

**inHope (Bristol) Limited**

**FINANCIAL STATEMENTS**

**31 MARCH 2021**

**Company Registration Number 02214814**

**Charity Number 298528**

# FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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## CHAIR OF TRUSTEES' REPORT

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This has been a year that has been unlike any other in living memory. In my contribution to last year's Annual report, I noted the following:

On 23rd March [2020], just a week before the end of the period covered by this report the UK entered 'lockdown' in response to the Covid-19 pandemic. Life since then has been incredibly challenging and this has had a significant impact on all of us to one extent or another. The team at inHope has continued to serve the charity – and the city – in amazing ways, and I wish to express my personal gratitude for their commitment and faithfulness.

As I write my contribution for this year's report it is now not far short of 18 months since that first lockdown was introduced, and we are now reporting on a full year of life at inHope within the context of Covid-19. It has been an extraordinary year, with many challenges for the staff team and volunteers supporting the charity. inHope is one of many charities and community organisations that have continued to operate over this period to support people in need across the Bristol region. For many the need has been very significant indeed – financially, relationally and emotionally, alongside the obvious health impact that has resulted in so many lives lost or impacted in profound ways.

In the context of all these difficulties it has nevertheless been heart-warming and hugely encouraging to see all sectors of the city coming together in partnership and collaboration to serve and support those in need – and the team at inHope has been a key part of this response. Simply saying 'thank you' doesn't really seem to be enough to express the heart-felt gratitude that I, and others, feel towards all those who have served so tirelessly and unselfishly over the past 12 months. It has been extraordinary to see.

As a Christian charity we hold dear the truths that we read of in the Bible. In referring to the amazing level of partnership and collaboration that has been evident over the past year, the word that we often use in the Christian context is 'unity'. Psalm 133, written by David, reminds us of the benefits on unity, and goes on to make the clear connection with it being the source of blessing. I strongly believe that the Bristol region will benefit hugely – be 'blessed' – as we all seek to work together more intentionally and effectively. The last 18 months of the pandemic is testament to that, and the Christian community – including Christian charities such as inHope, and others – has made a huge contribution, working alongside those of other faiths and none.

In addition to expressing my gratitude to the staff team and volunteers I'd also like to thank my fellow trustees for all they have given to governing the charity over the past year, which includes three new trustees who have joined the Board over the last year. And lastly, I'd like to thank all those organisations, churches and people who have supported us financially.

### Blessings

**Andrew Street**

**Chair of Trustees**

# TRUSTEES' ANNUAL REPORT

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## Objectives and Activities

The hardships resulting from the Covid-19 global pandemic and subsequent lockdowns have exacerbated the difficulties of anyone already in any sort of need. Those lacking food, shelter or human contact have been even more significantly affected by world events that have substantially changed everyone's lives. For inHope, the increased need in the community, together with a year of disruption from a significant refurbishment project at Carpenter House, alongside the changes demanded to our normal modes of operation have presented an enormous challenge.

The Trustees would like to place on record their gratitude to the staff who have shown immense courage, patience, adaptability and such a positive spirit in coping with what has surely been the most demanding year of their working lives. Yet without complaint and with a smile, they have continued to serve 'those who need us most' in a way that has inspired. Behind the plastic shields, the masks, and the social distancing a deeper comradeship has developed by facing outwards and looking to the needs of the service users that rely on the services provided by the charity.

Changes of arrangements, emergency measures, the completion of the work on Carpenter House, and the continuing planning on projects in the Development Plan have meant more frequent meetings and a heavier workload for Trustees, too. inHope has seen significant enlarging of its Foodbank work, participation in the Trussell Trust's Pathfinder Project, aiming to eliminate the need for Foodbanks in the future, and the development of a strategic housing initiative, "Homes not Houses", in association with national charity Hope into Action, Bristol Housing Festival and Bristol and Bath Regional Capital.

inHope's objects are the advancement of the Christian religion and the prevention or relief of poverty and sickness of individuals in need. It is our long-term aim to provide those who are hungry, homeless or in distress with food, support services to facilitate well-being, means of self-management and accommodation. We understand that for specialist help we may have to refer to other organisations. We aim to offer opportunities for exploration of the Christian faith, for prayer, worship, study and fellowship, and consideration of how faith can play a significant part in recovery, though taking part in these is neither a requirement, nor a qualification to benefit from other services. Throughout the year the Board has consciously worked towards the aim of helping people out of their poverty rather than just helping them in it.

We have sought to react to the Coronavirus situation in such a way as to maximise our impact and play our part, along with other organisations including the local Council, in attempting to ensure good provision for those who have needed it. Specifically, we have worked towards our aims in the following ways:

- The Wild Goose has continued to operate throughout the period, offering food 'at the door' without charge, and providing practical help and support including provision of sleeping bags, clothing, etc.
- Remote contact has been maintained with those who have been users of the Spring of Hope women's night shelter, offering signposting and support.
- The East Bristol Foodbank has become the South and East Bristol Foodbank, through the progressive integration of three previously independent Foodbanks located in South Bristol. We have engaged sub-contract support workers and accessed funding for two seconded Citizens' Advice workers, continued the "More than Food" initiatives and begun to participate in the Trussell Trust's Pathfinder Programme.
- The Life Recovery team have continued to run the Life Course both in person and online, and other Bristol organisations are taking on the running of the course for their own needs. The course seeks to help clients who are in recovery from addiction to develop resilience through the attainment of practical life skills.

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Raw headline numbers will look rather different this year, with limitations imposed by the restrictions. During the lockdown homeless people were housed in hotels in Bristol and fed there, thus numerically reducing the demand on the Wild Goose, while we have been unable to provide emergency accommodation at the Spring of Hope women's night shelter. The Life Recovery team has been able to run courses online, but necessarily with smaller numbers. In contrast, the work of the Foodbank has more than doubled, with home deliveries being made by an enlarged team of volunteers, to whom we are very grateful.

The Charity Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

### Achievements and Performance

It is significant that in our first full year of operation under our new name of "inHope", aiming to support those who need us most out of their poverty and into a more stable lifestyle, a global pandemic has rendered the attainment of a stable lifestyle far more difficult for everyone. The City of Bristol has seen significant increases in the number of children on free school meals, those across all age groups reporting issues with mental health and self-harm, many suffering loneliness and isolation, and with the lapsing of the protection from eviction, such problems will be exacerbated by growing numbers of those without homes or in inadequate accommodation. Restrictions on socialising and travel have made it all the more difficult to provide much-needed relief. The resulting stress on inHope's staff and volunteers has been hard for everyone, and we have suffered illness and bereavement of family members. Yet the provision of food and other support has continued, even grown in the case of the Foodbanks, and the Board has pressed on in our commitment to the Development Plan as approved three years ago and revised from time to time.

In the year 20/21 the Wild Goose provided 12,871 meals served through the 'pop-up' takeaway service. This averaged at 257 meals in each of the 50 weeks of operation, and included breakfast, which re-commenced in December 2020. 535 counts of practical help were given, including provision of sleeping bags, food bags, clothing and toiletries. There were also 250 sessions of personal support, taking many forms such as listening support, telephone and computer use, prayer, support around financial issues, and referrals to other agencies including drug advice services and housing advocacy. With the refurbishment of Carpenter House taking place, the service initially operated from the next-door premises of Stapleton Road Chapel, and we are grateful for the continued co-operation and support from the church and its elders in allowing this use until the autumn, when we were able to move back into Carpenter House on the near completion of the refurbishment project. The new Wild Goose has improved kitchen facilities and better storage spaces which will enable smoother operation and a better working environment for staff and volunteer teams. Areas in which service users will be able to sit, eat, chat, or talk with team members have also been enhanced with the possibility of more private discussion and confidentiality. Showers and washing facilities have been used on an appointments basis and their use has grown recently, as allowed by Government restrictions. The new facilities include a wet room on the same level as the Wild Goose drop-in, and when we are eventually able to open the building, this will allow increased use as well as a very welcoming space. The placement of these facilities will also remove the necessity for service users to enter the office environment while showering or washing clothes.

Along with the re-decoration of offices and the modernisation of the entrances the refurbishment has brought substantial improvement to the working environment and to the facilities offered to our clients and the Trustees are grateful that the "Spruce the Goose" campaign realised the finances to cover this much-needed project. Our thanks to the many individuals and organisations who contributed. It is not lost on most observers that during the time when we were not able to use our premises because of the refurbishment works, we could not

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have used them anyway because of the pandemic. We do, however, look forward to the time when we can fully welcome service users into the new facilities.

Food relief in the City of Bristol during the pandemic took place on a huge scale and our foodbank outlets certainly played their part. During 2020/21 food was provided to 13,964 individuals, more than doubling the previous year's total; 5,362 of these were children. Once more individuals and families have benefitted from the "More than Food" programme as well as help with the cost of energy. Users of the foodbank outlets have also been able to access help from our Support Workers and two Citizens Advice workers who spend their entire working weeks in our foodbanks. The East Bristol Foodbank has become the South and East Bristol Foodbank with the incorporation of three previously independently run foodbanks in South Bristol. There are now six outlets, St Mark's in East Bristol, Fishponds, Kingswood, BS3 (Southville and Bedminster), Counterslip in the Hengrove area, and a delivery only service run by Severn Vineyard in the BS4 area. All six now operate under the watchful eye and essential support of the Trussell Trust, and additional staff have been appointed for their operation. The Trussell Trust has recently launched their national Pathfinder Programme, a project with the ambitious aim of ending the need for emergency food services in the UK over the next few years. The South and East Bristol Foodbank has accepted an invitation to become a partner in this programme and work is underway to formulate a plan as to how we can move towards this in our area.

The Life Recovery Team has run three Life Courses during the year, involving a total of 35 people through working mostly online. Lack of face-to-face contact in this work is a considerable handicap, but 79% of participants who provided feedback rated the course as 'excellent', while 68% felt they could implement 'better self-care' as a consequence of taking the course, and 59% confirmed that the course had a positive impact on their mental health. Meanwhile plans are progressing toward the publication of the course and two other Life courses were run by other organisations.

The project in which the impact of the pandemic has been most keenly felt is the Spring of Hope, our women's night shelter. Lockdown regulations and Public Health guidance have prevented its operation in its normal format since their first introduction. Despite the lack of shelter provision, Spring of Hope staff have been able to provide 493 sessions of personal support, including listening support, telephone & computer use, prayer, financial support, help in house moves and visiting clients, and 36 counts of practical help including the provision of sleeping bags, clothing and toiletries. Much has been discussed concerning how soon and in what way the night shelter can resume, but the present building houses four dormitories of three beds, and such arrangements are neither permitted now, nor likely to be allowed in the foreseeable future under Covid restrictions. A working party drawn from the Senior Management Team and the Board continues to work towards a practicable solution.

Bristol City Council has worked very hard to reduce rough sleeping and by June 2020 just 35 people were found sleeping rough in the city, down by more than a half from previous figures. With the Government advice that communal night shelters were not allowed because of the risk of infection, the Bristol Churches Winter Night Shelter, with governance and oversight provided by inHope, block-booked seven en-suite rooms and a communal team room in a centrally located bed and breakfast, thus providing 24-hour Covid-secure accommodation over the winter months for those who would otherwise sleep rough. Funding was granted through Homeless Link/MHCLG to cover the additional costs of booking the B&B. In total 82 volunteers from 25 different churches took part. Their involvement enabled guests to benefit from a befriending scheme, toiletries, laundry service, three meals a day and a welcome box. An occupation rate of 83% was achieved over the three months. The 17 guests who used the service were able to choose when they wanted to interact with volunteers rather than feeling pressurised to do so every night. Several of them reported the positive difference the shelter had made to their lives, some simply feeling healthier because of the chance to sleep

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properly. Three moved into more secure housing, three others reconnected to their country of origin and four joined the befriending scheme. With restrictions still in place, BCWNS plans to operate in a similar way during the coming winter. The Bristol Churches Winter Night Shelter was the only non-commissioned shelter in the city last winter, in contrast to previous years.

In a new initiative and in accordance with the charity's Development Plan content on housing, inHope has launched "Homes Not Houses". With the support of interested churches in the Bristol area, the plan is to provide a link in the chain from homelessness to independent living by setting up homes for small groups of individuals who are ready to take that step, while providing friendship and support over a period of around two years while clients prepare for employment and more independent living. A consultant has been engaged to lead the initiative and informal partnerships with churches and other organisations are being established. Meanwhile consideration is being given by the Board to adopting a franchise from national charity Hope into Action for the Bristol area. So far, two local churches have investors and/or a befriending team are ready to engage.

### Roles of Volunteers

inHope has recognised the importance of volunteers to our work with the appointment of a full-time Volunteer Manager, whose task is to co-ordinate and standardise the work of all volunteers throughout the organisation. This includes achieving the Investors in Volunteers accreditation and our initial self-assessment has been completed. The manager will also represent the interests of volunteers at Senior Management level and will seek ways to enhance the provision of training for our volunteers.

Extensive work has been carried out organising the volunteer database to ascertain which volunteers are currently volunteering, wanting to come back in future, or have left. This was to ensure a strong foundation in how we communicate with volunteers and to ensure stability in knowing both who is actively involved in each team and how we are supporting them. Many volunteers on the database had not opted in to receiving communications. From this review, it has been established that inHope has 363 volunteers who are either active or hoping to return.

### Wild Goose

During the refurbishment, the Wild Goose ran a pop-up lunch service from Stapleton Road Chapel, which is adjacent to Carpenter House, four days a week. Two volunteers served from 8:00am with preparing food. Four more arrived at 11:00am to serve the food.

Equivalent of 2,304 hours per year.

In November, the refurbishment was completed, and the team moved back into Carpenter House. Two volunteers served 8am to 11am and three from 11am to 2pm, four days a week and continue to do so.

Equivalent of 960 hours per year.

Total 3,264 hours

### South and East Bristol Foodbank

There are six food bank outlets, each with approx. 10 volunteers a week giving three hours of time. The warehouse has approx. six volunteers, each two hours a week. Foodbank driver hours equate to approx. 12 hours total a week. Ten supermarket collections happen six times a year and take approximately two hours of volunteering hours each.

Total 9,912 hours.

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### Spring of Hope

Since March 2020, the Spring of Hope has been closed, and therefore volunteering hours ceased. Volunteers have engaged with prayer meetings and a Spring of Hope consultation, but these are not included in volunteering hours. A volunteer has supported staff with sorting belongings in Spring of Hope, for approximately ten hours.

Total 10 hours.

### Life Recovery

Three volunteers have volunteered at different times during the year assisting with facilitating the Life course and hospitality.

Total 144 hours

### Other Volunteering

Volunteers were recruited in 2020 with the following skills and have contributed in ways such as illustrating the front cover of Streetwise magazine and taking photos to update the inHope website.

Refurbishment Project Manager: 360 hours

Maintenance: 90 hours

Illustration: 24 hours

Photography: 16 hours

Videography: 80 hours

General: 16 hours

Total 586 hours.

### Trustees

Formal and informal meetings of the Board, administration, meetings with staff, work on policies.

Total 650 hours.

Total inHope volunteer hours between April 2020 and March 2021: Approx. 1456

### Investors in Volunteers (liV)

An liV group comprising of a cross section of inHope volunteers and staff have been meeting regularly since February 2021. A self-assessment was completed outlining what is working well and what needs improvement in relation to liV standards. This self-assessment received excellent feedback from the liV assessor. The group made a plan that has been approved by the assessor with the aim for final assessment in March 2022.

In-line with liV, a volunteer consultation survey was sent out to all volunteers at the start of June 2021 as part of celebrating Volunteers' Week. Volunteers were given a month to complete the survey and have their say on what they enjoy about volunteering and suggestions for change. 49 volunteers responded. The liV group will meet to review this consultation to see if the liV plan needs adapting.



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### Training

Staff have been trained on how to use the re-organised volunteer database. Online First-Aid training with the British Red Cross has been booked in for volunteers for four dates in the near future. Staff and volunteers at the Foodbanks have the benefit of Trussell Trust training, such as vicarious trauma training that was presented to foodbank outlet volunteer managers this year. Other specific training such as this will be planned for all services.

Part of the Volunteer Manager's role is to act as Deputy Safeguarding Officer. All staff were given time in June 2021 to complete a basic online safeguarding course. Further training will be provided for those roles that require it.

Recruitment and induction processes are being reviewed alongside liV and policy updates to ensure all volunteers receive information such as inHope's background, values and ethos, safeguarding, health and safety, boundaries, and volunteer well-being.

### Public Benefit

During such a period of heightened awareness of issues regarding food poverty, mental health and social contact, the public benefit of the work of inHope has been self-evident. Free provision of healthy food reduces the need for begging on the streets and helps service users avoid frequent medical interventions. The support given in several areas of our work enables service users to access other help designed for them, and to integrate better into systems they may find intimidating. The various aspects of inHope's work reduce the strain put on over-stretched public services coming from instability of lifestyle. The response in terms of goodwill and financial support from the public and from grant providers has shown how much the work of the charity is valued by the community at large. Plans for the development of the charity and for the introduction of complete recovery pathways will not only help clients to achieve an independent lifestyle and increased wellbeing, but also provide workers to take part in an economic recovery.

### Future Plans

The charity is not alone in considering a very different future under 'the new normal'. Old ways of working are being questioned and new opportunities opening up as society starts to press the reset button. Whilst in one area of our work, the Foodbank, we are taking part in a programme aimed at in effect making ourselves redundant by ridding the country of the need for emergency food provision, the Spring of Hope has been hit by the international emergency that has had a major impact on our current way of working. We are not alone in thinking that little of the old order will remain in place going forward.

inHope's future planning centres around the application of our aim to provide complete pathways out of poverty rather than emergency help that does little towards this end. We have observed the progression of the Bristol Churches Winter Night Shelter into a project that is known, understood, and financially supported into self-sufficiency and have considered this as an example of how initiatives can develop under the governance and oversight of inHope. Homes not Houses may become another such organisation or more formally a part of inHope's work. The establishment of a Christian rehabilitation centre in Bristol is also still on our longer-term agenda.

In the more immediate future, we are more than ready to allow service users into the Wild Goose drop-in as soon as Covid-19 restrictions allow and we have sufficient volunteers, and we are really looking forward to the time when we can offer use of the enhanced facilities there. The South and East Bristol Foodbank will continue to serve an increased number of clients while furthering participation in the Pathfinder Programme and

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developing the work across five outlets and delivery centre. The Life Recovery team hope to run another training programme in the autumn, to enable more groups and organisations to run the Life Course. Planning also continues so that the Spring of Hope can once again find a way of operating under the existing restrictions.

### Financial Review

#### Policies on reserves and investments

The free reserves of the charity (the unrestricted funds of the charity less any funds designated, committed, or represented by tangible fixed assets used by the charity) are intended to be maintained at a minimum of two months of operational expenditure based on the approved budget for each financial year, excluding gifts in kind. As at 31 March 2021, this free reserve target equates to £168,000.

The charity maintains free reserves to:

- Provide a level of working capital that protects the continuity of our core work
- Provide a level of funding for unexpected opportunities
- Provide a level of funding for capital projects that might arise and
- Provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

At the year-end, free reserves stood at £167,936 (General funds of £231,655 less tangible fixed assets within general funds of £63,719) equating to two months' budgeted expenditure, an increase in the reserves of £48,140. Given that the actual reserves at the year-end are now at the target level, the Trustees will continue to aspire to meet this target by monitoring income by source and investing in building good relationships with key supporters; diversifying grant applications to secure additional income; good budgetary control of expenditure and will review of reserves policy to ensure it is realistic and relevant.

The Board is satisfied that the Charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund. The amounts owed to creditors includes a long-term loan which is being repaid at a sustainable level out of regular income.

The level of Restricted Funds of £309,299 represents the balance of funds remaining where donors have imposed specific restrictions on their use.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account, and we have a separate deposit account for reserve funds.

### Fundraising

During 20/21 inHope employed a Fundraising and Communications team with three staff members (2.6 FTE). Their focus has been on securing income through donations from individuals, churches, businesses, and grant-making trusts, as well as through events. Our fundraising approach is integrally linked to our wider communications strategy aiming to bring our supporters closer to the people we serve, so that they are inspired to act and support our work.

inHope does not exploit the credulity, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any point in time. The charity does not contact individuals directly to ask for

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donations and does not engage in street or telephone-based fundraising. inHope has an online giving page on its website and utilises reputable platforms such as JustGiving and Blackbaud to support donations. Thankyou letters are sent where possible in response to donations, and an annual statement is provided for regular donors ensuring that donors have an accurate record of their donations.

We do not use any third parties to fundraise on our behalf, and issue guidance to any volunteers who fundraise on our behalf, about how to do this in a manner compliant with the Fundraising Regulator. inHope has not received any complaints regarding fundraising and contact details for the organisation are clearly available through the Charity's website.

inHope is committed to ensuring the highest standards of public accountability in all areas, including its fundraising. It has an action plan to enable it to demonstrate compliance with the Fundraising Regulator and will register at the earliest opportunity.

We wish to say thank you to all supporters who have made donations of time and energy to support the work of inHope, including those who have left legacies for our benefit. We are also grateful to our supporters and to grant-making organisations who have generously provided for in Hope's work to take place this year. We appreciate response from individuals, organisations, and grant-making bodies to our appeals for funding during the pandemic. Significantly, grant funding was received to assist with our resilience, stabilisation, and recovery for the general funds of inHope, thereby ensuring the reserves to remain close to the level to which we aspire. We are conscious that such special appeals might have had a harmful effect on our general fundraising but that does not seem to have been the case. Other issues have had more impact, especially the expansion and perceived need of the client group during the Covid-19 pandemic.

We pay tribute to the hard work of our Fundraising and Communications team and to their imaginative and efficient efforts to keep our supporters well-informed of the progress of the work. We also express our gratitude to event organisers who have raised money on our behalf over the year.

### Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been remarkably very good, for which we are very thankful.

Total income was £1,436,602 in the year compared to £1,177,661 in the prior year. The increase was mainly due to the extraordinary response to appeals and grant applications to fund our response to the pandemic, especially for our foodbanks. Regular giving also increased by 16% and we've been able to use a wide variety of online giving platforms to boost donations.

Total expenditure was £1,260,831 in the year compared to £1,052,840 in the prior year. This increase was largely due to the more than doubling of Foodbank activity combined with the need to purchase food (using financial donations for the purpose) rather than relying of donations of food. There were reduced direct costs for the Wild Goose and the Spring of Hope reflecting reduced activity due to Coronavirus restrictions. Our support costs increased by 4%, mainly due to additional investment in supporting our volunteers (recruitment of a full-time Volunteer Manager and beginning the process of seeking accreditation with Investors in Volunteers). The Board was able to increase staffing and grant a pay rise slightly more than the RPI.

The financial statements are set out on pages 21 to 33. The financial statements have been prepared implementing the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales.

The Statement of Financial Activities (SOFA) shows net income for the year of a revenue nature.

The total at the foot of the Balance Sheet shows the total reserves at the year-end.

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We have given due consideration to the going concern status of the charity, looking at free reserves, budgets, income and cashflow forecasts and consider it to be appropriate to continue to adopt the going concern basis of accounting.

## Specific changes in fixed assets

Changes in fixed assets are shown in detail in the notes to the financial statements.

The main assets are the two freehold properties: the first in City Road, most of which has been converted into accommodation (and leased to the Bristol Hope Project whose aims and objects align with those of our own); and Carpenter House. Carpenter House provides the premises from which the Charity operates The Wild Goose and is also the registered office for the company. The refurbishment of Carpenter House, which began on March 23rd, 2020 and was completed in November 2020, has increased its value, as well as significantly upgrading its facilities for use as office space and for hosting The Wild Goose. As part of the refurbishment, a new (generously donated) CCTV system was installed which gives much better coverage of the building to safeguard clients, volunteers, and staff.

The Charity also has use of a building on West Street in Old Market. This provides accommodation for Spring of Hope. The Charity leases this building under an agreement lasting until 2025. A process of surrender and signature to a new lease, at no detriment to the terms of our tenancy, remained ongoing during the financial year.

## Structure, Governance and Management

### Governing document

The Charity is constituted as a private company limited by guarantee and therefore has no share capital. It is governed by a Memorandum and Articles of Association which was substantially updated with new objects and the new name of inHope (Bristol) Ltd. There are no restrictions in the governing document on the operation of the Charity or on its investment powers, other than those imposed by general charity law.

Every Member undertakes to contribute an amount not exceeding £10 to the assets of the company in the event of the winding up of the company.

The company members elect Trustees who have the power and responsibility to run the company in accordance with Charity and Company Law and good practice.

### Recruitment and appointment of new Trustees

We approach individuals, churches, and other organisations with which we are in contact, as part of our strategy for identifying suitable new Trustees.

Trustees are elected at the AGM or co-opted on a provisional basis by the Board of Trustees until the next AGM at which a vote can take place. When someone who has not been elected at the AGM comes forward as a potential new Trustee, they are invited to informal meeting with the Chair, CEO and Company Secretary, given adequate opportunity to learn as much as possible about the Charity and its working and are encouraged to volunteer in one of the project areas. If it seems that they will be able to contribute to the work, they are invited to observe two Trustee meetings, after which they are interviewed by two of the existing Trustees before a final recommendation is made on becoming a Trustee. Prior to election to the Board, potential Trustees must declare eligibility and before serving, they must declare any conflicts of interest which may in any way influence them to vote other than in the best interests of the Charity. New Trustees are invited to tour the charity's premises and are given an induction pack by the Company Secretary.

With recent retirements the Board had been lacking in diversity and we have been happy to remedy that to

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some extent by the recruitment of three new members of the Board, who we feel will contribute much towards the future direction of the charity.

All Trustees give their time voluntarily and receive no benefits from the Charity.

There must be at least six Trustees and not more than ten. Each Trustee may serve for a term of five years and may be re-elected to serve another term of five years at the Annual General Meeting. A Trustee who has served for two consecutive terms in office is eligible for re-election for a third term of five years only if the Board considers it would be in the best interests of the charity and has recommended such re-election to the members. Currently the Chair is in his third term with inHope and this is due to end in October 2023.

### **The organisational structure of the Charity and how decisions are made**

In the early months of the pandemic, as new situations arose and restrictions were changing the way the charity could work and quick decisions were being demanded, the Board met as often as twice a week via Zoom at lunch times, and on one occasion for a half-day to consider future plans. These unminuted, informal meetings also gave opportunity to discuss new ways of working and how they would continue after the return to a more open way of life was allowed. It was understood that work commitments might prevent attendance, and no minimum number of Trustees was demanded for these meetings, but rarely did absentee numbers rise above one or two. Formal Board meetings, held virtually, continued at least once every two months as a full Board.

The Senior Management Team (SMT), led by the CEO, comprises of the Managers of the four project areas, the Development and Relations Manager, the Volunteer Manager (since appointment) and the Finance and Operations Manager. The administration of the charity's activities is overseen and led by this team. Proposals and significant decisions are brought to the Board, by the CEO, for discussion and decision.

The agenda for Board meetings is set by the Chair, the Company Secretary, and the CEO. The Board agenda, previous minutes, reports, and discussion papers are circulated to Trustees no less than 7 days in advance of the meeting, as far as reasonably practicable. The Trustees retain the following standing items on Board agenda: conflicts of interest, review of risks, and Health and Safety. Any Safeguarding concerns are introduced in the CEO's report or discussed as a main item. Under a regime of annual policy review key policies e.g. Safeguarding, Data Protection, Health and Safety, Financial Practices, are annually approved by the Trustees.

All proposals/decisions at any Board meeting are determined by simple majority votes cast by Trustees present, with each Trustee having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote. As a Christian charity we recognise our dependence on God's provision and our decisions are made prayerfully as stewards of the resources which are generously given to us.

Salary bands covering all staff, and the salary of the CEO, are set by the Board each year, considering inflation, the recent pattern of our pay awards and the financial position of the Charity. Recruitment is managed by the CEO, with Trustee input during the selection process and interviews for new or senior posts. Any appointments adding to the overall staff numbers are also made only after permission from the Board. On occasion, a post may be enhanced, and this too is subject to Board approval. Consideration is given to inflation and the need to attract and retain good quality staff.

### **Members**

At the time of writing inHope has 113 members. Regular contact is made with all members of the Charity and with other supporters, who receive our newsletter, "Streetwise" and frequent email communications, updating information about the work of the Charity, and more recently, the progress of the building works at Carpenter

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## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

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House. Our communications database is operated in ways that are GDPR compliant with mailing lists requiring 'opt-in'. Improved communication with the charity's members has been achieved by the establishment of a Supporter Forum, a quarterly online event organised by the Fundraising and Communications Team.

### **Membership of a wider network**

We belong to several networks, including the Evangelical Alliance, VOSCUR, the Bristol Homeless Forum, Homeless Link, Care Forum, Housing Justice, ACTS (Ashley Churches Together Serving), National Council for Voluntary Organisations (NCVO) and Trussell Trust. We are also a member of the George Müller Charitable Trust Partnership Scheme.

The CEO and senior managers connect with various other networks to raise awareness about the needs of, and services available to, our client groups. These are also opportunities to increase our own awareness and be able to respond to the changes in services available through other organisations and statutory bodies.

### **Relationships with other groups, charities, and individuals**

The Charity partners with over 100 local churches who provide volunteer teams, or from where individual volunteers come. Over 350 people volunteered to work with us last year to help deliver the services of the charity. The charity takes a lead role in both promoting and helping to coordinate homelessness work across the city through Christian Action Bristol.

Our usual promotion of volunteering opportunities to corporates through which their staff give time through Corporate Social Responsibility (CSR) schemes has been curtailed due to the pandemic.

We work alongside many other groups from the voluntary, community and statutory sector with the shared aim of reducing and ending homelessness and food poverty. Some of the most significant being the Salvation Army, Julian Trust, Caring In Bristol, Beloved, Unseen, the Bristol Methodist Centre, the Bristol Soup Run Trust, numerous churches, community groups based in and around Stokes Croft and Easton, different departments of Bristol City Council, the Neighbourhood Management Group and the NHS.

During the year the charity has continued in its partnership with Bristol City Council officers, particularly in the matter of shelter and housing for the homeless.

### **The major risks to which the Charity is exposed and reviews and systems to mitigate risks**

The Board identifies the major risks to which the Charity is exposed and is satisfied that systems are in place to mitigate the impact of such risks occurring.

We consider our major risks to be:

#### **1. The Coronavirus Pandemic**

At the time of writing, restrictions are still in place that prevent the full operation of the Spring of Hope, the Wild Goose and the Life Recovery services. Meanwhile the Delta and Delta Plus variants of Covid-19 are causing infections and hospitalisations to rise in the UK, and other countries struggle even more. In the race between vaccination and infection the future is very uncertain, and there is more than a remote possibility of another lockdown in the coming months. If this were to happen it would make life very difficult for many sectors, not least for charities. Demand for our services would no doubt increase, conditions would make it hard to operate and morale of service users would plummet. Such a risk is well beyond our control, and at inHope we can only play our part in keeping within the Government's guidelines, providing facilities for social distancing, and taking due care over all our activities.



# TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

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## 2. The unpredictability of funding post-pandemic

Since the first months of the outbreak, individuals and grant-making bodies have been generous in their provision, clearly sensing the urgency of the need. There is a danger now, though, that weariness and compassion fatigue might dull that enthusiasm. There will also be competition for funding as new enterprises emerge and many previously profitable businesses might find it hard to recover, leaving individuals and organisations unable to support us. inHope keeps reserves for such a time and regularly monitors cashflow projections. An Impact Officer has recently been added to inHope's Fundraising and Communications team in order to enhance publicity and grant applications and to clarify both results and needs.

## 3. Premises at 12 City Rd

This property is owned by inHope and has been leased out to Bristol Hope Project, a CIC offering accommodation to women. Unfortunately, no rent has been received from the leaseholder since April 2020. We are unsure whether the CIC still exists or whether there are still tenants living there. Our attempts to contact Bristol Hope Project have not been successful and we have engaged GL Law solicitors to pursue the matter, seeking positive resolution. The lease expires in November 2021. Two active directors are named on the Companies House web site, one of which cannot be traced, even by a professional company engaged by GL Law, and the other denies all current involvement. The Board feels there is at least a duty of care towards any remaining residents, but all actions to mitigate this risk are in pursuance of legal advice.

## Statement of Trustees' Responsibilities

The Trustees (who are also directors of inHope (Bristol) Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with 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 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 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
- make judgments and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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:

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## TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

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- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to make themselves aware of that information

### Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office:

Signed by order of the Trustees

32 Stapleton Road  
Bristol  
England  
BS5 0QY

Date: 13 September 2021

Granville Sykes



## REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2021

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<b>Chair of Trustees</b>	Andrew Street
<b>Trustees</b>	Granville Sykes John Dixon Catherine Adeniyi (appointed 8 March 2021) Lindsay Smith (appointed 8 March 2021) Catherine Carne (appointed 10 May 2021) Spencer Crowder Donna Robbie (resigned 31 December 2020) Owen Mason
<b>Secretary</b>	Granville Sykes
<b>Senior Management Team</b>	J Lee, Chief Executive Officer M Connolly, Wild Goose Drop-in Centre Manager V Thompson, Spring of Hope Women's Night Shelter Manager S Leitch, Life Recovery Manager A Irwin, Foodbank Manager R Nott, Finance and Operations Manager S Baker, Development and Relationships Manager A Glanville, Volunteer Manager
<b>Principal Office</b>	32 Stapleton Road Bristol BS5 0QY
<b>Company Registration Number</b>	02214814
<b>Charity Registration Number</b>	298528

## REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2021

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**Bankers**

HSBC plc  
Bristol City Office  
PO Box 120  
49 Corn Street  
Bristol BS99 7PP

**Auditors**

Burton Sweet Limited  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

## INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

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### Independent auditor's report to the members of inHope (Bristol) Limited

#### Opinion

We have audited the financial statements of inHope (Bristol) Limited (the "Charity") for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the 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).

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 in 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 Charity 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

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### Other information

The trustees are responsible for the other information. The other information comprises the information included in the 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 the fact.

We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken during the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

### 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 Companies Act 2006 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

### Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

## INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

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### Auditor's responsibilities for the audit of the financial statements

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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the company's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

## INDEPENDENT AUDITOR'S REPORT

### YEAR ENDED 31 MARCH 2021

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There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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/apb/scope/private.cfm](http://www.frc.org.uk/apb/scope/private.cfm) This description forms part of our auditor's report.

#### **Ed Marsh FCA DChA (Senior Statutory Auditor)**

For and on behalf of Burton Sweet Limited and Statutory Auditor

The Clock Tower

5 Farleigh Court

Old Weston Road

Flax Bourton

Bristol BS48 1UR

Date: 13 September 2021

**InHope (Bristol) Limited**

**STATEMENT OF FINANCIAL ACTIVITIES**  
(Including Income & Expenditure Account)

**YEAR ENDED 31 MARCH 2021**

		<b>Unrestricted General Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2021 £</b>	<b>Total Funds 2020 £</b>
	<b>Note</b>				
<b>Income from:</b>					
Donations and legacies	<b>2</b>	456,136	976,989	1,433,125	1,163,586
Charitable activities	<b>3</b>	-	400	400	283
Other trading activities	<b>4</b>	1,707	1,200	2,907	13,605
Investments		170	-	170	187
<b>Total income</b>		<u>458,013</u>	<u>978,589</u>	<u>1,436,602</u>	<u>1,177,661</u>
<b>Expenditure on:</b>					
Raising funds	<b>5</b>	118,948	8,094	127,042	117,544
Charitable activities	<b>6</b>	70,949	1,062,840	1,133,789	935,296
<b>Total expenditure</b>		<u>189,897</u>	<u>1,070,934</u>	<u>1,260,831</u>	<u>1,052,840</u>
<b>Net income/(expenditure) before transfers</b>	<b>8</b>	<u>268,116</u>	<u>(92,345)</u>	<u>175,771</u>	<u>124,821</u>
Transfers between funds	<b>18</b>	(144,257)	144,257	-	-
<b>Net movement in funds</b>		<u>123,859</u>	<u>51,912</u>	<u>175,771</u>	<u>124,821</u>
<b>Reconciliation of funds</b>					
<b>Total funds at 1 April 2020</b>	<b>18</b>	663,373	257,386	920,759	795,938
<b>Total funds at 31 March 2021</b>	<b>18</b>	<u>787,232</u>	<u>309,298</u>	<u>1,096,530</u>	<u>920,759</u>

The notes on pages 24 to 33 form part of these financial statements  
See note 11 for fund-accounting comparative figures

InHope (Bristol) Limited

BALANCE SHEET

AS AT 31 MARCH 2021

Company Number: 02214814

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	12	619,295	543,577
<b>Current assets</b>			
Debtors	13	28,993	28,479
Cash at bank and in hand		515,198	430,887
		<u>544,191</u>	<u>459,366</u>
<b>Creditors: amounts falling due within one year</b>	14	<u>(52,742)</u>	<u>(63,086)</u>
<b>Net current assets</b>		<u>491,449</u>	<u>396,280</u>
<b>Total assets less current liabilities</b>		1,110,744	939,857
<b>Creditors: amounts falling due after more than one year</b>	15	(14,214)	(19,098)
<b>Net assets</b>		<u><u>1,096,530</u></u>	<u><u>920,759</u></u>
<b>Funds</b>			
<b>Unrestricted funds</b>			
General funds	19	231,655	146,467
Designated funds	19	555,576	516,906
<b>Total unrestricted funds</b>		<u>787,231</u>	<u>663,373</u>
<b>Restricted funds</b>	19	<u>309,299</u>	<u>257,386</u>
<b>Total funds</b>		<u><u>1,096,530</u></u>	<u><u>920,759</u></u>

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

These financial statements were approved by the Trustees on 13 September 2021 and are signed on their behalf by:

Andrew Street  
Chair of Trustees



InHope (Bristol) Limited

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £
<b>Net cash inflow from operating activities</b>	<b>A</b>		188,539	176,499
<b>Non-operational cash flows</b>				
<b>Investing activities</b>				
Payments for tangible fixed assets		(99,514)		(11,373)
Investment income		170		187
			(99,344)	(11,186)
<b>Financing activities</b>				
Repayment of hire purchase and other creditors		(4,884)		(4,740)
			(4,884)	(4,740)
Net cash inflow for the year	<b>B</b>		84,311	160,573

NOTES TO THE CASH FLOW STATEMENT

	2021 £	2020 £
<b>A. Reconciliation of net movement in funds to net cash inflow from operating activities</b>		
Statement of Financial Activities: Net movement in funds	175,771	124,821
Investment income	(170)	(187)
Depreciation	23,796	21,685
(Decrease)/Increase in creditors: Current Liabilities	(10,344)	15,663
Decrease in debtors	(514)	14,517
<b>Net cash inflow from operating activities</b>	<b>188,539</b>	<b>176,499</b>

**B. Analysis of changes in cash flow during the year**

	2021 £	2020 £	Change £
Cash at bank and in hand	515,198	430,887	84,311
	2020 £	2019 £	Change £
Cash at bank and in hand	430,887	270,314	160,573

**C. Cashflow restrictions**

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

#### Basis of preparing the financial statements

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared under the 'small companies' provisions of the Companies Act 2006 and in accordance with the Financial Reporting Standard FRS102 and the Charities Statement of Recommended Practice (SORP FRS102) based thereon.

The charity is a public benefit entity as defined under FRS102.

There are no material uncertainties affecting the ability of the charity to continue as a going concern. Please refer to Trustees' report for further detail.

#### Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not have been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

#### Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Gifts of food and clothing for the charity are included at an estimate of fair value and are recognised when distributed. No amounts are included in the financial statements for services donated by volunteers. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation and allocated to the same fund as the original donation.

Legacies are included on a receivable basis where the Charity is entitled to the income, it can be measured reliably and receipt is probable. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is not included in income but is treated as a contingent asset and disclosed if material.

#### Expenditure

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities. Expenditure on raising funds includes those incurred in trading activities. Charitable activities include expenditure on the Wild Goose Drop-In Centre, LIFE Recovery, East Bristol Foodbank and the Spring of Hope Women's Night Shelter, and includes both direct costs and support costs relating to those activities. Governance costs are those incurred in connection with meeting the constitutional and statutory requirements of the Charity. Governance costs are included within charitable activity costs.

#### Tangible fixed assets

Tangible fixed assets are classified as such when they have a value over £2,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Freehold interest in Land and Buildings	2% on cost
Furniture, fittings and equipment	25% on cost
Plant and machinery	10 - 20% on cost
Motor Vehicles	25% on cost

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

**1 Accounting policies (continued)****Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Winding up or dissolution of the charity**

If upon winding up or dissolution of the charity there remain any assets, after satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

**Controlling entity**

The charity is a company limited by guarantee, and as such holds no share capital. In the event of the winding-up of the charity, the liability of the members of the charity is limited to £10 each.

**Pension scheme**

The charity operates a defined contribution pension scheme for eligible employees. During the year, the charity paid £21,657 (2020: £20,511) in contributions for employees.

**2 Income from Donations and Legacies**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Committed giving	153,161	42,326	195,487
Appeals and donations	261,136	609,854	870,990
Gift Aid tax reclaimed	36,839	26,125	62,964
Gifts in kind	-	298,684	298,684
Legacies	5,000	-	5,000
	<u>456,136</u>	<u>976,989</u>	<u>1,433,125</u>

During the year, the charity received government grants totalling £93,277 including £10,000 from Bristol City Council, £8,561 from HMRC in respect of Covid support and £74,716 from the Ministry of Housing, Communities and Local Government.

The charity receives gifts in kind for all projects from local businesses, organisations, churches and individuals. These include food which is used to prepare meals to serve at the Wild Goose Drop-In Centre which are valued by multiplying the actual number of meals served by the estimated cost of a meal. Other donations such as clothing, toiletries and sleeping bags are valued at the cost the charity would be prepared to pay if it had to buy these items. Food distributed via the South and East Bristol Foodbank is valued at £1.67 per kilogram, being a recognised valuation. One individual has given the charity use of a building rent free. This is valued at the cost of the rent the building could obtain on the open market.

**Prior year comparatives**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Committed giving	152,802	15,161	167,963
Appeals and donations	259,761	302,248	562,009
Gift Aid tax reclaimed	29,958	13,260	43,218
Gifts in kind	-	326,273	326,273
Legacies	1,436	62,687	64,123
	<u>443,957</u>	<u>719,629</u>	<u>1,163,586</u>

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

**3 Income from Charitable Activities**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
The Wild Goose Friday breakfast	-	-	-
Life Recovery	-	400	400
	<u>-</u>	<u>400</u>	<u>400</u>

**Prior year comparatives**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
The Wild Goose Friday breakfast	-	263	263
Life Recovery	-	20	20
	<u>-</u>	<u>283</u>	<u>283</u>

**4 Income from Other Trading Activities**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Rental income and room hire	1,050	-	1,050
Other miscellaneous income	657	-	657
Sale of Kitchen Equipment	-	1,200	1,200
	<u>1,707</u>	<u>1,200</u>	<u>2,907</u>

**Prior year comparatives**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Rental income and room hire	12,588	-	12,588
Sales of clothing and donated goods	126	891	1,017
	<u>12,714</u>	<u>891</u>	<u>13,605</u>

**5 Expenditure on Raising Funds**

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Events, advertising & publicity costs	1,597	-	1,597	10,927
Cost of fundraising platforms	6,870	-	6,870	2,514
Salary costs	82,508	-	82,508	79,582
Publications and website costs	7,186	-	7,186	8,263
Support costs (see note 7)	20,787	8,094	28,881	16,258
	<u>118,948</u>	<u>8,094</u>	<u>127,042</u>	<u>117,544</u>

All expenditure on raising funds in 2020 was unrestricted, other than expenditure of £3,400 relating to Events, advertising and publicity costs.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

**6 Expenditure on Charitable Activities**

	<b>Direct costs</b>	<b>Support costs</b>	<b>Total costs 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>
South and East Bristol Foodbank	405,166	91,713	496,879
Life Recovery	61,532	21,660	83,192
Spring of Hope	105,188	24,320	129,508
The Wild Goose	173,579	79,457	253,036
Homes not Houses	1,425	-	1,425
Bristol Churches Winter Night Shelter	44,117	-	44,117
Carpenter House refurbishment	125,632	-	125,632
	<u>916,639</u>	<u>217,150</u>	<u>1,133,789</u>

**Prior year comparatives**

	<b>Direct costs</b>	<b>Support costs</b>	<b>Total costs 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>
East Bristol Foodbank	164,953	32,519	197,472
Life Recovery	59,678	42,975	102,653
Spring of Hope	153,236	44,296	197,532
The Wild Goose	289,151	100,389	389,540
Bristol Churches Winter Night Shelter	25,685	-	25,685
Carpenter House refurbishment	22,414	-	22,414
	<u>715,117</u>	<u>220,179</u>	<u>935,296</u>

**7 Support costs**

	<b>Raising funds</b>	<b>Charitable Activities</b>	<b>Total 2021</b>	<b>Raising funds</b>	<b>Charitable Activities</b>	<b>Total 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Salary costs	16,107	118,118	134,225	7,884	104,762	112,646
Volunteer mgt costs	485	3,556	4,041	-	-	-
Depreciation	2,243	21,553	23,796	1,227	20,457	21,684
Office costs	3,306	24,235	27,541	1,935	25,703	27,637
Light and heat	429	3,149	3,578	946	12,569	13,515
Health & Safety Support	996	7,306	8,302	128	1,701	1,829
Repairs & Maintenance	242	1,778	2,020	198	2,636	2,835
Rent and rates	481	3,527	4,008	249	3,307	3,556
Vehicle Expenses	217	1,592	1,809	205	2,729	2,934
Waste & Pest Control	952	6,983	7,935	816	10,842	11,658
Governance costs	715	5,243	5,958	447	5,941	6,388
Finance support	186	1,363	1,549	409	5,439	5,848
Loan Interest paid	79	577	656	56	744	800
Legal & HR Expenses	190	1,394	1,584	71	949	1,020
Staff training	345	2,788	3,133	317	4,206	4,522
Travel expenses	210	1,537	1,747	206	2,739	2,945
Insurance	773	5,668	6,441	463	6,151	6,614
Printing, postage and stationary	752	5,513	6,265	503	6,676	7,179
Subscriptions	108	792	900	50	665	715
Consultancy fees	-	-	-	118	1,562	1,680
Sundry expenditure	65	478	543	30	401	431
	<u>28,881</u>	<u>217,150</u>	<u>246,031</u>	<u>16,258</u>	<u>220,179</u>	<u>236,437</u>

Support costs are split between fundraising costs and charitable activity costs based upon usage.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

**8 Net income**

This is stated after charging:

	<b>2021</b>	2020
	<b>£</b>	£
Depreciation	23,796	21,685
Independent examiner's fee	-	336
Audit Fees	5,160	4,500
	<u>523,288</u>	<u>493,781</u>

During the year no trustee received remuneration or other employment benefits from the charity. This was also the case in the prior year.

During the year no trustee was reimbursed for out of pocket expenses. This was also the case in the prior year.

During the year, donations of £23,625 (2020: £6,311) were received from trustees, key management personnel and other related parties.

No related party transactions occurred in the year other than disclosed above or elsewhere in the financial statements.

**9 Staff costs and numbers**

	<b>2021</b>	2020
	<b>£</b>	£
The aggregate payroll costs were:		
Wages and salaries	466,215	440,143
Social security costs	35,416	33,127
Employer's pension contributions	21,657	20,511
	<u>523,288</u>	<u>493,781</u>

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	<b>2021</b>	2020
	<b>No.</b>	No.
Charitable activities	17.8	17.4
Fundraising	3.0	3.5
	<u>20.8</u>	<u>20.9</u>

No employee received emoluments of more than £60,000.

The key management personnel employee benefits totalled £275,106 (2020: £234,707).

The average weekly number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<b>2021</b>	2020
	<b>No.</b>	No.
Charitable activities	13.9	13.6
Fundraising	2.6	2.6
	<u>16.5</u>	<u>16.2</u>

**10 Taxation**

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

## 11 Fund-analysis comparative figures for the Statement of Financial Activities

	Unrestricted General Funds £	Restricted Funds £	Total Funds 2020 £
<b>Income from:</b>			
Donations	443,957	719,629	1,163,586
Charitable activities	-	283	283
Other trading activities	12,714	891	13,605
Investments	187	-	187
<b>Total income</b>	<u>456,858</u>	<u>720,803</u>	<u>1,177,661</u>
<b>Expenditure on:</b>			
Raising funds	114,144	3,400	117,544
Charitable activities	108,074	827,222	935,296
<b>Total expenditure</b>	<u>222,218</u>	<u>830,622</u>	<u>1,052,840</u>
<b>Net income/(expenditure)</b>	<u>234,640</u>	<u>(109,819)</u>	<u>124,821</u>
Transfers between funds	(264,206)	264,206	-
<b>Net movement in funds</b>	<u>(29,566)</u>	<u>154,387</u>	<u>124,821</u>
<b>Reconciliation of funds</b>			
<b>Total funds at 1 April 2019</b>	692,939	102,999	795,938
<b>Total funds at 31 March 2020</b>	<u>663,373</u>	<u>257,386</u>	<u>920,759</u>

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

**12 Tangible fixed assets**

	Freehold interest in Land & Buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor Vehicles £	Totals £
<b>Cost</b>					
At 1 April 2020	659,481	23,477	53,041	17,334	753,333
Additions	51,860	9,091	38,563	-	99,514
At 31 March 2021	<u>711,341</u>	<u>32,568</u>	<u>91,604</u>	<u>17,334</u>	<u>852,847</u>
<b>Depreciation</b>					
At 1 April 2020	142,575	18,794	40,442	7,945	209,756
Charge for the year	13,190	1,171	5,101	4,334	23,796
At 31 March 2021	<u>155,765</u>	<u>19,965</u>	<u>45,543</u>	<u>12,279</u>	<u>233,552</u>
<b>Net book value</b>					
At 31 March 2021	<u>555,576</u>	<u>12,603</u>	<u>46,061</u>	<u>5,055</u>	<u>619,295</u>
At 31 March 2020	<u>516,906</u>	<u>4,683</u>	<u>12,599</u>	<u>9,389</u>	<u>543,577</u>

**13 Debtors**

	<b>Total 2021 £</b>	Total 2020 £
Other debtors	8,321	10,752
Prepayments	11,212	7,036
Accrued income	9,460	10,691
	<u>28,993</u>	<u>28,479</u>

**14 Creditors: amounts falling due within one year**

	<b>Total 2021 £</b>	Total 2020 £
Trade creditors	21,824	20,290
Other taxation & social security	3,601	9,922
Other creditors	5,000	5,000
Accruals & Deferred income	22,317	27,874
	<u>52,742</u>	<u>63,086</u>



## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

**15 Creditors: amounts falling due after more than one year**

	<b>Total 2021 £</b>	Total 2020 £
Other creditors	14,214	19,098
	<u>14,214</u>	<u>19,098</u>

**16 Commitments under operating leases**

At 31 March 2021 the charity had total commitments under non-cancellable operating leases as set out below:

	<b>2021 Other Leases £</b>	2020 Other Leases £
<b>Expiry date</b>		
Under one year	5,671	5,671
Within 2 to 5 years	<u>3,592</u>	<u>9,263</u>

**17 Capital commitments**

At the year end the charity had contracted capital commitments of £Nil. In the prior year, contracted capital commitments totalled £129,720 for the refurbishment works at Carpenter House.

**18 Movement in funds**

	<b>At 1 April 2020 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>At 31 March 2021 £</b>
<b>Restricted Funds</b>					
South and East Bristol Foodbank	20,252	626,115	(442,815)	-	203,552
Life Recovery	6,588	22,724	(70,388)	61,151	20,075
Spring of Hope	33,953	65,073	(114,045)	56,674	41,655
The Wild Goose	10,017	101,585	(205,063)	108,487	15,026
Homes not Houses	-	-	(1,425)	1,425	-
Bristol Churches Winter Night Shelter	25,522	41,878	(44,117)	-	23,283
Carpenter House refurbishment	160,346	48,765	(125,631)	(83,480)	-
Covid Resilience	-	72,450	(67,450)	-	5,000
Other small funds	708	-	-	-	708
Restricted funds subtotal	<u>257,386</u>	<u>978,590</u>	<u>(1,070,934)</u>	<u>144,257</u>	<u>309,299</u>
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Net Book Value of Buildings	516,906	-	-	38,670	555,576
<b>General funds</b>	146,467	458,012	(189,897)	(182,927)	231,655
Unrestricted funds subtotal	<u>663,373</u>	<u>458,012</u>	<u>(189,897)</u>	<u>(144,257)</u>	<u>787,231</u>
<b>Total funds</b>	<u>920,759</u>	<u>1,436,602</u>	<u>(1,260,831)</u>	<u>-</u>	<u>1,096,530</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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**18 Movement in funds (Continued)**  
**Fund Descriptions - Restricted**

**South and East Bristol Foodbank** - this fund represents donations received to provide short-term emergency food provision to those in extreme need.

**Life Recovery** - this fund represents monies received to help clients in addiction recovery to develop resilience through the development of practical skills.

**Spring of Hope** - this fund represents donations received to operate a women's night shelter providing emergency accommodation and emotional and practical support to women fleeing from abuse, relationship breakdown and sex work.

**The Wild Goose** - this fund represents donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

**Homes not Houses** - this fund represents monies received and spent on the call to action to the church in Bristol to partner with inHope to create homes for marginalised people.

**Bristol Churches Winter Night Shelter** - this fund represents monies received for the running of a city-wide multi church winter night shelter which is overseen by inHope.

**Carpenter House refurbishment** - this fund represents monies received that are to be spent on the refurbishment of Carpenter House.

**Covid Resilience** - this fund represents grants received for core costs to assist with resilience of the charity through Covid.

**Fund Descriptions - Unrestricted**

**The Net Book Value of Buildings** - this fund represents the buildings held by the charity, transferred into a designated fund for clarity.

Transfers have been made from general funds into The Wild Goose, Spring of Hope Life Recovery and Homes not Houses funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received. In addition the transfer from Carpenter House refurbishment fund to NBV of buildings and general funds, represents the derestriction of funds received for capital refurbishment works along with the depreciation charge.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

## 18 Movement in funds - prior year (continued)

	At 01-Apr 2019 £	Income £	Expenditure £	Transfers £	At 31-Mar 2020 £
<b>Restricted Funds</b>					
East Bristol Foodbank	3,735	197,607	(181,827)	737	20,252
Life Recovery	3,427	16,181	(81,979)	68,959	6,588
Spring of Hope	28,301	155,612	(175,535)	25,575	33,953
The Wild Goose	5,312	190,302	(339,782)	154,185	10,017
Bristol Churches Winter Night Shelter	-	51,207	(25,685)	-	25,522
Carpenter House refurbishment	61,266	106,494	(22,414)	15,000	160,346
Other small funds	958	3,400	(3,400)	(250)	708
Restricted funds subtotal	102,999	720,803	(830,622)	264,206	257,386
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Net Book Value of Buildings	530,096	-	-	(13,190)	516,906
<b>General funds</b>	162,843	456,858	(222,218)	(251,016)	146,467
Unrestricted funds subtotal	692,939	456,858	(222,218)	(264,206)	663,373
<b>Total funds</b>	795,938	1,177,661	(1,052,840)	-	920,759

## 19 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds Designated funds £	General funds £	Total £
Tangible fixed assets	-	555,576	63,719	619,295
Cash at bank and in hand	309,299	-	205,899	515,198
Other current assets	-	-	(23,749)	(23,749)
Creditors due after one year	-	-	(14,214)	(14,214)
	309,299	555,576	231,655	1,096,530

## Analysis of net assets between funds - prior year

	Restricted funds £	Unrestricted funds Designated funds £	General funds £	Total £
Tangible fixed assets	-	516,906	26,671	543,577
Cash at bank and in hand	257,386	-	173,501	430,887
Other current assets	-	-	(34,607)	(34,607)
Creditors due after one year	-	-	(19,098)	(19,098)
	257,386	516,906	146,467	920,759