THE BRIDGE (EAST MIDLANDS)

England & Wales · Charity number 1050596

Details

Other names	THE BRIDGE
Status	Registered
Legal form	Charitable company
Company number	03114996
Registered	1995-11-13
Register	View on the Charity Commission register

Contact

Address	John Storer House Ward's End Loughborough Leicestershire LE11 3HA
Phone	01509260500
Email	hello@thebridge-eastmidlands.org.uk
Website	www.thebridge-eastmidlands.org.uk

Activities

Objects: FOR THE RELIEF AND REHABILITATION OF HOMELESS PERSONS IN NEED IN THE EAST MIDLANDS AND IN PARTICULAR BY THE PROVISION OF ACCOMMODATION AND ASSOCIATED FACILITIES CALCULATED TO ALLEVIATE THEIR NEED. TO PROMOTE ANY OTHER CHARITABLE PURPOSE FOR THE BENEFIT OF HOMELESS PERSONS AND THOSE AT RISK OF HOMELESSNESS IN THE EAST MIDLANDS.

Activities: The Bridge works with homeless and vulnerably housed people across the County of Leicestershire and Rutland. The Bridge delivers Early Intervention and Homelessness Prevention Services including Housing Advice, Housing Related Support, Mediation and a Single Access Point for 16 & 17 year olds.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Accommodation/housing
- **Who:** Children/young People, Elderly/old People, The General Public/mankind

Geography

- **Area of benefit:** EAST MIDLANDS
- Leicester City
- Leicestershire
- Rutland

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,106,977	£1,087,043	£237,033	35
2024-03-31	£994,689	£987,895	£217,099	32
2023-03-31	£1,045,534	£1,176,495	£210,492	33
2022-03-31	£1,584,686	£1,574,207	£341,453	44
2021-03-31	£1,538,678	£1,536,165	£331,424	43

Trustees

Name	Role	Appointed
Alison Jane Barlow		2025-05-14
David Sims		2022-05-24
Gary Beharrell		2023-09-27
Halinka Hepworth		2024-01-31
Ragesh Sejpal		2025-11-26
Richard White		2016-11-23
Sajith Nair		2025-11-26
Veena Jay D'Soni		2025-07-01

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THE BRIDGE (EAST MIDLANDS)

England & Wales - Charity number 1050596

Accounts

Charity Registration No. 1050596

Company Registration No. 03114996 (England and Wales)

THE BRIDGE (EAST MIDLANDS)

ANNUAL REPORT
AND
AUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

THE BRIDGE (EAST MIDLANDS)

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THE BRIDGE (EAST MIDLANDS)

REPORT OF THE BOARD OF TRUSTEES INCLUDING THE DIRECTORS REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Board of Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report together with the financial statements of the charity for the year ended 31 March 2025 The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, Companies Act 2006, Charities Act 2011 and Accounting and Reporting by Charities: Financial Reporting Standard 102 The Financial Standard applicable to UK and the Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Reference and Administrative information

Charity name:	The Bridge (East Midlands)
Operating name:	The Bridge
Charity registration number:	1050596
Company registration number:	03114996

Board of Trustees

Jeanette Webb – Chair
David Sims - Vice Chair
Richard White
Ashiedu Joel – Resigned 20/03/2025
Bhavnaben Patel – Resigned 25/11/2024
Gary Beharrell
Joseph Warwick – Resigned 30/06/2025
Halinka Hepworth
Vina Parekh – Appointed 17/04/2025
Zina Alhilali – Appointed 9/05/2025
Alison Barlow – Appointed 14/05/2025
Veena D'Soni – Appointed 01/06/2025

Company Secretary

Naishad Chhatralia

Senior Staff Members

Naishad Chhatralia – CEO
Anna Maudsley – Head of Programmes and Services
Nicola Jones – Finance and Operations Manager

Registered Office and Operational Address

John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA

Statutory Auditor

John F Mould & Co. 19-20 Baxter Gate, Loughborough LE11 1TG

Bankers

CAF Bank Limited, Kings Hill, West Malling, Kent, ME19 4TA

A Message from the Chair

The funding for charities in an ever-changing world is challenging as we compete for funding with so many others and housing needs escalate exponentially.

The fact that our services are still needed after so many years and indeed more so, is indictment of the lack of funding to ensure that social housing is available for those on low income and to raise people from poverty. Our charity was born from the need to do more for our community to prevent homelessness. It has grown and expanded its services over the years evidencing the continuing need for charities such as ours to support our fellow citizens.

We are pleased to report that the organisation has stabilised considerably since our last report. Our financial management, controls and new systems are working well. We have an excellent team of well experienced and committed staff and managers led by a now well-established CEO.

We are indebted to several organisations who have supported us working in partnership including Charnwood Borough Council, John Storer House, North-West Leicestershire District Council, Hinckley & Rugby, Melton Mowbray and Market Harborough Building Societies and GTS Security Services.

The services we provide have never been more vital as families struggle to manage day to day living, debt, homelessness, and food poverty.

Applying for funding, raising funds and winning grant funding for our work is vital. Several individuals have made significant contributions to support the work that we do in the community. We have been fortunate to have been awarded funding by a number of funders including The National Lottery, Charnwood Borough Council, North West Leicester and Leicestershire District Councils, Masonic Charitable foundation, Ministry of Housing,Communities & Local Government through NWLDC, the Ministry of Justice (NACRO Contract supporting prison and ex-offenders), Henry Smith Foundation, Hinckley & Rugby Building Society, Market Harborough Building Society and Melton Building Society, Dukes Foundation, Swire Charitable Trust, St James Place and Garfield Weston.

Our Management Team and staff continue to work to deliver current services whilst also proactively seeking opportunities that will ensure that we remain strategically relevant to meet the changing needs of our communities and clients.

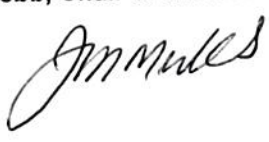
Growth can only be achieved by hard working and dedicated staff, and I again give them mine and The Board of Trustees heartfelt thanks for all the work that they, the Strategic Management Team and the CEO have done.

My thanks also go to our dedicated and hard-working Trustees who do so much more than just turning up at a bimonthly meeting, they get involved and help to support the organisation in so many ways. Particular thanks go to our Vice Chair David Sims who steadfastly has supported me in the Chair role. This year has felt particularly good as the organisation has stabilised in terms of financial management and the excellent team we now have in place delivering services.

Unfortunately, we have lost some of our very dedicated and hard-working Trustees! My special thanks go to Ashiedu Joel who has been a particular stalwart on the committee and Bhavnaben Patel who supported our fund-raising team raising our profile and generating much needed funds.

Organisation like ours, cannot achieve what we do without the help and support of our volunteers and the partner organisations, BNI Tigers, members of the business community, schools, Loughborough University including the Students Union and the public for their generous donations so lastly, I would like to thank them all for their help and continued support.

Jay Webb, Chair of the Board of Trustees



Structure, Governance and Management

Governing document
The organisation is a charitable company limited by guarantee. The company was established under a Memorandum of Association, which sets out the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of Trustees
The Directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. The charity may, by ordinary resolution, appoint a person who is willing to act to be a Trustee. No person other than a Trustee retiring may be appointed a Trustee at any general meeting unless:

- he or she is recommended for re-election by the Trustees; or
- not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that:
  (a) is signed by a member entitled to vote at the meeting.
  (b) states the member's intention to propose the appointment of a person as a Trustee.
  (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and
  (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty-eight clear days' notice of any resolution to be put to the meeting to appoint a Trustee other than a Trustee who is to retire by rotation.

(a) the Trustees may appoint a person who is willing to act to be a Trustee.
(b) a Trustee appointed by a resolution of the other Trustees must retire at the next annual general meeting and must not be taken into account in determining the Trustees who are to retire by rotation.
(c) the Trustees may co-opt any individual who has appropriate specialist skills to support them in fulfilling the objectives of the charity.

The appointment of a Trustee, whether by the charity in general meeting or by the other Trustees, must not cause the number of Trustees to exceed any number fixed as the maximum number of Trustees.

The organisation recognises that recruitment of new Trustees by way of personal recommendation is flawed. When looking to recruit new Trustees, the organisation advertises externally and invites expressions of interest from individuals. Information packs are then dispatched to individuals along with an application form. Individuals who return a completed application are invited to an interview with the Chief Officer and an existing Trustee (usually the Chair). The organisation is keen to recruit individuals with specific areas of interest or expertise.

Trustee Induction and Training
The organisation provides all new Trustees with an information pack containing details of the rights and responsibilities of Charity Trustees – this includes information published by the Charity Commission. All new Trustees are invited to attend an induction evening facilitated by an experienced Trustee. Training is ongoing and based around Trustee Meetings with an emphasis on using the individual expertise of Trustees in specific areas of work.

Risk Management
The Trustees conduct their own review of the risks to which the charity is exposed and establish systems to mitigate those risks. These systems are periodically reviewed to ensure they still meet the needs of the charity both now and for the future. The organisation has developed a robust Risk Register which is reviewed by the Board of Trustees bi-annually.

Organisational Structure

The charity provides a number of services, early intervention and homelessness prevention services, including a Triage Service, Specialist Housing Advice and Tenancy Relations Service, Housing Related Support Services, the talk²sort Mediation Service, a Single Access Point for 16- & 17-year-olds, a Rough Sleeper Outreach and Supported Lettings Programme and Homeless Offenders accommodation advice service.

The charity has a central office providing Customer Services including Welfare Provision (Food and Fuel assistance) and financial and administrative support for the overall operation of the charity. The Trustees are responsible for developing overall policy, aided by the Chief Officer.

Volunteers are welcomed in all our work and are given training and support to enable them to work alongside our paid staff.

Objectives and Activities

The objectives, for which the charity was established, as defined by the Memorandum of Association on 29th February 2012 and amended on 23rd May 2018 are to promote charitable purposes only; more specifically for the relief and rehabilitation of homeless persons in need in the East Midlands and in particular by the provision of accommodation and associated facilities calculated to alleviate their need, to promote any other charitable purpose for the benefit of homeless persons and those at risk of homelessness in the East Midlands.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. Public Benefit is demonstrated more specifically in the following Performance and Achievements sections which highlight specific client work from each of the services within the organisation.

Service Aims and Outcomes

Young People's Services (Single Access Point (SAP), and talk²sort)

Aims (SAP):

- To prevent homelessness and reduce the use of B&B accommodation for 16/17-year-olds.
- To improve young people's life chances.
- To enable family members to plan future accommodation options and avert crises which often result in youth homelessness.
- To increase the young person and family members understanding of the reality of their personal and housing situation(s).

Aims (talk²sort):

- To prevent homelessness.
- To undertake one to one mediation sessions and facilitate meetings between young people and families where appropriate.
- To provide an opportunity for families to improve relationships, to build agreements and plan for the future.
- To raise awareness of mediation services, other local support services and homelessness issues in general.

Housing Support Services (Getting Help In Neighbourhoods & North West Leicestershire)

Aims (GHIN):

- Intended to improve mental health and wellbeing to people aged 19+ experiencing homelessness and/or living in poverty with a disadvantage.
- Delivered through 1:1 support and drop-in services.
- To prevent homelessness and promote independent living.

Performance:

- 139 clients supported in this period.
- 100% reported their emotional/ mental health had improved.
- 96% reported improved economic circumstances.

Street Homelessness and Offenders Services (Dynamic Framework and Rough Sleeper Initiative)

Aims (Dynamic Framework):

- To provide specialist housing advice to those who are homeless and have an offending history.
- To provide intensive support to those who are homeless to help them access accommodation.
- To support those who are homeless to address any barriers to accessing accommodation.

Performance:

- 1048 referrals to the service.
- 845 (81%) clients received assessment and advice within 10 days of receipt of referral
- 990 total clients provided with assessments and guidance over the year.

Aims (Rough Sleeper Initiative):

- To support those who are homeless with no accommodation options available to them outside of the pathway, into suitable accommodation.
- To provide outreach support to those who are rough sleeping.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide support to those who access accommodation to promote positive tenancy management.

Performance:

- 1259 referrals received in the period.
- 321 separate individuals verified as rough sleeping
- 106 successfully assisted into accommodation
- 33% homelessness relieved.

Housing Advice, Tenancy Relations Services

Aims:

- To provide a free, independent and holistic Housing Advice service to all residents in the Borough of Charnwood and across the county
- To provide an emergency advice and assistance service to those in housing crisis.
- To prevent homelessness through partnership working and tenancy relations work with both private and social landlord.
- To provide a free, independent telephone advice service.

Performance:

- 929 referrals during the period.
- 71% improved housing conditions.
- 100% increased knowledge of their housing options.
- 100% emotional/mental health improved.

Triage

Aims:

- To provide a drop-in/telephone service to those who are homeless or at risk of homelessness.
- To provide an effective and efficient housing triage service to ensure people have access to the right service for their needs.
- To deliver a welfare service, providing food parcels, fuel vouchers, starter packs and access to the telephone and/or computer.
- To support the organisation's services in an administrative capacity.

Performance:

- 3092 referrals received within the period.
- 611 applications made to the household Support Fund.
- 100% stated their financial circumstances had improved.
- 406 households supported with food parcels and fuel vouchers worth £11,482.05.

Organisational Achievements
Our Vision is... "Resilient, compassionate communities where individuals thrive in safe and secure homes".

The Bridge (East Midlands) has a 4-year organisational strategy (2024-2028). This strategy serves as the framework for all that we achieve. During the 2024 - 2025 financial year, the Senior Management Team at the Bridge has reviewed our strategy to ensure that as an organisation we remain relevant, agile and responsive to current issues, such as the impact of the pandemic and the rising cost of living.

The strategy aligns with The Bridge (East Midlands) vision, mission and core values and is focused upon the future sustainability of services that provide advice and support for preventing and overcoming homelessness, as well as securing and maintaining tenancies, promoting personal wellbeing and providing a number of projects specifically for young people.

At The Bridge (East Midlands), we are proud of the difference we make, with 94% of respondents who have accessed support from The Bridge stating that their emotional and mental health has improved. 94% of people also stated that they felt more independent after the support they received and 100% said that they are more able to make their own choices and to solve their own problems. Overall, 100% of people who responded to the exit survey fed back that they were happy with the service they had received.

We have a skilled and committed team who are dedicated to shaping and providing a number of vital services that are responsive to the needs of the local community. The local community have supported service provision by fundraising and campaigning throughout the year. During challenging times, we have also looked towards innovative income generation solutions and long-term business/corporate partnerships for the benefit of the community. Working in partnership with key agencies within our locality is another key component to providing the best services that we can, and we have continued to develop existing partnerships and to initiate new ones. We adopt a strengths-based approach and have continued to develop targeted solutions for continual improvement.

- Homelessness Prevented 85%
- Improved Housing 79.%
- Improved Finances 100%
- Improved Mental Health 87%
- Improved Physical health 87%
- Feeling Less Isolated 91%
- Improved Relationships 84%
- Involved in the Wider Community 90%
- Accessed Employment 25%
- Accessed Training/Education 80%
- Improved Independence 88%
- Reduced Substance Misuse 8%
- Reduced Crime/ASB 75%
- Improved confidence/Self-Esteem 85%
- Improved Communication Skills 81%
- More Able to Make Own Choices 97%

Plans for Future Periods
The Bridge's vision of "resilient, compassionate communities, where individuals thrive in safe and secure homes" has provided the foundations for the development of the charity's Four-Year Strategy for the period 2024-2025. The strategic objectives outlined within the strategy support and guide the organisation with its direction. In January 2024, the Strategic Management Team reviewed the Strategic Objectives, and they are now as follows:
Strategic Objectives
Prevent homelessness where possible.

a. Provide advice, support, mediation and signposting to those at risk throughout Leicester, Leicestershire & Rutland.
b. Work with the justice system to support those leaving prison.
c. Provide continued long-term support to prevent future homelessness.
d. Work with local authorities and partner agencies for the benefit of reducing homelessness.
e. Increase awareness throughout the county of the current homelessness situation showcasing awareness and causes of homelessness.
f. Create and promote public awareness of the support available.
g. Campaign and advocate for homelessness throughout Leicester, Leicestershire and Rutland..

Provide support to those who have become homeless.

a. Provide a welcoming, kind, and supportive approach.
b. Listen to those who have become homeless, support them by signposting to relevant health and mental health care offers, support them to get into temporary accommodation.
c. Work with partner agencies to provide emergency accommodation.
d. Care for and invest in staff to provide a high-quality supportive service.

Ensure the future stability and sustainability of the charity.

a. Build a robust business plan focused around the strategy.
b. Work with and build good relationships with local authorities, trusts and funding agencies for grants, contracts and improved communications.
c. Increase awareness and engagement within the local community of the work we do.
d. Build relationships with corporate organisations local businesses and Professional individuals to increase resources.
e. Strengthen our recruitment, development and retention program.
f. Develop a volunteers recruitment strategy to build a volunteer team.
g. Reviewing our technology to make best use of new developments.
h. Develop plans to purchase/lease premises and offer our own accommodation solution.
i. Create a strategy to look at new avenues of income generation.

Develop, support, and invest in our staff and volunteers.

a. Value and recognise the dedication of our staff and volunteers.
b. Provide good communication and engagement with the team.
c. Provide a comprehensive training program to ensure the skills set within the organisation are enhanced.
d. Invest in care and protection for those who work with us.
e. Aspire to attain relevant agreed quality standards.
f. Have a flexible, well-trained and compassionate workforce.

Financial Review

The results for the year showed an 11% increase on last year in total incoming resources. Total resources expended in the year showed an increase of 10% on last year, resulting in a net surplus for the year of £19,934 (2024 – surplus of £6,794).

Investment Policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit.

Reserves Policy

The charity has set itself a policy of maintaining unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately six months expenditure. This policy is designed to provide the charity with sufficient funds to sustain its operations in the event of any changes to its funding streams and is aligned to Charity Commission recommended good practice. The target level of free reserves based on current activities is approximately £542,489. As at 31 March 2025 the actual level of free reserves, excluding restricted funds, was £211,945. The charity continues to work on adding to these reserves and continues to keep the policy under review.

REPORT OF THE BOARD OF TRUSTEES INCLUDING THE DIRECTORS REPORT (CONT.) FOR THE YEAR ENDED 31 MARCH 2025

The Trustees (who are also Directors of The Bridge (East Midlands) for the purposes of company law) are responsible for preparing the Report of the Board of Trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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 estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statement on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Board of Trustees are responsible for keeping proper 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.

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, the company's Directors certify that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all the steps that ought to have been taken in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Signed on behalf of the Trustees:

Jay Webb
Chair

10th September 2025

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS)

Opinion

We have audited the financial statements of The Bridge (East Midlands) (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company'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.

Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS) (CONTINUED)

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees, which includes the Directors Report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees, which includes the Directors Report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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:
- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company and determined that the most significant which were directly relevant to specific assertions in the financial statements were Charities SORP 2019, FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland, the Companies Act 2006 and the Charities Act 2011.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS) (CONTINUED)

- We enquired of management, whether they were aware of any instances of non-compliance with laws and regulations or whether they had any knowledge of actual, suspected or alleged fraud and reviewed the control environment in place to enable management to prevent or detect fraud. We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
-
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias; Our testing included review of journal entries on a sample basis
-
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the charitable company's normal course of business;
-
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- .

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Meirion Thomas (Senior Statutory Auditor)
John F Mould & Co.
Chartered Accountants and Registered Auditors
19 & 20 Baxter Gate
Loughborough
Leics. LE11 1TG

10th September 2025

THE BRIDGE (EAST MIDLANDS)

STATEMENT OF FINANCIAL ACTIVITIES (SoFA)
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	2025 £	Unrestricted Funds £	Restricted Funds £	2024 £
Income from:							
Donations - personal and corporate		64,994	-	64,994	69,609	-	69,609
Investments – interest receivable		8,173	-	8,173	7,023	-	7,023
Charitable activities							
Government and other grants and funding	9.	483,729	550,081	1,033,810	427,628	490,429	918,057
Total Income		556,896	550,081	1,106,977	504,260	490,429	994,689
Expenditure on:							
Costs of generating funds		62,212	-	62,212	99,932	-	99,932
Charitable activities		499,367	525,464	1,024,831	381,087	506,876	887,963
Total expenditure	3.	561,579	525,464	1,087,043	481,019	506,876	987,895
Net income/(expenditure) before transfers		(4,683)	24,617	19,934	23,241	(16,447)	6,794
Transfer between funds	9.	474	(474)	-	-	-	-
Net income/(expenditure) for the year and net movement in funds		(4,209)	24,143	19,934	23,241	(16,447)	6,794
Reconciliation of funds							
Fund balances at 1 April 2024		216,154	945	217,099	192,913	17,392	210,305
Fund balances at 31 March 2025		211,945	25,088	237,033	216,154	945	217,099

All income and expenditure derives from continuing activities.
The notes on pages 17 to 25 form part of the financial statements

THE BRIDGE (EAST MIDLANDS)

BALANCE SHEET
AS AT 31 MARCH 2025

	notes	2025 £	2024 £
Fixed assets			
Tangible assets	6.	2,220	1,115
Current assets	7.		
Debtors		78,084	64,093
Cash at bank and in hand		333,173	321,629
		411,257	385,722
Creditors			
Amounts falling due within one year	8.	(176,444)	(169,738)
Net current assets		234,813	215,984
Net assets		237,033	217,099
Funds			
Unrestricted funds		211,945	216,154
	9.	25,088	471
Restricted - Income	9.	-	474
Permanent endowment			
Total funds		237,033	217,099

These accounts have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

Approved by the Board of Trustees on 10th September 2025 and signed on its behalf by:

J Webb
Chair

THE BRIDGE (EAST MIDLANDS)

STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Cash flow from operating activities		
Net income for the year per SOFA	19,934	6,794
Depreciation of tangible fixed assets	851	5,982
Movements in working capital		
; increase in debtors	(13,991)	(4,745)
: increase/(decrease) in creditors	6,706	(37,708)
Investment income	(8,173)	(7,023)
Net cash flow from operating activities	5,327	(36,700)
Cash flow from investing activities		
Purchase of office equipment	(1,956)	(776)
Investment income received	8,173	7,023
Net cash flow from investing activities	6,217	6,247
Net increase/(decrease) in cash and cash equivalents	11,544	(30,453)
Cash and cash equivalents at 1 April 2024	321,629	352,082
Cash and cash equivalents at 31 March 2025	333,173	321,629
Cash and cash equivalents consists of:		
Cash at bank and in hand	333,173	321,629
Cash and cash equivalents at 31 March 2025	333,173	321,629

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

The principal accounting policies are summarised below.

(a) Basis of accounting

The Bridge (East Midlands) is a private company limited by guarantee registered in England and Wales (registration number 03114996) and registered charity regulated by the Charity Commission (registered number 1050596) with a registered address at John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor.

(c) Recognition of income

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of donations and grants and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant. Legacies are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

1. **Accounting policies (continued)**

(d) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising purposes.
- Charitable activities expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly. The resources expended in the operation of the Charity's central services system and central office which cannot be directly allocated are apportioned between the expenditure categories on the basis of the estimated amount of staff time involved in each activity.

(e) Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost, less the estimated residual value, of each asset over its expected useful life, at varying rates:

	%	
Fixtures and equipment	20.00	Straight line
Computer equipment	33.33	Straight line

All items of equipment that are not consumable in nature are capitalised.
Donated assets are brought in at their second hand value at the date of receipt.

(f) Pensions

The charity participates in a defined contribution pension scheme for the benefit of the employees, the regular costs of which are expended in the Statement of Financial Activities as and when incurred.

(g) Leases

All leases are regarded as operating leases and payments made under them are expended in the Statement of Financial Activities over the term of the lease.

(h) Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the discounted amount expected to be paid in exchange for that service.

(i) **Debtors and creditors receivable/payable within one year**
Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) **Cash at bank and in hand**
Cash at bank and in hand includes cash in hand and cash on deposit.

(k) **Taxation**
The Company is a registered charity and thus is exempt from taxation on its income and capital gains.

(l) **Judgements and key sources of estimation uncertainty**
The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

i) **Deferred and accrued income:**
Income is deferred or accrued as considered to be appropriate in accordance with the guidance in Charities SORP 2019..

(m) **Going concern**
The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. **Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

3. Total resources expended (including VAT)

	2025 £	2024 £
Salaries and related costs – see note 4	906,826	780,036
Rent and room hire	20,833	17,792
Telephone and internet	17,311	15,638
Travel and staff expenses	28,565	-
Staff training	7,541	34,256
Recruitment	938	4,950
Insurance	17,356	13,909
Subscriptions	8,213	10,341
Marketing, publicity and fundraising	20,534	15,091
Printing, and stationery	1,827	2,300
Repairs	1,256	2,204
Professional fees and services, including interpreters	16,692	37,575
Business support costs	11,908	1,465
Audit	6,000	14,820
Client welfare	18,976	4,515
Bank charges	183	-
Bad debt recovered	-	(154)
Depreciation	851	5,979
Contra expenditure	1,233	27,178
	1,087.043	987,895

Support costs and activities

	Administration and triage £	Advisory and advocacy £	Total 2025 £
Salaries and related costs	178,579	728,247	906.826
Rent and room hire	5,424	15,409	20,833
Telephone and internet	4,872	12,439	17,311
Travel and staff expenses	1,905	26,660	28,565
Staff training	431	7,110	7,541
Recruitment	103	835	938
Insurance	4,851	12,505	17,356
Subscriptions	2,513	5,700	8,213
Marketing, publicity and fundraising	8,597	11,937	20,534
Printing, and stationery	723	1,104	1,827
Repairs	359	897	1,256
Professional fees and services, including interpreters	3,756	12,936	16,692
Business support costs	1,911	9,997	11,908
Audit	1,649	4,351	6,000
Client welfare	13,654	5,322	18,976
Bank charges	44	139	183
Depreciation	851	-	851
Contra expenditure	185	1,048	1,233
	230,407	856,636	1,087,043

Support costs and activities continued	Administration and triage £	Advisory and advocacy £	Total 2024 £
Salaries	143,168	636,868	780,036
Rent and room hire	4,331	13,461	17,792
Telephone and internet	4,301	11,337	15,638
Staff training	3,139	31,117	34,256
Recruitment	884	4,066	4,950
Insurance	3,947	9,962	13,909
Subscriptions	2,466	7,875	10,341
Marketing, publicity and fundraising	4,380	10,711	15,091
Printing, and stationery	578	1,722	2,300
Repairs	1,832	372	2,204
Professional fees and services, including interpreters	9,135	28,440	37,575
Business support costs	305	1,160	1,465
Audit	4,048	10,772	14,820
Client welfare	533	3,982	4,515
Depreciation	1,697	4,282	5,979
Contra expenditure	27,178		27,178
Bad debt recovered	(154)		(154)
	211,768	776,127	987,895

Support and governance

The charity identifies the indirect costs of the support functions to the Advisory and advocacy activities as shown above. The basis used for allocation of costs is explained in note 1(d).

Within the above, the costs attributable to governance were	2025 £	2024 £
Staff salaries and related costs	18,381	17,500
Audit costs	4,800	10,800
	23,181	28,300

4. Staff costs and numbers

Salaries	810,682	684,922
Social security costs - employers NIC	54,897	44,381
Employer pension costs	41,247	34,833
Agency staff costs	-	15,900
	906,826	780,036

The average number of employees during the year was as follows

Fundraising	1	1
Charitable activities	34	31
	35	32

4. Staff costs and numbers continued

The company operates a defined contribution pension scheme for its employees. The scheme and its assets are administered and held by independent managers. The pension charge in the accounts of £41,247 (2024 - £34,833) represents contributions due from the company. Unpaid contributions at the balance sheet date were £4,633 (2024- £4,136).

No trustee received remuneration or was in receipt of reimbursed out of pocket expenses in this year or the preceding year.

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

The Chief Officer was considered to be a key employee along with the Head of Programmes & Services and the Finance Manager. Their remuneration and benefits for the year totalled £142,011 (2024 - £116,578).

5. Auditors remuneration

	2025	2024
	£	£
Audit	4,800	11,220
Other services	1,200	3,600
	6,000	14,820

6. Tangible fixed assets

	Computer equipment	Fixtures & equipment	Total
	£	£	£
Cost			
At 1 April 2024	16,448	53,469	69,917
Additions	1,396	560	1,956
Cost of disposals	(6,188)	(51,517)	(57,705)
At 31 March 2025	11,656	2,512	14,168
Accumulated depreciation			
At 1 April 2024	15,753	53,049	68,802
Charge for year	569	282	851
Relating to disposals	(6,188)	(51,517)	(57,705)
At 31 March 2025	10,134	1,814	11,948
Net book values			
At 31 March 2025	1,522	698	2,220
At 31 March 2024	695	420	1,115

7. Debtors

	2025 £	2024 £
Trade Debtors	25,620	28,313
Prepayments and other debtors	52,464	35,780
	78,084	64,093

8. Creditors (amounts falling due within one year)

Trade creditors	6,117	8,054
Other taxes and social security	13,563	14,587
Accruals and deferred income	152,131	142,961
Other Creditors – pension contributions	4,633	4,136
	176,444	169,738

9. Restricted funds 31 March 2025

	At 01/04/2024 £	Incoming resources £	Resources expended £	Transfers £	At 31/03/2025 £
Leicester Charity Link	278	521	452		347
Buttle Trust	192				192
Loughborough Welfare Trust	1				1
Heinz Anna		419	419		
St Martin in the Field		250	250		
LCC hotel		201	185		16
Henry Smith charity		47,500	47,500		
NWLDC rough sleeper initiative		272,344	272,344		
LCC food and fuel poverty		12,380	12,166		214
Masonic Charitable Foundation		29,292	29,210		82
National Lottery - triage		105,466	104,767		699
Getting help in the Neighbourhoods		25,226	25,226		
NWLDC household support fund		1,500	1,381	119	
Pukka pies		3,000	1,473		1,527
Dukes Foundation		10,000	9,990		10
National Lottery Awards for All		19,982	19,982		
Next plc		12,000			12,000
St James Place		10,000			10,000
	471	550,081	525,345	119	25,088

The main restricted funds are for the following purposes;

Henry Smith Charity – funding for salary for head of programmes and services

NWLDC RSI - funding for 5 outreach and 3 supported lettings workers

9. **Restricted funds (continued)**

The main restricted funds are for the following purposes (continued)

Masonic Charitable Foundation - funding for a mediation worker and other non staffing costs

National Lottery - Triage – funding triage team and setting up hubs

Getting Help in Neighbourhoods – funding to boost help in local communities –

Dukes Foundation – funding for a mediation worker

National Lottery Awards for All – funding for a tenancy relations officer

Next plc – Drop-In community hubs

St James Place – 'talk2sort' mediation services

Restricted fund balances represent cash at bank held within the Charity's cash resources. These balances will be spent during 2025/26.

Restricted funds 31 March 2024	At 01/04/2023 £	Incoming resources £	Resources expended £	Transfers £	At 31/03/2024 £
Children in Need Fund	1,218		1,218		
Vicars Relief Fund	43	500	543		
Glasspool		50	50		
Leicester Charity Link	241	37			278
Buttle Trust	192				192
Henry Smith Charity	380	46,300	46,680		
Aston on Trent WI (Food Vouchers)		11	11		
TNL grant - Triage	12,452	101,334	113,786		
Getting Help in Neighbourhoods		23,696	23,696		
NWLDC-RSI		268,986	268,986		
Mountsorrel United Charities	2,391	7,179	9,570		
Loughborough Welfare Trust	1				1
Other food poverty donations		1,220	1,220		
Food Poverty Contain funding		14	14		
CBC Food Poverty		26,000	26,000		
Masonic Charitable		14,802	14,802		
Creative 62		300	300		
	16,918	490,429	506,876		471

Restricted funds – permanent endowment

This fund represented the assets donated by Charnwood Shelter Project to The Bridge (East Midlands). There has been no movement on this fund during 2024 or 2025.and in view of the triviality it has been released to unrestricted funds.

10. Operating lease commitments

The charity had the following commitments under non-cancellable operating leases as set out below:

	Land and Buildings		Other Operating Leases	
	2025	2024	2025	2024
Operating leases which expire:	£	£	£	£
Within one year	5,700	5,200		177
	5,700	5,200		177

11. Related Party Transactions

Trustee Jeanette Webb is also managing director of Jay Webb Consultancy Services Limited. During the Year Jay Webb Consultancy Limited supplied the BreatheHR software to the charity at cost price.

12. Deferred income

Deferred income comprises grants subject to terms or performance related conditions which must be met before there is unconditional entitlement to recognise the income. The balances carried forward to be recognised in 2025/26 amounted to £132,341 (2024 - £128,435).

THE BRIDGE (EAST MIDLANDS)

England & Wales - Charity number 1050596

Accounts

Charity Registration No. 1050596

Company Registration No. 03114996 (England and Wales)

THE BRIDGE (EAST MIDLANDS)

ANNUAL REPORT
AND
AUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

THE ROWLEYS PARTNERSHIP LTD
CHARNWOOD HOUSE
HARCOURT WAY
MERIDIAN BUSINESS PARK
LEICESTER
LE19 1WP

THE BRIDGE (EAST MIDLANDS)

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THE BRIDGE (EAST MIDLANDS)

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The Board of Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report together with the audited financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, Companies Act 2006, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and Administrative information

Charity name:	The Bridge (East Midlands)
Operating name:	The Bridge
Charity registration number:	1050596
Company registration number:	03114996

Board of Trustees

Jeanette Webb – Chair
Richard White
Ashiedu Joel
Steven Ablett – Resigned 27/09/2023
David Sims
Marc Rowley – Resigned 07/12/2023
Dhruv Pandya – Resigned 28/04/2023
Bhavnaben Patel – Appointed 31/05/2023
Gary Beharrell – Apointed 27/09/2023
Joseph Warwick – Appointed 27/09/2023
Halinka Hepworth – Appointed 31/01/2024

Company Secretary

Nash Chhatralia – Appointed 07/08/2023
Susan Langley – Resigned 06/10/2023

Chief Officer

Nash Chhatralia – Appointed 07/08/2023
Susan Langley – Resigned 06/10/2023

Registered Office and Operational Address

John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA

Statutory Auditor

The Rowley's Partnership Limited, Chartered Accountants, Charnwood House, Harcourt Way, Meridian Business Park, Leicester, LE19 1WP

Bankers

CAF Bank Limited, Kings Hill, West Malling, Kent, ME19 4TA

Structure, Governance and Management

Governing document

The organisation is a charitable company limited by guarantee. The company was established under a Memorandum of Association, which sets out the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. The charity may, by ordinary resolution, appoint a person who is willing to act to be a Trustee. No person other than a Trustee retiring may be appointed a Trustee at any general meeting unless:

- he or she is recommended for re-election by the Trustees; or
- not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that:
  (a) is signed by a member entitled to vote at the meeting;
  (b) states the member's intention to propose the appointment of a person as a Trustee;
  (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and
  (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty eight clear days' notice of any resolution to be put to the meeting to appoint a Trustee other than a Trustee who is to retire by rotation.

(a) the Trustees may appoint a person who is willing to act to be a Trustee.
(b) a Trustee appointed by a resolution of the other Trustees must retire at the next annual general meeting and must not be taken into account in determining the Trustees who are to retire by rotation.
(c) the Trustees may co-opt any individual who has appropriate specialist skills to support them in fulfilling the objectives of the charity.

The appointment of a Trustee, whether by the charity in general meeting or by the other Trustees, must not cause the number of Trustees to exceed any number fixed as the maximum number of Trustees.

The organisation recognises that recruitment of new Trustees by way of personal recommendation is flawed. When looking to recruit new Trustees, the organisation advertises externally and invites expressions of interest from individuals. Information packs are then dispatched to individuals along with an application form. Individuals who return a completed application are invited to an interview with the Chief Officer and an existing Trustee (usually the Chair). The organisation is keen to recruit individuals with specific areas of interest or expertise.

Trustee Induction and Training

The organisation provides all new Trustees with an information pack containing details of the rights and responsibilities of Charity Trustees – this includes information published by the Charity Commission. All new Trustees are invited to attend an induction evening facilitated by an experienced Trustee. Training is ongoing and based around Trustee Meetings with an emphasis on using the individual expertise of Trustees in specific areas of work.

Risk Management

The Trustees conduct their own review of the risks to which the charity is exposed and establish systems to mitigate those risks. These systems are periodically reviewed to ensure they still meet the needs of the charity both now and for the future. The organisation has developed a robust Risk Register which is reviewed by the Board of Trustees bi-annually.

Organisational Structure

The charity provides a number of services, early intervention and homelessness prevention services, including a Triage Service, Specialist Housing Advice and Tenancy Relations Service, Housing Related Support Services, the talk²sort Mediation Service, a Single Access Point for 16- & 17-year-olds, a Rough Sleeper Outreach and Supported Lettings Programme and Homeless Offenders accommodation advice service.

The charity has a central office providing Customer Services including Welfare Provision (Food and Fuel assistance) and financial and administrative support for the overall operation of the charity. The Trustees are responsible for developing overall policy, aided by the Chief Officer.

Volunteers are welcomed in all our work and are given training and support to enable them to work alongside our paid staff.

Objectives and Activities

The objectives, for which the charity was established, as defined by the Memorandum of Association on 29th February 2012 and amended on 23rd May 2018 are to promote charitable purposes only; more specifically for the relief and rehabilitation of homeless persons in need in the East Midlands and in particular by the provision of accommodation and associated facilities calculated to alleviate their need, to promote any other charitable purpose for the benefit of homeless persons and those at risk of homelessness in the East Midlands.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. Public Benefit is demonstrated more specifically in the following Performance and Achievements sections which highlight specific client work from each of the services within the organisation.

A Message from the Chair

The funding for charities in an ever-changing world is challenging as we compete for funding with so many others and housing needs escalate exponentially.

The fact that our services are still needed after so many years and indeed more so, is indictment of the lack of funding to ensure that social housing is available for those on low income and to raise people from poverty. Our charity was born from the need to do more for our community to prevent homelessness. It has grown and expanded its services over the years evidencing the continuing need for charities such as ours to support our fellow citizens.

The last two years have been particularly onerous for both the Board of Trustees and our staff as recruitment was challenging in a heated recruitment market and funds limited. This made the work of our staff demanding in the extreme, but they all rose to the occasion and delivered excellent services to our clients. Whilst our CEO left

part way through the year, we were very fortunate in achieving the appointment of new CEO, Head of Programmes & Services (HoPS) and a Finance Manager who quickly got to grips with the tasks in hand and operate as a highly effective and efficient Senior Management Team.

As an organisation we were facing a reported and forecasted significant deficit in terms of our finances. However, with the hard work of the new Finance Manager supported by the Finance Sub Committee including the CEO and Head of Programmes and Services acting together to improve reporting, control and forecasting ensured that we were able to manage our finances and bring about a small underspend. Financial controls were introduced, and new systems are being introduced we therefore feel confident that we have the right people and systems in place to support the organisation going forward.

We are indebted to several organisations who have supported us working in partnership including Charnwood Borough Council, John Storer House, North-West Leicestershire District Council, Hinckley & Rugby, Melton Mowbray and Market Harborough Building Societies and GTS Security Services.

The services we provide have never been more vital as families struggle to manage day to day living, debt, homelessness, and food poverty.

Applying for funding, raising funds and winning grant funding for our work is vital. Several individuals have made significant contributions to support the work that we do in the community. We have been fortunate to have been awarded funding by a number of funders including The National Lottery, Charnwood Borough Council, North West Leicester and Leicestershire District Councils, BBC Children in Need, BHS Funding, Masonic Charitable foundation, Dept for Levelling Up Housing & Communities through NWLDC, the Ministry of Justice (NACRO Contract supporting prison and ex-offenders), Henry Smith Foundation, Hinckley & Rugby Building Society, Market Harborough Building Society and Melton Building Society.

Our Management Team and staff continue to work to deliver current services whilst also proactively seeking opportunities that will ensure that we remain strategically relevant to meet the changing needs of our communities and clients.

Growth can only be achieved by hard working and dedicated staff, and I again give them mine and The Board of Trustees heartfelt thanks for all the work that they, the Strategic Management Team and the CEO have done.

My thanks also go to our dedicated and hard-working Trustees who do so much more than just turning up at a bimonthly meeting, they get involved and help to support the organisation in so many ways. Particular thanks go to our Vice Chair David Sims who steadfastly has supported me in the Chair role in what has been a very challenging time.

Unfortunately, we have lost some of our very dedicated and hard-working Trustees! My special thanks go to Steve Ablett who is no longer on the Board who worked to seek funding opportunities for The Bridge to help with providing finance for these much-needed services. I would like to extend a very warm welcome to Halinka Hepworth who has joined the Board.

Organisation like ours cannot achieve what we do without the help and support of our volunteers and the partner organisations, BNI Tigers, members of the business community, schools, Loughborough University including the Students Union and the public for their generous donations so lastly, I would like to thank them all for their help and continued support.

Jay Webb, Chair of the Board of Trustees

Service Aims and Outcomes

Young People's Services (Single Access Point (SAP), and talk²sort)

Aims (SAP):

- To prevent homelessness and reduce the use of B&B accommodation for 16/17-year-olds.
- To improve young people's life chances.
- To enable family members to plan future accommodation options and avert crises which often result in youth homelessness.
- To increase the young person and family members understanding of the reality of their personal and housing situation(s).

Aims (talk²sort):

- To prevent homelessness.
- To undertake one to one mediation sessions and facilitate meetings between young people and families where appropriate.
- To provide an opportunity for families to improve relationships, to build agreements and plan for the future.
- To raise awareness of mediation services, other local support services and homelessness issues in general.

Support Services (Getting Help In Neighbourhoods, Your Store officer)

Aims (GHIN):

- Intended to improve mental health and wellbeing to people aged 19+ experiencing homelessness and/or living in poverty with a disadvantage.
- Delivered through 1:1 support and drop-in services.
- To prevent homelessness and promote independent living.

Performance:

- 1,140 clients supported in this period.
- 100% felt they had improved or retained independence.
- 100% reported their emotional/ mental health had improved.
- 100% reported improved economic circumstances.

Aims (Your Store):

- To reduce food insecurity.
- To enable access to wrap-around support through advice & signposting.
- To facilitate positive life-style changes.
- Promote positive overall wellbeing for members in the local community.

Performance:

- 396 enquiries were made by 38 households this period.
- 391 food vouchers / food parcels were issued.
- 3 signposted to community services, debt specialists and local authority for relief.

Street Homelessness and Offenders Services (Dynamic Framework and Rough Sleeper Initiative)

Aims (Dynamic Framework):

- To provide specialist housing advice to those who are homeless and have an offending history.
- To provide intensive support to those who are homeless to help them access accommodation.
- To support those who are homeless to address any barriers to accessing accommodation.

Performance:

- 898 referrals to the service.
- 758 (86%) clients received assessment and advice within 10 days of receipt of referral

Aims (Rough Sleeper Initative):

- To support those who are homeless with no accommodation options available to them outside of the pathway, into suitable accommodation.
- To provide outreach support to those who are rough sleeping.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide support to those who access accommodation to promote positive tenancy management.

Performance:

- 697 referrals received in the period.
- 204 separate individuals verified as rough sleeping.
- 42 successfully assisted into accommodation.
- 100% homelessness prevented/relieved.
- 100% have reduced the amount of alcohol or drugs consumed.

Housing Advice, Tenancy Relations Services

Aims:

- To provide a free, independent and holistic Housing Advice service to all residents in the Borough of Charnwood and across the county.
- To provide an emergency advice and assistance service to those in housing crisis.
- To prevent homelessness through partnership working and tenancy relations work with both private and social landlord.
- To provide a free, independent telephone advice service.

Performance:

- 907 referrals during the period.
- 100% improved housing conditions.
- 100% increased knowledge of their housing options.
- 100% emotional/mental health improved.

Triage

Aims:

- To provide a drop-in/telephone service to those who are homeless or at risk of homelessness.
- To provide an effective and efficient housing triage service to ensure people have access to the right service for their needs.
- To deliver a welfare service, providing food parcels, fuel vouchers, starter packs and access to the telephone and/or computer.
- To support the organisation’s services in an administrative capacity.

Performance:

- 3,299 referrals received within the period.
- 598 applications made to the housing support.
- 100% stated their financial circumstances had improved.
- 261 households issued with fuel vouchers worth £14,089 for gas and electricity.

Organisational Achievements

Our Vision is... "Resilient, compassionate communities where individuals thrive in safe and secure homes".

The Bridge (East Midlands) has a 4-year organisational strategy (2020-2024). This strategy serves as the framework for all that we achieve. During the 2023 - 2024 financial year, the Senior Management Team at the Bridge has reviewed our strategy to ensure that as an organisation we remain relevant, agile and responsive to current issues, such as the impact of the pandemic and the rising cost of living.

The strategy aligns with The Bridge (East Midlands) vision, mission and core values and is focused upon the future sustainability of services that provide advice and support for preventing and overcoming homelessness, as well as securing and maintaining tenancies, promoting personal wellbeing and providing a number of projects specifically for young people.

At The Bridge (East Midlands), we are proud of the difference we make, with 94% of respondents who have accessed support from The Bridge stating that their emotional and mental health has improved. 94% of people also stated that they felt more independent after the support they received and 100% said that they are more able to make their own choices and to solve their own problems. Overall, 100% of people who responded to the exit survey fed back that they were happy with the service they had received.

We have a skilled and committed team who are dedicated to shaping and providing a number of vital services that are responsive to the needs of the local community. The local community have supported service provision by fundraising and campaigning throughout the year. During challenging times, we have also looked towards innovative income generation solutions and long term business/corporate partnerships for the benefit of the community. Working in partnership with key agencies within our locality is another key component to providing the best services that we can, and we have continued to develop existing partnerships and to initiate new ones. We adopt a strengths-based approach and have continued to develop targeted solutions for continual improvement.

- Homelessness Prevented 87.5%
- Improved Housing 94.74%
- Improved Finances 100%
- Improved Mental Health 97.42%
- Improved Physical health 98.78%
- Feeling Less Isolated 72.73%
- Improved Relationships 92.86%
- Involved in the Wider Community 75.00%
- Accessed Employment 83.33%
- Accessed Training/Education 85.71%
- Improved Independence 94.74%
- Reduced Substance Misuse 66.67%
- Reduced Crime/ASB 75%
- Improved confidence/Self-Esteem 93.33%
- Improved Communication Skills 93.33%
- More Able to Make Own Choices 100%

Plans for Future Periods

The Bridge's vision of "resilient, compassionate communities, where individuals thrive in safe and secure homes" has provided the foundations for the development of the charity's Four-Year Strategy for the period 2020-2024. The strategic objectives outlined within the strategy support and guide the organisation with its direction. In January 2024, the Strategic Management Team reviewed the Strategic Objectives and they are now as follows:

Strategic Objectives

1 Prevent homelessness where possible.

a. Provide advice, support, mediation and signposting to those at risk throughout Leicester, Leicestershire & Rutland.
b. Work with the justice system to support those leaving prison.
c. Provide continued long-term support to prevent future homelessness.
d. Work with local authorities and partner agencies for the benefit of reducing homelessness.
e. Increase awareness throughout the county of the current homelessness situation showcasing awareness and causes of homelessness.
f. Create and promote public awareness of the support available.
g. Campaign and advocate for homelessness throughout Leicester, Leicestershire and Rutland.

2 Provide support to those who have become homeless.

a. Provide a welcoming, kind, and supportive approach.
b. Listen to those who have become homeless, support them by signposting to relevant health and mental health care offers, support them to get into temporary accommodation.
c. Work with partner agencies to provide emergency accommodation.
d. Care for and invest in staff to provide a high-quality supportive service.

3 Ensure the future stability and sustainability of the charity.

a. Build a robust business plan focused around the strategy.
b. Work with and build good relationships with local authorities, trusts and funding agencies for grants, contracts and improved communications.
c. Increase awareness and engagement within the local community of the work we do.
d. Build relationships with corporate organisations local businesses and Professional individuals to increase resources.
e. Strengthen our recruitment, development and retention program.
f. Develop a volunteers recruitment strategy to build a volunteer team.
g. Reviewing our technology to make best use of new developments.
h. Develop plans to purchase/lease premises and offer our own accommodation solution.
i. Create a strategy to look at new avenues of income generation.

4 Develop, support, and invest in our staff and volunteers.

a. Value and recognise the dedication of our staff and volunteers.
b. Provide good communication and engagement with the team.
c. Provide a comprehensive training program to ensure the skills set within the organisation are enhanced.
d. Invest in care and protection for those who work with us.
e. Aspire to attain relevant agreed quality standards.
f. Have a flexible, well-trained and compassionate workforce.

Financial Review

The results for the year showed a 5% decrease on last year in total incoming resources. Total resources expended in the year showed a decrease of 16% on last year, resulting in a net surplus for the year of £6,794 (2023 – deficit of £134,075).

Investment Policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit.

Reserves Policy

The charity has set itself a policy of maintaining unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately six months expenditure. This policy is designed to provide the charity with sufficient funds to sustain its operations in the event of any changes to its funding streams and is aligned to Charity Commission recommended good practice. The target level of free reserves based on current activities is approximately £497,345. At 31 March 2024 the actual level of free reserves, excluding restricted funds, was £216,154. The charity continues to work on adding to these reserves and continues to keep the policy under review.

The Trustees (who are also Directors of The Bridge (East Midlands) for the purposes of company law) are responsible for preparing the Report of the Board of Trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Board of Trustees are responsible for keeping proper 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.

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, the company's Directors certify that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all the steps that ought to have been taken in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

The auditors, The Rowleys Partnership Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on 25/09/2024 and signed on its behalf by:

Jay Webb

signed on 26/09/2024, 14:24:33 BST

J Webb
Chair

THE BRIDGE (EAST MIDLANDS)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS)

Opinion

We have audited the financial statements of The Bridge (East Midlands) (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company'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.

Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS) (CONTINUED)

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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:
- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial reporting frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006, the Charities Act 2011) and the relevant tax compliance regulations in the jurisdiction in which the charitable company operates. We enquired of management, whether they were aware of any instances of non-compliance with laws and regulations or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the charitable company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity.
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

L. Parkes

signed on 26/09/2024, 17:02:27 BST

Mrs L G Parkes FCA FCCA (Senior Statutory Auditor)
for and on behalf of The Rowley's Partnership Ltd
Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 26/09/2024

THE BRIDGE (EAST MIDLANDS)

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	2024 £	Unrestricted Funds £	Restricted Funds £	2023 £
Income from:							
Donations and legacies	**2**	69,609	-	69,609	96,382	-	96,382
Investments		7,023	-	7,023	2,414	-	2,414
Charitable activities	**3**	427,628	490,429	918,057	447,512	499,226	946,738
Total Income		504,260	490,429	994,689	546,308	499,226	1,045,534
Expenditure on:							
Costs of generating funds		99,932	-	99,932	131,199	-	131,199
Charitable activities		381,087	506,876	887,963	564,624	483,786	1,048,410
Total expenditure	**4**	481,019	506,876	987,895	695,823	483,786	1,179,609
Net income/expenditure before transfers		23,241	(16,447)	6,794	(149,515)	15,440	(134,075)
Transfer between funds	**14**	-	-	-	19	(19)	-
Net income/(expenditure) before tax		23,241	(16,447)	6,794	(149,496)	15,421	(134,075)
Fund balances at 1 April 2023		192,913	17,392	210,305	342,409	1,971	344,380
Fund balances at 31 March 2024		216,154	945	217,099	192,913	17,392	210,305

The notes on pages 19 to 32 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

BALANCE SHEET
AS AT 31 MARCH 2024

		Notes	2024 £	2023 £
Fixed assets				
Tangible assets		**8**	1,115	6,321
Current assets				
Debtors		**9**	64,093	59,348
Cash at bank and in hand			321,629	352,082
			385,722	411,430
Creditors				
Amounts falling due within one year		**10**	(169,738)	(207,446)
Net current assets			215,984	203,984
Net assets			217,099	210,305
Funds				
Unrestricted funds		**12**	216,154	192,913
Restricted -	Income	**14**	471	16,918
	Permanent endowment	**13**	474	474
Total funds		**11**	217,099	210,305

Approved by the Board of Trustees on 25/09/2024 and signed on its behalf by:

Jay Webb

signed on 26/09/2024, 14:24:33 BST

J Webb
Chair

Company Registration number 03114996

The notes on pages 19 to 32 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flow from operating activities			
Cash generated from operations	**18**	(36,700)	(8,309)
Net cash flow from operating activities		(36,700)	(8,309)
Cash flow from investing activities			
Purchase of new property, plant and equipment		(776)	(526)
Sale of property, plant and equipment		-	20
Investment income received		7,023	2,414
Net cash flow from investing activities		6,247	1,908
Net decrease in cash and cash equivalents		(30,453)	(6,401)
Cash and cash equivalents at 1 April 2023		352,082	358,483
Cash and cash equivalents at 31 March 2024		321,629	352,082
Cash and cash equivalents consists of:			
Cash at bank and in hand		321,629	352,082
Cash and cash equivalents at 31 March 2024		321,629	352,082

1. Accounting policies

The principal accounting policies are summarised below.

(a) Basis of accounting

The Bridge (East Midlands) is a private company limited by guarantee registered in England and Wales (registration number 03114996) and registered charity regulated by the Charity Commission (registered number 1050596) with a registered address at John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor.

(c) Recognition of income

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of donations and grants and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant. Legacies are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

1. Accounting policies (continued)

(d) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising purposes.
- Charitable activities expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly. The resources expended in the operation of the Charity's central services system and central office which cannot be directly allocated are apportioned between the expenditure categories on the basis of the estimated amount of staff time involved in each activity.

(e) Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost, less the estimated residual value, of each asset over its expected useful life, at varying rates:

	%	
Fixtures and equipment	20.00	Straight line
Computer equipment	33.33	Straight line

All items of equipment that are not consumable in nature are capitalised.
Donated assets are brought in at their second hand value at the date of receipt.

(f) Pensions

The charity participates in a defined contribution pension scheme for the benefit of the employees, the regular costs of which are expended in the Statement of Financial Activities as and when incurred.

(g) Leases

All leases are regarded as operating leases and payments made under them are expended in the Statement of Financial Activities over the term of the lease.

(h) Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the discounted amount expected to be paid in exchange for that service.

(i) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) Cash at bank and in hand

Cash at bank and in hand includes cash in hand and cash on deposit.

(k) Taxation

The Company is a registered charity and thus is exempt from taxation on its income and capital gains.

(l) Judgements and key sources of estimation uncertainty

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

i) Deferred and accrued income:

Income is deferred or accrued as appropriate in accordance with the Charities SORP 2019.

(m) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Voluntary income

	Unrestricted	Restricted	2024	2023
Donations	69,609	-	69,609	96,382

3. Incoming resources from charitable activities

	2024	2023
Unrestricted funds:	£	£
Government and other public authorities	427,628	447,512
	427,628	447,512

3. Incoming resources from charitable activities (continued)

	2024	2023
Restricted funds:	£	£
Children In Need	-	44,957
Vicars Relief Fund	500	1,000
Glasspool	50	440
Charity Link	37	255
Mountsorrel United Charities	7,179	24,035
YES	-	27,628
NWLDC-Rough Sleeper Initiative (formerly Rapid Rehousing)	268,986	206,543
Leicestershire County Council CWP Supplies Funding	-	23,619
Florence Turner Trust (Housing Advice)	-	1,000
Albert Hunt (Housing Advice)	-	5,000
Henry Smith charity	46,300	45,100
Aston on Trent WI (Food Vouchers)	11	68
Loughborough Lions	-	1,385
Shires Community Grant (Triage)	-	6,000
TNL grant - Triage	101,334	66,701
Getting Help in Neighbourhoods grant	23,696	24,995
Other food poverty donations	1,220	1,000
Food Poverty Contain funding	14	17,500
Co-op fund for Outreach	-	2,000
CBC Food Poverty funding	26,000	-
Masonic Charitable	14,802	-
Creative 62	300	-
	490,429	499,226

4. Total resources expended

	Basis of allocation	Central Income	HAT CBC	HAT BSOC	Mediation CBC	Mediation MCF	SAP	RSI Outreach	RSI Supported Lettings	NWL Floating support	TRO	Triage	Dynamic Framework	VITA Health	GHiN	Food Poverty	Bridge to Collaboration	Total 2024	Total 2023
Direct Client Welfare (Contra)	Direct	21,681	-	-	-	-	-	-	-	-	-	-	-	-	-	5,497	-	27,178	92,677
Salaries and wages	Direct	56,868	78,153	24,629	24,105	14,159	-	199,206	65,971	6,522	21,047	86,300	150,052	32,790	20,234	-	-	780,036	876,764
Sundry Expenses	Direct	68	98	36	84	45	-	367	104	-	49	237	283	49	45	-	-	1,465	3,210
Audit Fees	Direct	2,350	995	368	509	471	-	3,563	1,140	89	517	1,698	2,124	517	479	-	-	14,820	9,932
Insurance	Direct	2,242	942	359	494	449	-	3,477	1,010	-	494	1,705	1,794	494	449	-	-	13,909	14,357
Literature and subscriptions	Direct	1,219	877	-	268	244	-	4,170	561	-	268	1,247	975	268	244	-	-	10,341	11,420
Print, Postage and stationery	Direct	278	147	49	76	61	-	538	173	-	113	300	437	67	61	-	-	2,300	2,689
Recruitment	Direct	277	335	128	188	160	-	1,347	359	-	176	607	1,037	176	160	-	-	4,950	958
Telephone	Direct	2,360	1,072	408	562	511	-	3,958	1,149	-	562	1,941	2,042	562	511	-	-	15,638	19,184
Training and travel	Direct	1,927	1,136	1,111	1,344	1,701	26	15,370	3,967	20	398	1,212	4,612	416	988	-	28	34,256	24,864
Repairs and Renewals	Direct	49	20	8	11	18	-	126	30	-	11	1,783	119	11	18	-	-	2,204	2,508
Starter Packs/Client emergency funds	Direct	505	-	-	-	-	-	2,327	1,598	-	-	28	57	-	-	-	-	4,515	6,252
Rent and Room Hire	Direct	2,307	3,985	369	502	517	-	3,661	1,039	-	572	1,872	1,846	508	462	152	-	17,792	18,279
Professional charges and admin fees	Direct	4,694	2,452	934	1,286	1,170	-	10,041	2,931	-	1,337	4,441	4,810	1,315	1,170	-	-	36,581	38,996
Marketing & Publicity	Direct	2,357	1,010	385	530	482	-	3,730	1,083	-	554	2,023	1,925	530	482	-	-	15,091	17,842
Interpreter costs	Direct	-	913	-	-	-	-	-	-	-	-	-	-	81	-	-	-	994	796
Contract Management Fees	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	17,715
Food Poverty Funding costs	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6,684
Depreciation	Direct	964	405	154	212	193	-	1,495	434	-	212	733	772	212	193	-	-	5,979	11,336
Intercompany loan write off	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,146
Bad debt recovered	Direct	(154)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(154)	-
		99,992	92,540	28,938	30,171	20,181	26	253,376	81,549	6,631	26,310	106,127	172,885	37,996	25,496	5,649	28	987,895	1,179,609

5 Auditor's remuneration

	2024	2023
	£	£
Auditors' remuneration – audit services	7,300	5,900
Fees paid to Auditor for non audit services	2,700	2,200
Fees paid to Auditor for non audit services – subsidiary	-	1,350
	10,000	9,450

6 Staff costs and numbers

Staff costs were as follows:	2024 £	2023 £
Salaries	684,922	734,103
Agency and other staff costs	15,900	26,127
Social security costs	44,381	52,898
Pension contributions	34,833	56,036
Ex gratia payment	-	7,600
	780,036	876,764

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £34,833 (2023 - £56,036). Unpaid contributions at the balance sheet date amounted to £4,136 (2023 - £4,553).

During the year £nil (2023 - £nil) of out of pocket expenses were reimbursed to Trustees and no Trustees in this year or the preceding year were in receipt of remuneration.

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

The Chief Officer was considered to be a key employee along with the Head of Programmes & Services and the Finance Manager; their remuneration for the year was £116,578 (2023: £96,178).

The average number of employees during the year was as follows:

	2024	2023
Charitable activities	31	32
Generating funds	1	1
	32	33

7 Taxation

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

8 Tangible fixed assets

	Computer Equipment £	Fixtures & Equipment £	Total £
Cost			
At 1 April 2023	76,916	53,469	130,385
Additions	776	-	776
Disposals	(61,244)	-	(61,244)
At 31 March 2024	16,448	53,469	69,917
Accumulated Depreciation			
At 1 April 2023	71,619	52,445	124,064
Charge for year	5,378	604	5,982
Eliminated on disposals	(61,244)	-	(61,244)
At 31 March 2024	15,753	53,049	68,802
Net book values			
At 31 March 2024	695	420	1,115
At 31 March 2023	5,297	1,024	6,321

9 Debtors

	2024	2023
Trade Debtors	28,313	30,405
Prepayments and other debtors	35,780	28,943
Amounts owed by group undertakings	-	-
	64,093	59,348

10 Creditors (amounts falling due within one year)

	2024	2023
Trade creditors	8,054	16,839
Other taxes and social security	14,587	10,957
Accruals and deferred income	142,961	175,097
Other Creditors	4,136	4,553
	169,738	207,446

11 Analysis of net assets between funds

31 March 2024

	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	1,115	-	-	1,115
Net current assets	215,039	471	474	215,984
Net assets at 31 March 2024	216,154	471	474	217,099

31 March 2023

	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	6,321	-	-	6,321
Net current assets	186,592	16,918	474	203,984
Net assets at 31 March 2023	192,913	16,918	474	210,305

12 Unrestricted funds

31 March 2024

	General Undesignated Funds £	Redundancy Contingency £	Total £
Balance at 1 April 2023	162,913	30,000	192,913
Surplus/(deficit) for year	23,241	-	23,241
Transfers	-	-	-
Balance at 31 March 2024	186,154	30,000	216,154

31 March 2023

	General Undesignated Funds £	Redundancy Contingency £	Total £
Balance at 1 April 2022	312,409	30,000	342,409
Surplus/(deficit) for year	(149,515)	-	(149,515)
Transfers	19	-	19
Balance at 31 March 2023	162,913	30,000	192,913

13 Restricted funds – permanent endowment

This fund represents the assets donated by Charnwood Shelter Project to The Bridge (East Midlands). There has been no movement on this fund during 2024 nor 2023.

14 Restricted funds

31 March 2024

	At 01/04/2023 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/2024 £
Children in Need Fund	1,218	-	1,218	-	-
Vicars Relief Fund	43	500	543	-	-
Glasspool	-	50	50	-	-
Leicester Charity Link	241	37	-	-	278
Buttle Trust	192	-	-	-	192
Henry Smith Charity	380	46,300	46,680	-	-
Aston on Trent WI (Food Vouchers)	-	11	11	-	-
TNL grant - Triage	12,452	101,334	113,786	-	-
Getting Help in Neighbourhoods grant	-	23,696	23,696	-	-
NWLDC-Rough Sleeper Initiative	-	268,986	268,986	-	-
Mountsorrel United Charities	2,391	7,179	9,570	-	-
Loughborough Welfare Trust	1	-	-	-	1
Other food poverty donations	-	1,220	1,220	-	-
Food Poverty Contain funding	-	14	14	-	-
CBC Food Poverty	-	26,000	26,000	-	-
Masonic Charitable	-	14,802	14,802	-	-
Creative 62	-	300	300	-	-
	16,918	490,429	506,876	-	471

14 Restricted funds (Continued)

31 March 2023	At 01/04/2022 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/2023 £
Children in Need Fund	-	44,957	43,739	-	1,218
Vicars Relief Fund	1,043	1,000	2,000	-	43
Glasspool	-	440	421	(19)	-
Leicester Charity Link	261	255	275	-	241
YES - Youth Employability Support	-	27,628	27,628	-	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council - CWP Supplies Funding	-	23,619	23,619	-	-
Florence Turner Trust - Housing Advice	-	1,000	1,000	-	-
Albert Hunt - Housing Advice	-	5,000	5,000	-	-
Henry Smith Charity	-	45,100	44,720	-	380
Aston on Trent WI (Food Vouchers)	-	68	68	-	-
Loughborough Lions	-	1,385	1,385	-	-
Shires Community Grant (Triage)	-	6,000	6,000	-	-
TNL grant - Triage	-	66,701	54,249	-	12,452
Getting Help in Neighbourhoods grant	-	24,995	24,995	-	-
NWLDC – Rapid Rehousing Grants	-	206,543	206,543	-	-
Mountsorrel United Charities	-	24,035	21,644	-	2,391
Loughborough Welfare Trust	1	-	-	-	1
Other food poverty donations	-	1,000	1,000	-	-
Food Poverty Contain Funding	-	17,500	17,500	-	-
Co-op fund for Outreach	-	2,000	2,000	-	-
	1,497	499,226	483,786	(19)	16,918

The main funds are held for the following purposes:

Children in Need – funding towards 3 x mediator posts and a contribution towards non-staffing costs.
Loughborough Welfare Trust – contribution towards canvas bag initiative (reduction in plastic carrier bag use for food parcels).
Vicars' Relief Fund – Funding for client essentials/furniture/rent.
Glasspool - funding for client essentials/furniture/rent.
Leicester Charity Link - funding for client essentials/furniture/rent.
YES - funding to work with young people who are furthest from the labour market.

14 Restricted funds (continued)

Buttle Trust – funding for client essentials/furniture.
Leicestershire County Council Shire Community Grant - contribution towards Charnwood Food Poverty Group.
NWLDC (Rapid Rehousing) – funding for 3 x support workers to deliver a rapid rehousing service.
Mountsorrel United Charities - contribution towards Charnwood Food Poverty Group.
Co-op – funding for food poverty.
Other food poverty donations – various individual donors who specified that the money be used for food poverty relief.
Food Poverty Contain funding - funding for food poverty.
Co-op fund for Outreach – this was to provide emergency supplies such as hot drinks, socks, sleeping bags, hot food etc for rough sleepers by our outreach team.
Getting Help in Neighbourhoods grant – funding to boost help in local communities – promoting resilience, prevention and self-help.
TNL grant – Triage – funding from the National Lottery to fund our triage team and in particular the set up of triage hubs around the county so that our provision of help is more countywide.
Shires Community Grant (Triage) – additional funding to top up triage hours from TNL grant.
Loughborough Lions – funding towards the relief of food poverty.
Henry Smith Charity – funding specifically to cover the salary costs of the head of programmes and services.
Leicestershire County Council – CWP Supplies Funding – funding for the provision of food parcels and fuel payments to eligible claimants resident in Charnwood.

Where the balance is in credit this represents a short term timing difference with expenses yet to be recouped through service contracts.

15 Operating lease commitments

The charity had the following commitments under non-cancellable operating leases as set out below:

	Land and Buildings		Other Operating Leases	
	2024	2023	2024	2023
Operating leases which expire:				
One year	5,200	6,000	177	266
Between two and five years	-	2,500	-	177
	5,200	8,500	177	443

16 Related Party Transactions

Trustee Jeanette Webb is also managing director of Jay Webb Consultancy Services Limited. During the Year Jay Webb Consultancy Limited supplied the BreatheHR software to the charity at cost price and also Provided IT support in relation to the BreathHR software free of charge. Jay Webb Consultancy Services Limited also paid a total of £Nil (2023:£990) on behalf of the charity during the year as a contribution towards The cost of the Niche Awards.

The total amount of donations received without conditions from trustees was £1,900 (2023:£530)

17 Deferred Income

Deferred income comprises grant and other income paid up front for the fulfilment of charitable activities:

	2024	2023
Balance as at 1 April 2023	164,814	111,299
Amount released to income earned from charitable activities	(132,197)	(64,515)
Amount deferred in year	96,818	118,030
Balance as at 31 March 2024	129,435	164,814

18 Reconciliation of net income to net cashflow from operations

	2024	2023
Net income for year	6,794	(134,075)
Depreciation of tangible fixed assets	5,982	11,336
Loss on disposal of fixed assets	-	-
Investment income	(7,023)	(2,414)
Decrease/(increase) in debtors	(4,745)	90,697
Increase/(decrease) in creditors	(37,708)	26,147
	(36,700)	(8,309)

THE BRIDGE (EAST MIDLANDS)

England & Wales - Charity number 1050596

Accounts

Co House

Charity Registration No. 1050596

Company Registration No. 03114996 (England and Wales)

THE BRIDGE (EAST MIDLANDS)

ANNUAL REPORT
AND
CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

THURSDAY
ACFYH0G8
A03 09/11/2023 #106
COMPANIES HOUSE

THE ROWLEYS PARTNERSHIP LTD
CHARNWOOD HOUSE
HARCOURT WAY
MERIDIAN BUSINESS PARK
LEICESTER
LE19 1WP

THE BRIDGE (EAST MIDLANDS)

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THE BRIDGE (EAST MIDLANDS)

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The Board of Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report together with the consolidated financial statements of the charity and its subsidiary for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, Companies Act 2006, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and Administrative information

Charity name:	*The Bridge (East Midlands)*
Operating name:	The Bridge
Charity registration number:	1050596
Company registration number:	03114996

Board of Trustees

Jeanette Webb – Chair
Richard White
Jonathan Olds – Resigned 24/01/2023
Ashiedu Joel
Amanda Soraghan – Resigned 16/02/2023
Steven Ablett
Helen Tighe – Resigned 22/06/2022
David Sims – Appointed 24/05/2022
Mark Clements – Appointed 24/05/2022, Resigned 05/01/2023
Rupa Chandrana – Appointed 24/05/2022, Resigned 07/06/2022
Joanne Emmett – Resigned 03/05/2022
Marc Rowley – Appointed 26/10/2022
Dhruv Pandya – Appointed 26/10/2022, Resigned 28/04/2023
Bhavnaben Patel – Appointed 31/05/2023

Company Secretary

Sue Langley

Chief Officer

Sue Langley
Paul Snape – Deputy Chief Officer – Resigned 29/04/2022

Registered Office and Operational Address

John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA

Statutory Auditor

The Rowley's Partnership Limited, Chartered Accountants, Charnwood House, Harcourt Way, Meridian Business Park, Leicester, LE19 1WP

Bankers
CAF Bank Limited, Kings Hill, West Malling, Kent, ME19 4TA

Structure, Governance and Management

Governing document

The organisation is a charitable company limited by guarantee. The company was established under a Memorandum of Association, which sets out the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. The charity may, by ordinary resolution, appoint a person who is willing to act to be a Trustee. No person other than a Trustee retiring may be appointed a Trustee at any general meeting unless:

- he or she is recommended for re-election by the Trustees; or
- not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that:
  (a) is signed by a member entitled to vote at the meeting;
  (b) states the member's intention to propose the appointment of a person as a Trustee;
  (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and
  (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty eight clear days' notice of any resolution to be put to the meeting to appoint a Trustee other than a Trustee who is to retire by rotation.

(a) the Trustees may appoint a person who is willing to act to be a Trustee.
(b) a Trustee appointed by a resolution of the other Trustees must retire at the next annual general meeting and must not be taken into account in determining the Trustees who are to retire by rotation.
(c) the Trustees may co-opt any individual who has appropriate specialist skills to support them in fulfilling the objectives of the charity.

The appointment of a Trustee, whether by the charity in general meeting or by the other Trustees, must not cause the number of Trustees to exceed any number fixed as the maximum number of Trustees.

The organisation recognises that recruitment of new Trustees by way of personal recommendation is flawed. When looking to recruit new Trustees, the organisation advertises externally and invites expressions of interest from individuals. Information packs are then dispatched to individuals along with an application form. Individuals who return a completed application are invited to an interview with the Chief Officer and an existing Trustee (usually the Chair). The organisation is keen to recruit individuals with specific areas of interest or expertise.

Trustee Induction and Training

The organisation provides all new Trustees with an information pack containing details of the rights and responsibilities of Charity Trustees – this includes information published by the Charity Commission. All new Trustees are invited to attend an induction evening facilitated by an experienced Trustee. Training is ongoing and based around Trustee Meetings with an emphasis on using the individual expertise of Trustees in specific areas of work.

Risk Management

The Trustees conduct their own review of the risks to which the charity is exposed and establish systems to mitigate those risks. These systems are periodically reviewed to ensure they still meet the needs of the charity both now and for the future. The organisation has developed a robust Risk Register which is reviewed by the Board of Trustees bi-annually.

Organisational Structure
The charity provides a number of services, early intervention and homelessness prevention services, including a Specialist Housing Advice and Tenancy Relations Service, Housing Related Support Services, the talk²sort Mediation Service, a Single Access Point for 16 & 17 year olds, a Homelessness Transitions Rough Sleeper Programme, Rutland's Community Prevention and Wellbeing Services and two European Social Fund and Big Lottery Funded services, Moneywise Plus and YES Project.

The charity has a central office providing Customer Services including Welfare Provision (Fuel Vouchers) and financial and administrative support for the overall operation of the charity. The Trustees are responsible for developing overall policy, aided by the Chief Officer.

Volunteers are welcomed in all our work and are given training and support to enable them to work alongside our paid staff.

Objectives and Activities
The objectives, for which the charity was established, as defined by the Memorandum of Association, and amended in February 2012 are to promote charitable purposes only; more specifically for the relief and rehabilitation of homeless persons in need in the East Midlands and in particular by the provision of accommodation and associated facilities calculated to alleviate their need, to promote any other charitable purpose for the benefit of homeless persons and those at risk of homelessness in the East Midlands.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. Public Benefit is demonstrated more specifically in the following Performance and Achievements sections which highlight specific client work from each of the services within the organisation.

A Message from the Chair

The charity world has always been challenging and the national economic forecast doesn't fill me with a great deal of hope for the future. It feels like doom and gloom wherever you look.

Our charity was born from the need to do more for our community to prevent homelessness and the fact that it has grown over the years indicates how much need there is for charities such as ours to support our fellow citizens.

The last two years have been challenging for both the Board of Trustees and our staff as they have become used to new ways of working, office moves, working from home and hub working.

We are indebted to several organisations who have supported us with these new ways of working including Charnwood Borough Council, John Storer House, North West Leicestershire Council, Hinckley & Rugby

Building Society and GTS Security Services.

The services we provide have never been more vital as families struggle to manage day to day living, debt, homelessness, and food poverty.

We launched our Bridge 2 Collaboration (TB2C) working with businesses throughout the Leicestershire and Rutland areas to create further funding streams to support the vital work that we undertake. Members of the group worked in collaboration with The Bridge, and committed to raising awareness of our charity, fund raising and their business benefits from being part of TB2C community particular thanks to Colin Fyfe of Hinckley & Rugby Building Society for their superb support. We would like to make a special mention of Linda Neville of SanaMente Services Limited who have been raising funds through regular monthly networking meetings and Dee Beckett who put on an event during the year which raised significant funds for us.

Applying for funding, raising funds and winning grant funding for our work is vital. Several individuals have made significant contributions to support the work that we do in the community. We have been fortunate to have been awarded funding by a number of funders including The National Lottery, Charnwood Borough Council, The District Council and BBC Children in Need for which we are very grateful. We also worked in collaboration on the NACRO Contract supporting prison and ex-offenders' services.

Winning grants and awards and being recognised by your peers is only achieved by having dedicated and committed staff. Headed by our Chief Officer, Sue Langley, and our Management Team, staff continue to work to deliver current services whilst also proactively seeking opportunities that will ensure that we remain strategically relevant to meet the changing needs of our communities and clients.

From small beginnings, we have grown so much in the last 30 years. Growth can only be achieved by hard working and dedicated staff, and I again give them mine and The Board of Trustees heartfelt thanks for all the work that they, the Strategic Management Team and the CEO have done.

My thanks also go to our dedicated and hard-working Trustees who do so much more than just turning up at a bimonthly meeting, they get involved and help to support the organisation in so many ways. Particular thanks go to our Vice Chair David Sims who steadfastly has supported me in the Chair role, Jon Olds who was with us for much of the period of this report who took the lead on the Finance Sub-Committee and made sure that he kept a watchful eye on our budget situation and provided invaluable advice to us all on compliance issues and finally to Steve Ablett who has worked to seek funding opportunities for The Bridge to help with providing finance for these much-needed services.

Unfortunately, we have lost some of our very dedicated and hard-working Trustees! My thanks go to Jon Olds and Mark Clemment who gave unstintingly of their time and expertise. I would like to extend a very warm welcome to Bhavna Patel, Joe Warwick and Gary Beharrell who have joined the Board. Bhavna has also taken up a role as Ambassador for the Charity.

No organisation such as ours, can achieve what we do without the help and support of our volunteers and the partner organisations, members of the business community, schools, students union and the public for their generous donations so lastly, I would like to thank them all for their help and continued support.

Jay Webb, Chair of the Board of Trustees

Service Aims and Outcomes

Young People's Services (Single Access Point (SAP), and talk²sort)

Aims (SAP):

- To prevent homelessness and reduce the use of B&B accommodation for 16/17-year-olds.
- To improve young people's life chances.
- To enable family members to plan future accommodation options and avert crises which often result in youth homelessness.
- To increase the young person and family members understanding of the reality of their personal and housing situation(s).

Aims (talk²sort):

- To prevent homelessness.
- To undertake one to one mediation sessions and facilitate meetings between young people and families where appropriate.
- To provide an opportunity for families to improve relationships, to build agreements and plan for the future.
- To raise awareness of mediation services, other local support services and homelessness issues in general.

Support Services (Getting Help In Neighbourhoods, Your Store officer)

Aims (GHIN):

- Intended to improve mental health and wellbeing to people aged 19+ experiencing homelessness and/or living in poverty with a disadvantage.
- Delivered through 1:1 support and drop-in services.
- To prevent homelessness and promote independent living.

Performance:

- 65 clients supported in this period.
- 94% felt they had improved or retained independence.
- 91% received support for their mental health needs.
- 86% reported improved economic circumstances.

Aims (Your Store):

- To reduce food insecurity.
- To enable access to wrap-around support through advice & signposting.
- To facilitate positive life-style changes.
- Promote positive overall wellbeing for members in the local community.

Performance:

- 283 households were supported in this period.
- 278 food vouchers / food parcels were issued.
- 5 signposted to community services, debt specialists and local authority for relief du

Street Homelessness and Offenders Services (Dynamic Framework and Rough Sleeper Initiative)

Aims (Dynamic Framework):

- To provide specialist housing advice to those who are homeless and have an offending history.
- To provide intensive support to those who are homeless to help them access accommodation.
- To support those who are homeless to address any barriers to accessing accommodation.

Performance:

- 1617 referrals to the service.
- 78% of those completing their plan have made progress in obtaining accommodation.

Aims (Rough Sleeper Initative):

- To support those who are homeless with no accommodation options available to them outside of the pathway, into suitable accommodation.
- To provide outreach support to those who are rough sleeping.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide support to those who access accommodation to promote positive tenancy management.

Performance:

- 307 referrals received in the period.
- 59 successfully assisted into accommodation
- 100% homelessness prevented/relieved.
- 90% improved mental health.

Housing Advice, Tenancy Relations Services

Aims:

- To provide a free, independent and holistic Housing Advice service to all residents in the Borough of Charnwood.
- To provide an emergency advice and assistance service to those in housing crisis.
- To prevent homelessness through partnership working and tenancy relations work with both private and social landlord.
- To provide a free, independent telephone advice service.

Performance:

- 697 referrals during the period.
- 100% improved housing conditions.
- 99% increased knowledge of their housing options.
- 99% retained independence.

Triage

Aims:

- To provide a drop-in/telephone service to those who are homeless or at risk of homelessness.
- To provide an effective and efficient housing triage service to ensure people have access to the right service for their needs.
- To deliver a welfare service, providing food parcels, fuel vouchers, starter packs and access to the telephone and/or computer.
- To support the organisation's services in an administrative capacity.

Performance:

- 3517 referrals received within the period.
- 1200 application made to he housing support.
- 99% stated there financial circumstances had improved.
- 381 households issued with fuel vouchers worth £21453 for gas and electricity.

Organisational Achievements

Our Vision is... "Resilient, compassionate communities where individuals thrive in safe and secure homes".

The Bridge (East Midlands) has a 4 year organisational strategy (2020-2024). This strategy serves as the framework for all that we achieve. During the 2021-22 financial year, the Senior Management Team at the Bridge has reviewed our strategy to ensure that as an organisation we remain relevant, agile and responsive to current issues, such as the impact of the pandemic and the rising cost of living.

The strategy aligns with The Bridge (East Midlands) vision, mission and core values and is focused upon the future sustainability of services that provide advice and support for preventing and overcoming homelessness, as well as securing and maintaining tenancies, promoting personal wellbeing and providing a number of projects specifically for young people.

At The Bridge (East Midlands), we are proud of the difference we make, with 94% who have accessed support from The Bridge stating that their emotional and mental health has improved. 86% of people also stated that they felt more independent after the support they received and 94% said that they are more able to make their own choices and to solve their own problems. Overall, 99.7% of people who accessed services from The Bridge (East Midlands) fed back that they were happy with the service they had received.

We have a skilled and committed team who are dedicated to shaping and providing a number of vital services that are responsive to the needs of the local community. The local community have supported service provision by fundraising and campaigning throughout the year. During challenging times, we have also looked towards innovative income generation solutions and long term business/corporate partnerships for the benefit of the community. Working in partnership with key agencies within our locality is another key component to providing the best services that we can and we have continued to develop existing partnerships and to initiate new ones. We adopt a strengths-based approach and have continued to develop targeted solutions for continual improvement.

- Homelessness Prevented 96.55%
- Improved Housing 90.00%
- Improved Finances 96.06%
- Improved Mental Health 93.45%
- Improved Physical health 94.62%
- Feeling Less Isolated 71.11%
- Improved Relationships 81.82%
- Involved in the Wider Community 66.67%
- Accessed Employment 82.35%
- Accessed Training/Education 91.31%
- Improved Independence 86.36%
- Reduced Substance Misuse 78.57%
- Reduced Crime/ASB 75%
- Improved confidence/Self-Esteem 89.36%
- Improved Communication Skills 93.02%
- More Able to Make Own Choices 94.30%

Plans for Future Periods

The Bridge's vision of "resilient, compassionate communities, where individuals thrive in safe and secure homes" has provided the foundations for the development of the charity's Four-Year Strategy for the period 2020-2024. The strategic objectives outlined within the strategy support and guide the organisation with its direction. In January 2022, the Strategic Management Team reviewed the Strategic Objectives and they are now as follows:

Strategic Objectives

1. We will strengthen our current service offer
a. We will ensure that all service opportunities align with our core values
b. We will identify gaps in our service delivery and develop targeted solutions to improve
c. We will nurture and develop our partnerships for the benefit of our offer to clients
d. We will better evidence our social value and impact, developing a robust reporting framework

2. We will ensure that everyone continues to be valued, nurtured, and respected
a. We will strengthen our governance and demonstrate an engaged, skilled, strategic Board of Trustees
b. We will adopt a strengths-based approach for the benefit of our clients
c. We will invest in our staff and cultivate a highly skilled and valued workforce
d. We will embed delivery of core values to engage with communities to reflect the geographical diversity of the communities where we operate

3. We will develop a creative, sustainable, and future focused charitable organisation
a. We will generate innovative income generation solutions, including The Bridge 2 Collaboration
b. We will nurture long term (business/corporate) partnerships for the benefit of the community
c. We will establish a community supporter base of volunteers and event ambassadors
d. We will produce a viable grant, trust fund and procurement process
e. We will strengthen the communication and PR functions for continued nationwide recognition

4. We will be advocates of best practice with an embedded culture of continual improvement
a. We will continue to create opportunities for the improvement of the business
b. We will develop a strategy for staff wellbeing
c. We will maintain our Quality Management System for a high level of organisational compliance
d. We will provide a bespoke and supportive consultancy solution through The Bridge 2 Excellence

Financial Review

The results for the year showed a 34% decrease on last year in total incoming resources. Total resources expended in the year showed a decrease of 25% on last year, resulting in a net deficit for the year of £130,961 (2022 – surplus of £10,479).

Investment Policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit.

Reserves Policy

The charity has set itself a policy of maintaining unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately six months expenditure. This policy is designed to provide the charity with sufficient funds to sustain its operations in the event of any changes to its funding streams and is aligned to Charity Commission recommended good practice. The target level of free reserves based on current activities is approximately £522,648. At 31 March 2023 the actual level of free reserves, excluding restricted funds, was £193,100. The charity continues to work on adding to these reserves and continues to keep the policy under review.

REPORT OF THE BOARD OF TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

The Trustees (who are also Directors of The Bridge (East Midlands) for the purposes of company law) are responsible for preparing the Report of the Board of Trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Board of Trustees are responsible for keeping proper 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.

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, the company's Directors certify that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all the steps that ought to have been taken in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

The auditors, The Rowleys Partnership Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on 21/09/2023 and signed on its behalf by:

J Webb
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS)

Opinion

We have audited the financial statements of The Bridge (East Midlands) (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, Group and Company Balance Sheets, the Group and Company Cash Flow Statements and notes to the financial statements, including 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 UKL and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company'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.

Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE BRIDGE (EAST MIDLANDS) (CONTINUED)

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:
- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements
We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial reporting frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006, the Charities Act 2011) and the relevant tax compliance regulations in the jurisdiction in which the charity operates. We enquired of management, whether they were aware of any instances of non-compliance with laws and regulations or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the charity's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity.
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities.
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mrs L G Parkes FCA FCCA (Senior Statutory Auditor)
for and on behalf of The Rowley's Partnership Ltd
Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 27th September 2023

THE BRIDGE (EAST MIDLANDS)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 £	Unrestricted Funds £	Restricted Funds £	2022 £
Income from:							
Donations and legacies	2	96,382	-	96,382	78,615	-	78,615
Investments		2,414	-	2,414	1,634	-	1,634
Charitable activities	3	447,512	499,226	946,738	924,444	579,993	1,504,437
Total Income		546,308	499,226	1,045,534	1,004,693	579,993	1,584,686
Expenditure on:							
Costs of generating funds		131,199	-	131,199	29,094	-	29,094
Charitable activities		561,510	483,786	1,045,296	914,319	630,794	1,545,113
Total expenditure	5	692,709	483,786	1,176,495	943,413	630,794	1,574,207
Net income/expenditure before transfers		(146,401)	15,440	(130,961)	61,280	(50,801)	10,479
Transfer between funds	16	19	(19)	-	(50,176)	50,176	-
Net income/(expenditure) before tax		(146,382)	15,421	(130,961)	11,104	(625)	10,479
Taxation		-	-	-	450	-	450
Fund balances at 1 April 2022		339,482	1,971	341,453	328,828	2,596	331,424
Fund balances at 31 March 2023		193,100	17,392	210,492	339,482	1,971	341,453

As permitted by S408 Companies Act 2006, the charity has not presented its own Income and Expenditure Account and related notes. The charity's net expenditure for the year was £134,075 (2022 - £15,036 net income). The notes on pages 20 to 35 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

		Notes	2023 £	2022 £
Fixed assets				
Tangible assets		9	6,321	17,151
Current assets				
Debtors		11	59,348	145,936
Cash at bank and in hand			352,269	368,933
			411,617	514,869
Creditors				
Amounts falling due within one year		12	(207,446)	(190,567)
Net current assets			204,171	324,302
Net assets			210,492	341,453
Funds				
Unrestricted funds		14	193,100	339,482
Restricted -	Income	16	16,918	1,497
	Permanent endowment	15	474	474
Total funds		13	210,492	341,453

Approved by the Board of Trustees on 27th September 2023 and signed on its behalf by:

J Webb
Chair

Company Registration number 03114996

The notes on pages 20 to 35 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

CHARITY BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	9	6,321	17,151
Current assets			
Debtors	11	59,348	150,045
Cash at bank and in hand		352,082	358,483
		411,430	508,528
Creditors			
Amounts falling due within one year	12	(207,446)	(181,299)
Net current assets		203,984	327,229
Net assets		210,305	344,380
Funds			
Unrestricted funds	14	192,913	342,409
Restricted Income	16	16,918	1,497
Permanent endowment	15	474	474
Total funds	13	210,305	344,380

Approved by the Board of Trustees on 27th September 2023 and signed on its behalf by:

J Webb
Chair

Company Registration number 03114996

The notes on pages 20 to 35 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

CONSOLIDATED STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flow from operating activities			
Cash generated from operations	20	(18,572)	(66,014)
Net cash flow from operating activities		(18,572)	(66,014)
Cash flow from investing activities			
Purchase of new property, plant and equipment		(526)	(14,975)
Sale of property, plant and equipment		20	-
Investment income received		2,414	1,634
Net cash flow from investing activities		1,908	(13,341)
Net decrease in cash and cash equivalents		(16,664)	(79,355)
Cash and cash equivalents at 1 April 2022		368,933	448,288
Cash and cash equivalents at 31 March 2023		352,269	368,933
Cash and cash equivalents consists of:			
Cash at bank and in hand		352,269	368,933
Cash and cash equivalents at 31 March 2023		352,269	368,933

THE BRIDGE (EAST MIDLANDS)

CHARITY STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flow from operating activities			
Cash generated from operations	**20**	(8,309)	(64,870)
Net cash flow from operating activities		(8,309)	(64,870)
Cash flow from investing activities			
Purchase of new property, plant and equipment		(526)	(14,381)
Sale of property, plant and equipment		20	-
Investment income received		2,414	1,634
Net cash flow from investing activities		1,908	(12,747)
Net decrease in cash and cash equivalents		(6,401)	(77,617)
Cash and cash equivalents at 1 April 2022		358,483	436,100
Cash and cash equivalents at 31 March 2023		352,082	358,483
Cash and cash equivalents consists of:			
Cash at bank and in hand		352,082	358,483
Cash and cash equivalents at 31 March 2023		352,082	358,483

1. Accounting policies

The principal accounting policies are summarised below.

(a) Basis of accounting

The Bridge (East Midlands) is a private company limited by guarantee registered in England and Wales (registration number 3114996) and registered charity regulated by the Charity Commission (registered number 1050596) with a registered address at John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Basis of consolidation

The consolidated financial statements present the results of the charity and its subsidiary ("the Group) as if they formed a single entity. Intercompany transactions and balances between the Group entities are therefore eliminated in full.

The results of the subsidiary undertaking are shown in the consolidated statement of financial activities within income and expenditure. The assets and liabilities of the subsidiary undertaking are combined with those of the company in a consolidated balance sheet and a consolidated cash flow statement on a line by line basis. A separate statement of financial activities for the company is not presented as permitted by section 408 of the Companies Act 2006.

(c) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor.

1. Accounting policies (continued)

(d) Recognition of income

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of donations and grants and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant. Legacies are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

(e) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising purposes.
- Charitable activities expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly. The resources expended in the operation of the Charity's central services system and central office which cannot be directly allocated are apportioned between the expenditure categories on the basis of the estimated amount of staff time involved in each activity.

(f) Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost, less the estimated residual value, of each asset over its expected useful life, at varying rates:

	%	
Fixtures and equipment	20.00	Straight line
Computer equipment	33.33	Straight line

All items of equipment that are not consumable in nature are capitalised.
Donated assets are brought in at their second hand value at the date of receipt.

(g) Pensions

The charity participates in a defined contribution pension scheme for the benefit of the employees, the regular costs of which are expended in the Statement of Financial Activities as and when incurred.

(h) Leases

All leases are regarded as operating leases and payments made under them are expended in the Statement of Financial Activities over the term of the lease.

(i) Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the discounted amount expected to be paid in exchange for that service.

(j) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(k) Cash at bank and in hand

Cash at bank and in hand includes cash in hand and cash on deposit.

(l) Taxation

The Company is a registered charity and thus is exempt from taxation on its income and capital gains.

For the subsidiary company tax currently payable is based on taxable profit for the year. Taxable profit differs from net profit as reported in the accounts because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are never taxable or deductible. The company's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

(m) Judgements and key sources of estimation uncertainty

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

i) Useful economic lives of tangible assets:

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reassessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and physical condition of the assets. See accounting policy note (above) for the useful economic lives for each class of assets.

ii) Expenditure allocations:

Expenditure is apportioned where it relates to more than one category (see note 5).

(n) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Voluntary income

	Unrestricted	Restricted	2023	2022
Donations	96,382	-	96,382	78,615

3. Incoming resources from charitable activities

	2023	2022
Unrestricted funds:	£	£
Government and other public authorities	447,512	776,657
Public Sector Health	-	36,000
Subsidiary income – government and other public authorities	-	111,787
	447,512	924,444

3. Incoming resources from charitable activities (continued)

	2023	2022
Restricted funds:	£	£
Children In Need	44,957	44,957
Vicars Relief Fund	1,000	1,000
Glasspool	440	549
Charity Link	255	453
Mountsorrel United Charities	24,035	16,958
Moneywise Plus	-	72,082
Rutland Grants	-	189
YES	27,628	54,157
TNLCF Homeless Offenders Service	-	142,485
Co-op Food Poverty Funding	-	2,985
Police and Crime Commissioner Mediation Grant	-	6,125
NWLDC-Rough Sleeper Initiative (formerly Rapid Rehousing)	206,543	153,823
Leicestershire County Council CWP Supplies Funding	23,619	24,095
Florence Turner Trust (Housing Advice)	1,000	-
Albert Hunt (Housing Advice)	5,000	-
Henry Smith charity	45,100	-
Aston on Trent WI (Food Vouchers)	68	-
Loughborough Lions	1,385	-
Leicestershire and Rutland Community Foundation	-	4,000
Schroder Trust	-	2,400
Shires Community Grant (Triage)	6,000	-
TNL grant - Triage	66,701	-
Getting Help in Neighbourhoods grant	24,995	-
Other food poverty donations	1,000	3,636
LCC r3	-	15,000
Food Poverty Contain funding	17,500	12,500
Co-op fund for Outreach	2,000	-
CBC Food Poverty funding	-	20,500
Waitrose Food Poverty funding	-	1,499
ASDA Food Poverty funding	-	600
	499,226	579,993

4. The Bridge (Trading) East Midlands Limited

	2023	2022
Income	3,146	111,787
Administration expenses	(32)	(114,166)
Surplus/(deficit) before taxation	3,114	(2,379)
Tax on surplus/(deficit)	-	450
Surplus/(deficit) for financial period	3,114	(2,829)

This is a wholly owned trading subsidiary incorporated in England and Wales and limited by guarantee.

The Bridge (Trading) East Midlands Limited (10922464) undertakes activities of a similar nature to The Bridge (East Midlands).

A summary of the trading results are shown above. Unaudited accounts have been filed with the Registrar of Companies.

5. Total resources expended

	Basis of allocation	Voluntary Income	HAT	Housing Matter	Subsidiary	Mediation	SAP	RSI Outreach	RSI Supported Lettings	YES	TRO	Triage	Dynamic Framework	Food Poverty	GHiN	VITA Health	Total 2023	Total 2022
Direct Client Welfare (Contra)	Direct	27,970	-	64,707	-	-	-	-	-	-	-		-	-	-	-	92,677	240,294
Salaries and wages	Direct	77,579	95,812	3,831	-	53,038	25,503	135,908	78,727	44,678	25,026	77,559	143,901	53,742	20,718	40,742	876,764	1,027,193
Sundry Expenses	Direct	815	181	-	32	282	70	430	205	199	86	295	298	187	76	86	3,242	4,880
Audit Fees	Direct	1,229	867	-	-	483	49	2,103	992	98	434	1,301	1,363	434	241	338	9,932	12,041
Insurance	Direct	600	1,073	-	-	1,142	641	1,396	1,528	1,282	536	1,609	1,625	1,800	589	536	14,357	12,975
Literature and subscriptions	Direct	492	893	-	-	530	439	4,095	775	699	288	865	883	854	319	288	11,420	10,627
Print, Postage and stationery	Direct	251	229	2	-	170	86	374	251	177	97	297	341	227	90	97	2,689	5,199
Recruitment	Direct	-	-	-	-	-	-	299	-	-	-	-	659	-	-	-	958	6,984
Telephone	Direct	2,540	1,400	-	-	1,078	520	3,311	1,622	1,041	700	2,100	2,195	1,367	610	700	19,184	27,548
Training and travel	Direct	468	768	62	-	3,831	284	8,521	3,991	1,696	118	763	3,103	944	176	139	24,864	45,561
Repairs and Renewals	Direct	(933)	182	-	-	173	85	1,415	259	171	91	273	347	266	88	91	2,508	11,853
Starter Packs	Direct	4,402	-	-	-	4	-	1,355	362	57	-	50	22	-	-	-	6,252	11,734
Rent and Room Hire	Direct	1,856	1,736	-	-	1,031	412	2,467	1,299	824	573	1,910	1,699	3,451	478	543	18,279	26,464
Professional charges and admin fees	Direct	6,777	2,711	-	-	2,119	1,010	6,267	3,177	2,021	1,356	4,066	4,244	2,709	1,183	1,356	38,996	83,245
Utilities	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,361
Publicity	Direct	5,357	1,031	-	-	770	416	2,742	1,193	686	516	1,546	1,643	997	429	516	17,842	12,278
Interpreter costs	Direct	-	296	-	-	331	-	-	-	-	-	-	39	-	-	130	796	13,627
Contract Management Fees	Direct	-	-	-	-	-	-	-	-	-	-	-	17,715	-	-	-	17,715	-
Food Poverty Funding costs	Direct	-	-	-	-	-	-	-	-	-	-	-	-	6,684	-	-	6,684	2,995
Depreciation	Direct	1,795	944	-	-	473	-	2,834	944	-	473	1,417	1,511	236	236	473	11,336	14,609
Loss on disposal of fixed assets	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,739
		131,198	108,123	68,602	32	65,455	29,515	173,517	95,325	53,629	30,294	94,051	181,588	73,898	25,233	46,035	1,176,495	1,574,207

6 Auditor's remuneration

	2023	2022
	£	£
Auditors' remuneration – audit services	5,900	5,600
Auditors' remuneration – audit of subsidiary	-	1,900
Fees paid to Auditor for non audit services	2,200	2,100
Fees paid to Auditor for non audit services – subsidiary	1,350	900
	9,450	10,500

7 Staff costs and numbers

	2023	2022
Staff costs were as follows:	£	£
Salaries	734,103	905,548
Agency and other staff costs	26,127	11,285
Social security costs	52,898	48,521
Pension contributions	56,036	61,839
Ex gratia payment	7,600	-
	876,764	1,027,193

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £56,036 (2022 - £61,839). Unpaid contributions at the balance sheet date amounted to £4,553 (2022 - £6,117).

During the year £nil (2022 - £nil) of out of pocket expenses were reimbursed to Trustees and no Trustees in this year or the preceding year were in receipt of remuneration.

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

The Chief Officer was considered to be a key employee along with the Head of Programmes & Services and the Operations Manager/Head of Quality & Infrastructure; their remuneration for the year was £96,178 (2022: £126,852).

The average number of employees during the year was as follows:

	2023	2022
Charitable activities	32	43
Generating funds	1	1
	33	44

8 Taxation

The charity is exempt from corporation tax on its charitable activities. The trading subsidiary company is liable for tax.

9 **Tangible fixed assets**

Group	Computer Equipment £	Fixtures & Equipment £	Total £
Cost			
At 1 April 2022	76,450	53,469	129,919
Additions	526	-	526
Disposals	(60)	-	(60)
At 31 March 2023	76,916	53,469	130,385
Accumulated Depreciation			
At 1 April 2022	61,128	51,640	112,768
Charge for year	10,531	805	11,336
Eliminated on disposals	(40)	-	(40)
At 31 March 2023	71,619	52,445	124,064
Net book values			
At 31 March 2023	5,297	1,024	6,321
At 31 March 2022	15,322	1,829	17,151

Tangible fixed assets

Charity	Computer Equipment £	Fixtures & Equipment £	Total £
Cost			
At 1 April 2022	76,450	53,469	129,919
Additions	526	-	526
Disposals	(60)	-	(60)
At 31 March 2023	76,916	53,469	130,385
Accumulated Depreciation			
At 1 April 2022	61,128	51,640	112,768
Charge for year	10,531	805	11,336
Eliminated on disposals	(40)	-	(40)
At 31 March 2023	71,619	52,445	124,064
Net book values			
At 31 March 2023	5,297	1,024	6,321
At 31 March 2022	15,322	1,829	17,151

10 Subsidiary

The Bridge (East Midlands) is the sole member of The Bridge (Trading) East Midlands Limited – 10922464 a company incorporated by guarantee in England and Wales. The subsidiary's accounts have been consolidated in line with the accounting policies. A summary of the trading results is stated in note 4.

11 Debtors

Group	2023	2022
Trade Debtors	30,405	131,815
Prepayments and other debtors	28,943	14,121
	59,348	145,936

Charity	2023	2022
Trade Debtors	30,405	131,513
Prepayments and other debtors	28,943	14,121
Amounts owed by group undertakings	-	4,411
	59,348	150,045

12 Creditors (amounts falling due within one year)

Group	2023	2022
Trade creditors	16,839	33,046
Other taxes and social security	10,957	20,692
Taxation	-	450
Accruals and deferred income	175,097	130,262
Other Creditors	4,553	6,117
	207,446	190,567

Charity	2023	2022
Trade creditors	16,839	32,988
Other taxes and social security	10,957	15,310
Accruals and deferred income	175,097	126,884
Other Creditors	4,553	6,117
	207,446	181,299

13 Analysis of net assets between funds

31 March 2023

Group	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	6,321	-	-	6,321
Net current assets	186,779	16,918	474	204,171
Net assets at 31 March 2023	193,100	16,918	474	210,492

Charity	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	6,321	-	-	6,321
Net current assets	186,592	16,918	474	203,984
Net assets at 31 March 2023	192,913	16,918	474	210,305

31 March 2022

Group	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,151	-	-	17,151
Net current assets	322,331	1,497	474	324,302
Net assets at 31 March 2022	339,482	1,497	474	341,453

Charity	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,151	-	-	17,151
Net current assets	325,258	1,497	474	327,229
Net assets at 31 March 2022	342,409	1,497	474	344,380

14 Unrestricted funds

31 March 2023

Group	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2022	309,482	-	30,000	339,482
Surplus/(deficit) for year	(146,401)	-	-	(146,401)
Transfers	19	-	-	19
Balance at 31 March 2023	163,100	-	30,000	193,100

Charity	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2022	312,409	-	30,000	342,409
Surplus/(deficit) for year	(149,515)	-	-	(149,515)
Transfers	19	-	-	19
Balance at 31 March 2023	162,913	-	30,000	192,913

31 March 2022

Group	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2021	178,828	120,000	30,000	328,828
Surplus/(deficit) for year	60,830	-	-	60,830
Transfers	69,824	(120,000)	-	(50,176)
Balance at 31 March 2022	309,482	-	30,000	339,482

Charity	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2021	176,748	120,000	30,000	326,748
Surplus/(deficit) for year	65,837	-	-	65,837
Transfers	69,824	(120,000)	-	(50,176)
Balance at 31 March 2022	312,409	-	30,000	342,409

15 Restricted funds – permanent endowment

This fund represents the assets donated by Charnwood Shelter Project to The Bridge (East Midlands). There has been no movement on this fund during 2023 nor 2022.

16 Restricted funds

31 March 2023

	At 01/04/2022 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/2023 £
Children in Need Fund	-	44,957	43,739	-	1,218
Vicars Relief Fund	1,043	1,000	2,000	-	43
Glasspool	-	440	421	(19)	-
Leicester Charity Link	261	255	275	-	241
YES - Youth Employability Support	-	27,628	27,628	-	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council-CWP Supplies Funding	-	23,619	23,619	-	-
Florence Turner Trust - Housing Advice	-	1,000	1,000	-	-
Albert Hunt - Housing Advice	-	5,000	5,000	-	-
Henry Smith Charity	-	45,100	44,720	-	380
Aston on Trent WI (Food Vouchers)	-	68	68	-	-
Loughborough Lions	-	1,385	1,385	-	-
Shires Community Grant (Triage)	-	6,000	6,000	-	-
TNL grant - Triage	-	66,701	54,249	-	12,452
Getting Help in Neighbourhoods grant	-	24,995	24,995	-	-
NWLDC-Rapid Rehousing Grants	-	206,543	206,543	-	-
Mountsorrel United Charities	-	24,035	21,644	-	2,391
Loughborough Welfare Trust	1	-	-	-	1
Other food poverty donations	-	1,000	1,000	-	-
Food Poverty Contain funding	-	17,500	17,500	-	-
Co-op fund for Outreach	-	2,000	2,000	-	-
	1,497	499,226	483,786	(19)	16,918

Restricted funds (Continued)

31 March 2022	At 01/04/2021 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/2022 £
Children in Need Fund	-	44,957	44,957	-	-
Vicars Relief Fund	43	1,000	-	-	1,043
Glasspool	1,008	549	1,521	(36)	-
Leicester Charity Link	278	453	470	-	261
Moneywise Plus	-	72,082	104,244	32,162	-
YES - Youth Employability Support	-	54,157	68,897	14,740	-
TNLCF – Homeless Offenders Service	-	142,485	145,930	3,445	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council - CWP Supplies Funding	600	24,095	24,095	(600)	-
NWLDC – Rapid Rehousing Grants	-	153,823	154,288	465	-
Police & Crime Commissioner – Mediation Grant	-	6,125	6,125	-	-
Mountsorrel United Charities	-	16,958	16,958	-	-
Loughborough Welfare Trust	1	-	-	-	1
Schroder Trust	-	2,400	2,400	-	-
Co-op Food poverty funding	-	2,985	2,985	-	-
Other food poverty donations	-	3,636	3,636	-	-
Rutland Lions	-	189	189	-	-
LCC r3	-	15,000	15,000	-	-
Leics & Rutland Community Foundation	-	4,000	4,000	-	-
Food Poverty Contain Funding	-	12,500	12,500	-	-
CBC Food Poverty Funding	-	20,500	20,500	-	-
Waitrose Food Poverty Funding	-	1,499	1,499	-	-
ASDA Food Poverty Funding	-	600	600	-	-
	2,122	579,993	630,794	50,176	1,497

The main funds are held for the following purposes:

Children in Need – funding towards 3 x mediator posts and a contribution towards non-staffing costs.
Loughborough Welfare Trust – contribution towards canvas bag initiative (reduction in plastic carrier bag use for food parcels).
Vicars' Relief Fund – Funding for client essentials/furniture/rent.
Glasspool - funding for client essentials/furniture/rent.
Leicester Charity Link - funding for client essentials/furniture/rent.
Moneywise Plus – funding to work with people to increase their financial and digital skills.

16 Restricted funds (continued)

YES - funding to work with young people who are furthest from the labour market.
Buttle Trust – funding for client essentials/furniture.
Leicestershire County Council Shire Community Grant - contribution towards Charnwood Food Poverty Group.
NWLDC (Rapid Rehousing) – funding for 3 x support workers to deliver a rapid rehousing service.
Police and Crime Commissioner – funding for a mediator to work with missing young people.
Mountsorrel United Charities - contribution towards Charnwood Food Poverty Group.
Schroder Trust – funding for starter packs.
Co-op – funding for food poverty.
Other food poverty donations – various individual donors who specified that the money be used for food poverty relief.
Rutland Lions - provided funds to purchase a cooker for a client
LCC r3 – funding for food poverty.
Leics & Rutland Community Foundation - funding for food poverty.
Food Poverty Contain funding - funding for food poverty.
CBC Food Poverty funding - funding for food poverty.
Waitrose Food Poverty funding - funding for food poverty.
ASDA Food Poverty funding - funding for food poverty.
Co-op fund for Outreach – this was to provide emergency supplies such as hot drinks, socks, sleeping bags, hot food etc for rough sleepers by our outreach team.
Getting Help in Neighbourhoods grant – funding to boost help in local communities – promoting resilience, prevention and self-help.
TNL grant – Triage – funding from the National Lottery to fund our triage team and in particular the set up of triage hubs around the county so that our provision of help is more countywide.
Shires Community Grant (Triage) – additional funding to top up triage hours from TNL grant.
Loughborough Lions – funding towards the relief of food poverty.
Henry Smith Charity – funding specifically to cover the salary costs of the head of programmes and services.
Leicestershire County Council – CWP Supplies Funding – funding for the provision of food parcels and fuel payments to eligible claimants resident in Charnwood.

Where the balance is in credit this represents a short term timing difference with expenses yet to be recouped through service contracts.

17 Operating lease commitments

Group and Charity

The charity had the following commitments under non-cancellable operating leases as set out below:

	Land and Buildings		Other Operating Leases	
	2023	2022	2023	2022
Operating leases which expire:				
One year	6,000	4,250	266	266
Between two and five years	2,500	-	177	444
	8,500	4,250	443	710

The operating lease commitments relate solely to the charity.

18 Related Party Transactions

Trustee Jeanette Webb is also managing director of Jay Webb Consultancy Services Limited. During the year Jay Webb Consultancy Limited supplied the BreatheHR software to the charity at cost price and also provided IT support in relation to the BreatheHR software free of charge. Jay Webb Consultancy Services Limited also paid a total of £990 (2022: £Nil) on behalf of the charity during the year as a contribution towards the cost of the Niche Awards.

The total amount of donations received without conditions from trustees was £530 (2022: £Nil).

19 Deferred Income

Group and Charity

Deferred income comprises grant and other income paid up front for the fulfilment of charitable activities:

	2023	2022
Balance as at 1 April 2022	111,299	111,004
Amount released to income earned from charitable activities	(64,515)	(111,004)
Amount deferred in year	118,030	111,299
Balance as at 31 March 2023	164,814	111,299

There is no deferred income in relation to the subsidiary.

20 Reconciliation of net income to net cashflow from operations

Group	2023	2022
Net income for year	(130,961)	10,031
Depreciation of tangible fixed assets	11,336	14,530
Loss on disposal of fixed assets	-	1,739
Investment income	(2,414)	(1,634)
Decrease/(increase) in debtors	86,588	(100,919)
Increase/(decrease) in creditors	16,879	10,239
	(18,572)	(66,014)

Charity	2023	2022
Net income for year	(134,075)	15,036
Depreciation of tangible fixed assets	11,336	14,530
Loss on disposal of fixed assets	-	1,739
Investment income	(2,414)	(1,634)
Decrease/(increase) in debtors	90,697	(106,683)
Increase/(decrease) in creditors	26,147	12,142
	(8,309)	(64,870)

THE BRIDGE (EAST MIDLANDS)

England & Wales - Charity number 1050596

Accounts

Charity Registration No. 1050596

Company Registration No. 3114996 (England and Wales)

THE BRIDGE (EAST MIDLANDS)

ANNUAL REPORT
AND
CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

THE ROWLEYS PARTNERSHIP LIMITED
CHARNWOOD HOUSE
HARCOURT WAY
MERIDIAN BUSINESS PARK
LEICESTER
LE19 1WP

THE BRIDGE (EAST MIDLANDS)

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THE BRIDGE (EAST MIDLANDS)

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The Board of Trustees presents its report and the audited financial statements for the year ended 31 March 2022.

Reference and Administrative information

Charity name:	The Bridge (East Midlands)
Operating name:	The Bridge
Charity registration number:	1050596
Company registration number:	03114996

Board of Trustees

Karen Jewell – Resigned 20/07/2021
Ashiedu Joel
Susan Lees – Resigned 04/01/2022
Jonathan Olds
Rosemary Thomas – Resigned 08/09/2021
Jeanette Webb – Chair
Richard White
Joanne Emmett – Resigned 03/05/2022
Steven Ablett
Helen Tighe – Resigned 22/06/2022
Amanda Soraghan
Mark Clements – Appointed 24/05/2022
David Sims – Appointed 24/05/2022
Rupa Chandrana – Appointed 24/05/2022, Resigned 07/06/2022

Company Secretary

Peter Davey – Resigned 08/09/2021

Chief Officer

Sue Langley – Appointed 01/11/2021
Paul Snape – Deputy Chief Officer – Resigned 29/04/2022

Registered Office and Operational Address

John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA

Statutory Auditor

The Rowley's Partnership Limited, Chartered Accountants, Charnwood House, Harcourt Way, Meridian Business Park, Leicester, LE19 1WP

Bankers

Cambridge & Counties Bank, Charnwood Court, 5B New Walk, Leicester LE1 6TE
CAF bank Limited, Kings Hill, West Malling, Kent, ME19 4TA
The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 BE

Structure, Governance and Management

Governing document

The organisation is a charitable company limited by guarantee. The company was established under a Memorandum of Association, which sets out the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. The charity may, by ordinary resolution, appoint a person who is willing to act to be a Trustee. No person other than a Trustee retiring may be appointed a Trustee at any general meeting unless:

- he or she is recommended for re-election by the Trustees; or
- not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that:
  - (a) is signed by a member entitled to vote at the meeting;
  - (b) states the member's intention to propose the appointment of a person as a Trustee;
  - (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and
  - (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty eight clear days' notice of any resolution to be put to the meeting to appoint a Trustee other than a Trustee who is to retire by rotation.

(a) the Trustees may appoint a person who is willing to act to be a Trustee.
(b) a Trustee appointed by a resolution of the other Trustees must retire at the next annual general meeting and must not be taken into account in determining the Trustees who are to retire by rotation.
(c) the Trustees may co-opt any individual who has appropriate specialist skills to support them in fulfilling the objectives of the charity.

The appointment of a Trustee, whether by the charity in general meeting or by the other Trustees, must not cause the number of Trustees to exceed any number fixed as the maximum number of Trustees.

The organisation recognises that recruitment of new Trustees by way of personal recommendation is flawed. When looking to recruit new Trustees, the organisation advertises externally and invites expressions of interest from individuals. Information packs are then dispatched to individuals along with an application form. Individuals who return a completed application are invited to an interview with the Chief Officer and an existing Trustee (usually the Chair). The organisation is keen to recruit individuals with specific areas of interest or expertise.

Trustee Induction and Training

The organisation provides all new Trustees with an information pack containing details of the rights and responsibilities of Charity Trustees – this includes information published by the Charity Commission. All new Trustees are invited to attend an induction evening facilitated by an experienced Trustee. Training is ongoing and based around Trustee Meetings with an emphasis on using the individual expertise of Trustees in specific areas of work.

Risk Management

The Trustees conduct their own review of the risks to which the charity is exposed and establish systems to mitigate those risks. These systems are periodically reviewed to ensure they still meet the needs of the charity both now and for the future. The organisation has developed a robust Risk Register which is reviewed by the Board of Trustees bi-annually.

Organisational Structure
The charity provides a number of services, early intervention and homelessness prevention services, including a Specialist Housing Advice and Tenancy Relations Service, Housing Related Support Services, the talk²sort Mediation Service, a Single Access Point for 16 & 17 year olds, a Homelessness Transitions Rough Sleeper Programme, Rutland's Community Prevention and Wellbeing Services and two European Social Fund and Big Lottery Funded services, Moneywise Plus and YES Project.

The charity has a central office providing Customer Services including Welfare Provision (Starter Packs and Food and Fuel Vouchers) and financial and administrative support for the overall operation of the charity. The Trustees are responsible for developing overall policy, aided by the Chief Officer.

Volunteers are welcomed in all our work and are given training and support to enable them to work alongside our paid staff.

Objectives and Activities
The objectives, for which the charity was established, as defined by the Memorandum of Association, and amended in February 2012 are to promote charitable purposes only; more specifically for the relief and rehabilitation of homeless persons in need in the East Midlands and in particular by the provision of accommodation and associated facilities calculated to alleviate their need, to promote any other charitable purpose for the benefit of homeless persons and those at risk of homelessness in the East Midlands.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. Public Benefit is demonstrated more specifically in the following Performance and Achievements sections which highlight specific client work from each of the services within the organisation.

A Message from the Chair

The world has changed so much in the last year, and we have all had to deal with these changing circumstances in how we operate, including both the Board of Trustees and our staff. They have met the challenges of new ways of working including office moves, working from home and our new hub model. We are indebted to several organisations who have supported us with these new ways of working including Charnwood Borough Council, John Storer House, and GTS Security Services Ltd.

The services we provide have never been more vital, as individuals and families struggle to manage day to day living, debt, homelessness, and food poverty. To deliver our services, raising funds and winning grants is imperative. Several individuals have made significant contributions to support the work that we do in the community. We have been fortunate to have been awarded funding by a number of organisations, including The National Lottery, the District & Borough Councils across Leicestershire & Rutland, the Department of Leveling Up Housing and Communities, and Children in Need; for which we are very grateful.

Being recognised by external organisations is only achieved by having dedicated and committed staff; headed by our new excellent Chief Officer, Sue Langley. Our frontline staff and the Senior Leadership team continue to work as hard as ever to deliver current services, whilst our Strategic Management Team and Business Team proactively seek opportunities that will ensure that we remain strategically relevant and ensure that we meet the changing needs of our communities.

My thanks also go to our dedicated and hard-working Trustees who do so much more than just turning up at a bimonthly meeting- they get involved and help to support the organisation in so many ways. Particular thanks to our Vice Chair Richard White who steadfastly supports me in the Chair role; Jon Olds who makes sure that we not only stay within budget but provides invaluable advice to us all on compliance issues; and finally, to Steve Ablett who has taken up the cudgel to seek funding opportunities for us to provide these much-needed services.

No organisation such as ours can achieve what we do without the help and support of our trustees, volunteers and the partner organisations, members of the business community, students union and the public for their generous donations so lastly, I would like to thank them all for their help and continued support.

Jay Webb, Chair of the Board of Trustees

Service Aims and Outcomes

Young People's Services (Single Access Point (SAP), talk²sort and Youth Employability Support (YES))

Aims (SAP):

- To prevent homelessness and reduce the use of B&B accommodation for 16/17-year-olds.
- To improve young people's life chances.
- To enable family members to plan future accommodation options and avert crises which often result in youth homelessness.
- To increase the young person and family members understanding of the reality of their personal and housing situation(s).

Aims (talk²sort):

- To prevent homelessness.
- To undertake one to one mediation sessions and facilitate meetings between young people and families where appropriate.
- To provide an opportunity for families to improve relationships, to build agreements and plan for the future.
- To raise awareness of mediation services, other local support services and homelessness issues in general.

Aims (YES):

- To support young people to access education, employment, or training.
- To enable young people to overcome challenges and barriers to positive outcomes.
- Provide intensive support to build confidence, self-esteem, and wellbeing.
- Deliver one to one mediation support and joint appointments between young people and families where appropriate.

Performance:

- 237 young people supported during the period.
- 100% homelessness prevented/relieved.
- 93% improved communication skills.
- 90% improved mental health.

Support Services (Housing Matters, Rutland Community Wellbeing Service)

Aims:

- To prevent repeat homelessness and promote independent living.
- To provide effective support in order to assist people to sustain their tenancies.
- To promote social inclusion and encourage clients to access and engage in meaningful activity.
- To improve the health and wellbeing of clients accessing the service.

Performance:

- 584 households supported during the period.
- 72% felt that their housing conditions had improved.
- 73% felt that they were making more positive life choices and taking better care of themselves.
- 53% felt that their confidence/ self-esteem has improved.
-

Street Homelessness and Offenders Service (Homeless Offenders and Rapid Rehousing

Aims (Homeless Offender Services):

- To provide specialist housing advice to those who are homeless and have an offending history.
- To provide intensive support to those who are homeless to help them access accommodation.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide outreach support to rough sleepers and prisoners due for release with no fixed abode.

Aims (Rough Sleeper Initative):

- To support those who are homeless with no accommodation options available to them outside of the pathway, into suitable accommodation.
- To provide outreach support to those who are rough sleeping.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide support to those who access accommodation to promote positive tenancy management.

Performance:

- 324 referrals received in the period.
- 97% homelessness prevented/relieved.
- 97% clients making better life choices.
- 85% improved mental health.

Housing Advice, Tenancy Relations Services

Aims:

- To provide a free, independent and holistic Housing Advice service to all residents in the Borough of Charnwood.
- To provide an emergency advice and assistance service to those in housing crisis.
- To prevent homelessness through partnership working and tenancy relations work with both private and social landlord.
- To provide a free, independent telephone advice service.

Performance:

- 944 referrals during the period.
- 83% improved housing conditions.
- 68% improved financial circumstances.
- 86% felt more able to make their own choices.

Triage

Aims:

- To provide a drop-in/telephone service to those who are homeless or at risk of homelessness.
- To provide an effective and efficient housing triage service to ensure people have access to the right service for their needs.
- To deliver a welfare service, providing food parcels, fuel vouchers, starter packs and access to the telephone and/or computer
- To support the organisation's services in an administrative capacity

Performance:

- 3,614 referrals received within the period.
- 290 households issued with fuel vouchers worth £12,075 for gas and electricity.
- 30 hot food vouchers issued to those who are of No Fixed Abode (NFA) worth £320.

Charnwood Food Poverty Group

Aims:

- To increase access to good food, empowering people to use and enjoy it, improve advocacy for the reduction in household food poverty and work together in partnership with agencies to provide food within a non-judgemental model.

Performance:

Your Store launched September 2021 as new initiative for food supplies.

Organisational Achievements

Our Vision is... "Resilient, compassionate communities where individuals thrive in safe and secure homes".

The Bridge (East Midlands) has a 4 year organisational strategy (2020-2024). This strategy serves as the framework for all that we achieve. During the 2021-22 financial year, the Senior Management Team at the Bridge has reviewed our strategy to ensure that as an organisation we remain relevant, agile and responsive to current issues, such as the impact of the pandemic and the rising cost of living.

The strategy aligns with The Bridge (East Midlands) vision, mission and core values and is focused upon the future sustainability of services that provide advice and support for preventing and overcoming homelessness, as well as securing and maintaining tenancies, promoting personal wellbeing and providing a number of projects specifically for young people.

At The Bridge (East Midlands), we are proud of the difference we make, with 87% who have accessed support from The Bridge stating that their emotional and mental health has improved. 77% of people also stated that they felt more independent after the support they received and 92% said that they are more able to make their own choices and to solve their own problems. Overall, 99% of people who accessed services from The Bridge (East Midlands) fed back that they were happy with the service they had received.

We have a skilled and committed team who are dedicated to shaping and providing a number of vital services that are responsive to the needs of the local community. The local community have supported service provision by fundraising and campaigning throughout the year. During challenging times, we have also looked towards innovative income generation solutions and long term business/corporate partnerships for the benefit of the community. Working in partnership with key agencies within our locality is another key component to providing the best services that we can and we have continued to develop existing partnerships and to initiate new ones. We adopt a strengths-based approach and have continued to develop targeted solutions for continual improvement.

- Homelessness Prevented 88.99%
- Improved Housing 81.82%
- Improved Finances 90.86%
- Improved Mental Health 87.26%
- Improved Physical health 86.02%
- Feeling Less Isolated 62.93%
- Improved Relationships 62.16%
- Involved in the Wider Community 46.43%
- Accessed Employment 66.67%
- Accessed Training/Education 70.00%
- Improved Independence 77.42%
- Reduced Substance Misuse 77.19%
- Reduced Crime/ASB 83.33%
- Improved confidence/Self-Esteem 76.26%
- Improved Communication Skills 72.41%
- More Able to Make Own Choices 91.61%

Plans for Future Periods

The Bridge's vision of "resilient, compassionate communities, where individuals thrive in safe and secure homes" has provided the foundations for the development of the charity's Four-Year Strategy for the period 2020-2024. The strategic objectives outlined within the strategy support and guide the organisation with its direction. In January 2022, the Strategic Management Team reviewed the Strategic Objectives and they are now as follows:

Strategic Objectives

1. We will strengthen our current service offer
a. We will ensure that all service opportunities align with our core values
b. We will identify gaps in our service delivery and develop targeted solutions to improve
c. We will nurture and develop our partnerships for the benefit of our offer to clients
d. We will better evidence our social value and impact, developing a robust reporting framework

2. We will ensure that everyone continues to be valued, nurtured, and respected
a. We will strengthen our governance and demonstrate an engaged, skilled, strategic Board of Trustees
b. We will adopt a strengths-based approach for the benefit of our clients
c. We will invest in our staff and cultivate a highly skilled and valued workforce
d. We will embed delivery of core values to engage with communities to reflect the geographical diversity of the communities where we operate

3. We will develop a creative, sustainable, and future focused charitable organisation
a. We will generate innovative income generation solutions, including The Bridge 2 Collaboration
b. We will nurture long term (business/corporate) partnerships for the benefit of the community
c. We will establish a community supporter base of volunteers and event ambassadors
d. We will produce a viable grant, trust fund and procurement process
e. We will strengthen the communication and PR functions for continued nationwide recognition

4. We will be advocates of best practice with an embedded culture of continual improvement
a. We will continue to create opportunities for the improvement of the business
b. We will develop a strategy for staff wellbeing
c. We will maintain our Quality Management System for a high level of organisational compliance
d. We will provide a bespoke and supportive consultancy solution through The Bridge 2 Excellence

Financial Review

The results for the year showed a 3% increase on last year in total incoming resources. Total resources expended in the year showed an increase of 2.5% on last year, resulting in a net surplus for the year of £10,029 (2021 - £2,513).

Investment Policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit.

Reserves Policy

The charity has set itself a policy of maintaining unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately six months expenditure. This policy is designed to provide the charity with sufficient funds to sustain its operations in the event of any changes to its funding streams and is aligned to Charity Commission recommended good practice. The target level of free reserves based on current activities is approximately £750,000. At 31 March 2022 the actual level of free reserves, excluding designated funds, was £312,409. The charity continues to work on adding to these reserves and continues to keep the policy under review.

REPORT OF THE BOARD OF TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

The Trustees (who are also Directors of The Bridge (East Midlands) for the purposes of company law) are responsible for preparing the Report of the Board of Trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Board of Trustees are responsible for keeping proper 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.

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, the company's Directors certify that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all the steps that ought to have been taken in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

The auditors, The Rowleys Partnership Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on 13 September 2022 and signed on its behalf by:

Jeannette M M Webb

signed on 13/09/2022, 15:16:49 BST

J Webb
Chair

THE BRIDGE (EAST MIDLANDS)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE BRIDGE (EAST MIDLANDS)

Opinion

We have audited the financial statements of The Bridge (East Midlands) (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, Group and Company Balance Sheets, the Group and Company Cash Flow Statements and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company'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.

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 Report of the Independent Auditors 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with these acts.

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 a Report of the Independent Auditors 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial reporting frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006, the Charities Act 2011) and the relevant tax compliance regulations in the jurisdiction in which the charity operates. We enquired of management, whether they were aware of any instances of non-compliance with laws and regulations or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the charity's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity.
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities.
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

L. Parkes

signed on 13/09/2022, 16:55:49 BST

Mrs L G Parkes ACA FCCA (Senior Statutory Auditor)
for and on behalf of The Rowley's Partnership Ltd
Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 13 September 2022

THE BRIDGE (EAST MIDLANDS)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	2022 £	Unrestricted Funds £	Restricted Funds £	2021 £
Income from:							
Donations and legacies	2	78,615	-	78,615	166,732	-	166,732
Investments		1,634	-	1,634	2,385	-	2,385
Charitable activities	3	924,444	579,993	1,504,437	661,748	707,813	1,369,561
Total Income		1,004,693	579,993	1,584,686	830,865	707,813	1,538,678
Expenditure on:							
Costs of generating funds		29,094	-	29,094	68,804	-	68,804
Charitable activities		914,319	630,794	1,545,113	760,158	707,203	1,467,361
Total expenditure	5	943,413	630,794	1,574,207	828,962	707,203	1,536,165
Net income/expenditure before transfers		61,280	(50,801)	10,479	1,903	610	2,513
Transfer between funds	16	(50,176)	50,176	-	-	-	-
Net income/(expenditure) before tax		11,104	(625)	10,479	1,903	610	2,513
Taxation		450	-	450	-	-	-
Fund balances at 1 April 2021		328,828	2,596	331,424	326,925	1,986	328,911
Fund balances at 31 March 2022		339,482	1,971	341,453	328,828	2,596	331,424

As permitted by S408 Companies Act 2006, the charity has not presented its own Income and Expenditure Account and related notes. The charity's net income for the year was £15,036 (2021 - £6,399). The notes on pages 21 to 36 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

		Notes	2022 £	2021 £
Fixed assets				
Tangible assets		**9**	17,151	18,446
Current assets				
Debtors		**11**	145,936	42,606
Cash at bank and in hand			368,933	448,288
			514,869	490,894
Creditors				
Amounts falling due within one year		**12**	(190,567)	(177,916)
			324,302	312,978
Net assets			341,453	331,424
Funds				
Unrestricted funds		**14**	339,482	328,828
Restricted -	Income	**16**	1,497	2,122
	Permanent endowment	**15**	474	474
Total funds		**13**	341,453	331,424

Approved by the Board of Trustees on 13 September 2022 and signed on its behalf by:

Jeannette M M Webb
signed on 13/09/2022, 15:16:49 BST

J Webb
Chair

Company Registration number 03114996

The notes on pages 21 to 36 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

CHARITY BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	**9**	17,151	17,384
Current assets			
Debtors	**11**	150,045	45,017
Cash at bank and in hand		358,483	436,100
		508,528	481,117
Creditors			
Amounts falling due within one year	**12**	(181,299)	(169,157)
		327,229	311,960
Net assets		344,380	329,344
Funds			
Unrestricted funds	**14**	342,409	326,748
Restricted Income	**16**	1,497	2,122
Permanent endowment	**15**	474	474
Total funds	**13**	344,380	329,344

Approved by the Board of Trustees on 13 September 2022 and signed on its behalf by:

Jeannette M M Webb

signed on 13/09/2022, 15:16:49 BST

J Webb
Chair

Company Registration number 03114996

The notes on pages 21 to 36 form part of these financial statements.

THE BRIDGE (EAST MIDLANDS)

CONSOLIDATED STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flow from operating activities			
Cash generated from operations	**20**	(66,014)	82,339
Net cash flow from operating activities		(66,014)	82,339
Cash flow from investing activities			
Purchase of new property, plant and equipment		(14,975)	(16,694)
Investment income received		1,634	2,385
Net cash flow from investing activities		(13,341)	(14,309)
Net increase/(decrease) in cash and cash equivalents		(79,355)	68,030
Cash and cash equivalents at 1 April 2021		448,288	380,258
Cash and cash equivalents at 31 March 2022		368,933	448,288
Cash and cash equivalents consists of:			
Cash at bank and in hand		368,933	448,288
Cash and cash equivalents at 31 March 2022		368,933	448,288

THE BRIDGE (EAST MIDLANDS)

CHARITY STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flow from operating activities			
Cash generated from operations	**20**	(64,870)	109,537
Net cash flow from operating activities		(64,870)	109,537
Cash flow from investing activities			
Purchase of new property, plant and equipment		(14,381)	(15,739)
Investment income received		1,634	2,385
Net cash flow from investing activities		(12,747)	(13,354)
Net increase/(decrease) in cash and cash equivalents		(77,617)	96,183
Cash and cash equivalents at 1 April 2021		436,100	339,917
Cash and cash equivalents at 31 March 2022		358,483	436,100
Cash and cash equivalents consists of:			
Cash at bank and in hand		358,483	436,100
Cash and cash equivalents at 31 March 2022		358,483	436,100

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies

The principal accounting policies are summarised below.

(a) Basis of accounting

The Bridge (East Midlands) is a private company limited by guarantee (registration number 3114996) and registered charity regulated by the Charity Commission (registered number 1050596) with a registered address at John Storer House, Ward's End, Loughborough, Leicestershire, LE11 3HA.

The financial statements have been prepared in accordance with Companies Act 2006, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS102)) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102).

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The Bridge (East Midlands) meets the definition of a public benefit entity under FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated. There have been no changes to accounting estimates during the reporting period.

(b) Basis of consolidation

The consolidated financial statements present the results of the charity and its subsidiary ("the Group) as if they formed a single entity. Intercompany transactions and balances between the Group entities are therefore eliminated in full.

The results of the subsidiary undertaking are shown in the consolidated statement of financial activities within income and expenditure. The assets and liabilities of the subsidiary undertaking are combined with those of the company in a consolidated balance sheet and a consolidated cash flow statement on a line by line basis. A separate statement of financial activities for the company is not presented as permitted by section 408 of the Companies Act 2006.

(c) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor.

1. Accounting policies (continued)

(d) Recognition of income

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of donations and grants and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant. Legacies are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

(e) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising purposes.
- Charitable activities expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly. The resources expended in the operation of the Charity's central services system and central office which cannot be directly allocated are apportioned between the expenditure categories on the basis of the estimated amount of staff time involved in each activity.

(f) Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost, less the estimated residual value, of each asset over its expected useful life, at varying rates:

	%	
Fixtures and equipment	20.00	Straight line
Leasehold property improvements	6.67	Straight line
Computer equipment	33.33	Straight line

All items of equipment that are not consumable in nature are capitalised.
Donated assets are brought in at their second hand value at the date of receipt.

(g) Pensions

The charity participates in a defined contribution pension scheme for the benefit of the employees, the regular costs of which are expended in the Statement of Financial Activities as and when incurred.

(h) Leases

All leases are regarded as operating leases and payments made under them are expended in the Statement of Financial Activities over the term of the lease.

(i) Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the discounted amount expected to be paid in exchange for that service.

(j) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(k) Taxation

The Company is a registered charity and thus is exempt from taxation on its income and capital gains.

For the subsidiary company tax currently payable is based on taxable profit for the year. Taxable profit differs from net profit as reported in the accounts because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are never taxable or deductible. The company's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

(l) Judgements and key sources of estimation uncertainty

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

i) Useful economic lives of tangible assets:

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reassessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and physical condition of the assets. See accounting policy note (above) for the useful economic lives for each class of assets.

ii) Expenditure allocations:

Expenditure is apportioned where it relates to more than one category (see note 5).

iii) Covid-19 pandemic:

The impact of the Covid-19 pandemic became significant throughout the UK in March 2020. As a result the way in which some services are delivered has been affected.

2. Voluntary income

	Unrestricted	Restricted	2022	2021
Donations	78,615	-	78,615	166,732

3. Incoming resources from charitable activities

	2022	2021
Unrestricted funds:	£	£
Government and other public authorities	776,657	513,961
Public Sector Health	36,000	36,000
Subsidiary income – government and other public authorities	111,787	111,787
	924,444	661,748

3. Incoming resources from charitable activities (continued)

	2022	2021
Restricted funds:	£	£
Children In Need	44,957	44,162
Big Lottery Fund	-	92,070
Vicars Relief Fund	1,000	3,411
Glasspool	549	2,591
Charity Link	453	645
Maud Elkington Charitable Trust – Food Poverty Grant	-	1,000
Mountsorrel United Charities	16,958	7,104
Moneywise Plus	72,082	99,370
Rutland Grants	189	158
YES	54,157	53,796
TNLCF Homeless Offenders Service	142,485	-
BLF - Homelessness Prevention	-	218,517
CBC – Canvas Bag Scheme	-	1,146
CBC – Emthink licence fee reimbursement	-	6,419
Co Op Food Poverty Funding	2,985	1,856
White Bread Trust	-	58
Police and Crime Commissioner Mediation Grant	6,125	12,249
NWLDC Rapid Rehousing	153,823	117,630
Loughborough Welfare Trust	-	250
Leicestershire County Council CWP Supplies Funding	24,095	7,930
Leicestershire and Rutland Community Foundation	4,000	-
Intelligent Energy	-	22,015
Schroder Trust	2,400	1,600
7 Stars Foundation grant	-	500
Shires Community Grant	-	10,000
Charnwood Borough Council Members Grant	-	2,336
Other food poverty donations	3,636	1,000
LCC r3	15,000	-
Food Poverty Contain funding	12,500	-
CBC Food Poverty funding	20,500	-
Waitrose Food Poverty funding	1,499	-
ASDA Food Poverty funding	600	-
	579,993	707,813

4. The Bridge (Trading) East Midlands Limited

	2022	2021
Income	111,787	111,787
Administration expenses	(114,166)	(109,829)
(Deficit)/surplus before taxation	(2,379)	1,958
Tax on surplus	450	-
Surplus for financial period	(2,829)	1,958

This is a wholly owned trading subsidiary incorporated in England and Wales and limited by guarantee.

The Bridge (Trading) East Midlands Limited (10922464) undertakes activities of a similar nature to The Bridge (East Midlands).

A summary of the trading results are shown above. Audited accounts have been filed with the Registrar of Companies.

5. Total resources expended

	Basis of allocation	Voluntary Income	HAT	Housing Matter	Family Support	Subsidiary	Transitions	Mediation	SAP	Rapid Rehousing	Moneywise Plus	YES	TRO	Dynamic Framework	Food Poverty	VITA Health	Total 2022	Total 2021
Direct Client Welfare (Contra)	Direct	20,294		220,000													240,294	230,229
Salaries and wages	Direct	-	136,641	82,981	5,978	81,892	114,932	94,088	38,760	116,189	86,618	56,604	22,234	86,282	64,248	39,746	1,027,193	1,070,750
Sundry Expenses	Direct	143	802	231	45	620	414	577	130	565	233	179	61	500	264	116	4,880	2,174
Audit Fees	Direct	-	866	660	129	2,800	1,143	1,019	371	1,369	873	452	173	1,124	732	330	12,041	15,488
Insurance	Direct	-	1,091	831	162	1,307	1,440	1,284	468	1,724	1,126	570	218	1,416	922	416	12,975	5,561
Literature and subscriptions	Direct		845	643	125	1,240	1,115	994	362	1,413	717	486	169	1,096	1,100	322	10,627	6,444
Print, Postage and stationery	Direct	-	480	350	60	497	536	535	179	669	540	242	79	517	364	151	5,199	6,720
Recruitment	Direct		596	454	89	634	787	701	255	942	593	311	119	773	503	227	6,984	511
Telephone	Direct		2,394	1,824	356	2,549	3,160	2,819	1,026	3,784	1,864	1,251	479	3,107	2,023	912	27,548	27,654
Training and travel	Direct	-	2,028	2,566	189	6,258	5,916	5,207	982	7,822	4,056	2,201	314	4,179	3,341	502	45,561	37,047
Repairs and Renewals	Direct	-	1,067	813	159	1,119	1,408	1,256	457	1,731	349	557	213	1,408	910	406	11,853	27,629
Starter Packs	Direct	8,557	438	181	35	253	358	280	102	380	240	216	48	354	201	91	11,734	3,450
Rent and Room Hire	Direct	100	2,290	1,745	340	2,433	3,024	2,697	981	3,693	1,198	1,197	458	2,973	2,463	872	26,464	24,973
Professional charges and admin fees	Direct		6,003	4,574	892	10,987	7,925	7,067	2,574	9,489	5,002	3,138	1,200	17,036	5,071	2,287	83,245	19,505
Utilities	Direct		208	158	31	221	274	245	89	328	131	109	42	270	176	79	2,361	2,854
Publicity	Direct		1,044	795	155	1,356	1,378	1,229	447	1,650	704	545	209	1,450	918	398	12,278	5,282
Contract Management Fees	Direct	-												13,627		-	13,627	1,316
COVID Emergency supplies	Direct														-	-	-	25,419
Food Poverty Funding costs	Direct														2,995		2,995	6,197
Depreciation	Direct		2,184	1,093	213	-	1,893	1,688	614	2,268	-	749	287	1,862	1,212	546	14,609	16,872
Loss on disposal of fixed asset	Direct		252	131	25	-	227	202	73	272	-	90	34	223	145	65	1,739	-
		29,094	159,229	320,030	8,983	114,166	145,930	121,888	47,870	154,288	104,244	68,897	26,337	138,197	87,588	47,466	1,574,207	1,536,165

6 Auditor's remuneration

	2022 £	2021 £
Auditors' remuneration – audit services	5,600	6,710
Auditors' remuneration – audit of subsidiary	1,900	2,000
Fees paid to Auditor for non audit services	2,100	2,500
Fees paid to Auditor for non audit services – subsidiary	900	1,000
	10,500	12,210

7 Staff costs and numbers

Staff costs were as follows:	2022 £	2021 £
Salaries	905,548	873,590
Agency and other staff costs	11,285	25,262
Social security costs	48,521	42,030
Pension contributions	61,839	77,177
Ex gratia payment	-	29,000
	1,027,193	1,047,059

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £61,839 (2021 - £77,177). Unpaid contributions at the balance sheet date amounted to £6,117 (2021 - £9,158).

The ex gratia payment was made in 2021 to a former employee to settle a dispute and potential employment rights claims, which would have otherwise been lodged.

During the year £nil (2021 - £nil) of out of pocket expenses were reimbursed to Trustees and no Trustees in this year or the preceding year were in receipt of remuneration.

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

The Chief Officer was considered to be a key employee along with the Deputy Chief Officer, Customer Services and Housing Services Managers; their remuneration for the year was £126,852 (2021: £192,567).

The average number of employees during the year was as follows:

	2022	2021
Charitable activities	43	42
Generating funds	1	1
	44	43

8 Taxation

The charity is exempt from corporation tax on its charitable activities. The trading subsidiary company is liable for tax.

9 Tangible fixed assets

Group	Leasehold Improvements £	Computer Equipment £	Fixtures & Equipment £	Total £
Cost				
At 1 April 2021	84,863	64,034	53,757	202,654
Additions	-	15,739	891	16,630
Disposals	(84,863)	(3,323)	(1,179)	(89,365)
At 31 March 2022	-	76,450	53,469	129,919
Accumulated Depreciation				
At 1 April 2021	81,868	51,358	50,982	184,208
Charge for year	1,256	11,863	1,411	14,530
Eliminated on disposals	(83,124)	(2,093)	(753)	(85,970)
At 31 March 2022	-	61,128	51,640	112,768
Net book values				
At 31 March 2022	-	15,322	1,829	17,151
At 31 March 2021	2,995	12,676	2,775	18,446

Tangible fixed assets

Charity	Leasehold Improvements £	Computer Equipment £	Fixtures & Equipment £	Total £
Cost				
At 1 April 2021	84,863	61,305	52,578	198,746
Additions	-	15,145	891	16,036
Disposals	(84,863)	-	-	(84,863)
At 31 March 2022	-	76,450	53,469	129,919
Accumulated Depreciation				
At 1 April 2021	81,868	49,265	50,229	181,362
Charge for year	1,256	11,863	1,411	14,530
Eliminated on disposals	(83,124)	-	-	(83,124)
At 31 March 2022	-	61,128	51,640	112,768
Net book values				
At 31 March 2022	-	15,322	1,829	17,151
At 31 March 2021	2,995	12,040	2,349	17,384

10 Subsidiary

The Bridge (East Midlands) is the sole member of The Bridge (Trading) East Midlands Limited – 10922464 a company incorporated by guarantee in England and Wales. The subsidiary's accounts have been consolidated in line with the accounting policies. A summary of the trading results is stated in note 4.

11 Debtors

Group	2022	2021
Trade Debtors	131,815	28,299
Prepayments and other debtors	14,121	14,307
	145,936	42,606

Charity	2022	2021
Trade Debtors	131,513	28,299
Prepayments and other debtors	14,121	14,307
Amounts owed by group undertakings	4,411	2,411
	150,045	45,017

12 Creditors (amounts falling due within one year)

Group	2022	2021
Trade creditors	33,046	20,151
Other taxes and social security	20,692	27,356
Taxation	450	-
Accruals and deferred income	130,262	123,663
Other Creditors	6,117	6,746
	190,567	177,916

Charity	2022	2021
Trade creditors	32,988	14,619
Other taxes and social security	15,310	24,416
Accruals and deferred income	126,884	120,964
Other Creditors	6,117	9,157
	181,299	169,157

13 Analysis of net assets between funds

31 March 2022

Group	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,151	-	-	17,151
Net current assets	322,331	1,497	474	324,302
Net assets at 31 March 2022	339,482	1,497	474	341,453

Charity	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,151	-	-	17,151
Net current assets	325,258	1,497	474	327,229
Net assets at 31 March 2022	342,409	1,497	474	344,380

31 March 2021

Group	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	18,446	-	-	18,446
Net current assets	310,382	2,122	474	312,978
Net assets at 31 March 2021	328,828	2,122	474	331,424

Charity	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,384	-	-	17,384
Net current assets	309,364	2,122	474	311,960
Net assets at 31 March 2021	326,748	2,122	474	329,344

14 Unrestricted funds

31 March 2022

Group	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2021	178,828	120,000	30,000	328,828
Surplus/(deficit) for year	60,830	-	-	60,830
Transfers	69,824	(120,000)	-	(50,176)
Balance at 31 March 2022	309,482	-	30,000	339,482

Charity	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2021	176,748	120,000	30,000	326,748
Surplus/(deficit) for year	65,837	-	-	65,837
Transfers	69,824	(120,000)	-	(50,176)
Balance at 31 March 2022	312,409	-	30,000	342,409

31 March 2021

Group	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2020	176,925	120,000	30,000	326,925
Surplus/(deficit) for year	1,903	-	-	1,903
Balance at 31 March 2021	178,828	120,000	30,000	328,828

Charity	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2020	170,959	120,000	30,000	320,959
Surplus/(deficit) for year	5,789	-	-	5,789
Balance at 31 March 2021	176,748	120,000	30,000	326,748

15 Restricted funds – permanent endowment

This fund represents the assets donated by Charnwood Shelter Project to The Bridge (East Midlands). There has been no movement on this fund during 2022 nor 2021.

16 Restricted funds

31 March 2022

	At 01/04/2021 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/2022 £
Children in Need Fund	-	44,957	44,957	-	-
Vicars Relief Fund	43	1,000	-	-	1,043
Glasspool	1,008	549	1,521	(36)	-
Leicester Charity Link	278	453	470	-	261
Moneywise Plus	-	72,082	104,244	32,162	-
YES - Youth Employability Support	-	54,157	68,897	14,740	-
TNLCF - Homeless Offenders Service	-	142,485	145,930	3,445	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council-CWP Supplies Funding	600	24,095	24,095	(600)	-
NWLDC-Rapid Rehousing Grants	-	153,823	154,288	465	-
Police & Crime Commissioner – Mediation Grant	-	6,125	6,125	-	-
Mountsorrel United Charities	-	16,958	16,958	-	-
Loughborough Welfare Trust	1	-	-	-	1
Schroder Trust	-	2,400	2,400	-	-
Co-op Food poverty funding	-	2,985	2,985	-	-
Other food poverty donations	-	3,636	3,636	-	-
Rutland Lions	-	189	189	-	-
LCC r3	-	15,000	15,000	-	-
Leics & Rutland Community Foundation	-	4,000	4,000	-	-
Food Poverty Contain funding	-	12,500	12,500	-	-
CBC Food Poverty funding	-	20,500	20,500	-	-
Waitrose Food Poverty funding	-	1,499	1,499	-	-
ASDA Food Poverty funding	-	600	600	-	-
	2,122	579,993	630,794	50,176	1,497

Restricted funds (Continued)

31 March 2021	At 01/04/2020 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/2021 £
Children in Need Fund	-	44,162	44,162	-	-
Rutland Grants	-	158	158	-	-
Vicars Relief Fund	40	3,411	3,408	-	43
The National Lottery Community Fund	-	92,070	92,070	-	-
Glasspool	270	2,591	1,853	-	1,008
Leicester Charity Link	160	645	527	-	278
White Bread Trust	-	58	58	-	-
Moneywise Plus	-	99,370	99,370	-	-
YES	-	53,796	53,796	-	-
BLF – Homelessness Prevention	-	218,517	218,517	-	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council – Shire Community Grant	-	10,000	10,000	-	-
Leicestershire County Council-CWP Supplies Funding	600	7,930	7,930	-	600
Maud Elkington Charitable Trust – Food Poverty Grant	-	1,000	1,000	-	-
Charnwood Borough Council-Canvas bag grant	-	1,146	1,146	-	-
Charnwood Borough Council-Emthink licence fee reimbursement	-	6,419	6,419	-	-
NWLDC – Rapid Rehousing Grants	-	117,630	117,630	-	-
Police & Crime Commissioner – Mediation Grant	-	12,249	12,249	-	-
Mountsorrel United Charities	-	7,104	7,104	-	-
Loughborough Welfare Trust	250	250	499	-	1
Schroder Trust	-	1,600	1,600	-	-
7 Stars Foundation Grant	-	500	500	-	-
Intelligent Energy	-	22,015	22,015	-	-
Charnwood Borough Council-Council members grant	-	2,336	2,336	-	-
Co-op Food poverty funding	-	1,856	1,856	-	-
Other food poverty donations	-	1,000	1,000	-	-
	1,512	707,813	707,203	-	2,122

The main funds are held for the following purposes:

Children in Need – funding towards 3 x mediator posts and a contribution towards non-staffing costs.
Rutland Grants - funding for client essentials/furniture/rent.
Loughborough Welfare Trust – contribution towards canvas bag initiative (reduction in plastic carrier bag use for food parcels).
Vicars' Relief Fund – Funding for client essentials/furniture/rent.
TNLCF - The National Lottery Community Fund – Funding to deliver homelessness prevention services to families.
Glasspool - funding for client essentials/furniture/rent.
DWP Client Benefits - clients benefit paid in due to no bank account.
Leicester Charity Link - funding for client essentials/furniture/rent.
White Bread Trust – funding for client essentials/furniture.
Moneywise Plus – funding to work with people to increase their financial and digital skills.

YES - funding to work with young people who are furthest from the labour market.
The National Lottery Community Fund (MHCLG) – Funding to a homelessness offenders service.
Buttle Trust – funding for client essentials/furniture.
Leicestershire County Council Shire Community Grant - contribution towards Charnwood Food Poverty Group.
Leicestershire County Council CWP – funding for Charnwood Welfare Provision (emergency food and fuel).
Maud Elkington Charitable Trust – contribution towards Charnwood Food Poverty Group.
CBC (Canvas Bag Grant) – contribution towards canvas bag initiative (reduction in plastic carrier bag use for food parcels).
CBC – Reimbursement of database licence costs for rough sleeper programme.
Open Gate Trust – Contribution towards canvas bag initiative. (reduction in plastic bag use for food parcels)
NWLDC (Rapid Rehousing) – funding for 3 x support workers to deliver a rapid rehousing service.
Police and Crime Commissioner – funding for a mediator to work with missing young people.
Mountsorrel United Charities - contribution towards Charnwood Food Poverty Group.
Amazon – Funding for client essentials/furniture.
Loughborough Welfare Trust – funding for client essentials/furniture.
7 Stars foundation grant – funding for young people packs.
Schroder Trust – funding for starter packs.
Intelligent Energy – funding for food poverty.
Charnwood Borough Council (Council members grant) – Food poverty group.
Co-op – funding for food poverty.
Other food poverty donations – various individual donors who specified that the money be used for food poverty relief.
Rutland Lions - provided funds to purchase a cooker for a client
LCC r3 – funding for food poverty.
Leics & Rutland Community Foundation - funding for food poverty.
Food Poverty Contain funding - funding for food poverty.
CBC Food Poverty funding - funding for food poverty.
Waitrose Food Poverty funding - funding for food poverty.
ASDA Food Poverty funding - funding for food poverty.

Where the balance is in credit this represents a short term timing difference with expenses yet to be recouped through service contracts.

17 Operating lease commitments

Group and Charity

The charity had the following commitments under non-cancellable operating leases as set out below:

	Land and Buildings		Other Operating Leases	
	2022	2021	2022	2021
Operating leases which expire:				
One year	4,250	12,500	266	-
Between two and five years	-	-	444	2,897
	4,250	12,500	710	2,897

The operating lease commitments relate solely to the charity.

18 Related Party Transactions

During the year there were no related party transactions.

19 Deferred Income

Group and Charity

Deferred income comprises grant and other income paid up front for the fulfilment of charitable activities:

	2022	2021
Balance as at 1 April 2021	111,004	64,335
Amount released to income earned from charitable activities	(111,004)	(64,335)
Amount deferred in year	111,299	111,004
Balance as at 31 March 2022	111,299	111,004

There is no deferred income in relation to the subsidiary.

20 Reconciliation of net income to net cashflow from operations

Group	2022	2021
Net income for year	10,031	2,513
Depreciation of tangible fixed assets	14,530	16,872
Loss on disposal of fixed assets	1,739	-
Investment income	(1,634)	(2,385)
Decrease/(increase) in debtors	(100,919)	(5,851)
Increase/(decrease) in creditors	10,239	71,190
	(66,014)	82,339

Charity	2022	2021
Net income for year	15,036	6,399
Depreciation of tangible fixed assets	14,530	15,699
Loss on disposal of fixed assets	1,739	-
Investment income	(1,634)	(2,385)
Decrease/(increase) in debtors	(106,683)	21,277
Increase/(decrease) in creditors	12,142	68,547
	(64,870)	193,897

THE BRIDGE (EAST MIDLANDS)

England & Wales - Charity number 1050596

Accounts

Charity Registration No. 1050596

Company Registration No. 3114996 (England and Wales)

THE BRIDGE (EAST MIDLANDS)

ANNUAL REPORT
AND
CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

SOMERBYS LIMITED
CHARTERED ACCOUNTANTS
30 NELSON STREET
LEICESTER
LE1 7BA

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REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The Board of Trustees presents its report and the audited financial statements for the year ended 31 March 2021.

Reference and Administrative information

Charity name:	The Bridge (East Midlands)
Operating name:	The Bridge
Charity registration number:	1050596
Company registration number:	3114996

Board of Trustees

Karen Jewell – Resigned 20/07/2021
Ashiedu Joel
Susan Lees
Jonathan Olds
Rosemary Thomas – Resigned 08/09/2021
Jay Webb – Chair
Richard White
Joanne Emmett – Appointed 24/07/2020
Steven Ablett – Appointed 23/07/2020
Helen Tighe – Appointed 23/07/2020
Amanda Soraghan – Appointed 23/07/2020

Company Secretary

Peter Davey – resigned 08/09/2021

Chief Officer

Peter Davey – Resigned 26/03/2021
Paul Snape – Acting Chief Officer - Appointed 26/03/2021

Registered Office and Operational Address

38 Leicester Road, Loughborough, Leicestershire, LE11 2AG

Statutory Auditor

Somerbys Limited, Chartered Accountants, 30 Nelson Street, Leicester, LE1 7BA

Bankers

Cambridge & Counties Bank, Charnwood Court, 5B New Walk, Leicester LE1 6TE
CAF bank Limited, Kings Hill, West Malling, Kent, ME19 4TA
The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 BE

Structure, Governance and Management

Governing document

The organisation is a charitable company limited by guarantee. The company was established under a Memorandum of Association, which sets out the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. The charity may, by ordinary resolution, appoint a person who is willing to act to be a Trustee. No person other than a Trustee retiring may be appointed a Trustee at any general meeting unless:

- he or she is recommended for re-election by the Trustees; or
- not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that:
  (a) is signed by a member entitled to vote at the meeting;
  (b) states the member's intention to propose the appointment of a person as a Trustee;
  (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and
  (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty eight clear days' notice of any resolution to be put to the meeting to appoint a Trustee other than a Trustee who is to retire by rotation.

(a) the Trustees may appoint a person who is willing to act to be a Trustee.
(b) a Trustee appointed by a resolution of the other Trustees must retire at the next annual general meeting and must not be taken into account in determining the Trustees who are to retire by rotation.
(c) the Trustees may co-opt any individual who has appropriate specialist skills to support them in fulfilling the objectives of the charity.

The appointment of a Trustee, whether by the charity in general meeting or by the other Trustees, must not cause the number of Trustees to exceed any number fixed as the maximum number of Trustees.

The organisation recognises that recruitment of new Trustees by way of personal recommendation is flawed. When looking to recruit new Trustees, the organisation advertises externally and invites expressions of interest from individuals. Information packs are then dispatched to individuals along with an application form. Individuals who return a completed application are invited to an interview with the Chief Officer and an existing Trustee (usually the Chair). The organisation is keen to recruit individuals with specific areas of interest or expertise.

Trustee Induction and Training

The organisation provides all new Trustees with an information pack containing details of the rights and responsibilities of Charity Trustees – this includes information published by the Charity Commission. All new Trustees are invited to attend an induction evening facilitated by an experienced Trustee. Training is ongoing and based around Trustee Meetings with an emphasis on using the individual expertise of Trustees in specific areas of work.

Risk Management

The Trustees conduct their own review of the risks to which the charity is exposed and establish systems to mitigate those risks. These systems are periodically reviewed to ensure they still meet the needs of the charity both now and for the future. The organisation has developed a robust Risk Register which is reviewed by the Board of Trustees bi-annually.

Organisational Structure

The charity provides a number of services, early intervention and homelessness prevention services, including a Specialist Housing Advice and Tenancy Relations Service, Housing Related Support Services, the talk²sort Mediation Service, a Single Access Point for 16 & 17 year olds, a Homelessness Transitions Rough Sleeper Programme, Rutland's Community Prevention and Wellbeing Services and two European Social Fund and Big Lottery Funded services, Moneywise Plus and YES Project.

The charity has a central office providing Customer Services including Welfare Provision (Starter Packs and Food and Fuel Vouchers) and financial and administrative support for the overall operation of the charity. The Trustees are responsible for developing overall policy, aided by the Chief Officer.

Volunteers are welcomed in all our work and are given training and support to enable them to work alongside our paid staff.

Objectives and Activities

The objectives, for which the charity was established, as defined by the Memorandum of Association, and amended in February 2012 are to promote charitable purposes only; more specifically for the relief and rehabilitation of homeless persons in need in the East Midlands and in particular by the provision of accommodation and associated facilities calculated to alleviate their need, to promote any other charitable purpose for the benefit of homeless persons and those at risk of homelessness in the East Midlands.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. Public Benefit is demonstrated more specifically in the following Performance and Achievements sections which highlight specific client work from each of the services within the organisation.

A Message from the Chair

Another year for us all to remember in one way or another! We have just completed our 25th Anniversary Year of delivering services in the community we serve.

It has been a whirlwind of activity for everyone at The Bridge, including staff, volunteers, our Trustees and the organisations we partner with. We have seen such generosity of spirit from so many people during the pandemic. We have juggled the provision of services whilst having to adapt to the changing circumstances of our community and our service users with the restrictions placed upon us due to Covid-19 and two national lockdowns. The team have done a tremendous job and continued to work throughout with changes to ensure that staff and our clients were protected.

Unfortunately, we had to retain the temporary closure of our front facing doors, but we redefined and adjusted our services to a significantly increased number of clients, respecting social distancing and simultaneously dealing with additional, new and very vulnerable clients in collaboration with our local partners.

We have lost some very key members of our team who have gone onto pastures new, including our Communications & Fundraising Manager, Jessica Metson, who has done so much to raise our profile since she joined us. Our heartfelt thanks to every one of our employees for all their hard work, dedication, and their support. It is never easy to lose great staff, but heart-warming to know that they are advancing their careers.

We have also had to face the loss of our lynch pin, Peter Davey who was our CEO for over 20 years and will be missed greatly. I always said that if you cut him in two, he would have "The Bridge" written all the way through. Peter gave unstintingly of his time, and effort, and did so much to help so many over the years, developing a strong team which he leaves as his legacy.

Throughout the year we have experienced generosity on an epic scale from the public, members of the business community, local organisations, volunteers, our community partners, the local council, churches, politicians and clubs as we have worked together and been supported to raise funds to help some of the most vulnerable in our society. Thank you all so much for your continued support.

Food poverty has been highlighted by so many in their campaigns this year as this dreadful situation has continued to worsen for so many. Together with our partners in the community we have been able to alleviate some of the issues, but we know that so much work needs to continue to eradicate this.

I want to pay tribute to our dedicated and hard-working Board of Trustees who do so much to support the organisation, Richard White, Jon Olds, Karen Jewell, Sue Lees, Ashiedu Joel, Steve Ablett, Jo Emmett, Amanda Soraghan, Rosemary Thomas and Helen Tighe. Not only do they ensure that we undertake our governance role properly, but they do also so much more to support the organisation and consistently give of their time and expertise. This year has been a roller coaster ride as our new Trustees embedded themselves into the organisation and took up the mantle to help and support our staff. Thank you each and every one of you for going above and beyond with your support.

No organisation can exist without the hard work and dedication of its Strategic Management Team and the staff who work to deliver services and I want to thank them all for the fabulous work that they have undertaken during the last 12 months and for rising to the challenge every day. You make me proud to be part of such a great organisation.

Jay Webb, Chair of the Board of Trustees

Service Aims and Outcomes

Young People's Services (Single Access Point (SAP), talk²sort and Youth Employability Support (YES))

Aims (SAP):

- To prevent homelessness and reduce the use of B&B accommodation for 16/17-year-olds.
- To improve young people's life chances.
- To enable family members to plan future accommodation options and avert crises which often result in youth homelessness.
- To increase the young person and family members understanding of the reality of their personal and housing situation(s).

Aims (talk²sort):

- To prevent homelessness.
- To undertake one to one mediation sessions and facilitate meetings between young people and families where appropriate.
- To provide an opportunity for families to improve relationships, to build agreements and plan for the future.
- To raise awareness of mediation services, other local support services and homelessness issues in general.

Aims (YES):

- To support young people to access education, employment, or training.
- To enable young people to overcome challenges and barriers to positive outcomes.
- Provide intensive support to build confidence, self-esteem, and wellbeing.
- Deliver one to one mediation support and joint appointments between young people and families where appropriate.

Performance:

- 194 young people supported during the period.
- 100% homelessness prevented/relieved.
- 91.23% improved communication skills.
- 87.47% improved mental health.

Support Services (Housing Matters, Rutland Community Wellbeing Service)

Aims:

- To prevent repeat homelessness and promote independent living.
- To provide effective support in order to assist people to sustain their tenancies.
- To promote social inclusion and encourage clients to access and engage in meaningful activity.
- To improve the health and wellbeing of clients accessing the service.

Performance:

- 85.72% of clients were prevented from becoming homeless.
- 85.94% felt that their housing conditions had improved.
- 90.33% felt that they were making more positive life choices and taking better care of themselves.
- 77.38% felt that their confidence/ self-esteem has improved.

Street Homelessness and Offenders Service (Homeless Offenders and Rapid Rehousing

Aims (Homeless Offender Services):

- To provide specialist housing advice to those who are homeless and have an offending history.
- To provide intensive support to those who are homeless to help them access accommodation.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide outreach support to rough sleepers and prisoners due for release with no fixed abode.

Aims (Rapid Rehousing Pathway):

- To support those who are homeless with no accommodation options available to them outside of the pathway, into suitable accommodation.
- To provide outreach support to those who are rough sleeping.
- To support those who are homeless to address any barriers to accessing accommodation.
- To provide support to those who access accommodation to promote positive tenancy management.

Performance:

- 656 referrals received, of which 407 engaged, 319 closed.
- 93.57% homelessness prevented/relieved.
- 90.74% clients making better life choices.
- 81.69% improved mental health.

Housing Advice, Tenancy Relations Services

Aims:

- To provide a free, independent and holistic Housing Advice service to all residents in the Borough of Charnwood.
- To provide an emergency advice and assistance service to those in housing crisis.
- To prevent homelessness through partnership working and tenancy relations work with both private and social landlord.
- To provide a free, independent telephone advice service.

Performance:

- 713 clients live during the period.
- 96.08% improved housing conditions.
- 64.79% improved financial circumstances.
- 85.15% felt more able to make their own choices.

Customer Services

Aims:

- To provide a drop-in/telephone service to those who are homeless or at risk of homelessness.
- To provide an effective and efficient housing triage service to ensure people have access to the right service for their needs.
- To deliver a welfare service, providing food parcels, fuel vouchers, starter packs and access to the telephone and/or computer
- To support the organisation's services in an administrative capacity

Performance:

- 186 households issued with fuel vouchers worth £6,340 for gas and electricity.
- 29 hot food vouchers issued to those who are of No Fixed Abode (NFA) worth £290.
- 31 starter packs issued to those moving into new accommodation.
- Triaged and dealt with 72% more enquiries in 2020/21 compared to 2019/20.

Charnwood Food Poverty Group

Aims:

- To increase access to good food, empowering people to use and enjoy it, improve advocacy for the reduction in household food poverty and work together in partnership with agencies to provide food within a non-judgemental model.
- To provide strategic support, advice and guidance to foodbanks, hot food providers and organisations who offer food provision.
- To deliver food provision in Mountsorrel, support delivery in Loughborough and identify other localities in Charnwood to set up food provision.

Performance:

- Charnwood Community Action developed in crisis response to COVID-19 in Charnwood, with Charnwood Borough Council, John Storer Charnwood and The Bridge.
- 24 organisation's delivering food provision are now members of Charnwood Food Poverty Group.
- 22,773 food parcels delivered to households across Charnwood in 2020/2021.
- New food provision pathway developed for Charnwood, to be launched in Summer 2021.

Organisational Achievements

During the period 1st April 2020 to 31st March 2021, The Bridge has made positive progress, despite the challenges which COVID-19 brought, against its 4 Year Strategy, which has 4 overarching strategic objectives. Specific highlights for the year, for each strategic objective include:

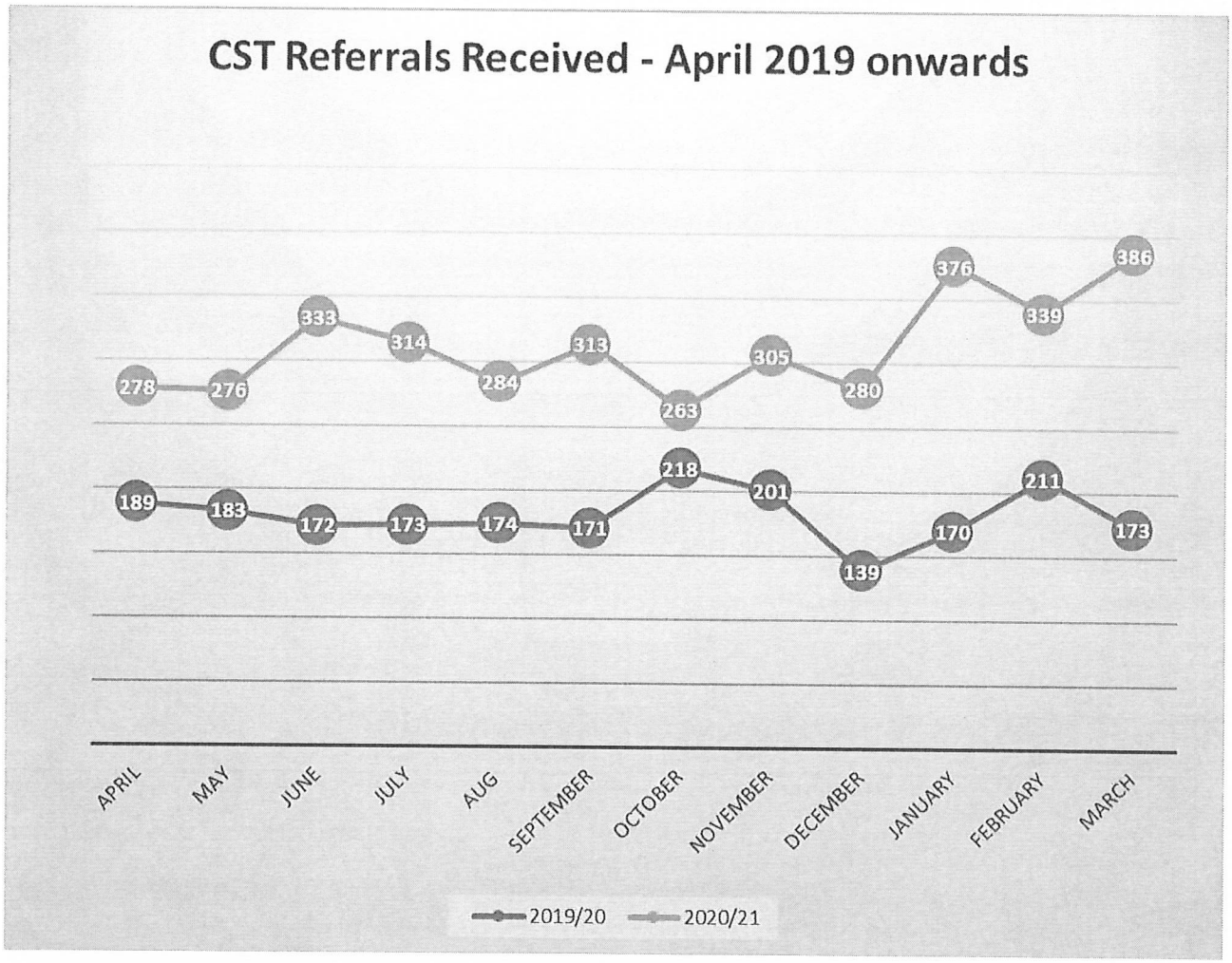
1. The organisation has expanded its service offering for clients through a number of new partnerships. A new specialist Housing Advice Service for the sub-regional IAPT Service, working closely with VITA Health Group. The organisation has also entered into a partnership with NACRO to deliver an East Midlands wide Dynamic Framework for the Ministry of Justice.
2. Throughout the last year, the organisation has driven forward work to further improve its governance. The Board of Trustees and SMT have created a Governance Improvement Team remit is to review, and continually improve, the organisations systems and processes relating to the Board of Trustees and the relationship of the Board with the SMT.
3. "Lockdown", as with many voluntary sector organisations, has created an opportunity to review fundraising and communications practices, and has been a time for innovation and interacting differently with the public and supporters. The organisation has been able to work differently, and as a result, has increased the public profile of The Bridge, along with the number of community donations.
4. The organisation is proud to announce that it passed its Advice Quality Standard again for its Specialist Housing Advice Service. This is a bi-annual audit which The Bridge has been committed to for the past two decades. Furthermore, the organisation's Business Improvement Team has continued to meet throughout "lockdown" and has been instrumental in the improvements made to the organisation's recruitment processes.

The Bridge's new outcome and impact framework has enabled the organisation to better capture the outcomes its clients have been achieving, and to better understand the impact the charity has had, from a client perspective. For the period 1st April 2020 to 31st March 2021, The Bridge received 6,187 referrals and enquiries and worked with 2,494 households. The increase in the number of referrals and enquiries is 39.1% in comparison to the same period last year, with the number of households increasing by 13.9%. Throughout the same period, clients have self-reported the following outcomes:

- Homelessness Prevented 92.13%
- Improved Housing 87.94%
- Improved Finances 79.55%
- Improved Mental Health 83.68%
- Improved Physical Health 81.16%
- Feeling Less Isolated 68.92%
- Improved Relationships 67.83%
- Involved in the Wider Community 43.48%
- Accessed Employment 41.38%
- Accessed Training/Education 47.89%
- Improved Independence 81.53%
- Reduced Substance Misuse 76.14%
- Reduced Crime/ASB 84.42%
- Improved Confidence/Self Esteem 81.77%
- Improved Communication Skills 71.14%
- More Able to Make Own Choices 88.00%

Over and above the achievements against the organisation's strategic objectives and the client outcomes detailed above, The Bridge has had further success during the last financial year. The biggest achievement has to be the fast response to the COVID-19 pandemic. In March 2020, the organisation was hit was the announcement of the national lockdown, and therefore had to quickly decide how it would continue to deliver the much-needed services to its clients. Firstly, the safety of staff and clients was paramount, and along with that, came the reluctant decision to close the offices and the front door. This decision was taken alongside the introduction of a new 0800 freephone number which was a lifeline to many people needing to access the organisation's services.

The introduction of the 0800 number, alongside the financial impact that COVID-19 was having on The Bridge's clients and the community, the organisation saw a significant increase in the number of enquiries coming through the customer services and triage team. Over last financial year, there was a 72% year on year increase in enquiries and referrals, as demonstrated in the graph below. It is anticipated that demand will continue to grow following the end of the eviction ban in May 2021.



Throughout the year, the organisation has been successful in applying for COVID-19 emergency funding, COVID-19 recovery funding, and where available, other grant funding to continue to deliver services, or deliver new services in response to COVID-19 and the challenges that the pandemic has brought for the community. Over the course of the financial year, the organisation has generated an additional £109,546 in core cost grants, £45,546 in emergency COVID-19 funding (including for food), and £12,000 to expand its rough sleeper services.

This funding enabled the organisation to expand its staffing levels across some of its services, specifically an additional member of staff in the Rapid Rehousing Service for Rough Sleepers. Furthermore, the organisation was able to increase its staffing capacity within its Housing Triage Service by 35%, which went someway to supporting the 72% increase in enquiries through that team.

Finally, The Board of Trustees and Strategic Management Team would like to say a big thank you to the individuals, business, community groups and trust funds who have generously donated £96,996, in addition to the considerable amount of food donations, to the organisation over the last year; contributing to core costs, delivery of services, enabling the organisation to provide emergency food parcels and respond quickly and robustly to the challenges brought about by the COVID-19 pandemic.

Pay Awards

Recommendations are made to the Trustees by Strategy Advisory Groups, consisting of Executive Officers and Trustees, for annual pay awards including any one off performance related or enhancements in pay. The Board of Trustees are responsible for agreeing any recommendations.

Plans for Future Periods

The Bridge's vision of "resilient, compassionate communities, where individuals thrive in safe and secure homes" has provided the foundations for the development of the charity's Four-Year Strategy for the period 2020-2024. The strategic objectives outlined within the strategy support and guide the organisation with its direction.

Strategic Objectives

1. We will expand upon our early intervention and prevention offer.
    a. We will build resilience in communities to combat loneliness, isolation, and stigma.
    b. We will demonstrate the impact that sustainable housing has on health and wellbeing.
    c. We will identify gaps in our service delivery and develop innovative solutions.
    d. We will maintain and build upon the organisation's strategic relevance.

2. We will ensure that everyone continues to be valued, nurtured, and respected.
    a. We will invest in our staff and cultivate a high performing workforce.
    b. We will strengthen our governance and cultivate a high performing Board.
    c. We will adopt a strengths-based approach for the benefit of our clients.
    d. We will be a competitive and well-regarded organisation to work for.

3. We will continually drive forward a sustainable organisation built upon our reputation and integrity.
    a. We will create successful and innovative income generation solutions.
    b. We will enhance our approach to marketing & PR to raise the organisations profile.
    c. We will strive for the organisation to have continued nationwide recognition.
    d. We will identify, and explore, effective finance, and asset, management opportunities.

4. We will be advocates of best practice, taking a reflective approach to continual improvement.
    a. We will continue to invest in the ongoing improvement of the business.
    b. We will better evidence our social value and impact, developing a robust reporting framework.
    c. We will maintain high levels of compliance across the organisation.
    d. We will establish a bespoke and supportive consultancy solution through TheBridge²Excellence.

Financial Review

The results for the year showed a 22.2% increase on last year in total incoming resources. Total resources expended in the year showed an increase of 24.6% on last year, resulting in a net surplus for the year of £2,513 (2020 - £26,073).

Investment Policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit.

Reserves Policy

The charity has set itself a policy of maintaining unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately six months expenditure. This policy is designed to provide the charity with sufficient funds to sustain its operations in the event of any changes to its funding streams and is aligned to Charity Commission recommended good practice. The target level of free reserves based on current activities is approximately £750,000. At 31 March 2021 the actual level of free reserves, excluding designated funds, was £160,382. The charity continues to work on adding to these reserves and continues to keep the policy under review.

REPORT OF THE BOARD OF TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

The Trustees (who are also Directors of The Bridge (East Midlands) for the purposes of company law) are responsible for preparing the Report of the Board of Trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Board of Trustees are responsible for keeping proper 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.

Members of the Board of Trustees who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, the company's Directors certify that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all the steps that ought to have been taken in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

The auditor, Somerbys Limited, has indicated its willingness to continue in office.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in January 2015) and in accordance with the provisions applicable to companies' subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved by the Board of Trustees on 29th September 2021 and signed on its behalf by:

Jay Webb
Jay Webb (Oct 1, 2021 15:24 GMT+1)

J Webb
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE BRIDGE (EAST MIDLANDS)

Opinion

We have audited the financial statements of The Bridge (East Midlands) (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, Group and Company Balance Sheets, the Group and Company Cash Flow Statements and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 '*The Financial Reporting Standard applicable in the UK and Republic of Ireland*' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2021, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the 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 group or parent charitable company'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.

Other information

The other information comprises the information included in the board of trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE BRIDGE (EAST MIDLANDS) (CONTINUED)

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the board of trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the board of trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees are responsible for the preparation of financial statements which give a true and fair view, and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the groups and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
We have been appointed as auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements, as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The risk of not detecting a material misstatement resulting from error is considered to be low. The risk of not detecting a material misstatement resulting from fraud is higher, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.

In the context of the Bridge (East Midlands) and the group we have not identified any specific laws and regulations applicable other than general commercial laws and regulations such as: Companies Act 2006; Charity Commission guidance; employment law; health & safety legislation and GDPR.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE BRIDGE (EAST MIDLANDS) (CONTINUED)

In response to the audit risks identified, we have undertaken the following procedures:

- Enquiry of trustees to identify any instances of non-compliance with laws and regulations.
- Enquiry of trustees of actual and/or potential litigation and claims.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluation of the rationale of any significant transactions falling outside the normal course of activities.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Somerbys Limited

Marcus Dockerty FCA FCCA (Senior Statutory Auditor)
for and on behalf of Somerbys Limited

Date: 1 October 2021

Chartered Accountants
Statutory Auditor

30 Nelson Street
Leicester
LE1 7BA

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT) YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	2021 £	Unrestricted Funds £	Restricted Funds £	2020 £
Income from:							
Donations and legacies	2	166,732	-	166,732	23,250	-	23,250
Investments		2,385	-	2,385	2,541	-	2,541
Charitable activities	3	661,748	707,813	1,369,561	616,702	616,196	1,232,898
Total Income		830,865	707,813	1,538,678	642,493	616,196	1,258,689
Expenditure on:							
Costs of generating funds		68,804	-	68,804	25,674	-	25,674
Charitable activities		760,158	707,203	1,467,361	591,986	614,956	1,206,942
Total expenditure	5	828,962	707,203	1,536,165	617,660	614,956	1,232,616
Net income/expenditure before transfers		1,903	610	2,513	24,833	1,240	26,073
Transfer between funds	16	-	-	-	-	-	-
Net income/(expenditure)		1,903	610	2,513	24,833	1,240	26,073
Fund balances at 1 April 2020		326,925	1,986	328,911	302,092	746	302,838
Fund balances at 31 March 2021		328,828	2,596	331,424	326,925	1,986	328,911

As permitted by S408 Companies Act 2016, the charity has not presented its own Income and Expenditure Account and related notes. The charity's net income for the year was £6,399 (2020 – £27,867).

The notes on pages 20 to 35 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Notes		2021 £	2020 £
Fixed assets				
Tangible assets	9		18,446	18,625
Current assets				
Debtors	11	45,018		39,286
Cash at bank and in hand		448,288		380,258
		493,306		419,544
Creditors				
Amounts falling due within one year	12	(180,328)		(109,258)
			312,978	310,286
Net assets			331,424	328,911
Funds				
Unrestricted funds	14		328,828	326,925
Restricted - Income	16		2,122	1,512
Permanent endowment	15		474	474
Total funds	13		331,424	328,911

Approved by the Board of Trustees on 29 September 2021 and signed on its behalf by:

Jay Webb
Jay Webb (Oct 1, 2021 15:24 GMT+1)

J Webb
Chair

Company Registration number 3114996

The notes on pages 20 to 35 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2021

	Notes		2021 £	2020 £
Fixed assets				
Tangible assets	9		17,384	17,344
Current assets				
Debtors	11	45,017		66,294
Cash at bank and in hand		436,100		339,917
		481,117		406,111
Creditors				
Amounts falling due within one year	12	(169,157)		(100,610)
			311,960	305,601
Net assets			329,344	322,945
Funds				
Unrestricted funds	14		326,748	320,959
Restricted Income	16		2,122	1,512
Permanent endowment	15		474	474
Total funds	13		329,344	322,945

Approved by the Board of Trustees on 29 September 2021 and signed on its behalf by:

Jay Webb
Jay Webb (Oct 1, 2021 15:24 GMT+1)

J Webb
Chair

Company Registration number 3114996

The notes on pages 20 to 35 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flow from operating activities			
Cash generated from operations	20	82,339	80.379
Net cash flow from operating activities		82,339	80,379
Cash flow from investing activities			
Purchase of new property, plant and equipment		(16,694)	(7,724)
Investment income received		2,385	2,541
Net cash flow from investing activities		(14,309)	(5,183)
Net increase/(decrease) in cash and cash equivalents		68,030	75,196
Cash and cash equivalents at 1 April 2020		380,258	305,062
Cash and cash equivalents at 31 March 2021		448,288	380,258
Cash and cash equivalents consists of:			
Cash at bank and in hand		448,288	380,258
Cash and cash equivalents at 31 March 2021		448,288	380,258

CHARITY STATEMENT OF CASHFLOWS
YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flow from operating activities			
Cash generated from operations	20	109,537	66,137
Net cash flow from operating activities		109,537	66,137
Cash flow from investing activities			
Purchase of new property, plant and equipment		(15,739)	(7,180)
Investment income received		2,385	2,541
Net cash flow from investing activities		(13,354)	(4,639)
Net increase/(decrease) in cash and cash equivalents		96,183	61,498
Cash and cash equivalents at 1 April 2020		339,917	278,419
Cash and cash equivalents at 31 March 2021		436,100	339,917
Cash and cash equivalents consists of:			
Cash at bank and in hand		436,100	339,917
Cash and cash equivalents at 31 March 2021		436,100	339,917

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. **Accounting policies**
The principal accounting policies are summarised below.

(a) **Basis of accounting**

The Bridge (East Midlands) is a private company limited by guarantee (registration number 3114996) and registered charity regulated by the Charity Commission (registered number 1050596) with a registered address at 38 Leicester Road, Loughborough, Leicestershire, LE11 2AG.

The financial statements have been prepared in accordance with Companies Act 2006, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS102)) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102).

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The Bridge (East Midlands) meets the definition of a public benefit entity under FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated. There have been no changes to accounting estimates during the reporting period.

(b) **Basis of consolidation**

The consolidated financial statements present the results of the charity and its subsidiary ("the Group) as if they formed a single entity. Intercompany transactions and balances between the Group entities are therefore eliminated in full.

The results of the subsidiary undertaking are shown in the consolidated statement of financial activities within income and expenditure. The assets and liabilities of the subsidiary undertaking are combined with those of the company in a consolidated balance sheet and a consolidated cash flow statement on a line by line basis. A separate statement of financial activities for the company is not presented as permitted by section 408 of the Companies Act 2006.

(c) **Fund accounting**

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor.

1. **Accounting policies (continued)**

(d) Recognition of income

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of donations and grants and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant. Legacies are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

(e) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising purposes.
- Charitable activities expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly. The resources expended in the operation of the Charity's central services system and central office which cannot be directly allocated are apportioned between the expenditure categories on the basis of the estimated amount of staff time involved in each activity.

(f) Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost, less the estimated residual value, of each asset over its expected useful life, at varying rates:

	%	
Fixtures and equipment	20.00	Straight line
Leasehold property improvements	6.67	Straight line
Computer equipment	33.33	Straight line

All items of equipment that are not consumable in nature are capitalised.
Donated assets are brought in at their second hand value at the date of receipt.

(g) Pensions

The charity participates in a defined contribution pension scheme for the benefit of the employees, the regular costs of which are expended in the Statement of Financial Activities as and when incurred.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

(h) **Leases**

All leases are regarded as operating leases and payments made under them are expended in the Statement of Financial Activities over the term of the lease.

(i) **Employee Benefits**

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the discounted amount expected to be paid in exchange for that service.

(j) **Debtors and creditors receivable/payable within one year**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(k) **Taxation**

The Company is a registered charity and thus is exempt from taxation on its income and capital gains.

For the subsidiary company tax currently payable is based on taxable profit for the year. Taxable profit differs from net profit as reported in the accounts because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are never taxable or deductible. The company's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

(l) **Judgements and key sources of estimation uncertainty**

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

i) Useful economic lives of tangible assets:
The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reassessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and physical condition of the assets. See accounting policy note (above) for the useful economic lives for each class of assets.

ii) Expenditure allocations:
Expenditure is apportioned where it relates to more than one category (see note 5).

iii) Covid-19 pandemic:
The impact of the Covid-19 pandemic became significant throughout the UK in March 2020. As a result the way in which some services are delivered has been affected. A degree of estimation uncertainty exists surrounding the financial and operational impact as the economic and social effects of the pandemic unfold.

2. Voluntary income

	Unrestricted	Restricted	2021	2020
Donations	£166,732	-	£166,732	£23,250

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

3. Incoming resources from charitable activities

Unrestricted funds:	2021 £	2020 £
Government and other public authorities	513,961	418,445
Public Sector Health	36,000	36,000
Garfield Weston Foundation	-	30,000
Leathersellers Charitable Fund	-	15,000
Subsidiary income – government and other public authorities	111,787	117,257
	661,748	616,702

Restricted funds:	2021	2020
Children In Need	44,162	43,324
Loughborough Welfare Trust – Canvas Bag Scheme	-	500
Big Lottery Fund	92,070	107,746
Vicars Relief Fund	3,411	2,099
Glasspool	2,591	2,025
Charity Link	645	320
Maud Elkington Charitable Trust – Food Poverty Grant	1,000	2,000
Henry Smith	-	38,000
Mountsorrel United Charities	7,104	3,000
Moneywise Plus	99,370	127,515
DWP Client Benefits	-	291
Rutland Grants	158	195
YES	53,796	48,980
BLF - Homelessness Prevention	218,517	128,464
CBC – Canvas Bag Scheme	1,146	1,146
CBC – Emthink licence fee reimbursement	6,419	-
Open Gate Trust – Food Poverty Grant	-	2,292
Co Op Food Poverty Funding	1,856	-
White Bread Trust	58	348
Amazon	-	300
Police and Crime Commissioner Mediation Grant	12,249	6,125
NWLDC Rapid Rehousing	117,630	75,000
Loughborough Welfare Trust	250	548
Leicestershire County Council CWP Supplies Funding	7,930	17,978
Leicestershire County Council Shire Community Grant	-	8,000
Leicestershire and Rutland Community Foundation*	-	-
Intelligent Energy	22,015	-
Schroder Trust*	1,600	-
7 Stars Foundation grant	500	-
Shires Community Grant	10,000	-
Charnwood Borough Council Members Grant	2,336	-
Other food poverty donations	1,000	-
	707,813	616,196

** Funder has provided further amounts that have been deferred into the following year – see note 19.*

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4. The Bridge (Trading) East Midlands Limited

	2021	2020
Income	111,787	117,256
Administration expenses	(109,829)	(111,292)
Surplus before taxation	1,958	5,964
Tax on surplus	-	-
Surplus for financial period	1,958	5,964

This is a wholly owned trading subsidiary incorporated in England and Wales and limited by guarantee.

The Bridge (Trading) East Midlands Limited (10922464) undertakes activities of a similar nature to The Bridge (East Midlands).

A summary of the trading results are shown above. Audited accounts have been filed with the Registrar of Companies.

The distributable net profit is to be distributed to The Bridge (East Midlands).

5. Total resources expended

	Basis of Allocation	Voluntary income	HAT	Housing Matters	Family Support	Subsidiary	Transitions	Mediation	SAP	Syrian Resettlement	Moneywise	YES	TRO	BLF	Food Poverty	COVID	Total 2021	Total 2020
		£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Direct client welfare costs	Direct	20,586	-	165,000	-	-	-	-	-	-	-	-	-	44,643	-	-	230,229	76,635
Salaries & wages	Direct	48,650	165,656	77,692	21,632	83,927	123,774	115,099	41,369	115,503	117,927	68,560	24,052	37,987	28,924	-	1,070,750	941,895
Sundry expenses	Direct	-	280	135	30	231	376	681	98	86	76	63	42	45	31	-	2,174	6,200
Audit fees	Direct	-	2,228	947	211	3,378	2,462	1,483	676	1,069	1,321	521	331	603	258	-	15,488	8,164
Insurance	Direct	-	1,018	431	86	92	1,143	672	308	488	646	236	154	269	108	-	5,561	6,568
Literature & subscriptions	Direct	-	1.137	308	122	835	1,371	681	365	342	342	261	159	205	316	-	6,444	5,933
Print, postage & stationery	Direct	-	1,127	363	118	683	1,401	781	371	363	561	241	297	258	155	-	6,720	9,649
Recruitment	Direct	-	75	42	10	53	66	54	21	44	71	23	10	28	14	-	511	-
Telephone	Direct	-	4,826	1,739	572	2,847	5,653	3,182	1,565	1,932	1,932	966	701	1,159	580	-	27,654	35,626
Training and travel	Direct	-	4,634	1,729	428	5,305	8,219	3,417	1,831	2,413	3,588	1,350	629	1,588	1,915	-	37,047	39,151
Repairs & renewals	Direct	-	3,610	1,246	424	5,950	4,326	2,389	1,186	1,376	1,377	688	527	825	482	3,223	27,629	24,310
Starter packs	Direct	-	594	264	69	332	654	382	178	264	256	146	81	153	77	-	3,450	15,866
Rent and room hire	Direct	-	4,284	1,687	517	2,470	4,798	2,870	1,356	1,875	1,875	938	615	1,125	563	-	24,973	26,632
Legal & Prof fees	Direct	-	3,619	1,140	399	1,807	4,129	2,220	1,127	1.526	1,266	633	499	760	380	-	19,505	12,923
Utilities	Direct	-	509	173	60	272	612	333	168	192	192	96	74	115	58	-	2,854	4,172
Publicity	Direct	-	928	274	106	474	1,180	593	315	305	305	390	138	183	91	-	5,282	4,913
Donations	Direct	1,316	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,316	-
COVID Emer supplies	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	13,506	11,913	25,419	-
Food Poverty Funding costs	Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	6,197	-	6,197	-
Depreciation	Time Spent	-	2,532	1,596	200	1,173	2,087	1,181	629	1,811	2,394	875	368	997	399	-	16,872	13,979
		70,522	197,058	254,765	24,984	109,829	162,251	136,647	51,563	129,589	134,129	75,987	28,678	90,943	54,054	15,136	1,536,166	1,232,616

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

6. Auditor's remuneration

	2021	2020 £
Auditors' remuneration – audit services	6,710	4,002
Auditors' remuneration – audit of subsidiary	2,000	1,500
Fees paid to Auditor for non audit services	2,500	1,620
Fees paid to Auditor for non audit services – subsidiary	1,000	925
	12,210	£8,027

7. Staff costs and numbers

Staff costs were as follows:	2021 £	2020 £
Salaries	873,590	839,547
Agency and other staff costs	25,262	-
Social security costs	42,030	43,862
Pension contributions	77,177	58,486
Ex gratia payment	29,000	-
	£1,047,059	£941,895

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £77,177 (2020 - £58,486). Unpaid contributions at the balance sheet date amounted to £9,158 (2020 - £5,920).

The ex gratia payment was made to a former employee to settle a dispute and potential employment rights claims, which would have otherwise been lodged.

During the year £nil (2020 - £nil) of out of pocket expenses were reimbursed to Trustees and no Trustees in this year or the preceding year were in receipt of remuneration.

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

The Chief Officer is considered to be a key employee along with the Deputy Chief Officer (Head of Business & Development), Quality & Business Manager and Head of Programmes & Services; their remuneration for the year was £192,567 (2020: £173,520)

The average number of employees during the year was as follows:

	2021	2020
Charitable activities	42	40
Generating funds	1	1
	43	41

8. Taxation

The charity is exempt from corporation tax on its charitable activities. The trading subsidiary company is liable for tax.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

9. **Tangible fixed assets**

Group	Leasehold Improvements £	Computer Equipment £	Fixtures & Equipment £	Total £
Cost				
At 1 April 2020	84,863	50,236	51,518	186,617
Additions	-	16,948	1,062	18,010
Disposals	-	(1,973)	-	(1,973)
At 31 March 2021	84,863	65,211	52,580	202,654
Accumulated Depreciation				
At 1 April 2020	76,232	44,113	47,648	167,993
Charge for year	5,636	8,657	2,580	16,871
Eliminated on disposals	-	(658)	-	(658)
At 31 March 2021	81,868	52,112	50,228	184,206
Net book values				
At 31 March 2021	2,995	13,099	2,352	18,446
At 31 March 2020	8,631	6,123	3.871	18,625

Charity	Leasehold Improvements £	Computer Equipment £	Fixtures & Equipment £	Total £
Cost				
At 1 April 2020	84,863	47,284	51,517	183,664
Additions	-	15,994	1,061	17,055
Disposals	-	(1,973)	-	(1,973)
At 31 March 2021	84,863	61,305	52,578	198,746
Accumulated Depreciation				
At 1 April 2020	76,232	42,441	47,647	166,320
Charge for year	5,636	7,481	2,582	15,699
Eliminated on disposals	-	(657)	-	(657)
At 31 March 2021	81,868	49,265	50,229	181,362
Net book values				
At 31 March 2021	2,995	12,040	2,349	17,384
At 31 March 2020	8,631	4,843	3,870	17,344

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

10. Subsidiary

The Bridge (East Midlands) is the sole member of The Bridge (Trading) East Midlands Limited – 10922464 a company incorporated by guarantee in England and Wales. The subsidiary's accounts have been consolidated in line with the accounting policies. A summary of the trading results is stated in note 4.

11. Debtors

Group	2021	2020
Trade Debtors	28,299	25,073
Prepayments and other debtors	16,718	14,213
	£45,017	£39,286

Charity	2021	2020
Trade Debtors	28,299	24,929
Prepayments and other debtors	16,718	41,365
	£45,017	£66,294

12. Creditors (amounts falling due within one year)

Group	2021	2020
Trade creditors	20,151	13,692
Other taxes and social security	27,356	19,780
Accruals and deferred income	123,664	69,865
Other Creditors	9,157	5,921
	180,328	£109,258

Charity	2021	2020
Trade creditors	14,619	13,401
Other taxes and social security	24,416	13,772
Accruals and deferred income	120,964	67,516
Other Creditors	9,157	5,921
	£169,157	£100,610

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

13. **Analysis of net assets between funds**
31 March 2021

Group	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	18,446	-	-	18,446
Net current assets	310,382	2,122	474	312,978
Net assets at 31 March 2021	328,828	2,122	474	331,424

Charity	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,384	-	-	17,384
Net current assets	309,364	2,122	474	311,960
Net assets at 31 March 2021	326,748	2,122	474	329,344

31 March 2020

Group	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	18,625	-	-	18,625
Net current assets	308,300	1,512	474	310,286
Net assets at 31 March 2020	326,925	1,512	474	328,911

Charity	Unrestricted Funds £	Restricted Income Funds £	Endowment funds £	Total £
Tangible fixed assets	17,344	-	-	17,344
Net current assets	303,615	1,512	474	305,601
Net assets at 31 March 2020	320,959	1,512	474	322,945

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

14. **Unrestricted funds**
31 March 2021

Group	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2020	176,925	120,000	30,000	326,925
Surplus/(deficit) for year	1,903	-	-	1,903
Balance at 31 March 2021	178,828	120,000	30,000	328,828

Charity	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2020	170,959	120,000	30,000	320,959
Surplus/(deficit) for year	5,789	-	-	5,789
Balance at 31 March 2021	176,748	120,000	30,000	326,748

31 March 2020

Group	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2019	152,092	120,000	30,000	302,092
Surplus/(deficit) for year	24,833	-	-	24,833
Balance at 31 March 2020	176,925	120,000	30,000	326,925

Charity	General Undesignated Funds £	Premises & Repairs £	Redundancy Contingency £	Total £
Balance at 1 April 2019	144,332	120,000	30,000	294,332
Surplus/(deficit) for year	26,627	-	-	26,627
Balance at 31 March 2020	170,959	120,000	30,000	320,959

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

15. Restricted funds – permanent endowment

This fund represents the assets donated by Charnwood Shelter Project to The Bridge (East Midlands). There has been no movement on this fund during 2021 nor 2020.

16. Restricted funds

31 March 2021

	At 01/04/20 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/21 £
Children in Need Fund	-	44,162	44,162	-	-
Rutland Grants	-	158	158	-	-
Loughborough Welfare Trust – Canvas Bag Scheme	-				
Vicars Relief Fund	40	3,411	3,408	-	43
The National Lottery Community Fund	-	92,070	92,070	-	-
Glasspool	270	2,591	1,853	-	1,008
Leicester Charity Link	160	645	527	-	278
White Bread Trust	-	58	58	-	-
Moneywise Plus	-	99,370	99,370	-	-
YES	-	53,796	53,796	-	-
BLF Homelessness-Prevention	-	218,517	218,517	-	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council-Shire Community Grant	-	10,000	10,000	-	-
Leicestershire County Council-CWP Supplies Funding	600	7,930	7,930	-	600
Maud Elkington Charitable Trust – Food Poverty Grant	-	1,000	1,000	-	-
Charnwood Borough Council - Canvas Bag Grant	-	1,146	1,146	-	-
Charnwood Borough Council - Emthink licence fee reimbursement	-	6,419	6,419	-	-
NWLDC – Rapid Rehousing Grants	-	117,630	117,630	-	-
Police & Crime Commissioner – Mediation Grant	-	12,249	12,249	-	-
Mountsorrel United Charities	-	7,104	7,104	-	-
Loughborough Welfare Trust	250	250	499	-	1
Schroder Trust	-	1,600	1,600	-	-
7 Stars Foundation Grant	-	500	500	-	-
Intelligent Energy	-	22,015	22,015	-	-
Charnwood Borough Council - Council members grant	-	2,336	2,336	-	-
Co-op Food poverty funding	-	1,856	1,856	-	-
Other food poverty donations	-	1,000	1,000	-	-
	1,512	707,813	707,203	-	2,122

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

The main funds are held for the following purposes:

Children in Need – funding towards 3 x mediator posts and a contribution towards non-staffing costs
Rutland Grants - funding for client essentials/furniture/rent
Loughborough Welfare Trust – contribution towards canvas bag initiative (reduction in plastic carrier bag use for food parcels)
Vicars' Relief Fund – Funding for client essentials/furniture/rent
The National Lottery Community Fund – Funding to deliver homelessness prevention services to families
Henry Smith – funding towards the costs of employing the Head of Housing Services
Glasspool - funding for client essentials/furniture/rent
DWP Client Benefits - clients benefit paid in due to no bank account
Leicester Charity Link - funding for client essentials/furniture/rent
White Bread Trust – funding for client essentials/furniture
Moneywise Plus – funding to work with people to increase their financial and digital skills
YES - funding to work with young people who are furthest from the labour market
The National Lottery Community Fund (MHCLG) – Funding to a homelessness offenders service
Buttle Trust – funding for client essentials/furniture
Leicestershire County Council Shire Community Grant - contribution towards Charnwood Food Poverty Group
Leicestershire County Council CWP – funding for Charnwood Welfare Provision (emergency food and fuel).
Maud Elkington Charitable Trust – contribution towards Charnwood Food Poverty Group
CBC (Canvas Bag Grant) – contribution towards canvas bag initiative (reduction in plastic carrier bag use for food parcels)
CBC – Reimbursement of database licence costs for rough sleeper programme.
Open Gate Trust – Contribution towards canvas bag initiative (reduction in plastic bag use for food parcels)
NWLDC (Rapid Rehousing) – funding for 3 x support workers to deliver a rapid rehousing service
Police and Crime Commissioner – funding for a mediator to work with missing young people
Mountsorrel United Charities - contribution towards Charnwood Food Poverty Group
Amazon – Funding for client essentials/furniture.
Loughborough Welfare Trust – funding for client essentials/furniture
7 Stars foundation grant – funding for young people packs
Schroder Trust – funding for starter packs
Intelligent Energy – funding for food poverty
Charnwood Borough Council (Council members grant) – Food poverty group
Co op – funding for food poverty
Other food poverty donations – various individual donors who specified that the money be used for food poverty relief.

Where the balance is in credit this represents a short term timing difference with expenses yet to be recouped through service contracts.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

16. **Restricted funds**

31 March 2020	At 01/04/19 £	Incoming Resources £	Resources Expended £	Transfers £	At 31/03/20 £
Children in Need Fund	-	43,324	43,324	-	-
Rutland Grants	-	195	195	-	-
Loughborough Welfare Trust – Canvas Bag Scheme	-	500	500	-	-
Vicars Relief Fund	40	2,099	2,099	-	40
Big Lottery Funding	-	107,746	107,746	-	-
Henry Smith	-	38,000	38,000	-	-
Glasspool	-	2,025	1,755	-	270
DWP Client Benefits	-	291	291	-	-
Charity Link	40	320	200	-	160
White Bread Trust	-	348	348	-	-
Moneywise Plus	-	127,515	127,515	-	-
YES	-	48,980	48,980	-	-
BLF – Homelessness Prevention	-	128,464	128,464	-	-
Buttle Trust	192	-	-	-	192
Leicestershire County Council – Shire Community Grant	-	8,000	8,000	-	-
Leicestershire County Council-CWP Supplies Funding	-	17,978	17,378	-	600
Maud Elkington Charitabe Trust – Food Poverty Grant	-	2,000	2,000	-	-
Charnwood Borough Council-Canvas bag grant	-	1,146	1,146	-	-
Open Gate Trust – Food Poverty Grant	-	2,292	2,292	-	-
NWLDC – Rapid Rehousing Grants	-	75,000	75,000	-	-
Police & Crime Commissioner – Mediation Grant	-	6,125	6,125	-	-
Mountsorrel United Charities	-	3,000	3,000	-	-
Amazon	-	300	300	-	-
Loughborough Welfare Trust	-	548	298	-	250
	272	616,196	614,956	-	1,512

17. Operating lease commitments

Group and Charity

The charity had the following commitments under non-cancellable operating leases as set out below:

	Land and Buildings		Other Operating Leases	
	2021	2020	2021	2020
Operating leases which expire:				
One year	12,500	-	-	392
Between two and five years	-	25,000	2,897	3,194
After five years	-	-	-	-
	£12,500	£25,000	£2,897	£3,586

The operating lease commitments relate solely to the charity.

18 Related Party Transactions

During the year there were no related party transactions.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

19. Deferred Income

Group and Charity

Deferred income comprises grant and other income paid up front for the fulfilment of charitable activities:

	2021	2020
Balance as at 1 April 2020	64,335	6,000
Amount released to income earned from charitable activities	(64,335)	(6,000)
Amount deferred in year	111,004	64,335
Balance as at 31 March 2021	£111,004	£64,335

There is no deferred income in relation to the subsidiary.

20. Reconciliation of net income to net cash flow from operations

Group	2021	2020
Net income for year	2,513	25,953
Depreciation of tangible fixed assets	16,872	13,978
Investment income	(2,385)	(2,541)
Decrease/(increase) in debtors	(5,851)	(9,324)
Increase/(decrease) in creditors	71,190	52,313
	£82,339	£80,379

Charity	2021	2020
Net income for year	6,399	27,867
Depreciation of tangible fixed assets	15,699	13,152
Investment income	(2,385)	(2,541)
Decrease/(increase) in debtors	21,277	(25,827)
Increase/(decrease) in creditors	68,547	53,486
	£109,537	£66,137

The bridge™

IMPACT REPORT
2020/2021

In memory of the

976

homeless people whose deaths were recorded across the UK in 2020; an increase of a third from 2019

TOGETHER, WE CAN PREVENT AND RELIEVE HOMELESSNESS

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Front page statistics gathered from The Guardian, 2020.

A THANK YOU TO PETER DAVEY

Last year marked an incredible milestone in the career of our long-standing Chief Officer, Peter Davey, as he celebrated his 20th Anniversary of leading The Bridge (East Midlands).

Having nurtured our organisation from its small beginnings to the twelve thriving services we currently offer, Peter decided it was a good time to step down from his role as Chief Officer and leave the organisation earlier this year. Under his leadership tens of thousands of local people have received advice, support, and avoided housing crisis or homelessness.

"As staff, Trustees, volunteers and clients of The Bridge, we owe him so much thanks."

As Chief Officer, Peter's passion for social justice and equality was inspirational. His dedication to supporting overlooked members of our society and creating strong communities has undoubtedly enabled our charity to achieve so much in the last twenty years.

Working with elected members and Councils and advocating for change both nationally and locally, Peter was often the voice for thousands of local people who had sought support from The Bridge.

His ethos has played a huge part in shaping our mission, vision, and day-to-day working style. In fact, much of what our organisation prides itself on has stemmed from his leadership: the family-feel amongst our staff, the person-centred approach to our work, and our shared desire to never let a member of our community go without support.

Peter; as an organisation, we are so grateful for your twenty years of service. Your longevity is testament to your success, commitment and to the incredible relationship you fostered with your staff team.

Thank you.

"Developing sustainable housing solutions for individuals and communities through partnership, empowerment and good practice."

- Peter Davey

OUR VALUES

RESPECT

We have a commitment to fairness and equality. We acknowledge an individual's needs, beliefs and their right to make their own choices.

QUALITY

We have a commitment to delivering excellence; providing a high standard of services with a person-centred approach.

PARTNERSHIP

We work with others to create trusting and positive relationships which enhance the delivery of services for the benefit of the community.

EMPOWERMENT

We encourage clients and staff to develop their existing skills and knowledge. We help to build self-confidence and increase opportunities to make positive contributions.

POSITIVITY

We have an optimistic attitude and approach which is focused upon identifying innovative solutions for all.

FUNDRAISERS, YOU ARE AMAZING!

This year has been extremely tough for us all but, despite the circumstances, you have supported us like never before. Words cannot thank our donors enough for the funding we have received in the last year.

When we started out on our 25th Anniversary campaign in 2020, our target was £25,000 – a higher amount of community donations than we had ever received before...

Thanks to you, our 25th Anniversary community donation total for the year 2020 was an incredible £61,049!

But, your generosity did not cease: our April 2020 – March 2021 community fundraising total was a mind-blowing £96,995!

Your unwavering support and kindness has meant that our services have been able to achieve fantastic outcomes throughout periods of vastly increased demand.

The creativity and enthusiasm of fundraisers was fantastic, during a year where normality was halted. A few examples of what you achieved are:

Josie's 40k @ 40 Run

The Needle & Pin's 'Brave the Shave'

Redefine Living's Bake Sale

Loughborough Hospital's Jumper Days

Diane's Pet Portraits

St Paul's CE Primary School's Taste & Try

Pleasant Close Crew's £1 Meals Challenge

We even had extremely generous individual donors who have funded whole projects, such as Christmas Food Parcels and Private Rented Deposits for those in need!

On top of this, we would like to thank our regular monthly donors, whose ongoing support means the utmost to our charity and has made the world of difference to our work.

Every time that you donate, fundraise, spread the word about our services, or share our posts online, you are helping us fight homelessness every day, and we couldn't do it without you!

Jessica Metson
Communications and Fundraising Manager

A MESSAGE FROM THE CHAIR OF THE BOARD

Another year to remember for us all in one way or another! We have just completed our 25th Anniversary Year of delivering services and it has been a whirlwind for everyone at The Bridge. We have seen such positive spirit throughout the pandemic, juggling the provision of services whilst adapting to constantly changing circumstances due to COVID-19.

Unfortunately, we had to prolong the closure of our front facing doors, but we redefined and adjusted our services to a significantly increased number of enquiries, respecting social distancing and dealing with additional, new and very vulnerable clients.

We have lost some very key members of our team who have gone on to new pastures, including our Communications & Fundraising Manager, Jessica Metson, who has done so much to raise our profile. We have also had to face the loss of our lynch pin, Peter Davey, who was our Chief Officer for over 20 years and will be missed greatly. Peter gave unstintingly of his time and effort and did so much to help so many over the years, developing a strong team which he leaves as his legacy.

Throughout the year, we have experienced generosity on an epic scale from the public, businesses, local organisations, volunteers, community partners, the local council, churches, politicians and clubs. We have worked together and been supported to raise funds to help some of the most vulnerable in our society. Thank you all so much.

I want to pay tribute to our dedicated and hard-working Board of Trustees who do so much for The Bridge, and who are pictured below. While ensuring that we undertake our governance role properly, they do so much more to support the organisation and consistently give their time and expertise.

No organisation can exist without the hard work and dedication of its Strategic Management Team and the staff who work to deliver services. I want to thank them all for the fabulous work that they have undertaken during the last 12 months, rising to the challenge every day. You make me proud to be part of such a great organisation.

Jay Webb
Chair

Amanda Soraghan

Jay Webb

Jo Emmett

Sue Lees

Steve Ablett

Richard White

Rosie Thomas

Ashiedu Joel

Jon Olds

Karen Jewell

Helen Tighe

LOOKING TO THE FUTURE

Hello, and welcome to this year's annual report.

I am sat here reflecting on the last year and a half, just as the Government have relaxed all COVID-19 restrictions and we venture into the unknown. Are cases going to run out of control? Are we going to go back into lockdown? Will things ever go back to "normal"? Who knows? All we do know, is that this last year has been a whirlwind of ups and downs, for so many reasons.

The COVID-19 pandemic has really shown how resilient our staff are, and how much they care about the clients who we work with. Being locked down from March 2020, and forced to work from home ever since, they have continued to provide our services throughout, and have had to quickly adapt to new ways of working – I could not be prouder of the team.

Unfortunately, this year as also seen the departure of our leader, Peter Davey earlier this year. Peter first employed me when I was 18 years old, and has always been so supportive, both professionally and personally. We will all miss him, but we thank him for everything he has done for the organisation, the sector, and our communities, over his 20-year tenure.

Moreover, our communities' strength and compassion has really shone through as well. From the first lockdown to the street parties for VE Day, to the weekly claps for the NHS, highlighting just a few examples of people really coming together as a society. 2020 also saw the public raise a record amount of money for our organisation as we celebrated our 25th anniversary, for which we will be eternally grateful.

There is still so much work to do though as we begin recover from the last 18 months. As an organisation, we are still experiencing very high levels of referrals, the same high level of demand for our services that we had during the peak of the pandemic. The impending cut to Universal Credit, and the rising costs of food and utilities, have meant that poverty insecurities are rising at an alarming rate, and for more people than ever.

With the economy recovering, we must not assume that everything else is too. The lack of availability in housing, combined with the aforementioned difficulties, our work could not be more vital. We strive to continue to deliver the highest quality services we can offer and look forward to working with our community, our partners, and colleagues across the sector to overcome the challenges which lie ahead – together we can achieve so much more.

I shall end by saying that it has been an absolute honour to "steer the ship" throughout the pandemic, and our recovery phase. As we now enter an exciting new stage of development, I will be handing the reins over to our new Chief Executive Officer who will be in post by the end of 2021. I look forward to working closely with them, to further build upon the great work we do to ensure The Bridge (East Midlands) continues to provide crucial services for our communities.

I wish you the very best.

Paul Snape
Deputy Chief Executive
(Head of Business & Development)

NUMBERS TO NOTE

From April 2020 to March 2021, we received **6,202** referrals

A huge **39%** increase compared to 2019-20!

That includes working with **2,483** households - a 13.4% increase compared to the previous year.

OF OUR CLIENTS IN 2020-21…

100% happy with service received

92% of homelessness prevented or resolved

Financial circumstances improved[2] for **80%**

Many of our services work with clients over longer-periods, to help them create positive, stable futures: of our clients, **48%** were helped to access education or training[3] while **41%** were specifically supported to access or maintain employment

Improved housing conditions for **88%**[1]

84% reported improved mental health

Improved physical health for **81%**

1 Better living conditions can include moving home or having repairs undertaken, etc.
2 Including debt reduction, increased income, or charity applications for essential household items.
3 Assistance with applications and research, attendance to open days, etc.
4 CV writing, assistance with job applications, interviewing skills, etc.
5 Including taking better care of oneself
6 Increased communicative skills, positive relationships with friends and family.

88% of people making more positive life choices[5] with **76%** reporting reduced alcohol or drug consumption

90% said they were able to make their own choices and solve their own problems, after our support

69% reported being less lonely or isolated, despite so many facing these issues during the pandemic

68% improved relationships - despite so many being distanced from loved ones during lockdown **71%** improved communication skills[6]

84% reduced involvement in crime or anti-social behaviour

HIGHLIGHTS OF THE YEAR

Peter Davey celebrated his 20th Anniversary as Chief Officer at The Bridge, last Summer!

This year, The Bridge was awarded a contract with the Ministry of Justice, working with Nacro, as the lead organisation, to provide support and accommodation advice to ex-offenders facing homelessness.

We have also teamed up with Vita Health Group, who are the lead organisation for the IAPT (Improving Access to Psychological Therapies) service, who provide in-depth mental health services. Our clients can access their support, and we also provide housing advice for IAPT clients whose mental health is worsened by housing issues.

Working in partnership with Charnwood Borough Council and John Storer Charnwood, we have helped with the distribution of over 25,000 food parcels for Charnwood Community Action, which was set up to distribute food parcels safely during the pandemic. Working alongside our partner agencies on this project has been fantastic.

A new free 0800 telephone line was set up, to ensure that everybody was able to contact us: whether it be by telephone box, or a mobile without credit.

The Bridge, alongside partner agencies of the Charnwood Food Poverty Group and Charnwood Community Action, has led the planning of a 'Social Supermarket' model for food provision; reducing dependency and aiming to assist people before they reach crisis point.

OUR STRATEGY 2020 – 2024

1

WE WILL EXPAND UPON OUR EARLY INTERVENTION AND PREVENTION OFFER

The organisation has expanded its service offering for clients through a number of new partnerships. This includes a new specialist Housing Advice Service for the sub-regional IAPT Service, working closely with VITA Health Group. The organisation has also entered into a partnership with Nacro to deliver an East Midlands wide Dynamic Framework for the Ministry of Justice.

2

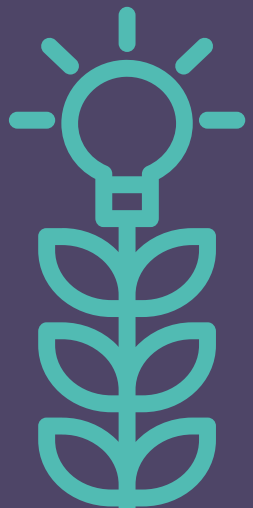
WE WILL ENSURE THAT EVERYONE CONTINUES TO BE VALUED, NURTURED AND RESPECTED

Throughout the last year, the organisation has driven forward work to further improve its governance. The Board of Trustees and Strategic Management Team have created a Governance Improvement Team. The team's remit is to review, and continually improve, the organisations systems and processes relating to the Board of Trustees and the relationship of the Board with the Strategic Management Team.

3

WE WILL CONTINUALLY DRIVE FORWARD A SUSTAINABLE ORGANISATION BUILT UPON OUR REPUTATION AND INTEGRITY

"Lockdown", as for many voluntary sector organisations, has created an opportunity to review fundraising and communications practices, and has been a time for innovation and interacting differently with the public and supporters. The organisation has been able to work differently, and as a result, has increased the public profile of The Bridge, along with the number of community donations.



4

WE WILL BE ADVOCATES OF BEST PRACTICE, TAKING A REFLECTIVE APPROACH TO CONTINUAL IMPROVEMENT

The organisation is proud to announce that it passed its Advice Quality Standard again for its Specialist Housing Advice Service. This is a bi-annual audit which The Bridge has been committed to for the past two decades. Furthermore, the organisation's Business Improvement Team has continued to meet throughout "lockdown" and has been instrumental in the improvements made to the organisation's recruitment processes.

THE NATIONAL PICTURE AND FUTURE DEVELOPMENT

When we wrote our Annual Report last spring we crossed our fingers in hope that, by the time of writing this year, we would no longer be affected by the pandemic. Of course, the COVID-19 crisis has maintained its grip on society in many ways; but I am proud of the way that the charity has conducted itself to support local people through this time.

This year has truly shown the invaluable work of the voluntary sector as a whole. Pushed to our limits in terms of capacity, demand and reconfiguring services, we have seen true determination and dedication from all of our partner agencies and fellow voluntary sector organisations.

Our success over the last year is testament to the ability of all local organisations to work together in such an incredible way; a key demonstration of this being Charnwood Community Action, which is shown within our Food Poverty work.

Across the nation and the world, a new era of digital working was forced upon us. Reconfiguring our services to meet the ever-changing landscape of the pandemic has been difficult, and our staff team have taken on-going changes in their stride. Ensuring that all of our staff members had the equipment and support to achieve our high-quality outcomes from home was crucial, while we fostered a work environment that supported their mental health and overall well-being.

Although the nature of our work is people-facing, and we are excited to re-open our doors very soon, we anticipate the changes made this year will alter our working practice as we anticipate significant increase in demand for services in years to come.

The Government's approach to the COVID-19 crisis has had a definite impact on our work on the ground. The Everyone-In campaign (housing rough sleepers during the pandemic) offered accommodation to thousands of people across the UK. Allowing space to self-isolate, it has no doubt protected the lives of vulnerable people. However, the work has highlighted the true numbers of homeless people that still continue to fall under the radar.

Government statistics suggest that, by November 2020, the scheme has supported 33,000 people into emergency accommodation.[1]

The Big Issue confirmed in 2021 that as many as 26,167 people have moved on to permanent accommodation via the scheme.[2] As a consequence, we have seen and continue to expect a swell in demand for our services that support individuals to maintain a tenancy. At The Bridge, we understand that homelessness is not simply resolved with a roof and a bed; often, those experiencing homelessness have complex needs that requires intense holistic support.

Evidence of the need for this type of in-depth assistance is clear: especially for some of those housed in the scheme, who faced their accommodation being withdrawn due to rule-breaking or substance dependency. Without the right support to overcome these issues, many returned to sleeping rough.

The Government estimated that in autumn 2020 there were still 2,688 rough sleepers nationally- not including those who are hidden homeless (such as those sofa-surfing, or avoiding detection).[3] The East Midlands is no exception: our Rough Sleeper Services will continue to identify those who are experiencing homelessness and support them on their journey to safe and stable homes.

Moving forward, we will continue to review and build upon our service offer, with regards to supporting people to maintain longer-term accommodation and prevent the cycle of homelessness. It is a prolonged challenge to obtain permanent housing for clients with the national housing shortage, making it as important as ever for us to continue to work preventatively to avoid people getting into, or back into, the cycle of repeat homelessness.

More broadly, we are looking forward to expanding our food poverty work. By identifying new areas within the locality that need further support and creating Social Supermarket models to catch those struggling before crisis point, as well as empowering people to work towards financial independence, we believe that people across Charnwood will benefit greatly.

Both in terms of food poverty and housing crisis, local people have been facing growing instability and battling various issues, which contribute to their vulnerability to homelessness. In some cases furlough or redundancy has reduced income, or a new dependency on Universal Credit caused monetary delays; whilst other families simply tried to meet the increasing food costs and bills during lockdown. Across Leicestershire and nationally, more households than ever have faced uncertainty, and sought support to try and find their way out of a housing crisis.

These added stresses, alongside the detrimental effect so many have suffered from facing isolation and being home-bound, have played an important role in to a growing mental health crisis. The Office for National Statistics states than an Opinions and Lifestyle Survey in 2021 showed that 21% of adults were facing some sort of depression as the country entered its third lockdown. young people were impacted particularly hard, with 4 in 10 young women experiencing some sort of depression.[4]

It is with this in mind that we are so grateful to be partnered with VitaMinds new IAPT (Improving Access to Psychological Therapies) Service for Leicestershire. As we navigate our way out of the pandemic, IAPT will link closely with us. Providing specialist mental health support for local people and referring clients who are facing housing crisis for advice here at The Bridge.

We will have to continue to seek funding for much needed growth and development. Restructuring of the teams at The Bridge will help rejuvenate our work as we foster new and existing partnerships to bring expansion and security to our services.

The launch of our new 4 year strategy in October 2020 has re-invigorated and refocused The Bridge. Not only are we aiming to maintain and grow our offer to clients, we are also looking forward to officially launching TheBridge²Excellence. This will enable us to expand our working relationships with a range of agencies through offering a service to upskill colleagues, and promote knowledge and best practice.

Molly Boggis
Head of Programmes and Services

[1] Government Statistics, 2021: www.gov.uk/government/statistics/rough-sleeping-snapshot-in-england-autumn-2020
[2] The Big Issue, 2021:
[3] Government Statistics, 2021: www.gov.uk/government/statistics/rough-sleeping-snapshot-in-england-autumn-2020
[4] Office for National Statistics, Opinions and Lifestyle Survey, 2021: blog.ons.gov.uk/2021/05/05/are-we-facing-a-mental-health-pandemic

FIGHTING FOOD POVERTY

In what has been a challenging year, unlike one we have ever known, the community response to supporting the issue of food poverty has been so positive. From the start of the pandemic, one of our greatest challenges has been the sheer size of the response required, the constant need to replenish food and the initial barriers to recipients being able to collect this food.

The success of this emergency food response could not have been achieved without a great deal of partnership work, with the Charnwood Food Poverty Group (CFPG), for which The Bridge (East Midlands) is the strategic lead, played an important role in the coordinated response of Charnwood Community Action (CCA). This work was delivered in partnership with Charnwood Borough Council and John Storer Charnwood.

Local food banks and food services who are members of the CFPG, worked tirelessly to support different stages of the response as the year progressed. Members of the community who have donated food, fundraising and volunteering hours have very much enabled this community response, of which everyone involved can be very proud of.

Finally, I would like to place on record our thanks to Joe McSharry (Independent Chair of the CFPG), colleagues from John Storer Charnwood, Charnwood Borough Council and all members of the CFPG, whose hard work and dedication has enabled a coordinated response to significantly increased levels of food poverty across Charnwood.

22,970 FOOD PARCELS WERE DISTRIBUTED BY THE CCA, FROM MARCH 2020 TO MARCH 2021.

Our projects are growing! For instance, our Mountsorrel Community Fridge is becoming a Social Supermarket; offering support to help a wide range of Mountsorrel residents to avoid crisis point.

WHY IS OUR FOOD POVERTY WORK CRUCIAL?

It is a sad reality that food poverty has been rising for a number of years; unfortunately, the pandemic has only worsened this growing issue. With households facing redundancy, ill-health, reduced wages due to furlough - as well as the increased living costs of staying at home, like electricity bills – many more people are struggling to cover the cost of their next meal.

469% INCREASE IN FOOD PARCEL DISTRIBUTION BY THE CHARNWOOD FOOD POVERTY GROUP IN 2020/21, COMPARED TO THE PREVIOUS YEAR.

This reflects a national crisis…

In September 2020, the Food Foundation released research that stated 14% of UK households were unable to eat properly in the previous six months because they could not afford or access food.

That equates to **4 million** people, including **2.3 million** children.

"4% of adults living with children reported having gone for a whole day without eating in the last 6 months"[1]

Nobody deserves to go hungry. For more information, visit the CFPG website at www.charnwood-fpg.org.uk

Clare Fillingham
Quality and Business Manager

1 The Food Foundation, September 2020

CUSTOMER SERVICES

Customer Services are the first point of contact for people presenting in crisis and for all other general enquiries.

The Customer Services Team (CST) plays a vital role in the journey of nearly all our clients; making sure every person feels listened to, understood, and triaging them into the most relevant service.

The team can also directly assist people to access a range of help, such as:

- Offering food and toiletry provision and vouchers, and organising referrals for Charnwood Community Action food parcels
- Signposting to services that can help people access debt advice/food parcels/ meals/washing facilities
- Organising Charnwood Welfare Provision (support with food/heating/lighting)
- Referrals to SOFA for discounted household goods
- Distributing Starter Packs (household essentials)
- Administering 'Care of Address' arrangements for clients without a home

3,747 CST enquiries received from 1st April 2020 to 31st March 2021 – a 72% increase in comparison to 2019/20

The past year was one of vastly increased demand, as the effects of the pandemic took hold. More local people than ever are facing instability, food poverty, reduced income, ill-health and more. Demand peaked in June 2020 and January 2021, but was most demonstrable in March 2021 when enquiries rose by 123% compared to the previous year.

To respond to this crisis while our office has been closed in lockdown, our team have worked tirelessly to continue to create a welcoming and reassuring environment, albeit via our free phone number and electronically. We extended working hours through the pandemic and increased staff capacity to work on the phone line. This free phone number has been a lifeline to many; ensuring that people could contact us without phone credit, or even by phone box.

Every person we support is treated with respect, and by triaging and signposting, we provide a service in which clients are empowered to make positive changes.

100% of clients were happy with the service they received on the day

97% of clients saw improvement in financial situation and mental health

Hannah Brookhouse
Executive Administrator

VICTORIA'S STORY…

After a drastic change in circumstances, Victoria is lodging with a friend. Usually supporting others, this was the first time Victoria had to reach out for help herself.

"I've known about The Bridge for a long time because I've supported a lot of people when I was volunteering. When my relationship ended badly, I was left with nothing and no money. So, I'm staying on the floor of my friend's home.

"He's an elderly gentleman and he never leaves the house; I support him with washing, cooking, cleaning. But, when I moved in I realised that he only had £1.60 on his electricity meter and no hot water.

"We had no money and neither of us were getting paid for weeks, so I knew I had to ask for help. My friend didn't know about The Bridge and said sometimes he just sits there in the dark. It was hard to accept that I had to ask for help for the first time, but I did."

Victoria was able to receive a Charnwood Welfare Provision utilities top-up from our Customer Services Team, and advice on where to get clothes or items as she wasn't able to retrieve belongings from her previous home.

"It made the world of difference. You can't go out when you haven't got hot water to bathe in or if you can't wash your clothes, feeling bad. You just end up laying there; the emotional toll is horrible."

"We couldn't have managed without the top-up. Even though I'm on someone's floor at the moment, it's better than my situation before. The Bridge were so quick and wonderful. Talking to Reception, they were lovely. I didn't feel judged."

"When I was volunteering, I referred so many people to The Bridge Reception for all sorts: food parcels, signposting, support. Having that one place that's so consistent and a team who have proper, practical knowledge of what to do immediately is amazing."

"I hope, in the future, they might also be able to help us with our housing situation: the friend I am staying with can't get up and down the stairs where he currently lives and he hasn't left in maybe two years."

"If anyone else is in the same situation, my first advice would be to ask The Bridge for support. I honestly can't sing their praises enough."

HOUSING ADVICE

Advice, assistance and advocacy for social tenants, private tenants, the homeless and landlords, who live in the Borough of Charnwood and who are over 18.

Our Housing Advice Team (HAT) has received 799 referrals in the last year from people living in Charnwood requiring housing advice.

Of these clients, 96% stated their housing conditions had improved and 95% said their homelessness was avoided or resolved!

We are fortunate to be well-established within the area, demonstrated by a high number of self-referrals (96%) and we have worked hard to adapt to the changing working environment this year, ensuring that our clients can continue to access the advice they need at the right time.

The proportion of our clients reporting to be statutorily homeless or threatened with homelessness within 56 days has increased by 25% this year, with 10% experiencing rough sleeping.

A further 135 households were at risk of future homelessness at the point they accessed the service.

In previous years, the end of an assured shorthold tenancy has been cited as the most common cause of homelessness amongst our clients. Whilst this has still been prominent this year, the main cause of homelessness has been relationship breakdown, accounting for a fifth of all cases, closely followed by eviction from parental, family, or friends' homes, and harassment and violence.

The team have faced additional challenges this year in response to the coronavirus pandemic including keeping up to date with the changing legislation around evictions in England. We anticipate an even busier year ahead as the impact of this becomes known.

Leanne Fletcher
Advice Services Team Manager

100% of clients said that they were making more positive life choices

DONNA'S STORY…

Donna was referred to Housing Advice at The Bridge to support her in the process of finding a new home and getting a fresh start. With limited finances, setting herself up in new accommodation was difficult.

"When I first started talking to my Advisor, I didn't have anything at all. I had no way of getting everything I needed all at once, like paying for rent and kitchen appliances. The Bridge helped with all of that side of things.

"I was lodging with my now ex-partner at his mum's house, but it was overcrowded and so we bid to move into this house. My Housing Advisor helped me initially by applying for a grant from the Vicar's Relief Fund to cover the first months' rent as a deposit that allowed us to actually move in.

As Donna's relationship with her partner broke down because of his behaviour, she was left with all the responsibilities of the house.

"It was difficult at the time, I knew I couldn't get all these things sorted on my own and coping with that was hard. It was a slow process but I did it.

"My Advisor also helped me in applying to CharityLink for kitchen goods, like the cooker and fridge-freezer. I would have struggled to do that without their help."

Donna was also eligible for a Starter Pack from The Bridge. Starter Packs help people who are moving into new accommodation, supplying them with key items, such as pillows, a toaster, cutlery and more.

"They also supported me with other issues too, putting me in touch with people who helped me with my bills and budgeting; for example, I couldn't afford my water bill and they helped me sign up to make the bill more affordable, and so that I'm not left short. The Budgeting advice has really helped as things are more stable and I'm more confident now.

"I feel a lot more positive about the future, there are only a few things that I haven't got. I hope to stay on top of my bills but I know that I can reach out again for support if I struggle again.

"Most of all, I'm hoping that I can have my children back at home too. I still see three of them, but it's been very hard and I miss them."

YOUNG PEOPLE'S SERVICES

talk²sort

A mediation service offered to 11-19 year olds and their families, either individually or in joint appointments.

This last year has brought about challenges for us all. Whether young or old, mixed emotions, increased social isolation and a loss of autonomy have all taken its toll. Throughout the pandemic, talk²sort has continued to deliver a specialist mediation service to young people and families across Leicester, Leicestershire and Rutland.

Now more than ever, the ability to communicate effectively, resolve conflict and increase resilience is key. As a service which is recognised as delivering best practice in homelessness mediation, we understand the importance of giving people a safe space to explore feelings, thoughts and emotions. We empower people to make decisions that are right for them in the absence of judgement or a set agenda.

talk²sort is able to deliver a tailored service which meets the needs of young people and families who need help at a time that is right for them. Supporting with wellbeing and mental health, conflict, communication and defective coping mechanisms, we work in a future focused way using tools which can be used long after involvement with the service.

84% of young people reported improved family relationships as a result of accessing talk²sort

90% of young people experienced a reduction in conflict at home

100% reduced their intake of drugs/ alcohol and reduced involvement in anti-social behaviour

Chantelle Bramley
Specialist Services Team Manager

Single Access Point

Supporting 16 and 17 year olds in Charnwood who may be having difficulties living at home.

This year we have had 38 referrals to the service, all from young people who are experiencing homelessness of difficulties with their housing situation: one young person had experienced homelessness before, and another had been rough sleeping.

100% of clients said their housing conditions improved, and their homelessness was avoided or resolved.

Did you know? 68% of young people access our services due to family breakdown.

Other causes of youth homelessness this year have included overcrowding, harassment and violence, and leaving care. Seven of the 38 people we supported this year were parents themselves which, for most, presented further challenges. Additional considerations were needed when sourcing stable and suitable accommodation to enable the young person and their child to feel safe, settled, and happy.

We have signposted many of our clients to relevant mental health services, having seen a significant **340% increase in reported mental health difficulties amongst our clients.**

The young people we have supported have engaged well with the changes made within the service due to the coronavirus pandemic, namely the use of telephone and messaging services which has enabled us to continue providing this vital service to young people across Charnwood.

Leanne Fletcher
Advice Services Team Manager

TALK²SORT MEDIATION: SONIA'S STORY…

When Sonia was first contacted about talk²sort Mediation with her daughter, she was shocked. The family were referred through School and consequently had around eight months of Mediation.

"It came as a surprise at first, because I didn't think things were that bad. It was hard to have that initial self-reflection but looking back, has helped me so much more than I thought it would. I felt so much better after talking.

"It started with individual appointments, where we would talk to our Mediator separately. That was really helpful as we were able to say things freely.

"We were arguing a lot back then and I put it down to her being a teenager. I felt like I couldn't say anything right and I didn't like how she spoke to me.

"Our Mediator would sit and listen, but also identify things about ourselves, to then reflect on. The cogs turned and we saw things that we didn't realise we were doing.

"I think, for Jessica and myself, it really helped us open up and communicate. Jessica felt that she couldn't talk to me or her Dad. it gave her the space to be honest about her feelings and we were consequently referred to Children and Adolescent Mental Health Services (CAMHS) for further professional support.

"We were both holding a lot of things back before, I also started to think more about my phrasing, or what type of things I don't have to tell my children. It was such a big learning curve, in learning about how each other works."

Sonia now recognises Jessica's behaviour might not be just because she's a teenager, and that there might be something wrong.

"I used to snap at her quite easily, but now I stop and think about whether there might be a reason for her acting that way.

"I now know to open up conversations but respect when she doesn't want to talk sometimes. There were other techniques given too; like writing a letter of our feelings and destroying it afterwards.

"Jess used to be really close to me and we went through that spell where she wasn't. Me and my husband both feel like that closeness coming back now, which is really lovely."

"I am so much more confident in my whole life now and our home environment is happier; I am even working again. I feel so much more positive about our relationships as a family. and our Mediator was fantastic. They checked in on us even after closing our case, which I really appreciated."

SINGLE ACCESS POINT: MYAH'S STORY…

Having to leave home at a young age can be stressful. when Myah was first referred to the Single Access Point, she was splitting her time between her Dad's sofa and her Dad's friends' houses.

"I had just moved to Loughborough from my Mum's; I had left and then gone back to her initially, but I'd been thinking about properly leaving for a long time.

"I was trying to work out ways that I could move out and have money, but things got too bad and I left quite immediately in the end. I still feel stressed by things that have happened and it feels messy; we're not in contact at the moment.

"Staying with Dad and his friends is better because there's no shouting or drinking, and because Dad's friend is also a Mum, I still get to have that family environment around me.

"My SAP Worker helped me so much with application processes and getting on the housing register, which can take a really long time. There was lots to think about, even just getting my stuff from Mum's which was hard with the pandemic.

"Other agencies weren't as persistent as The Bridge, and it was really helpful for my SAP Worker to be so consistent; she would remind us of deadlines, because my Dad often forgets with his ADHD.

"It was also really nice to have her check in with us and make sure that we are doing well."

Currently, Myah is waiting for the outcome of her housing application.

"Things feel more stable now. I'm studying Level 3 Art and Design at the moment and next year I'm doing Level 3 Applied Sciences because I want to do Neurosciences and Psychology at University; when it comes to my future I've always been really driven. I want to learn about that so I can help others."

"Before, I contemplated leaving for so long that it got too bad and I just couldn't be there. I learnt that way, but I wouldn't want people to go through that too.

"It's been really beneficial to get support from The Bridge and from other places like therapy, which helped more than I wanted to admit when I was there. I would definitely recommend reaching out to the Single Access Point and advice from The Bridge, they do great work for young people who are having a bad time at home."

"MY SAP WORKER HELPED ME SO MUCH WITH APPLICATION PROCESSES AND GETTING ON THE HOUSING REGISTER"

PART OF A BIGGER JOURNEY: ALISON'S STORY…

When Alison first started receiving support from The Bridge, her case was complex. Fleeing domestic violence, her mental health had deteriorated and debts had started to build up.

"I was at crisis point when I first started with the service. Although I lived separately, I was on the receiving end of extreme domestic violence from my family members.

"I relocated, and left everything I had known. My Support Worker helped me through the processes of police intervention and restraining orders. There was a huge emotional impact; I had interventions with crisis teams and was hospitalised a couple of times because I couldn't cope. I was suicidal and couldn't see any way out.

"The Bridge was my lifeline and I don't believe I'd be here without them. I can't say that enough. They were always there at the end of the phone, referring me to suitable services for specialist help."

While Alison was dealing with the matters of abuse, housing issues were growing in the background.

"I was struggling hugely with all my finances; everything was being left, which created debts. My mental health had a huge part to play in that. I overlooked my bills because my priority was getting somewhere safe.

"My Support Worker organised appointments with debt agencies, Citizens Advice, contacting companies and setting up payment arrangements for me so that I could work through my debts. It wasn't just housing; it was all of the other things that needed addressing. They were there for it all.

"I've had to move again, and now many of the threats – like severe violence – have gone. I am recovering from surgery from the attacks, and I have mental health problems that I'm still working through.

"But, on moving, there were new challenges; setting up bills, letters from housing benefit, organising a GP, and things like that. I was in a mess. My Support Worker helped me through it all, again.

"The Bridge, when I look back, were always the ones who stepped in. They were friendly and non-judgmental, which I liked. Mental health can be massively misunderstood, and I never doubted that The Bridge could understand me.

"They were easy to talk to, open up and tell them what I was struggling with. I would recommend them to everyone; the help is there."

SUPPORT SERVICES

The Rutland Community Wellbeing Service

Providing the residents of Rutland with support and advice on a broad range of wellbeing issues. The service is delivered in partnership with Citizens Advice Rutland, Longhurst Group, Age UK and Vista.

During the past year, The Bridge has received 40 referrals for clients who wish to access support from the RCWS regarding housing, money management and various health and wellbeing difficulties.

The service works holistically, engaging with other partner agencies to ensure that our clients get the specialist support they need in all areas that they are struggling. This in turn helps in setting them up for a stable and positive future after the service, where they are able to happily maintain their tenancy and are no longer vulnerable to homelessness.

Clients sometimes have complex cases; for instance, their mental health may have stopped them from working, or learning difficulties or disabilities may be preventing them from completing applications or paperwork related to housing or benefits.

Generally due to the impact of the coronavirus pandemic, client needs have increased throughout the year with many clients requiring intensive support with mental health, substance misuse and social isolation.

The average length of support over the past year has been 1 year and 4 months, demonstrating our desire to help create long-term and lasting change for our clients.

Of the clients that provided feedback following a programme of support:

66% have reduced drug and alcohol use

80% report improved housing conditions

78% report improved emotional and mental health

Molly Splevings
Support Services Team Manager

RUTLAND COMMUNITY WELLBEING SERVICE: MARK'S STORY…

When Mark was first introduced to the Rutland Community Wellbeing Service, he needed support to overcome multiple obstacles. His Support Worker has helped him reach a stable and positive point in his life.

"When I first started with the service, I was in a right mess. I had my own place, but I was struggling and had nothing. I was drinking really heavily; I had support from my girlfriend and when that ended I was really stuck.

"With everything going on in my life, including debts, I couldn't cope and I just turned to the drink."

"I really needed that support to get through. It was overwhelming. Back then, my future was a mess. I was at breaking point and thinking of ending my life."

Mark was referred to The Bridge for a Support Worker by a partner agency of the Rutland Access Partnership. At that time, he was going through a tribunal, as he was not receiving the Personal Independence Payment he was entitled to. Mark's Support Worker, Nicola, said:

"Mark was struggling with money, bills and debt, so it was crucial that we sorted his PIP payment out. I sent a supporting letter outlining Mark's learning difficulties, which make the paperwork and processes extremely hard and frustrating for him. We then needed to gather evidence for his case.

"When PIP was awarded, the financial difficulty was eased and Mark was able to buy a washing machine and clothes for example, which all improved his well-being and as a result, he is more stable now."

Mark's Support Worker has also helped him enrol in English lessons to improve his skills.

"My aim for the future is definitely to succeed with the English lessons. Having my Support Worker has changed my life and I'm so happy with the help I received. I don't know what I would have done without it.

"My support worker/the service also helped me engage with the GP for assistance with my mental health, and I'm feeling a lot more stable and positive about the future now."

"It's difficult to go and ask for help, but if you leave it everything gets worse. If anyone is facing a similar situation, I would want them to ask for help. It's not going to be easy but you can get through it."

HOUSING MATTERS: LINDA’S STORY…

Linda was referred to Housing Matters after neighbourly disputes got so bad that she knew she had to leave her address. On a long journey of PTSD, declining mental well-being and a chronic health condition, The Bridge were able to support her to create a new, safe home.

“I knew I had to leave my current home. I knew that I could find a house exchange… But that would take time, and I needed to get out.

“My daughter accompanied me to The Bridge for an initial assessment and I just broke down. They allocated a Support Worker to me and she was my outlet, helping me through some of my toughest times.

“When I first came to The Bridge, I felt like I didn’t belong anywhere. I would cry to my Support Worker, because I didn’t know where to run to. But, I finally felt safe and I needed that stability.”

Linda was able to move into her daughter’s previous house and her Support Worker was there to assist with this transition. Housing Matters offers longer-term assistance like this, supporting people to maintain stability.

“Because of my health conditions and mental health issues, I was overwhelmed by the different paperwork for things like utility bills in my new home. My Support Worker would sit with me; calling people like the Council or nurses, or organising appointments.

“It was the start of me being able to accept someone was on the end of the phone, as I wasn’t even capable of making a phone call before. My mental health particularly bad.”

“My Support Worker helped with my budgeting and helped me get discounts where I was eligible, for things like water bills, which saved me a lot of money.

“The Council had tried to take me to court for not paying Council Tax as my Doctor had signed forms to prove that I was exempt, but the forms had been lost. My Support Worker hand delivered new copies and helped me through the stress of that, even though it is ongoing.

“Without the support I’ve received from The Bridge, I honestly don’t think I would be here. It’s been very difficult for me to accept who I am now, after everything with my health.

“I’d never had to ask for help in my life; but something can happen or you can get a mental health issue and suddenly the person you were is gone. But now I am in a new home and it is so much calmer.

“The Bridge even helped us with food parcels when things got particularly tough last year, in the pandemic.

“When I had heard of The Bridge, I thought it was solely for homelessness. But they don’t just support you with that. I can’t thank them enough; my Support Worker was everything.”

SUPPORT SERVICES

Housing Matters

Accommodation and housing related support for individuals over the age of 18 in Leicestershire who require support to positively manage accommodation and reduce risk of future homelessness.

As of July 2020, the service (a partnership between The Bridge, Nottingham Community Housing Association and Falcon Support Services) received two years' worth of funding to deliver a revised housing related support service. Key changes include a larger focus upon drop-in support, a reduced period of up to four months' floating support and the introduction of a countywide housing advice line to offer advice and signposting to residents across Leicestershire on a range of housing related issues. Meanwhile, the accommodation aspect of the service remains the same.

In 2020, our Accommodation Project (delivered by Falcon Support Services) received 349 referrals, supporting clients who are not owed an accommodation duty via the Local Authority.

Our floating support service (delivered by NCHA and The Bridge) received 307 referrals; 182 of which were drop-in requests.

The most frequent presenting issue continues to be rent arrears and issues surrounding affordability.

Of clients that chose to provide feedback:

84% reported being more independent following a programme of support, with 90% improving their mental health.

Housing Matters Families

This year marked the final year of funding for our Housing Matters for Families service (delivered in partnership with Nottingham Community Housing Association), which came to an end in March 2021 after being funded by The National Lottery Community Fund (TNLCF) for five years: we are so grateful to TNLCF for their long-term support. Families will now continue to be supported under the general Housing Matters contract.

During this time, the service has delivered floating support to vulnerably housed families across Leicestershire. It has supported hundreds of clients to make positive changes to their housing, from support to access essential household items to moving to adequate housing that meets their needs.

Over the past year, of the 43 referrals received to the service, 77% were for females and 33% were for males. **The average age at referral was 36 years old.**

Of clients who chose to complete our closure feedback:

75% report their housing conditions have improved.

91% reported that homelessness has been prevented.

SUPPORT SERVICES

Rapid Rehousing Pathway

The Rapid Rehousing Pathway (RRP) focuses upon finding accommodation for individuals across Leicestershire and Rutland who are over the age of 18, homeless and not eligible for help elsewhere.

The RRP is there to support individuals who become homeless with no other options of support; this sometimes occurs when authorities deem that an individual has chosen to leave their home. An example of this is when somebody has decided to leave in cases of relationship breakdown.

Short-term accommodation is provided within the project for up to 6 weeks, whilst longer-term solutions are sought. When a stable source of accommodation is found, clients are empowered to maintain their tenancies through support in applying for furniture, resolving debt issues, setting up bills, and more.

Through this well-rounded support, we can be confident that the individual is no longer vulnerable to homelessness.

Delivered in partnership with Local Authorities across Leicestershire and Rutland, we work alongside Falcon Support Services to support individuals who are rough sleeping to access and maintain accommodation, working to prevent repeat homelessness by offering flexible, intensive one-to-one support to individuals who would not be able to obtain accommodation without the scheme.

DURING 2020, WE HAVE SEEN A STAGGERING 1000% INCREASE IN REFERRALS TO THE PROJECT

after the government's 'Everyone In' initiative revised the approach taken to all rough sleepers during the coronavirus pandemic.

Of those accommodated this year, **100%** have maintained their accommodation with support.

92% of clients said that they are now able to make their own choices and solve their own problems

92% said their confidence had improved

RAPID REHOUSING PATHWAY: MUKESH'S STORY…

Mukesh was referred to the Rapid Rehousing Pathway (RRP) after losing his job due to a combination of physical health problems and the COVID-19 pandemic.

Debts built up and, unfortunately, he became homeless. After phoning other agencies, he was referred to the RRP.

"My situation was very bad, my head felt very heavy and I wanted to just run away somewhere. Because I lost my job I was unable to pay off the debts I had. I didn't know what was going to happen to me. I had enforcement agents at my door, which I found really worrying.

"I felt a lot of pressure on me. I didn't know where to go or where to turn. I had no family to support me and my mental health got worse."

The RRP seeks to find short-term accommodation for those eligible, in order to resolve their immediate homelessness while longer-term options are found.

"I was able to move into Mill House, and my RRP Worker supported me to apply to the housing register and then to bid on housing.

"Once I moved into my own home, they helped me set up a bank account, utility payments and also to contact a debt charity – Stepchange. I applied for bankruptcy which has really helped my mental health and my finances.

"I was supported to discuss my mental health with my GP and to access my medical history so that I could apply for PIP and Universal Credit – a health and disability payment.

"The Bridge also provided food parcels when I have been struggling with my money."

As part of the holistic support offered by the RRP, Mukesh was able to see improvements such as reduced debts, improved well-being and self-esteem, budgeting in his new home and even applying for English classes to help future employment prospects.

"This has been a big turnaround for my life, I didn't think I would be supported as much as I have been by my support worker at The Bridge.

"I couldn't see the future before but now I can see hope in my situation. I know where to ask for help now. It is good to know I have someone I can talk to who knows my situation. I hope to volunteer to help others who are homeless soon.

"People should reach out as there is a lot of different support available. Whether it is food, housing or finances, there are people who can help you."

"I couldn't see the future before but now I can see hope in my situation."

Of clients that have offered feedback on the service that they have received:

100% report often feeling optimistic about the future.

91% agreed that their emotional and mental health has improved.

67% stated they have reduced drug and alcohol use.

90% reported making positive life choices and taking better care of themselves.

HOMELESS OFFENDERS SERVICE

The Homeless Offenders Service (HOS) provides intensive and holistic support for clients with an offending history and who are homeless or rough sleeping, to access accommodation.

We support our clients to access suitable accommodation, sustain a tenancy where applicable, and reduce the likelihood of reoffending.

Our specialist HOS Mediator is available to provide mediation to strengthen and improve relationships with family members or key individuals to support more positive futures.

Service demand is consistently high; we have had a 15% increase in referrals to the service last year from prisons, probation services, and local authorities, along with many self-referrals.

Despite the ongoing coronavirus pandemic, we have continued to provide street outreach each week to support our most vulnerable clients and identify those who may be new to rough sleeping.

We are proud to share that 96% of our HOS clients stated that their homelessness was prevented or resolved during their time with the service, with 94% stating their housing conditions had improved.

88% of clients reported that they had reduced their involvement in crime or antisocial behaviour

93% of clients felt more able to make their own choices and solve their own problems.

Leanne Fletcher
Advice Services Team Manager

HOMELESS OFFENDERS SERVICE: JOSEPH'S STORY…

Determined to move forwards, Joseph has been engaging with the Homeless Offenders Service, after his Probation Officer referred him for support. However, his case was made complex as he fled a toxic relationship and had suffered violence.

"I was in a relationship but it was very toxic, and there were too many things going wrong. We were in accommodation together, but I just had to leave. I took the clothes on my back and left.

"I had nowhere to turn. I was facing homelessness and I ended up facing a lot of other trouble. Everything's been emotional. But you can't stay down forever and you have to make the most of the help you've got."

Joseph suffered a series of traumatic events prior to and during his time with The Bridge, so his Support Workers have supported him through this. Other accommodation options were found after initial placements were deemed unsafe for his circumstances.

"My Support Workers were always on the end of the phone to talk to. They've been there for loads of different things really. They even got Primark vouchers because I couldn't go back to my previous home to get my clothes."

From helping with private rental accommodations, talking to different councils and looking into accommodation options, food parcels, Universal Credit, PIP, and mental health support, Joseph's Support Worker has consistently supported him through his journey.

Despite the obstacles he has faced, Joseph has finished his monitoring supervision with Probation and looks forward to finding stable employment as time goes on.

"The main thing is putting one foot in front of the other. I've been through a lot but there's no point staying thinking about it, you have to move forwards."

"In the future, I just look forward to settling somewhere and having my own flat, hopefully. It feels more achievable now with the support I've had."

"I was a landscape gardener before, and I'd love to do that again in the future. I feel positive about that; I know I can do it and it will only be me that stands in the way. It's hard work in landscape gardening, but I like seeing the project done from start to finish.

"If anyone else is in a similar situation, I would definitely recommend The Bridge. The biggest thing is getting out and getting the support that's there, by picking up the phone."

"In the future, I just look forward to settling somewhere and having my own flat, hopefully. It feels more achievable now with the support I've had."

BUILDING BETTER OPPORTUNITIES

The YES Project

Supporting young people aged between 15-24 to take steps towards employment, education or training.

The YES Project is delivered by a number of local organisations and offers a range of activities and support services to empower young people to overcome barriers to achievement. It strives to support and inspire young people to meet their goals and achieve their maximum potential.

An Intensive Young Persons Support Worker provides holistic and tailored support, covering a range of areas from housing, benefits and emotional wellbeing and mental health. The support is tailored to each individual and future focused.

COVID-19 has tested young people and adults alike. Increased social isolation, poor emotional wellbeing and a loss of purpose are just some of the issues faced by YES participants. As an organisation we are proud to have continued to deliver support to young people accessing the project throughout the pandemic, ensuring their needs are met.

To date, the YES Project has supported over 600 young people to work towards employment, education or training.

75% of young people have improved their confidence as a result of engaging

72% have increased their skills set through the support and activities delivered on the project.

Moneywise Plus

Supporting those who are unemployed or economically inactive in Leicester and Leicestershire, to move towards job search, employment, education or training through improved digital and financial skills.

Moneywise Plus has supported over 1,200 clients, which we are very proud of. As a service we recognise the importance of digital, financial and employability skills, but understand that there are often barriers to achieving a positive outcome. For example, low confidence and self-esteem, poor wellbeing and unstable housing. That is why Moneywise Plus is made up of a number of local organisations, all of whom offer specialist services, tailoring the support to the individual needs of each client.

Our advisors are dedicated to supporting clients to achieve what is important to them; whether that is increased access to the internet, financial savings or the creation of a CV. We work with the client, at the client's own pace, ensuring that they feel empowered to succeed.

Chantelle Bramley
Specialist Services Team Manager

JORDAN'S STORY...

When Jordan was first referred to the YES Project, he was not in education, training or employment.

With the help of YES Intensive Young Person's Support Workers at The Bridge, he has been looking at various volunteering opportunities, community involvement, improving his financial situation and building confidence.

"I started with the YES Project back in early 2020, and they've helped me with a lot of different things. One of the main problems was with my bank account, which was closed as I was a victim of fraud.

"My Support Worker has done a lot to help me in contacting the banks and trying to set up a new account, which has made it a lot easier than doing it alone."

Because Jordan had no active bank account, he was unable to apply for things like Universal Credit. With his Support Worker, he will take these steps to become more financially stable.

The YES Project are able to offer clients involvement in a wide range of courses and opportunities, like online cooking courses, The Princes Trust or, in Jordan's case, the Leicester Street Soccer Foundation.

The aim is to improve overall wellbeing, confidence and help young people overcome barriers to work, education or training.

"Starting football again has been really good, because it's getting me used to going out more again and really helping me with confidence. My Support Worker helped me get signed up.

Confidence building is a main aim for Jordan, as he has had negative experiences when out in the community.

"My advice to anyone else in a similar situation to me is to reach out. The YES Project can help you and you just have to get involved."

"I feel more positive about the future now and I'm looking forward to getting involved with more football and volunteering opportunities."

"THE YES PROJECT HAS ALSO HELPED ME A LOT IN GETTING INVOLVED WITH THE COMMUNITY AGAIN. I WANT TO GO INTO SOME VOLUNTEERING OPPORTUNITIES."

STEPHEN'S STORY...

Stephen struck financial difficulty after the passing of his father in 2016, who he had cared for. As he was not a named tenant in his parents' property, he was offered a new home by the Council, but debts and arrears started to build.

"It has been an absolute financial disaster since I lost my Dad. When I moved here, the initial wait for Universal Credit left me five weeks without money and so the arrears began."

Since starting with the Moneywise Plus service, Stephen has received a lot of budgeting support for his arrears to increase his stability; his Advisor has helped with applications, and arranged a monthly repayment plan for his debts.

"I've had various jobs and I've really enjoyed some of them, but three months has been the longest employment in recent years; and short-term agency work and the pandemic have made it even harder.

"Having my Advisor there really helps and they've been brilliant. Before, I was really at the end with it all.

"The reality is that it's quite lonely and I am what I call 'financially depressed'. I owe friends money and that's the worst bit, I look forward to being able to repay them.

"It's difficult - once all my payments are done every month; the amount I have left to live on is almost nothing. I have to get gas and electric from that too, so I've relied on food banks. My Advisor has helped signpost me for help with those sorts of things.

"Although the main aim is for me to find work again, I'm off sick with osteo-arthritis at the moment, so my Advisor has also helped me to improve my well-being and my home, like getting a donation of paints to re-do my walls, and applying for a cooker and new flooring.

"I've been close to eviction before, and while the repayment plan is tough, I know I'm not going to lose this place now."

Although Stephen is still on his journey to find employment and faces barriers such as his health and well-being, he is more stable with the budgeting support offered by his Moneywise Plus Advisor.

With his repayment plans in place, he is no longer at risk of housing crisis or eviction, and his Advisor will continue to take direct and holistic steps to improving his financial situation, job-seeking and employability skills.

"MY ADVISOR HAS ALSO HELPED ME TO IMPROVE MY WELL-BEING AND MY HOME, LIKE GETTING A DONATION OF PAINTS TO RE-DO MY WALLS, AND APPLYING FOR A COOKER AND NEW FLOORING."

OUR STAFF

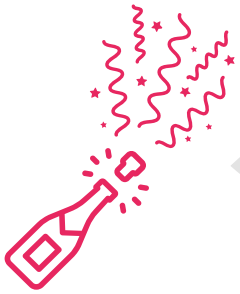
We value our team highly and recognise the importance of offering our staff plenty of meaningful development and learning opportunities to help them flourish in their careers and create a staff team that we can be proud of.

We also want to achieve the best outcomes possible for our clients as many have complex needs and circumstances. So we seek to ensure that all staff are fully equipped to provide the best quality service possible.

In the last year, we made the most of all that was available to us, despite many events taking place digitally. Our team has taken part in many digital learning opportunities, including:

- Personality Disorder Training
- Children's Mental Health Capacity Act Training
- Benefits Training
- Anti-Discriminatory Practice Training
- Transferring a Tenancy Training
- Understanding Neglect Training
- Universal Credit Training
- Adult Safeguarding Training
- Suicide Awareness
- ACE and Trauma Awareness Workshop
- Time Management for Effective Remote Working
- Introduction to Radicalisation Training

And much more…



Welcoming our New Starters...

Gemma Skevington
Molly Beaumont
Marley Emms
Catherine Cox
Jim Dziemianko
Natalie Steiner
Alisia Heslop
Rachel Wood
Hannah Fox

A big hello to the newest members of 'The Bridge family'!

Congratulations to Parmit (Senior Homeless Offenders Officer) and husband Harks on the birth of their baby girl, Amara, as well as to Lydia (Housing Support Worker) and partner Ben on the birth of their boy, Albie.

Two of our Intensive Young Persons Support Workers are also celebrating; Kerry and husband Stephan welcomed little Ella-Faith, while Vickee, and husband Kam, gave birth to their baby Arjun. Congratulations!

WORKING AT THE BRIDGE

If I were asked what I enjoy most about my job, without a doubt my answer would be the clients I support. Within my role I get time to understand each of them as individuals so we can work together to ensure they maintain their tenancies and have a place to call home.

I started at The Bridge in 2019, having worked in a homeless hostel before; I worked initially in Leicestershire then changed role in 2020 to work in Rutland. The past year has been challenging for everyone during the pandemic but I have still been able to maintain contact through visits as necessary as well as being at the other end of the phone for my clients. This has been vital to the people I support, as it has been such an isolating time. Sometimes just having a chat over the phone, taking time to listen and having someone just to ask how things are, has made a huge difference to them.

Despite not being in our office over the last year, all of us have adjusted to working from home. We still have our team meetings via our laptops, we extended the number of staff being able to take general phone enquiries and continued to fundraise – many of us got more active with our December fitness challenge!

All the staff are so passionate about their jobs and want to achieve the best outcomes for all the people we support. We have continued to work with many agencies and charities to ensure our service has been consistent and we have still provided the best opportunities and support for all our clients. The Bridge supports us to attend regular training so we develop our skills and knowledge.

Reaching out and asking for help can be a difficult first step, however, once clients do, we allow them to feel listened to and never judged.

I am just about to start my new job, joining the Senior Leadership Team as the Trainee Prevention & Wellbeing Services Manager. I look forward to the new challenge- and hopefully a year ahead where we can all start to return to seeing each other face to face, both staff and clients!

Mary Bullivant
Complex Needs Support Worker

OUR PARTNERS AND SUPPORTERS

Thank You

Action Homeless

Advice Quality Standard

AGE UK Leicestershire & Rutland

Alex's Wish

All Saints Thorpe Acre

Alpkit

Amazon Smile

Asda Feeding Communities

Big Lottery Fund

Blaby District Council

Blackbaud

Broomfield School

Central Seafoods Fish Shop Supplies

Charnwood Borough Council

Charnwood Community Lottery

Charnwood Food Poverty Group

Children in Need

Citizens Advice Charnwood

Citizens Advice Leicestershire

Citizens Advice Rutland

De Lisle College

Department for Work and Pensions

EASE

European Social Fund

Fairfield Prep School

Falcon Support Services

Florence Turner Trust

Fundraising Regulator

G. Gamble & Sons

Garfield Weston Foundation

George's Traditional Fish & Chips

Glasspool

Halifax Bank

Harborough District Council

Harbour Housing

Hardwick House School

Hinckley & Bosworth District Council

HM Probation Service

Intelligent Energy Charitable Trust

Iveshead School

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John Storer House

Julian House

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Kirby Muxloe Women's Institute

Leicester Adult Learning College

Leicester CharityLink

Leicester City Council

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LLR Community Foundation

Longhurst Group

Loughborough Churches Partnership

Loughborough College

Loughborough Grammar School

Loughborough Hospital

Loughborough University & Students Union

Loughborough Welfare Trust

Markfield Benefice

Markfield Churches Together

Maud Elkington Charitable Trust

Melton Borough Council

Mountsorrel United Charities

Neighbourly Community Fund

Newtown Linford Primary School

North West Leicestershire District Council

Nottingham Community Housing Association

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Reaching People Consortium

Redefine Living

Rev'd Lisa & St Paul's Church Woodhouse Eaves

Rutland County Council

Schroder Charity Trust

Seagrave Village Primary School

Soft Touch Arts

Spire Homes

St Andrew's Church Foxton

St Bartholemew's United Church

St Pauls C of E Primary School

Stonebow Primary School

Stonewater Housing Association

Straw and Pearce Solicitors

Tesco Bags For Life - Groundwork

Tesco Ltd

The 29th May 1961 Charity

The 7 Stars Foundation

The Blakemore Foundation

The Helen Jean Cope Charity

The Henry Smith Charity

The John Salmon Trust

The Leathersellers Company

The Loughborough Lions

The Loughborough Welfare Trust

The Needle & Pin Pub

The Y

Thomas Estley Community College

Thornton, Bagworth & Stanton Parochial Church Council

TK Maxx Loughborough

Trinity Reformed Church

TwentyTwenty

Uppingham Town Council

The Vicar's Relief Fund

VISTA

Voluntary Action Leicestershire

Waitrose Mountsorrel

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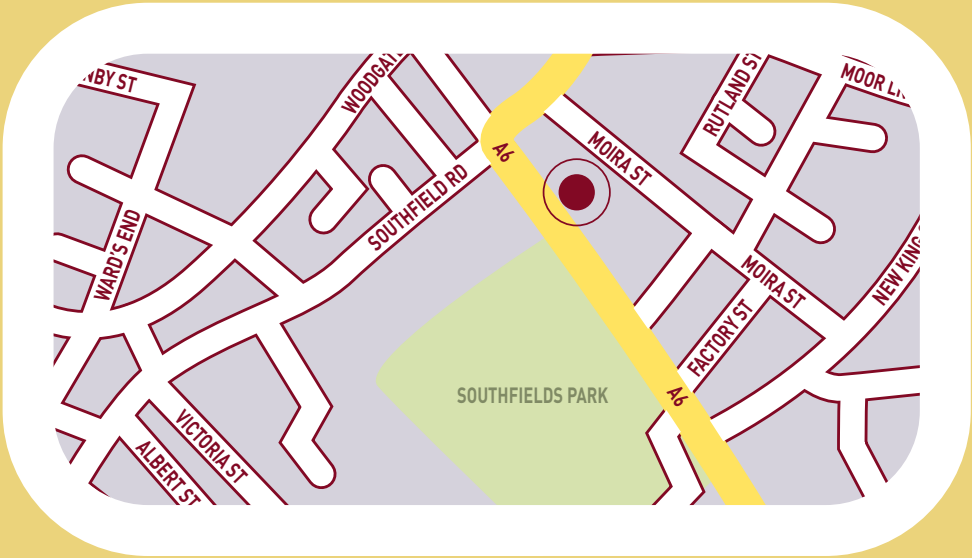
YOUR SUPPORT HELPS US CHANGE LIVES!



The Bridge, 38 Leicester Road, Loughborough, Leicestershire, LE11 2AG
Tel: 01509 260500
Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk
Charity No: 1050596 **Company No:** 03114996

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