

CRISIS CENTRE LIMITED
FINANCIAL STATEMENTS
31 MARCH 2018

Company Registration Number 02214814
Charity Number 298528

CRISIS CENTRE LIMITED
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2018

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CRISIS CENTRE LIMITED

CHAIR OF TRUSTEES' REPORT

YEAR ENDED 31 MARCH 2018

As I reflect on the past year I'm hugely encouraged to see what has been achieved through the staff team and wonderful group of volunteers who all work tirelessly to share God's heart of love with some of the most vulnerable people in this city of ours. At the outset I'd like to express my sincere thanks on behalf of the Board of Trustees to everyone who has been involved.

The level of social need continues to grow at national and local level. Homelessness is a key challenge, and this is a significant priority for Bristol City Council. CCM works to address this challenge in a number of ways, recognising that meeting the physical, emotional and spiritual needs of people experiencing or journeying out of homelessness requires a broad range of support.

It would be impossible to highlight all that has been achieved over the last year, but the following represent some of the key highlights:

- Staff training in Volunteer Management; we now have over 600 volunteers across all our projects, which reflect the amazing support that CCM receives from across the church community;
- Senior representation on the Council's housing / homelessness challenge group;
- Conversations developing with churches about how they can acquire property, in partnership with CCM, to house the homeless (we expect this to progress further in the current year);
- We have started the charity name and brand review process (this in ongoing);
- This has been the 2nd year of CCM overseeing coordination of the Bristol Churches Winter Night Shelter, with expansion this year to 12 weeks of shelter;
- East Bristol Foodbank has launched the 'More Than Food' initiative – including Money Life and Energy Bank;
- Restructuring of the charity's Fundraising & Communications team, with new appointments;
- Premier Christian Radio, Love Britain and Ireland Award, winners of the overall award for 2017 (having been nominated by a volunteer in the Community Building category);
- Creation and evolution of a Charity Development Plan; and
- Updating of processes and preparation for GDPR compliance.

We look forward to the coming year with a sense of excitement and expectation as to what God is doing across the city and confirm on behalf of CCM our ongoing commitment to seek humbly to serve God in all that we do as a charity.

Blessings

Andrew Street

Chair of Trustees

CRISIS CENTRE LIMITED

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Objectives and Activities

Our Charity's purposes as set out in the company's Memorandum of Association are:

The advancement of the Christian faith and the relief of poverty, sickness, disadvantage and distress.

According to figures produced by Shelter in November 2017, around 11,300 people are currently officially homeless in the South West region. Bristol has the largest proportion of that number with a total of 2,774 people believed to be without a permanent home in the city, an 11% increase on the previous year. Currently one person in every 170 who lives in Bristol is classed as homeless, a higher proportion of the population than any other area in the region. Some will have spent the night shivering on a cold pavement, others crammed into inadequate temporary accommodation with their children. And what is worse, many are simply unaccounted for. The challenges for those in these situations are huge. Resourcing sufficient food and safe accommodation become of fundamental importance, but developing resilience and self-confidence, stable and fulfilling education, as well as living in an atmosphere of kindness, hope, truth and love are also vital before people are ready to contemplate moves into volunteering, employment and stable housing.

Crisis Centre Ministries aims to contribute towards the provision of as many of these necessities as we can for as many people as we can. We aim to provide services, environments and relationships that will help homeless individuals and families to live tolerably, have hope, make good life choices and eventually find their way into a more stable way of life.

Specifically, we have done this in the following ways:

- At the Wild Goose Drop-In Centre, we have served hot meals without charge and provided practical help and support (for example, sleeping bags, clothing, a shower, access to a telephone/internet, support and signposting).
- Through the Spring of Hope Women's Night Shelter, we have offered a warm, safe and welcoming environment to those who need it
- At the East Bristol Foodbank, we have provided emergency food supplies and among other activities under the 'More than Food' initiative we have begun to run an 'Eat Well, Spend Less' course in association with the Trussell Trust.
- Our LIFE Recovery work has continued through offering the LIFE Course, which has sought to help clients who are in recovery from addiction to develop resilience through the attainment of practical life skills. We have continued to operate in partnership with Woodlands Church to run Life Recovery Groups (LRG).

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.

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Achievements and Performance

In addition to maintaining our four main projects, we have referred to the guidance contained in the Charity Commission's general guidance on public benefit and have agreed on a development plan documenting actions that we will pursue over the next five years, enhancing our present work and closing the gaps so as to provide a continuous pathway signposting each client to a more stable lifestyle. Employment and housing feature prominently in the plan.

The team at the Wild Goose has served roughly 140,000 meals over the year, and we have increased our emphasis on client engagement, so that conversation and food combine to provide a welcoming environment. The venue has rarely been closed. The 12-bed Spring of Hope women's night shelter now opens six nights per week, every week of the year including the Christmas and New Year periods. We now have four outlets for our Foodbank and have distributed 2,067 three-day food parcels, 30% more than last year. These outlets have also run 'Eat Well, Spend Less' courses and given support on budgeting and debt management. An increased effort has been made to train volunteers, 124 of whom have helped at our foodbank outlets. Eighty people have been supported by the Life Recovery Project, with groups held in a number of local churches and support given to individuals.

In 2017/8 across all its projects, the charity:

- Provided 3,350 sessions of listening support, telephone & computer use, prayer & financial support;
- Provided 1,545 counts of practical help which includes sleeping bags, clothing, toiletries and shower and laundry use;
- Made 63 referrals to other agencies, including drug advice services, housing advocacy, and counselling; and
- Made 54 visits accompanying clients to courts, rehabs and hospitals.

In delivering these outcomes we recognise the essential and significant contribution of the 600+ volunteers that have supported CCM over the year; without them none of our projects are able to operate.

Public Benefit

We estimate that 400 people per week are served in the Wild Goose, with 25 new people each week. The 80 participants in the Life Recovery project attended a total of 1,428 group sessions. Parcels of food from our Foodbanks were given to 4,386 individuals, of whom 1,701 were children, 495 of these being 0-5 years old. In total 1,957 bed-nights were taken up by vulnerable women at the Spring of Hope night shelter and 175 women were supported into accommodation.

As well as the direct benefits to the clients, our work gives many unseen benefits to society. Those who access food and practical support through the Wild Goose have an environment that is warm, dry and safe off the streets. Women at the night shelter do not need to sleep rough and so can become healthier and some are able to sustain employment. Those who are helped to live well whilst in recovery are better able to access appropriate medical, legal and administrative help. All this greatly reduces the potential strain on public services coming from instability of lifestyle. Our work also has an impact in reducing the need for begging, rough sleeping and crime.

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Future Plans

Trustees have adopted a major Development Plan, giving us targets for the coming year, for 2020 and for 2022. These include:

- The provision of community houses, serving as move-on accommodation for Spring of Hope or LIFE Recovery clients.
- Consulting, encouraging and supporting local churches to acquire property to house homeless people or those in recovery.
- Exploring with a local church or other agencies the possibility of a Christian rehabilitation centre in Bristol.
- Offering a range of possibilities for our clients to engage with the Bible, prayer and worship.
- Forming partnerships to investigate the provision of opportunities for employability activities, volunteering, internships and apprenticeships for our clients.
- Documenting and publishing the LIFE Course structure and resources to enable the running of the course in other parts of the UK.
- Developing the Life Recovery Group as a franchise.
- Extending our offer of the "Understanding Addiction and Recovery in the Church" course to various locations within the city in addition to the present venue of Woodlands Church.
- Reviewing our fundraising approach.
- Achieving "Investors in Volunteers" accreditation
- Reviewing staff development and management practices and achieving "Investors in People" accreditation.

Financial Review

Policies on reserves and investments

The General fund accumulated surplus (or reserve) is intended to be between 3 and 6 months of income, equating as of March 31st, 2018 to between £150,000 and £300,000. The purposes are to provide bridging finance in the event that funding sources become inadequate, and to give some sense of stability to employees.

Restricted funds, if any, 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 opened a separate deposit account for reserve funds.

Fundraising

In 2017/8 we have started the process of putting in place a new fundraising team. Three appointments have been made, each with a defined area of responsibility, and ambitious targets have been set. In such a difficult climate for fundraising, it would be unrealistic to expect these targets to be met in the first few months of a new team's operation, and they have not been met. Income, however, both from grants and from regular individual donors and churches, is showing a steady increase, though one source of income, the annual 'Sleep Out', suffered greatly at the hands of a blizzard, and only a small proportion of the usual number of participants were able, at short

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notice to amend it to a 'Sleep in'. This, at least, served as an illustration of the need for CCM's work, though an unwelcome one.

Availability and adequacy of assets of each of the funds

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. At the year-end such reserves stood at £161,069, equating to 3.22 months' expenditure, an increase in the reserves of £9,207, while expenditure on charitable activities increased by £77,574.

The level of Restricted Funds of £41,897 represents the balance of funds remaining where donors have imposed specific restrictions on their use.

Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been good. Services have seen expansions, for example the increased opportunities within our "More than Food" initiative in the Foodbank outlets, and the increased duration of the Bristol Churches' Winter Night Shelter, overseen by CCM, to twelve weeks. The Board was able to increase staffing and grant a pay rise slightly in excess of the RPI. Yet reserves have shown an increase.

The financial statements are set out on pages 12 to 25. 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 and in accordance with the Financial Reporting Standard FRS102.

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.

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, from which most of the Charity's work is undertaken. Carpenter House provides the premises from which the Charity operates the Wild Goose Drop-in and the LIFE Course, and is also the registered office for the company.

The Charity also has use of a building on West Street in Old Market. This provides accommodation for the Spring of Hope Women's Night Shelter. 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.

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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. 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 we are in contact with, as part of our strategy for identifying suitable new Trustees.

Trustees can be elected at the AGM, or co-opted on a provisional basis by the Board of Trustees until the next AGM. When someone who has not been elected at the AGM comes forward as a potential new Trustee, if it seems that they will be able to contribute to the work, they are invited to Trustees' meetings on a trial basis for four months, after which they are interviewed by two of the existing Trustees before a final recommendation is made on becoming a Trustee. All Trustees give their time voluntarily and receive no benefits from the Charity.

There must be at least 8 Trustees.

Induction and training of Trustees

Any potential new Trustee is invited to informal meetings with the Chair and CEO before attending their first Board meeting. They are 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.

The organisational structure of the Charity and how decisions are made

The Board has met every two months as a full Board.

The Management Team, led by the CEO, comprises of the Managers of the four project areas, the Finance and Operations Manager and the Fundraising and Communications 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 decisions.

The agenda for Board meetings is set by the Chair, the Board Secretary and the CEO. The 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.

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All proposals/decisions at any Board meeting are determined by simple majority votes cast by Members present, with each Member having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote.

Salaries are set by the Board each year. Consideration is given to the need to attract and retain able staff and to inflation.

Membership of a wider network

We belong to a number of 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 Project Leaders connect with various other networks to raise awareness about the needs of, and services available to, our client group. 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 78 local churches and 51 businesses. Over 600 people volunteered to work with us last year. We work alongside many other groups, both voluntary and statutory. Some of the most significant groups include the Salvation Army, Julian Trust, One25, Caring In Bristol, Beloved, Unseen, the Bristol Methodist Centre, the Bristol Soup Run Trust, numerous churches, a number of local 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 are:

1. Loss of reputation. CCM is held in high regard in Bristol and beyond, especially, but not only, across the church community. This enables us to co-operate with a wide range of institutions on many levels, to the benefit of all involved. Such relationships would not be possible if the charity's reputation became tarnished in any way. Therefore, we have careful systems of safeguarding in place and all volunteers as well as staff are rigorously trained and aware of their responsibilities. Our data is kept securely. There is a risk that the behaviour of a minority of our service users may prohibit others from accessing our services and we guard against that by the occasional temporary closure of key operations such as The Wild Goose. A senior staff member has also changed shifts so as to enhance the staff presence in The Wild Goose at critical times.

2. Loss of funding. Demands on our services are sadly increasing at a time when funding from all sources is becoming harder to secure. In the last year we have strengthened our fundraising team

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so as to be better positioned to meet this challenge. While we are yet to see increases that would make our financial position 'comfortable', we feel that income has stabilised during the year and as the team develops, we hope to be able to have the funding necessary to move ahead with key aspects of our development plan, as well as maintain and develop our current services.

3. Loss of volunteers. We are privileged to have the support of a very large number of people (currently around 600) who give their time and energy in many ways. This relies on good relationships with local communities, especially churches, and with volunteers as individuals. Much of the work of our fundraisers also goes towards keeping volunteers informed of developments, success stories and of how much our work is needed and valued. The work done by volunteers can be demanding physically and emotionally, and it is important to us that they enjoy it and derive some satisfaction and fulfilment from working with us.

Significant external risks to funding have led to the development of a strategic plan which will allow for the diversification of funding and activities. Greater concentration of effort on long term funding has taken place.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with the health and safety of all staff, volunteers, clients and visitors to the operational centres used by the Charity.

The Charity has cover in place for public liability, officer and professional indemnity insurances.

Statement of Trustees' Responsibilities

The trustees (who are also directors Crisis Centre Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the 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

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- 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.

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:

32 Stapleton Road
Bristol
England
BS5 0QY

Signed by order of the Trustees

Date October 18, 2018

A Street

CRISIS CENTRE LIMITED

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2018

Chair of Trustees	Andrew Street
Trustees	David Bolton Malcolm Bourne John Dixon Penelope Clare Fleming Alan Patterson (resigned 9 November 2017) Granville Sykes Donna Robbie
Secretary	Richard Hill
Senior Management Team	Jonathan Lee, Chief Executive Officer J Angel A Irwin Y Lau S Leitch R Cooper V Thompson
Principal Office	32 Stapleton Road Bristol BS5 0QY
Company Registration Number	02214814
Charity Registration Number	298528
Bankers	HSBC plc Bristol City Office PO Box 120 49 Corn Street Bristol BS99 7PP
Independent Examiner	Ed Marsh FCA DChA Burton Sweet The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR

CRISIS CENTRE LIMITED
INDEPENDENT EXAMINER'S REPORT
YEAR ENDED 31 MARCH 2018

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. The accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Ed Marsh FCA DChA
Burton Sweet Chartered Accountants
The Clock Tower
Farleigh Court
Old Weston Road, Flax Bourton
Bristol BS48 1UR

Date: October 18, 2018

CRISIS CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2018

	Note	Unrestricted General Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Income from:					
Donations	2	432,247	442,433	874,680	834,834
Legacies		8,927	-	8,927	-
Charitable activities	3	-	901	901	549
Other trading activities	4	12,650	431	13,081	15,194
Investments		35	-	35	16
Total income		<u>453,859</u>	<u>443,765</u>	<u>897,624</u>	<u>850,593</u>
Expenditure on:					
Raising funds	5	80,482	-	80,482	77,235
Charitable activities	6	188,323	602,404	790,727	713,153
Total expenditure		<u>268,805</u>	<u>602,404</u>	<u>871,209</u>	<u>790,388</u>
Gains on investments		-	-	-	20,000
Net income/(expenditure) before transfers	8	<u>185,054</u>	<u>(158,639)</u>	<u>26,415</u>	<u>80,205</u>
Transfers between funds	17	(190,187)	190,187	-	-
Net movement in funds		<u>(5,133)</u>	<u>31,548</u>	<u>26,415</u>	<u>80,205</u>
Reconciliation of funds					
Total funds at 1 April 2017	17	706,866	10,349	717,215	637,010
Total funds at 31 March 2018	17	<u>701,733</u>	<u>41,897</u>	<u>743,630</u>	<u>717,215</u>

The notes on pages 15 to 25 form part of these financial statements
See note 11 for fund-accounting comparative figures

CRISIS CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2018

Company Number: 02214814

	Note	2018 £	2017 £
Fixed assets			
Tangible assets	12	552,626	583,141
		<u>552,626</u>	<u>583,141</u>
Current assets			
Stock		-	80
Debtors	13	60,026	61,292
Cash at bank and in hand		<u>207,024</u>	<u>138,864</u>
		267,050	200,236
Creditors: amounts falling due within one year	14	<u>(47,683)</u>	<u>(32,412)</u>
Net current assets		219,367	167,824
		<u>219,367</u>	<u>167,824</u>
Total assets less current liabilities		771,993	750,965
		<u>771,993</u>	<u>750,965</u>
Creditors: amounts falling due after more than one year	15	(28,363)	(33,750)
		<u>(28,363)</u>	<u>(33,750)</u>
Net assets		<u>743,630</u>	<u>717,215</u>
		<u>743,630</u>	<u>717,215</u>
Funds			
Unrestricted funds			
General funds	19	161,069	151,862
Designated funds	19	540,664	555,004
Restricted funds	19	<u>41,897</u>	<u>10,349</u>
Total funds		<u>743,630</u>	<u>717,215</u>

For the year ending 31 March 2018 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

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 October 18 2018, and are signed on their behalf by:

.....
Andrew Street
Chair of Trustees

CRISIS CENTRE LIMITED

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2018

	Notes	2018 £	2018 £	2017 £
Net cash inflow from operating activities	A		73,512	69,186
Non-operational cash flows				
Investing activities				
Payments for tangible fixed assets		-		(19,536)
Investment income		35		16
			35	(19,520)
Financing activities				
Repayment of hire purchase and other creditors		(5,387)		(7,032)
			(5,387)	(7,032)
Net cash inflow for the year	B		68,160	42,634

NOTES TO THE CASH FLOW STATEMENT

	2018 £	2017 £
A. Reconciliation of net movement in funds to net cash inflow from operating activities		
Statement of Financial Activities: Net movement in funds	26,415	80,205
Investment income	(35)	(16)
Depreciation	30,515	22,781
Loss on disposal of tangible fixed asset	-	1,562
(Decrease)/Increase in creditors: Current Liabilities	15,271	(2,114)
Decrease/(Increase) in debtors	1,266	(33,232)
Decrease/(Increase) in stocks	80	-
Net cash inflow from operating activities	73,512	69,186

B. Analysis of changes in cash flow during the year

	2018 £	2017 £	Change £
Cash at bank and in hand	207,024	138,864	68,160

	2017 £	2016 £	Change £
Cash at bank and in hand	138,864	96,230	42,634

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.

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

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.

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.

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
Computer hardware and software	25% on cost
Motor vehicles	25% on cost
Kitchen	10% on cost
Catering equipment	20% on cost

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

1 Accounting policies (continued)

Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks.

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 £14,730 (2017: £12,102) in contributions for employees.

2 Donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Committed giving	128,177	13,411	141,588	135,885
Appeals and donations	277,599	106,601	384,200	371,634
Gift Aid tax reclaimed	26,471	3,226	29,697	28,730
Gifts in kind	-	319,195	319,195	298,585
	<u>432,247</u>	<u>442,433</u>	<u>874,680</u>	<u>834,834</u>

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 average number of meals served by the average 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 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.

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

3 Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Wild Goose Drop-In Centre Friday breakfast	-	901	901	549
	<u>-</u>	<u>901</u>	<u>901</u>	<u>549</u>

4 Income from Other Trading Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Rental income and room hire	12,650	-	12,650	12,600
Sales of clothing and donated goods	-	431	431	2,594
	<u>12,650</u>	<u>431</u>	<u>13,081</u>	<u>15,194</u>

5 Expenditure on Raising funds

	Unrestricted funds £	Restricted funds £	Total funds 2018 £	Total Funds 2017 £
Events, advertising & publicity costs	3,467	-	3,467	4,079
Database	3,105	-	3,105	4,133
Salary costs	49,683	-	49,683	49,603
Streetwise	10,078	-	10,078	7,466
Support costs	14,149	-	14,149	11,954
	<u>80,482</u>	<u>-</u>	<u>80,482</u>	<u>77,235</u>

6 Expenditure on: Charitable activities

	Direct costs £	Support costs £	Total costs 2018 £	Total Costs 2017 £
Wild Goose Drop-In Centre	324,736	86,995	411,731	402,252
East Bristol Foodbank	117,883	28,998	146,881	98,748
LIFE Recovery	58,311	38,665	96,976	94,501
Spring of Hope Women's Night Shelter	96,474	38,665	135,139	117,652
	<u>597,404</u>	<u>193,323</u>	<u>790,727</u>	<u>713,153</u>

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

7 Support costs

	Raising funds 2018 £	Charitable Activities 2018 £	Total 2018 £	Total 2017 £
Salary costs	10,123	91,109	101,232	101,354
Depreciation	-	30,515	30,515	22,780
Office costs	285	13,958	14,243	13,864
Light and heat	266	13,017	13,283	10,625
Waste management	-	9,523	9,523	9,153
Staff training	532	4,789	5,321	5,182
Insurance	-	4,266	4,266	3,835
Repairs & maintenance	82	3,215	3,297	3,581
Printing, postage & stationery	2,323	3,484	5,807	3,041
Legal fees	-	1,224	1,224	2,757
Van costs	-	2,799	2,799	2,119
Governance costs - Independent examiner's fee	257	2,316	2,573	1,920
Travel expenses	-	2,348	2,348	1,657
Loss on sale of fixed assets	-	-	-	1,562
Loan interest	-	775	775	1,313
Rent & rates	161	3,053	3,214	1,309
Payroll costs	120	1,079	1,199	1,152
Subscriptions	-	412	412	825
Consultancy fees	-	5,000	5,000	-
Sundry expenditure	-	441	441	227
	<u>14,149</u>	<u>193,323</u>	<u>207,472</u>	<u>188,256</u>

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

8 Net income

This is stated after charging:

	2018 £	2017 £
Depreciation	30,515	22,781
Loss on disposal of assets	-	1,657
Independent examiner's fee	1,960	1,920
	<u>33,435</u>	<u>26,358</u>

There were no Trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

During the year one trustee was reimbursed for travel expenses of £293. (2017: £Nil)

During the year, donations of £15,966 (2017: £25,252) were received from trustees, key management personnel and related parties.

9 Staff costs and numbers

	2018 £	2017 £
The aggregate payroll costs were:		
Wages and salaries	347,344	315,196
Social security costs	24,699	21,435
Employer's pension contributions	14,730	12,102
	<u>386,773</u>	<u>348,733</u>

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

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

	2018	2017
	No.	No.
Charitable activities	16.7	14.0
Fundraising	2.7	2.0
	<u>19.4</u>	<u>16.0</u>

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

The key management personnel employee benefits totalled £221,009 (2017: £193,335)

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

	2018	2017
	No.	No.
Charitable activities	11.2	10.0
Fundraising	1.7	2.0
	<u>12.9</u>	<u>12.0</u>

10 Taxation

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

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

11 Fund-analysis comparative figures

	Unrestricted General Funds £	Restricted Funds £	Total Funds 2017 £
Income from:			
Donations	448,752	386,082	834,834
Legacies	-	-	-
Charitable activities	-	549	549
Other trading activities	14,471	723	15,194
Investments	16	-	16
Total income	<u>463,239</u>	<u>387,354</u>	<u>850,593</u>
Expenditure on:			
Raising funds	73,805	3,430	77,235
Charitable activities	195,327	517,826	713,153
Total expenditure	<u>269,132</u>	<u>521,256</u>	<u>790,388</u>
Gains/(losses) on investments	20,000	-	20,000
Net income/(expenditure)	<u>214,107</u>	<u>(133,902)</u>	<u>80,205</u>
Transfers between funds	215,295	(215,295)	-
Net movement in funds	<u>429,402</u>	<u>(349,197)</u>	<u>80,205</u>
Reconciliation of funds			
Total funds at 1 April 2016	277,464	359,546	637,010
Total funds at 31 March 2017	<u>706,866</u>	<u>10,349</u>	<u>717,215</u>

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

12 Tangible fixed assets

	Freehold interest in Land & Buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor Vehicles £	Totals £
Cost					
At 1 April 2017	656,911	18,794	43,111	3,500	722,316
At 31 March 2018	<u>656,911</u>	<u>18,794</u>	<u>43,111</u>	<u>3,500</u>	<u>722,316</u>
Depreciation					
At 1 April 2017	101,907	12,760	21,008	3,500	139,175
Charge for the year	14,340	4,523	11,652	-	30,515
At 31 March 2018	<u>116,247</u>	<u>17,283</u>	<u>32,660</u>	<u>3,500</u>	<u>169,690</u>
Net book value					
At 31 March 2018	<u>540,664</u>	<u>1,511</u>	<u>10,451</u>	<u>-</u>	<u>552,626</u>
At 31 March 2017	<u>555,004</u>	<u>6,034</u>	<u>22,103</u>	<u>-</u>	<u>583,141</u>

13 Debtors

	Total 2018 £	Total 2017 £
Other debtors	20,602	20,712
Prepayments	6,281	4,626
Accrued income	33,143	35,954
	<u>60,026</u>	<u>61,292</u>

All debtors at 31 March 2018 are due within one year. In 2017 other debtors included £7,500 due after more than one year.

14 Creditors: amounts falling due within one year

	Total 2018 £	Total 2017 £
Trade creditors	7,482	6,607
Other taxation & social security	7,502	5,763
Other creditors	8,160	6,684
Accruals	15,761	12,308
Deferred income	8,778	1,050
	<u>47,683</u>	<u>32,412</u>

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

15 Creditors: amounts falling due after more than one year

	Total 2018 £	Total 2017 £
Other creditors	28,363	33,750
	<u>28,363</u>	<u>33,750</u>

16 Commitments under operating leases

At 31 March 2018 the charity had total commitments under non-cancellable operating leases as set out below.

	2018		2017	
	Land and Buildings £	Other Leases £	Land and Buildings £	Other Leases £
Expiry date				
Under one year	-	2,954	-	2,954
Within 2 to 5 years	-	8,863	-	11,817
	<u>-</u>	<u>8,863</u>	<u>-</u>	<u>11,817</u>

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

17 Movement in funds

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
Restricted Funds					
Wild Goose Drop-In Centre	100	248,007	(324,736)	76,667	38
Spring of Hope Women's Night Shelter	-	24,902	(59,900)	48,498	13,500
East Bristol Foodbank	1,583	122,822	(117,286)	-	7,119
LIFE Recovery LIFE Course	1,016	6,854	(58,311)	56,996	6,555
Spring of Hope refurbishment	4,026	26,004	(36,414)	8,026	1,642
Money Life Training	597	-	(597)	-	-
Redecorations	160	-	(160)	-	-
Rebranding project	1,500	5,000	(5,000)	-	1,500
Funds towards new van	-	9,088	-	-	9,088
Other small funds	1,367	1,088	-	-	2,455
	<u>10,349</u>	<u>443,765</u>	<u>(602,404)</u>	<u>190,187</u>	<u>41,897</u>
Unrestricted funds					
Designated funds					
Net Book Value of Buildings	555,004	-	-	(14,340)	540,664
General funds					
General fund	151,862	453,859	(268,805)	(175,847)	161,069
Unrestricted funds subtotal	<u>706,866</u>	<u>453,859</u>	<u>(268,805)</u>	<u>(190,187)</u>	<u>701,733</u>
Total funds	<u><u>717,215</u></u>	<u><u>897,624</u></u>	<u><u>(871,209)</u></u>	<u><u>-</u></u>	<u><u>743,630</u></u>

Transfers have been made from general funds into Wild Goose Drop-In Centre, Spring of Hope Women's Night Shelter and LIFE Recovery funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received.

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

Funds

The Wild Goose Drop-In Centre fund receives donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

The Spring of Hope Women's Night Shelter fund receives funds donated 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 East Bristol Foodbank receives donations to provide short-term emergency food provision to those in extreme need.

The LIFE Recovery and LIFE Recovery LIFE Course funds hold funds received to help clients in addiction recovery to develop resilience through the development of practical skills.

The Spring of Hope Refurbishment funds were received to use for the refurbishment of the Women's Night Shelter premises.

The Money Life Training fund was received to run Money Life Training courses in conjunction with the East Bristol Foodbank.

The Redecorations funds are for the redecoration of the Charity's premises.

Rebranding project funds were received to help fund costs involved with the Charity's rebranding project.

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

The charity works with churches and other organisations across Bristol to provide a Winter Night Shelter. It processes transactions on behalf of the group, but the amounts involved are not included in the accounts.

The Van Fund represents donations received to purchase a new van to support all our projects.

CRISIS CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2018

18 Movement in funds - prior year

	At 01-Apr 2016 £	Income £	Expenditure £	Transfers £	Gains / (losses) £	At 31-Mar 2017 £
Restricted Funds						
Carpenter House	311,255	-	-	(311,255)	-	-
12 City Road	18,860	-	-	(18,860)	-	-
Wild Goose Drop-In Centre	-	252,255	(324,012)	71,857	-	100
Allotment	1,673	-	-	(1,673)	-	-
Spring of Hope Women's Night Shelter	5,344	40,005	(63,598)	18,249	-	-
East Bristol Foodbank	3,818	72,714	(74,949)	-	-	1,583
LIFE Recovery	-	2,575	(50,590)	48,015	-	-
Men's Night shelter	3,122	(3,145)	-	23	-	-
LIFE Recovery LIFE Course	4,000	-	(2,984)	-	-	1,016
Spring of Hope refurbishment	-	19,000	-	(14,974)	-	4,026
Money Life Training	-	1,650	(1,053)	-	-	597
Redecorations	-	800	(640)	-	-	160
Rebranding project	-	1,500	-	-	-	1,500
Other small funds	11,474	-	(3,430)	(6,677)	-	1,367
	<u>359,546</u>	<u>387,354</u>	<u>(521,256)</u>	<u>(215,295)</u>	<u>-</u>	<u>10,349</u>
Unrestricted funds						
Designated funds						
Revaluation Reserve	9,303	-	-	(9,303)	-	-
Net Book Value of Buildings	215,994	-	(13,014)	352,024	-	555,004
General funds						
General fund	52,167	463,239	(256,118)	(127,426)	20,000	151,862
Unrestricted funds subtotal	<u>277,464</u>	<u>463,239</u>	<u>(269,132)</u>	<u>215,295</u>	<u>20,000</u>	<u>706,866</u>
Total funds	<u><u>637,010</u></u>	<u><u>850,593</u></u>	<u><u>(790,388)</u></u>	<u><u>-</u></u>	<u><u>20,000</u></u>	<u><u>717,215</u></u>

19 Analysis of net assets between funds

	Unrestricted funds			Total £
	Restricted funds £	Designated funds £	General funds £	
Tangible fixed assets	-	540,664	11,962	552,626
Cash at bank and in hand	-	-	207,024	207,024
Other current assets	41,897	-	(29,554)	12,343
Creditors due after one year	-	-	(28,363)	(28,363)
	<u>41,897</u>	<u>540,664</u>	<u>161,069</u>	<u>743,630</u>

Analysis of net assets between funds - prior year

	Unrestricted funds			Total £
	Restricted funds £	Designated funds £	General funds £	
Tangible fixed assets	-	555,004	28,137	583,141
Cash at bank and in hand	-	-	138,864	138,864
Other current assets	10,349	-	18,611	28,960
Creditors due after one year	-	-	(33,750)	(33,750)
	<u>10,349</u>	<u>555,004</u>	<u>151,862</u>	<u>717,215</u>