEAR ENDED 31ST MARCH 2022

		UNRESTRICTED	RESTRICTED	TOTAL	TOTAL
		FUNDS	FUNDS	FUNDS	FUNDS
	Notes	2022	2022	2022	2021
		£	£	£	£
INCOME					
Other Income	2	163,951	-	163,951	188,767
Charitable Activities		3,609,703	1,414,511	5,024,214	5,309,696
Investments	2	417	-	417	1,382
TOTAL INCOMING RESOURCES	8	3,774,071	1,414,511	5,188,582	5,499,845
EXPENDITURE					
Charitable activities	3	3,738,976	1,436,138	5,175,114	5,448,357
TOTAL RESOURCES EXPENDED	8	3,738,976	1,436,138	5,175,114	5,448,357
NET INCOME / (EXPENDITURE)		35,095	(21,627)	13,468	51,488
TRANSFERS BETWEEN FUNDS	8	(33,330)	33,330	-	-
NET MOVEMENT IN FUNDS		1,765	11,703	13,468	51,488
FUNDS BROUGHT FORWARD AT 1ST APRIL		1,279,962	(11,703)	1,268,259	1,216,771
FUNDS CARRIED FORWARD AT 31ST MARCH		1,281,727	-	1,281,727	1,268,259

The Statement of Financial Activities includes all gains and losses in the year.
All incoming resources and resources expended derive from continuing activities.

METRO CENTRE LIMITED

BALANCE SHEET

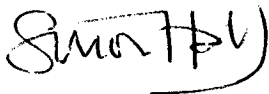
AS AT 31ST MARCH 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS	9		1,071,663		123,960
CURRENT ASSETS					
Debtors	10	682,405		722,908	
Cash at bank & in hand		1,211,262		1,694,818	
Total Current Assets		1,893,667		2,417,726	
CREDITORS, AMOUNTS FALLING DUE WITHIN ONE YEAR	11	1,105,697		1,273,427	
NET CURRENT ASSETS			787,970		1,144,299
CREDITORS, AMOUNTS FALLING DUE AFTER ONE YEAR	12		577,906		-
TOTAL NET ASSETS		£	<u>1,281,727</u>	£	<u>1,268,259</u>
<i>The funds of the charity:</i>					
UNRESTRICTED FUNDS	8				
General Funds			1,281,727		1,229,962
Designated Funds			-		50,000
TOTAL UNRESTRICTED FUNDS			1,281,727		1,279,962
RESTRICTED FUNDS	8		-		(11,703)
TOTAL FUNDS		£	<u>1,281,727</u>	£	<u>1,268,259</u>

The trustees are satisfied that the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and that members have not required an audit in accordance with section 476. However, an audit is required in accordance with the Charities Act 2011.

The trustees acknowledge their responsibilities for:

- i) ensuring that the company keeps accounting records which comply with section 476; and
- ii) for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.



Simon Hall
Trustee Director

Date: 7-12-22

Company Number: 02716101

METRO CENTRE LIMITED

CASH FLOW STATEMENT

YEAR ENDED 31ST MARCH 2022

	2022 £	2021 £
OPERATING ACTIVITIES		
Surplus for the financial year	13,468	51,488
Adjustments for:		
Interest receivable	(417)	(1,382)
Depreciation	31,470	21,012
Decrease/(increase) in debtors	40,503	(226,461)
(Decrease)/increase in creditors	(174,823)	621,372
	(89,799)	466,029
Interest received	417	1,382
Cash (used in)/generated by operating activities	<u>(89,382)</u>	<u>467,411</u>
INVESTING ACTIVITIES		
Payments to acquire tangible fixed assets	(979,174)	(66,000)
Cash used in investing activities	<u>(979,174)</u>	<u>(66,000)</u>
FINANCING ACTIVITIES		
Proceeds from new loans	585,000	-
Cash generated by financing activities	<u>585,000</u>	<u>-</u>
NET CASH (USED) / GENERATED		
Cash (used in)/generated by operating activities	(89,382)	467,411
Cash used in investing activities	(979,174)	(66,000)
Cash generated by financing activities	585,000	-
Net cash (used)/generated	(483,556)	401,411
Cash and cash equivalents at 1 April	1,694,818	1,293,407
Cash and cash equivalents at 31 March	<u>1,211,262</u>	<u>1,694,818</u>
Cash and cash equivalents comprise:		
Cash at bank	<u>1,211,262</u>	<u>1,694,818</u>

METRO CENTRE LIMITED
NOTES TO THE ACCOUNTS
YEAR ENDED 31ST MARCH 2022

1) ACCOUNTING POLICIES

The charity is a company limited by guarantee and registered in England with Companies House and the Charity Commission. Its registered numbers and principal address can be found on page 1 of these accounts

The principal accounting policies adopted in the preparation of the financial statements are set out below, and have been consistently applied within the accounts.

a) Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard 102 (FRS 102), the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" and applicable charity and company law. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Incoming Resources/ Income

Incoming resources are recognised on an accruals basis, except that donations and legacies are recognised only upon receipt unless the donor advises otherwise. Grants are treated as income for the period to which the grantor assigns the grant and deferred as necessary. Service contracts or grants where the grantor stipulates performance targets and does not specify that a surplus is retrievable, are regarded as unrestricted once the performance targets are achieved.

c) Resources Expended/ Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

d) Fixed Assets & Depreciation

Fixed assets are capitalised at cost and depreciation is provided to write off the cost of the assets over their useful economic lives. Office equipment, furniture & fittings is written off at a rate of 20% per annum on a reducing balance basis unless a grant provider allocates specific funds for capital expenditure to be written off over a shorter period. Small capital items and replacements are written off as incurred. Vehicles are written off at a rate of 20% on a straight line basis. Leasehold improvements are written off over the lifetime of the lease. The estimated residual value is nil.

e) Stocks of materials & literature

Stocks of safe sex materials and literature are written off as incurred.

f) Volunteers

The value of services provided by volunteers is not included within these financial statements.

g) Going concern basis

The accounts have been prepared on a going concern basis.

h) Fund Accounting

Unrestricted funds are available for the use in the furtherance of the charity's objectives. Restricted funds are subject to restrictions imposed by donors as set out in the notes to the accounts.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.

j) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transition value and subsequently measured at their settlement value.

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

2) OTHER INCOME & INVESTMENTS

	2022	2021
	£	£
UNRESTRICTED FUNDS		
Donations & legacies	58,829	25,889
Rental and other Income	71,695	32,706
Coronavirus Job Retention Scheme	33,427	107,002
Charity Mergers	-	23,170
	<u>163,951</u>	<u>188,767</u>
Investment Income		
Interest receivable	<u>417</u>	<u>1,382</u>

3) CHARITABLE ACTIVITIES COSTS

	Activity	Governance	Support	TOTAL 2022
	£	£	£	£
SERVICE AREA				
HIV Prevention and Support	1,436,677	20,349	97,563	1,554,589
Sexual & Reproductive Health	1,348,820	16,933	87,634	1,453,387
Core Services	652,776	67,166	134,551	854,493
Community Participation and Engagement	713,344	9,249	60,965	783,558
Youth Services	143,829	1,471	10,386	155,686
Mental Health & Well Being	342,389	4,001	27,011	373,401
TOTAL RESOURCES EXPENDED	<u>4,637,835</u>	<u>119,169</u>	<u>418,110</u>	<u>5,175,114</u>

4) GOVERNANCE & SUPPORT COSTS

	<u>Governance</u>	<u>Support</u>	
		Finance & Information Technology	Human Resources & Communications
	2022	2022	2022
	£	£	£
Staff salaries	51,108	104,474	171,428
Auditor: audit fee	3,600		
Accounting support		4,800	
Legal & professional	40,252		
AGM & trustees meetings	2,538		
Insurance	21,671		
Information Technology		70,032	
Printing Postage and Stationery		33,163	
Telephony		34,213	
	<u>119,169</u>	<u>246,682</u>	<u>171,428</u>

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

5) NET OPERATING SURPLUS/(DEFICIT)

The net surplus/(deficit) of expenditure over income is stated after charging:

	2022	2021
	£	£
Staff costs	3,004,721	2,799,630
Depreciation of equipment & leasehold improvements	31,471	21,012
Audit fee	3,600	3,800

6) STAFF COSTS

Staff costs for the year were as follows:

	2022	2021
	£	£
Salaries	2,678,748	2,491,012
Social security costs	247,446	230,858
Pensions Costs	78,527	77,760
	<u>3,004,721</u>	<u>2,799,630</u>

The average number of persons employed by the charitable company in the year was 104 persons. (2021 - 100).

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2022	2021
	£	£
£60,001 - £70,000	2	1
£70,001 - £80,000	1	1
£80,001 - £90,000		1
£180,000 - £190,000	1	-

The key management personnel of the charity comprises the trustees and the senior management team, to whom responsibility for the day-to-day activities of the charity is delegated. The total employee benefits received by key management personnel during the year were £387,500 (2021: £299,627).

7) DEFERRED INCOME

	2022	2021
	£	£
Balances at the start of the year	655,738	132,779
Additions during the year	576,995	655,738
Amounts released to income	(655,738)	(132,779)
Balance at the end of the year	<u>576,995</u>	<u>655,738</u>

Income has been deferred in line with the funders objectives and has been deferred under one year.

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

8) MOVEMENT ON FUNDS IN YEAR	Opening Balance 01-Apr-21 £	Incoming Resources £	Outgoing Resources £	Transfers between funds £	Closing Balance 31-Mar-22 £
UNRESTRICTED FUNDS					
General Fund	1,229,962	3,774,071	3,738,976	16,670	1,281,727
DESIGNATED FUNDS					
Metro Local Premises Fund	50,000	-	-	(50,000)	-
TOTAL UNRESTRICTED FUNDS	1,279,962	3,774,071	3,738,976	(33,330)	1,281,727
RESTRICTED FUNDS					
The Peter Sowerby Foundation: The Increasing Access Fund	-	9,790	9,790	-	-
London Borough of Lambeth: Pan London HIV Prevention Programme	-	470,703	470,703	-	-
EJAF Social Impact CIC: The Social Impact Bond Service	4,338	16,500	20,838	-	-
Public Health England Innovation Fund: My Message to You	-	36,863	36,863	-	-
MAC AIDS Fund UK: Emerging Communities	-	30,000	30,000	-	-
London Borough of Richmond Upon Thames: Pharmacy screening scheme	-	677	677	-	-
London Borough of Wandsworth: Pharmacy screening scheme	-	967	967	-	-
EU Interreg 2 Seas Mers Zeeen: SHIFT Outreach project	-	54,191	87,521	33,330	-
Charlton Athletic Community Trust: Young Greenwich Training and Support	-	13,174	13,174	-	-
London Youth: Getting Active Sports grants program	-	1,500	1,500	-	-
London Borough of Lambeth: EIPS Youth Funding	-	13,000	13,000	-	-
The Jack Petchey Foundation: Achievement Awards Scheme	-	250	250	-	-
Royal Borough of Greenwich: The Connecting Communities Alliance	-	200,000	200,000	-	-
City Bridge Trust: London Community Response Fund	-	25,526	25,526	-	-
Children In Need: Young person's LGBTQ Mental Health	-	118,963	118,963	-	-
Royal Borough of Greenwich: Strategic Equalities Grant	-	47,460	47,460	-	-
Tackle Prostate Cancer: Research Pilot Project	-	6,366	6,366	-	-
Greater London Authority: Young Londoners Fund	2,000	38,972	40,972	-	-
Royal Borough of Greenwich: Voluntary Sector Business Development Grant	-	48,417	48,417	-	-
Royal Borough of Greenwich: Greenwich Area Involvement Network	-	16,600	16,600	-	-
Royal Borough of Greenwich: METROGAVS Voluntary Sector Support	-	99,037	99,037	-	-
The Safer Greenwich Partnership	-	5,937	5,937	-	-
NHS Greenwich Charitable Funds	-	16,510	16,510	-	-
Charlton Athletic Community Trust: Social Prescribing Project	24,000	36,809	60,809	-	-
Community Links Bromley: The Cornerstone Health and Wellbeing Project	-	1,802	1,802	-	-
Comic Relief: The Intermediary Fund	(42,041)	65,000	22,959	-	-
National Lottery Community Fund - COVID-19 Aftermath Advice and Support Project	-	11,497	11,497	-	-
National Lottery Community Fund: The Live Well Partnership	-	28,000	28,000	-	-
TOTAL RESTRICTED FUNDS	(11,703)	1,414,511	1,436,138	33,330	-
TOTAL RESTRICTED & UNRESTRICTED	1,268,259	5,188,582	5,175,114	-	1,281,727

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

9) FIXED ASSETS	Office Equipment	Vehicles	Leasehold Improvement	Freehold Property	TOTAL
<i>Cost</i>	£	£	£	£	£
Brought forward	85,562	66,000	35,526	-	187,088
Additions	26,518	-	3,720	948,936	979,174
	<u>112,080</u>	<u>66,000</u>	<u>39,246</u>	<u>948,936</u>	<u>1,166,262</u>
<i>Depreciation</i>					
Brought forward	43,699	6,600	12,829	-	63,128
Charge for year	13,677	13,200	4,594	-	31,471
	<u>57,376</u>	<u>19,800</u>	<u>17,423</u>	<u>-</u>	<u>94,599</u>
<i>Net Book Value, as at</i>					
31st March 2022	<u>54,704</u>	<u>46,200</u>	<u>21,823</u>	<u>948,936</u>	<u>1,071,663</u>
31st March 2021	<u>41,863</u>	<u>59,400</u>	<u>22,697</u>	<u>-</u>	<u>123,960</u>

10) DEBTORS, amounts falling due within one year

	2022 £	2021 £
Grants receivable	581,064	555,660
Other debtors & prepayments	101,341	167,248
	<u>682,405</u>	<u>722,908</u>

11) CREDITORS, amounts falling due within one year

	2022 £	2021 £
Bank Loans	7,094	-
Trade Creditors	17,529	18,826
Other taxation & social security	59,257	62,969
Deferred income	576,995	655,738
Other creditors & accruals	444,822	535,894
	<u>1,105,697</u>	<u>1,273,427</u>

12) CREDITORS, amounts falling due after one year

	2022 £	2021 £
Bank Loans	577,906	-
	<u>577,906</u>	<u>-</u>

Bank loans are secured by a fixed and floating charge over the Charity and all property

METRO CENTRE LIMITED
NOTES TO THE ACCOUNTS
YEAR ENDED 31ST MARCH 2022

13) TRUSTEE DIRECTORS' REMUNERATION & EXPENSES

None of the Trustee directors received any remuneration either directly or indirectly in the year. The Charity made reimbursements of £343 to Trustee directors for training, travel and subsistence expenses (2021 - £219).

14) TAXATION

The charity is exempt from tax on its charitable activities.

15) GOING CONCERN & FUTURE FUNDING

The charity is dependent on the continued support of its main funders and in particular the Royal Borough of Greenwich. These funders have continued to support the Metro Charity for many years and they ensure the provision of its core services and the fulfilling of its main aims and objectives.

16) STATUS & CONNECTED CHARITIES

The company is incorporated by charitable means and is limited by guarantee without share capital. The company is not part of any group nor specifically connected with any other charity or group during the year.

17) ANALYSIS OF FUNDS

	Restricted £	Unrestricted £	Total £
Tangible Fixed Assets		1,071,663	1,071,663
Net Current Assets	313,925	1,579,742	1,893,667
Liabilities	(313,925)	(1,369,678)	(1,683,603)
Total Net Assets	-	1,281,727	1,281,727

18) OPERATING LEASES - LESSEE

Total future minimum lease payments under non-cancellable operating leases are:

	2022 £	2021 £
Not later than one year	185,785	172,746
Later than one and not later than five years	563,702	628,834
Later than five years	-	112,500
	749,487	914,080