THE HARLESTON INFORMATION PLUS CHARITY

England & Wales · Charity number 1146735

Details

Other names	HIPC
Status	Registered
Legal form	Charitable company
Company number	08010650
Registered	2012-04-02
Register	View on the Charity Commission register

Contact

Address	8 Exchange Street Harleston Norfolk IP20 9AB
Phone	01379851917
Email	hip-admin@harleston-norfolk.org.uk
Website	www.harleston-norfolk.org.uk

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Activities

Objects: 1.1 THE PROMOTION FOR THE PUBLIC BENEFIT OF RURAL REGENERATION IN AREAS OF SOCIAL AND ECONOMIC DEPRIVATION AND IN PARTICULAR IN HARLESTON AND THE SURROUNDING AREA, BY ALL OR ANY OF THE FOLLOWING MEANS: 1.1.1 THE PROVISION OF A FREE CONFIDENTIAL, INDEPENDENT AND IMPARTIAL SERVICE OF INFORMATION FOR THE RESIDENTS OF HARLESTON AND THE SURROUNDING AREA; 1.1.2 THE RELIEF OF UNEMPLOYMENT IN SUCH WAYS AS MAY BE THOUGHT FIT, INCLUDING THE PROVISION OF ASSISTANCE TO FIND EMPLOYMENT; 1.1.3 THE PROVISION OF BUSINESS RELATED INFORMATION TO UNEMPLOYED PEOPLE WITH A VIEW TO ASSISTING THEM IN SETTING UP A BUSINESS; 1.1.4 THE ADVANCEMENT OF EDUCATION, TRAINING OR RETRAINING, PARTICULARLY AMONG UNEMPLOYED PEOPLE; 1.1.5 THE PROVISION OF RECREATIONAL AND OTHER FACILITIES FOR THE PUBLIC AT LARGE OR THOSE WHO BY REASON OF THEIR YOUTH, AGE, INFIRMITY OR DISABLEMENT, POVERTY OR SOCIAL AND ECONOMIC CIRCUMSTANCES HAVE NEED OF SUCH FACILITIES; 1.1.6 THE CREATION OF TRAINING AND EMPLOYMENT OPPORTUNITIES BY THE PROVISION OF WORKSPACE WHETHER OR NOT SUCH WORKSPACE IS PROVIDED ON FAVOURABLE TERMS; 1.1.7 THE RELIEF OF ELDERLY AND DISABLED PEOPLE WHO ARE IN NEED, BY PROVIDING ITEMS, SERVICES OR FACILITIES CALCULATED TO RELIEVE THE NEEDS OF SUCH PERSONS AND BY THE PROVISION OF SUPPORT TO SUCH PERSONS/CARERS; AND 1.1.8 SUCH OTHER MEANS AS MAY FROM TIME TO TIME BE DETERMINED SUBJECT TO THE PRIOR WRITTEN CONSENT OF THE CHARITY COMMISSION; AND 1.2 TO PROMOTE OR ADVANCE ANY PURPOSE WHICH IS CHARITABLE ACCORDING TO THE LAW OF ENGLAND AND WALES FOR THE BENEFIT OF THE PUBLIC PRINCIPALLY BY THE PAYMENT OR GRANTS, LOANS AND OTHER PAYMENTS TO SUCH CHARITY OR CHARITIES WITH THE SAME OR SIMILAR AREA OF BENEFIT AS THE CHARITY AS THE TRUSTEES SHALL FROM TIME TO TIME THINK FIT.

Activities: To alleviate the difficulties faced by people living in Harleston and the surrounding area, Harleston Information Plus Charity provides a one stop information centre, runs a local community website, provides a befriending service, advice to job seekers and a weekly jobs club. We also hold information events in the town

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Economic/community Development/employment
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** NORFOLK AND SUFFOLK
- Norfolk
- Suffolk

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Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£62,153	£64,574	-	-
2024-03-31	£66,272	£67,557	-	-
2023-03-31	£89,984	£75,339	-	-
2022-03-31	£81,050	£64,638	-	-
2021-03-31	£83,100	£59,887	-	-

Trustees

Name	Role	Appointed
Janet Bird	Chair	2023-02-14
Brenda Hoskins		2025-12-09
Carolyn Anne Malinowski		2014-02-03
Kim Bryant		2015-07-20
NORMAN JOHN HART		2012-01-16
Robin Nicholas Graves Twigge		2012-01-16
Timothy James Baldry		2026-04-28
Trevor Graham		2025-06-17

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THE HARLESTON INFORMATION PLUS CHARITY

England & Wales - Charity number 1146735

Accounts

HARLESTON INFORMATION PLUS CHARITY

Independently examined Trustees Report and financial statements

Financial year ending 31st March 2025

Charity Registration number – 1146735

Company registration number – 8010650

Charity no 1146735

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

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HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

The Board of Trustees present their report and independently examined financial statements for the financial year 1st April 2024 to 31st March 2025

Registered name: Harleston Information Plus Charity

Charity registration number: 1146735
Company registration number: 8010650

Registered Office and operational address:
8 Exchange Street, Harleston, Norfolk, IP20 9AB

Board members:

Chair:	Carolyn Malinowski to 16.06.25
Vice Chair:	Jan Bird Acting Chair from 17.06.25
Treasurer:	Carolyn Malinowski to 16.06.25
	Trevor Graham from 17.06.25

Other Trustees:
Kim Bryant
Margaret Griffiths
Norman Hart
Lynda Ling
Jeremy Savage
Robin Twigge

Company Secretary: None
Centre Manager: Lucy Marjoram

Independent Examiner:
Calum Ward & Co Ltd
Market House, 4a Church Street, Harleston, Norfolk, IP20 9BB

Bankers:
Barclays, Leicester, LE87 2BB

Charity no 1146735

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDING 31 MARCH 2025

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the financial statements of Harleston Information Plus Charity (the charity) for the year ending 31 March 2025.

The Trustees confirm that the annual report and financial statements of the charity comply with the current statutory requirements, the requirements of the company's governing document, FRS 102 "The Financial reporting Standard applicable in the UK and Republic of Ireland" and Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS102 (effective 1 January 2015).

a. MEMORANDUM OF ASSOCIATION

The charity is registered as a charitable company, limited by guarantee and was incorporated on 28 March 2012 and registered as a charity on 2 April 2012. The charity is constituted under the Memorandum of Association.
The objects of the charity are:

1 The promotion for the public benefit of rural regeneration in areas of social and economic deprivation and in particular in Harleston and the surrounding area, by all or any of the following means:
   - The provision of a free confidential, independent and impartial service of information for the residents of Harleston and the surrounding areas;
   - The relief of unemployment in such ways as may be thought fit, including the provision of assistance to find employment;
   - The provision of business related information to unemployed people with a view to assisting them in setting up a business;
   - The advancement of education, training or retraining, particularly among unemployed people;
   - The provision of recreational and other facilities for the public at large or those who by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances have need of such facilities;
   - The creation of training and employment opportunities by the provision of workspace whether or not such workspace is provided on favourable terms;
   - The relief of elderly and disabled people who are in need, providing items, services or facilities calculated to relieve the needs of such persons and by the provision of support to such persons/carers;
   - Such other means as may from time to time be determined subject to the prior written consent of the Charity Commission;

2 To promote or advance any purpose which is charitable according to the law of England and Wales for the benefit of the public principally by the payment of grants, loans and other payments to such charity or charities with the same or similar area of benefit as the charity as the trustees shall from time to time think fit.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

Trustees shall be appointed by resolution of the trustees. The term of office for all trustees is three years from the date of their appointment.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

The trustees of the charity hold a monthly management meeting when progress is reported and discussed, strategy developed and finances scrutinised regularly. Day to day control of the Information Centre is delegated to the Centre Manager.

d. AIMS

The trustees' priority aims are currently:

- To work with and involve the local community in all that we do
- To alleviate local rural and social isolation
- Identify need and offer quality support and information services to help those who are most disadvantaged in our community, these include jobseekers, carers and the elderly
- To encourage, promote and initiate projects that will provide social and cultural benefits to the area
- To promote Harleston and its hinterland, helping to improve the socio-economic quality of life for everyone in the community.
- To enable a thriving third sector in the Harleston area by encouraging volunteering in the community and providing support for local volunteer run groups and organisations.
- For our own volunteers, offer training and support, enhancing wellbeing, life skills and increasing employability
- Work in partnership with other organisations on projects of benefit to our community
- To seek funding to initiate and support all of the above

e. ACTIVITIES AND PERFORMANCE

2024/25 has marked another successful and impactful year for Harleston Information Plus (HIP).

We have continued to deliver a wide range of information and support services to residents of Harleston and the surrounding villages, while expanding both our volunteer team and the scope of our services. Our commitment to the community remains at the heart of everything we do, and we are proud to be a trusted source of support, connection and guidance for so many individuals.

A particular highlight of the year was being named Community Organisation of the Year at the 2024 South Norfolk Community Awards. This recognition is a testament to the dedication of our staff, volunteers, funders and the wider Harleston community. Our team consistently goes above and beyond to support local residents, and we are incredibly proud of the impact we continue to have.

Further exciting news followed with confirmation of a successful funding bid to The National Lottery. This generous support will secure the roles of our current staff members and allow us to expand our team with two new positions: a Jobs Club Coordinator and a Befriending Service Coordinator. These new roles will enable us to meet the growing demand for our services, particularly in employment support and social connection, and allow us to proactively reach even more people in the local area.

The five-year funding, which began in April 2025, will also support the further development of our Information Centre, enabling us to enhance and extend the range of services we offer. This investment is a reflection of HIP's long-standing commitment, spanning over 20 years, to improving the lives of those in our community, and we look forward to continuing this vital work in the years ahead.

Information Centre

The Information Centre has continued to be very much a hub for the community, welcoming over 3,560 visitors in 2024/25, 75% of which were Harleston residents. Appendix 1 shows a breakdown of enquiries received at the Information Centre during 2024/25, by number, age and nature of enquiry. The majority of enquiries were received from the 65+ age group (60.2%).

We have found that many visits to the Information Centre are not only driven by the need for practical information and support, but also by a desire for connection. For many individuals, particularly those who may be experiencing loneliness, anxiety, or social isolation, the Centre offers a welcoming space where they feel heard, valued and supported. As a result, the Centre plays an important dual role, offering essential information and a compassionate, community-based source of social and emotional support.

Online Form Filling service

Our Online Form Filling service continues to be in high demand, with appointments consistently fully booked. During 2024/25, we supported 41 individuals in completing a range of online applications, including Personal Independence Payment, Attendance Allowance, Blue Badge applications, concessionary bus passes and Pension Credit.

Of those supported, 78% were aged over 70 and 83% were residents of Harleston, reflecting the local need and value of this service in supporting older members of the community with essential benefit and entitlement applications.

Jobs Club

During 2024/25 the Jobs Club was funded by South Norfolk Council's Community Employability Grant which focused on delivering one-to-one support, enhancing participants soft skills, confidence and access to learning.

A total of 93 jobseekers accessed our Jobs Club support. Of these, 25 received one-to-one careers advice, 37 completed training courses (representing 40% of those enrolled) and 8 individuals began volunteering. 40 jobseekers progressed into employment following our support, equating to 43% of all participants. Almost half (48%) of those supported were Harleston residents, whilst others came from neighbouring towns and villages. These figures reflect strong local engagement and positive outcomes for participants in terms of skill development, volunteering and employment progression.

A range of courses were offered at the Centre including:

- Computer Skills for Beginners
- Introduction to MS Word
- Introduction to MS Excel
- AAT Business Skills & Bookkeeping
- ESOL
- Emergency First Aid at Work
- Paediatric First Aid
- Food Hygiene & Safety
- COSHH

Befriending

During 2024/25, a team of 15 dedicated volunteers actively delivered weekly visits to help address loneliness and social isolation within our community. A total of 23 individuals benefited from weekly one-to-one support through the Befriending Service, with 83% of those supported being residents of Harleston.

The Befriending Service plays a vital role in Harleston by providing much needed companionship and emotional support to those experiencing loneliness and social isolation, helping to strengthen community connections and improve overall wellbeing.

Foodbank

We have continued to support the Waveney Foodbank and act as a referring agency. In 2024/25 we issued 102 Foodbank vouchers to local residents and offered crucial support and signposting to external organisations.

First Aid at Work training

During 2024/25, we successfully organised 6 Emergency First Aid at Work courses, enabling 56 individuals from local businesses, community organisations and voluntary groups to receive accredited first aid training.

These courses equipped participants with the knowledge and practical skills required to respond confidently to a range of first aid situations, including managing unconscious casualties and performing CPR.

By delivering this training locally, we have strengthened the capacity of our local community and voluntary groups to respond effectively in emergency situations. Local businesses have also benefited from this community-based approach, as their staff can access this vital training without the added cost and disruption of travelling further afield.

Winter Warming Packs

We continued to provide Winter Warming Packs this financial year for local residents experiencing fuel poverty and low income.

Santa's Grotto

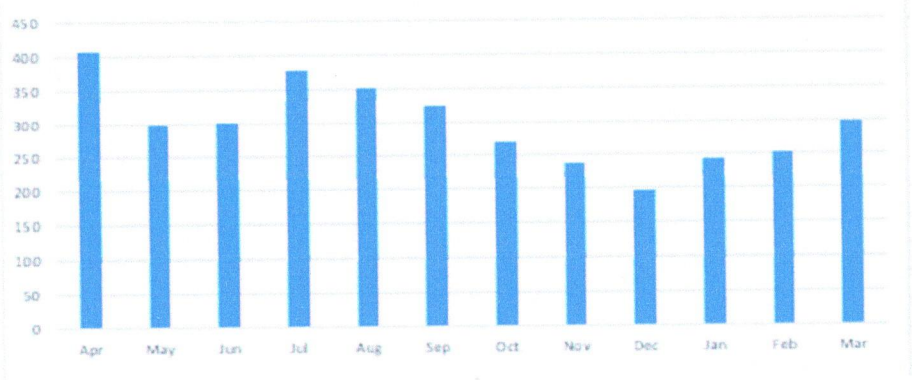
At the Christmas Lights Switch-On in November 2024, we saw 145 children pass through Santa's Grotto. This was a great opportunity for us to connect with local families within our community and provide an affordable alternative for seeing Santa over the festive period.

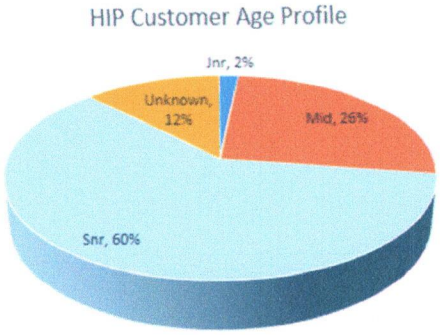
APPENDIX 1

APRIL 2024 – MARCH 2025

Information Centre Enquiries - Statistical Breakdown

Over 3,560 enquiries were received at the Information Centre during 2024/25.





65+ (Snr)	60.2%
18-64 (Mid)	26%
17 and under (Jnr)	1.7%
Unknown	12.1%

Nature of Enquiries

The Information Centre is primarily used as a Community Hub, and as a source for information about HIP Services and local information.

	2024/25
Community Hub	31%
HIP Services	19%
Local Information	18%
Travel	9%
Special Enquiry/Welfare	6%
Citizens Advice	4%
Council/Statutory	3%
Tourism	2%
Volunteering	1%

f. FINANCIAL REVIEW

We have benefitted in the last twelve months from a great deal of valued support received from the local community.

Donations
We received donations totalling £9,500 from Bullock Fair Charity Shop, £2,000 from the Harleston Freemasons and £200 from Mr and Mrs Spooner from the proceeds of Brockdish Open Gardens.

Our staff and volunteers have donated money raised at stalls at town events and the Christmas grotto. Our donation pots, hosted by many local shops, provide us with another valued stream of donations, as does the renting out of our rooms to local organisations. We would like to express our warmest thanks and appreciation for all these donations.

Grants
We received a grant of £6,500 from the Redenhall with Harleston Town Council and would like to express our appreciation for their continued support.

We are grateful to have been able to secure a grant of £14,268 from South Norfolk Council Employability Grant which enabled us to continue to run our existing Jobs Club. Any funds from restricted funding not spent during the current year is carried forward to next year.

We have also received gift funding from the trading profit of Harleston Information Plus Ltd. which is made on a regular annual basis.

After a busy and productive twelve months, we have finished the year in a secure financial position which will stand us in good stead for the forthcoming year.

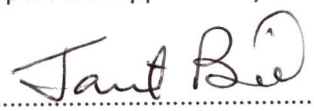
Reserves policy
The reserves policy is reviewed annually. During the year the trustees examined the charity's requirement for reserves and determined that Designated Reserves should be maintained at a level sufficient to cover twelve months' core running costs together with sufficient funds to meet any reasonably foreseeable contingency, a total of £72,000.

PUBLIC BENEFIT

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

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006

This report was approved by the trustees on 9th December 2025 and signed on their behalf by:



.....

Janet Bird, Acting Chair of Harleston Information Plus Charity

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	Harleston Information Plus Charity		
On accounts for the year ended	31 March 2025	**Charity no (if any)**	1146735
Set out on pages			

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. *Delete* [ ] *if not applicable.*

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

* *Please delete the words in the brackets if they do not apply.*

Signed:	J.A. Willis	**Date:**	9-12-2025
Name:	JOHN DARRELL WILLIS		
Relevant professional qualification(s) or body	INSTITUTE OF CHARTERED ACCOUNTANTD IN ENGLAND AND WALES		

(if any):	
Address:	Market House
	4a Church Street, Harleston, Norfolk
	IP20 9BB

Section B	**Disclosure**
	Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).
Give here brief details of any items that the examiner wishes to disclose.	

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2025

	Note	Restricted funds 2024-25 £	Unrestricted funds 2024-25 £	Total funds 2024-25 £	Total funds 2023-24 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Grants		14,268	6,500	20,768	27,475
Donations		-	29,784	29,784	27,769
Sale of donated goods		-	1,027	1,027	827
Other		-	10,574	10,574	10,201
TOTAL INCOMING RESOURCES	3	**14,268**	**47,886**	**62,154**	**66,272**
RESOURCES EXPENDED					
Costs	4	21,268	43,306	64,574	67,557
NET MOVEMENT IN FUNDS FOR THE YEAR		**(7,000)**	**4,580**	**(2,420)**	**(1,285)**
Total funds at 1 April 2024		7,000	124,815	131,815	
TOTAL FUNDS AT 31 MARCH 2025		**-**	**129,395**	**129,395**	

The notes on pages 14 to 17 form part of these financial statements

Charity no 1146735

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
CURRENT ASSETS					
Debtors	7	19,499		19,083	
Cash at bank and in hand		110,115		113,609	
		129,614		132,692	
CREDITORS: amount falling due within one year	8	(220)		(877)	
NET CURRENT ASSETS			129,394		131,815
CREDITORS: amounts falling due after one year			0		0
NET ASSETS			**129,394**		**131,815**
CHARITY FUNDS					
Restricted funds	9		0		7,000
Designated funds			74,000		72,000
Unrestricted funds			55,394		52,815
TOTAL FUNDS			**129,394**		**131,815**

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the Charity as at 31 March 2025 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Charity.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 9th December 2025 and signed on their behalf by Janet Bird, Acting Chair of Harleston Information Plus Charity

Signature .....

The notes on pages 15 to 18 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2025

1 BASIS OF PREPARATION

1.1 The financial statements have been prepared under the historical cost convention, in accordance with FRS (102) The Financial reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2015).

1.2 There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 No changes have been made to accounts for previous years

2 ACCOUNTING POLICIES

2.1 The accounts have been prepared in accordance with FRS102. This has not made any material difference to the financial statements.

2.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income and the amount can be quantified with sufficient reliability.

Where incoming resources have related expenditure the incoming resources and related expenditure are reported gross in the SoFA.

Grants and donations are only included in the SoFA when the charity has unconditional entitlement

Performance related grants are only included in the SoFA once the related services have been delivered

The value of voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment income is included in the accounts when receivable.

2.3 Resources expended

All expenditure is accounted for on an accruals basis.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2025

3 INCOMING RESOURCES

	Restricted funds 2024-25	Unrestricted funds 2024-25	Total funds 2024-25	Total funds 2023-24
	£	£	£	£
Grants	14,268	6,500	20,768	27,475
Gifted from HIP Ltd		17,029	17,029	15,986
Donations		12,755	12,755	11,783
Sale of donated goods		1,027	1,027	827
Room hire		1,999	1,999	2,463
Other		8,575	8,575	7,738
Total	**14,268**	**47,866**	**62,154**	**66,272**

4 RESOURCES EXPENDED

	Restricted 2024-25	Unrestricted 2024-25	Total 2024-25	Total 2023-24
	£	£	£	£
Staff costs	6,890	33,244	40,134	37,540
Other costs	14,378	10,062	24,440	30,017
Total	**21,268**	**43,306**	**64,574**	**67,557**

5. DETAILS OF CERTAIN EXPENSES

5.1 TRUSTEE EXPENSES

During the year no trustees received any payment or remuneration of out-of-pocket expenses

5.2 FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner fee £180

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2025

6. PAID EMPLOYEES

6.1 STAFF COSTS

	2024-25	2023-24
	£	£
Gross wages and salaries	39,572	37,063
Employers' National Insurance	0	0
Pensions	562	477
Total	40,134	37,540

6.2 AVERAGE NUMBER OF FULL-TIME EQUIVALENT EMPLOYEES IN THE YEAR

The parts of the charity in which the employees work	2024-25	2023-24
Centre Manager	0.8	0.8
Centre Administrator	0.5	0.5
Awards for All	-	0.1
Cleaner	0.1	0.1
Total	**1.4**	**1.5**

7. DEBTORS: Amounts falling due within one year

	2025	2024
	£	£
HIP Ltd – gifted profit	17,029	15,986
Prepayments and accrued income	2,470	3,097
	19,499	19,083

HIP Ltd (Company number 04630178) is donating its 2024-25 profits to HIP Ltd Charity

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2025

8. CREDITORS: Amounts falling due within one year	**2025**	**2024**
	£	**£**
Accruals and deferred income	220	877
Total	**220**	**877**

9. STATEMENT OF RESTRICTED FUNDS

Grant funding	**Brought forward**	**Incoming resources**	**Outgoing resources**	**Carried forward**
	£	**£**	**£**	**£**
1) Paul Bassham grant	7,000	0	7,000	0
2) South Norfolk Community Employability grant	0	14,268	14,268	0
Total restricted grants	**7,000**	**14,268**	**21,268**	**0**

Incoming resources 2024-25

1) A grant from the Paul Bassham Trust to contribute towards the costs of the Befriending Service.

2) A grant from South Norfolk Community Employability grant towards the costs of running the weekly Jobs Club

THE HARLESTON INFORMATION PLUS CHARITY

England & Wales - Charity number 1146735

Accounts

HARLESTON INFORMATION PLUS CHARITY

Independently examined Trustees Report and financial statements

Financial year ending 31st March 2024

Charity Registration number – 1146735

Company registration number – 8010650

Charity no 1146735

HARLESTON INFORMATION PLUS CHARITY

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HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

The Board of Trustees present their report and independently examined financial statements for the financial year 1st April 2023 to 31st March 2024

Registered name: Harleston Information Plus Charity

Charity registration number: 1146735
Company registration number: 8010650

Registered Office and operational address:
8 Exchange Street, Harleston, Norfolk, IP20 9AB

Board members:

Chair:	Margaret Griffiths
Vice Chair:	Carolyn Malinowski
Treasurer:	Carolyn Malinowski

Other Trustees:
Janet Bird
Kim Bryant
Norman Hart
Lynda Ling
Jeremy Savage
Robin Twigge

Company Secretary:	None
Centre Manager:	Lucy Marjoram

Independent Examiner:
Calum Ward & Co Ltd
Market House, 4a Church Street, Harleston, Norfolk, IP20 9BB

Bankers:
Barclays, Leicester, LE87 2BB

Charity no 1146735

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDING 31 MARCH 2024

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the financial statements of Harleston Information Plus Charity (the charity) for the year ending 31 March 2024.

The Trustees confirm that the annual report and financial statements of the charity comply with the current statutory requirements, the requirements of the company's governing document, FRS 102 "The Financial reporting Standard applicable in the UK and Republic of Ireland" and Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS102 (effective 1 January 2015).

a. MEMORANDUM OF ASSOCIATION

The charity is registered as a charitable company, limited by guarantee and was incorporated on 28 March 2012 and registered as a charity on 2 April 2012. The charity is constituted under the Memorandum of Association.
The objects of the charity are:

1 The promotion for the public benefit of rural regeneration in areas of social and economic deprivation and in particular in Harleston and the surrounding area, by all or any of the following means:

- The provision of a free confidential, independent and impartial service of information for the residents of Harleston and the surrounding areas;
- The relief of unemployment in such ways as may be thought fit, including the provision of assistance to find employment;
- The provision of business related information to unemployed people with a view to assisting them in setting up a business;
- The advancement of education, training or retraining, particularly among unemployed people;
- The provision of recreational and other facilities for the public at large or those who by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances have need of such facilities;
- The creation of training and employment opportunities by the provision of workspace whether or not such workspace is provided on favourable terms;
- The relief of elderly and disabled people who are in need, providing items, services or facilities calculated to relieve the needs of such persons and by the provision of support to such persons/carers;
- Such other means as may from time to time be determined subject to the prior written consent of the Charity Commission;

2 To promote or advance any purpose which is charitable according to the law of England and Wales for the benefit of the public principally by the payment of grants, loans and other payments to such charity or charities with the same or similar area of benefit as the charity as the trustees shall from time to time think fit.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

Trustees shall be appointed by resolution of the trustees. The term of office for all trustees is three years from the date of their appointment.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

The trustees of the charity meet hold a monthly management meeting when progress is reported and discussed, strategy developed and finances scrutinised regularly. Day to day control of the Information Centre is delegated to the Centre Manager.

d. AIMS

The trustees' priority aims are currently:

- To work with and involve the local community in all that we do
- To alleviate local rural and social isolation
- Identify need and offer quality support and information services to help those who are most disadvantaged in our community, these include jobseekers, carers and the elderly
- To encourage, promote and initiate projects that will provide social and cultural benefits to the area
- To promote Harleston and its hinterland, helping to improve the socio-economic quality of life for everyone in the community.
- To enable a thriving third sector in the Harleston area by encouraging volunteering in the community and providing support for local volunteer run groups and organisations.
- For our own volunteers, offer training and support, enhancing wellbeing, life skills and increasing employability
- Work in partnership with other organisations on projects of benefit to our community
- To seek funding to initiate and support all of the above

e. ACTIVITIES AND PERFORMANCE

2023/24 has been a very successful year for Harleston Information Plus (HIP) Charity. Our services have continued to grow and develop and our team of volunteers has expanded, enabling us to increase the support we provide to the residents of Harleston and its hinterland. All our activities focus on improving the quality of life for local residents and are undertaken to further our charitable purposes for the public benefit.

Over the twelve months volunteers, including trustees, gave a combined total of 4,431 hours of their time to the work of the Charity, which equates to a value of £46,171 based on the National Living Wage.

We have welcomed the introduction of new initiatives and collaborative working and have celebrated many successes, one of which being our own 20 years of supporting the community, originally under the title of Harleston Development Partnership, which later became the HIP Charity. We marked this occasion by holding an open week where we welcomed past and present funders, supporters and volunteers to celebrate with us, see how HIP first began, look back on past projects and share fond memories. We also took the opportunity to celebrate our volunteers and presented long service awards to 8 volunteers in recognition and appreciation of their loyalty, dedication, service and outstanding contribution to HIP.

We had the privilege of attending the South Norfolk Community Awards where we were shortlisted for Community Group of the Year and we are proud to have been instrumental in Harleston obtaining Mindful Town status, with 16 of our own volunteers now fully trained as Wellbeing Champions.

Information centre

Harleston Information Plus Charity is seen as a community focal point, and the Information Centre has continued to be very much a hub for the community, welcoming over 4,240 visitors in 2023/24. A core of volunteers specialise in working on the information desk and maintain HIP's 6 day a week service.

Our volunteer team increased from 31 to 44 over the year and the Centre Manager reinstated volunteer induction training for all new volunteers joining HIP. Volunteers receive regular support to enhance their skills and knowledge and have benefited from the following training:

- Safeguarding Adults Awareness
- Emergency First Aid at Work
- Mental Health First Aid
- Wellbeing Champion
- Loss and bereavement
- IT

In addition, volunteers have further developed their knowledge of local support services having received talks from the following organisations:

- Harleston's Future
- Citizens Advice
- Waveney Foodbank
- Blossom Charity
- NHS Wellbeing Service
- Pear Tree Fund

We were pleased to welcome new Town and District Councillor monthly drop-in surgeries to complement the existing County Councillor surgery, and now offer a councillor surgery on most Saturdays. We also continued to support local groups and clubs within the community and are pleased to host a weekly Citizens Advice outreach service, Susan Whymark's Bereavement Group, U3A Board Games, Art group and Crochet Club, and have recently introduced our own Stitch and Chat group.

On-line Form Filling service

There is still very much a need for this service first set up in 2022. With many services only being available online, it helps local residents without IT access or knowledge to complete online application forms such as personal independence payment, attendance allowance, blue badge applications and concessionary bus passes. Over the 12 months to March 2024, we supported 49 individuals, 38 of whom were aged over 70 years.

Jobs Club

Although support and 1:1 appointments were available to jobseekers throughout the pandemic, we felt very strongly that our weekly club was very much needed to offer peer support, confidence building and IT help for those looking for work. In February 2023 we reopened the Wednesday drop in club and in the year to 31 March 2024, we have supported 84 jobseekers in their search for employment.

In addition, our Jobs Club has worked with further learning providers and has offered the following courses:

- Level 2 Supporting Teaching and Learning
- Retail and Numeracy Skills
- GCSE Maths for parents

The Centre Manager and Jobs Club volunteers have attended 3 jobs fairs organised by Diss Job Centre to reach more jobseekers and further promote our services.

Befriending
Initially set up after the pandemic, our Befriending Service is now fully established and continues to provide a much needed and valued service. During 2023/24, 16 volunteers carried out weekly befriending visits, supporting 26 individuals identified as experiencing loneliness and social isolation within our community. We continue to receive regular referrals from South Norfolk Help Hub, Adult Social Services and the Norfolk Community Health and Care NHS Trust.

Foodbank
We have continued to support the Waveney Foodbank and act as a referring agency. In 2023/24 we issued 207 Foodbank vouchers to local residents and offered crucial support and signposting to external organisations.

Website development
HIP's new website, launched in December 2022, has been developed and expanded over the last year to provide a wealth of information on the town's clubs, activities and services. It hosts a community calendar on local events and has direct links to the Town Council, Visit Harleston, Harleston's Future and Harleston & District Business Forum.

First Aid at Work training
We organised 4 Emergency First Aid at Work courses in 2023/24, with 37 delegates from local organisations, businesses and voluntary groups receiving this essential qualification, including 6 of our own HIP volunteers/employees.

Community Outreach
With funding from the National Lottery Awards for All, we were able to complete a series of community outreach and pop up events during 2023/24. This included visiting a number of villages within our hinterland to raise awareness of HIP services whilst delivering creative fun art and craft activities, flower arranging, cookery demonstrations and IT help. We were also able to deliver a series of drop in IT help sessions at HIP along with two four week cookery classes delivered at St John's Church and Harleston Sancroft Academy.

Winter Warming Packs
We were pleased to be able to provide Winter Warming Packs this financial year, thanks to a grant from South Norfolk and Broadland Council. The packs were for anyone struggling to heat their homes and pay their energy bills this winter.

Santa's Grotto
At the Christmas Lights Switch on in November 2023 we saw 126 children pass through Santa's Grotto. This is a great opportunity for us to connect with local families within our community and provide an affordable alternative for seeing Santa over the festive period.

Lottery Reaching Communities
As a result of our review of activities, we applied to the Lottery Reaching Communities for a large grant over several years to further develop our services.

The Lottery application required consultation with the local community about the support services needed. We invited local groups and organisations to join us at one of two HIP presentations delivered at The Swan Hotel in order to gather feedback from the community, and this was used as the basis for the application.

Following some detailed feedback from the Lottery, we submitted a revised application which focusses on further developing our existing services rather than introducing new services, and we await their response.

f. FINANCIAL REVIEW

We have benefitted in the last twelve months from a great deal of valued support received from the local community.

Donations
We received donations totalling £9,000 from Bullock Fair Charity Shop, £315 from Handsomes of Harleston from their Christmas draw, and £150 from Mr and Mrs Spooner from the proceeds of Brockdish Open Gardens.

Our staff and volunteers have donated money raised at stalls at town events and the Christmas grotto. Our donation pots, hosted by many local shops, provide us with another valued stream of donations, as does the renting out of our rooms to local organisations. We would like to express our warmest thanks and appreciation for all these donations.

Grants
We received a grant of £6,500 from the Redenhall with Harleston Town Council and would like to express our appreciation for their continued support.

We are grateful to have been able to secure grants which enabled us to continue to run our existing Jobs Club and Befriending Service, from the following bodies:

- Paul Basham Trust - a grant of £10,000
- Saracens – a grant of £4,995
- Love Norfolk – a grant of £4,930

Any funds from restricted funding not spent during the current year is carried forward to next year.

We have in addition received grant funding which enabled us to carry out a number of one-off projects:

- National Lottery Awards for All grant unspent from the previous year (£7,907) to provide community outreach services in surrounding villages, which has now been fully spent.
- South Norfolk - Warmer Winters grant of £750
- South Norfolk Go for It grant £300 - to purchase Welcome bags for issue to new residents to the area

We have also received gift funding from the trading profit of Harleston Information Plus Ltd. which is made on a regular annual basis.

After a busy and productive twelve months, we have finished the year in a secure financial position which will stand us in good stead for the forthcoming year.

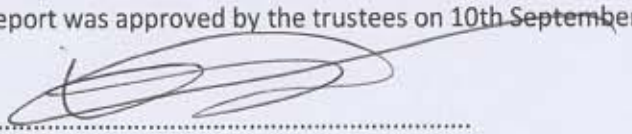
Reserves policy
The reserves policy is reviewed annually. During the year the trustees examined the charity's requirement for reserves and determined that Designated Reserves should be maintained at a level sufficient to cover twelve months' core running costs together with sufficient funds to meet any reasonably foreseeable contingency, a total of £72,000.

PUBLIC BENEFIT

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

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006

This report was approved by the trustees on 10th September 2024 and signed on their behalf by:



.....

Margaret Griffiths, Chair of Harleston Information Plus Charity

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	Harleston Information Plus Charity		
On accounts for the year ended	31 March 2024	**Charity no (if any)**	1146735
Set out on pages	11-16		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/03/2024**

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:		**Date:**	10-9-2024
Name:	JOHN DARRELL WILLIS		
Relevant professional qualification(s) or body (if any):	INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES		
Address:	Market House 4a Church Street, Harleston, Norfolk IP20 9BB		

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2023-24 £	Unrestricted funds 2023-24 £	Total funds 2023-24 £	Total funds 2022-23 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Grants		20,975	6,500	27,475	55,882
Donations			27,769	27,769	25,806
Sale of donated goods			827	827	536
Other			10,201	10,201	7,760
TOTAL INCOMING RESOURCES	3	**20,975**	**45,297**	**66,272**	**89,984**
RESOURCES EXPENDED					
Costs	4	23,882	43,675	67,557	75,339
NET MOVEMENT IN FUNDS FOR THE YEAR		**(2,907)**	**1,622**	**(1,285)**	**14,645**
Total funds at 1 April 2023		9,907	123,193	133,100	
TOTAL FUNDS AT 31 MARCH 2024		**7,000**	**124,815**	**131,815**	

The notes on pages 13 to 16 form part of these financial statements

Charity no 1146735

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2024

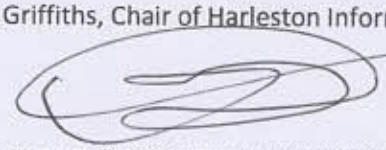
	Notes	2024 £	2024 £	2023 £	2023 £
CURRENT ASSETS					
Debtors	7	19,803		16,678	
Cash at bank and in hand		113,619		117,781	
		132,692		134,459	
CREDITORS: amount falling due within one year	8	(877)		(1,359)	
NET CURRENT ASSETS			131,815		133,100
CREDITORS: amounts falling due after one year			0		0
NET ASSETS			**131,815**		**133,100**
CHARITY FUNDS					
Restricted funds	9		7,000		9,907
Designated funds			72,000		38,000
Unrestricted funds			52,815		85,193
TOTAL FUNDS			**131,815**		**133,100**

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the Charity as at 31 March 2024 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Charity.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 10th September 2024 and signed on their behalf by Margaret Griffiths, Chair of Harleston Information Plus Charity



Signature .....

The notes on pages 13 to 16 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2024

1 BASIS OF PREPARATION

1.1 The financial statements have been prepared under the historical cost convention, in accordance with FRS (102) The Financial reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2015).

1.2 There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 No changes have been made to accounts for previous years

2 ACCOUNTING POLICIES

2.1 The accounts have been prepared in accordance with FRS102. This has not made any material difference to the financial statements.

2.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income and the amount can be quantified with sufficient reliability.

Where incoming resources have related expenditure the incoming resources and related expenditure are reported gross in the SoFA.

Grants and donations are only included in the SoFA when the charity has unconditional entitlement

Performance related grants are only included in the SoFA once the related services have been delivered

The value of voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment income is included in the accounts when receivable.

2.3 Resources expended

All expenditure is accounted for on an accruals basis.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2024

3 INCOMING RESOURCES

	Restricted funds 2023-24	Unrestricted funds 2023-24	Total funds 2023-24	Total funds 2022-23
	£	£	£	£
Grants	20,975	6,500	27,475	55,882
Gifted from HIP Ltd	0	15,986	15,986	14,045
Donations		11,783	11,783	11,761
Sale of donated goods	0	827	827	536
Room hire	0	2,463	2,463	1,730
Other	0	7,738	7,738	6,030
Total	**20,975**	**45,297**	**66,272**	**89,984**

4 RESOURCES EXPENDED

	Restricted	Unrestricted	Total	Total
	2023-24	2023-24	2023-24	2022-23
	£	£	£	£
Staff costs	14,718	22,822	37,540	45,450
Other costs	9,164	20,853	30,017	27,889
Total	**23,882**	**43,675**	**67,557**	**75,339**

5. DETAILS OF CERTAIN EXPENSES

5.1 TRUSTEE EXPENSES

During the year no trustees received any payment or remuneration of out-of-pocket expenses

5.2 FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner fee £168

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2024

6. PAID EMPLOYEES

6.1 STAFF COSTS

	2023-24	2022-23
	£	£
Gross wages and salaries	37,063	47,090
Employers' National Insurance	0	0
Pensions	477	360
Total	37,540	47,450

6.2 AVERAGE NUMBER OF FULL-TIME EQUIVALENT EMPLOYEES IN THE YEAR

The parts of the charity in which the employees work	2023-24	2022-23
Harleston Information Centre Administrator	0.5	0.5
Centre Manager	0.8	0.7
Better Together	0.0	0.7
Awards for All	0.1	0.0
Cleaner	0.1	0.1
Total	**1.5**	**2.0**

7. DEBTORS: Amounts falling due within one year

	2024	2023
	£	£
HIP Ltd – gifted profit	15,986	14.045
Prepayments and accrued income	3,097	2,633
	19,083	16,678

HIP Ltd (Company number 04630178) is donating its 2023-24 profits to HIP Ltd Charity

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2024

8. CREDITORS: Amounts falling due within one year	2024	2023
	£	£
Accruals and deferred income	877	1,359
Total	**877**	**1,359**

9. STATEMENT OF RESTRICTED FUNDS

Grant funding	Brought forward	Incoming resources	Outgoing resources	Carried forward
	£	£	£	£
1) Paul Bassham grant	2,000	10,000	5,000	7,000
2) Saracens grant	0	4,995	4,995	0
3) Love Norfolk grant	0	4,930	4,930	0
4) Awards for all grant	7,907	0	7,907	0
5) South Norfolk Council Winter Warmers grant	0	750	750	0
6) South Norfolk Go for It grant	0	300	300	0
Total restricted grants	**9,907**	**20,975**	**23,882**	**7,000**

Incoming resources 2023-24

1) A grant from the Paul Bassham Trust to contribute towards the costs of the Befriending Service.

2) A grant from Saracens to contribute towards the costs of the Befriending Service.

The Befriending Service provides telephone or face-to-face befriending to people over the age of 18 to reduce social isolation and promote independence.

3) A grant from Love Norfolk towards the costs of running the weekly Jobs Club

4) Awards for All grant – a project to enhance opportunities for social interaction, wellbeing and inclusion, developing new activities and peer support across rural locations in South Norfolk. Funding was received in 2022-23, some of which was carried forward to 2023-24

5) Winter Warmers – a grant from South Norfolk Council to provide Winter Warming packs

6) Go for It grant from South Norfolk Council to provide welcome bags to hand out to new residents in Harleston and its hinterland.

THE HARLESTON INFORMATION PLUS CHARITY

England & Wales - Charity number 1146735

Accounts

HARLESTON INFORMATION PLUS CHARITY

Independently examined Trustees Report and financial statements

Financial year ending 31st March 2023

Charity Registration number – 1146735

Company registration number – 8010650

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

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HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

The Board of Trustees present their report and independently examined financial statements for the financial year 1st April 2022 to 31st March 2023

Registered name: Harleston Information Plus Charity

Charity registration number: 1146735
Company registration number: 8010650

Registered Office and operational address:
8 Exchange Street, Harleston, Norfolk, IP20 9AB

Board members:

Chair:	Margaret Griffiths
Vice Chair:	Norman Hart
Treasurer:	Carolyn Malinowski

Other Trustees:
Janet Bird (appointed 14.02.23)
Kim Bryant
Lynda Ling
Robin Twigge

Company Secretary: None
Centre Administrator: Sally Davies

Independent Examiner:
Calum Ward & Co Ltd
Market House, 4a Church Street, Harleston, Norfolk, IP20 9BB

Bankers:
Barclays, Leicester, LE87 2BB

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

TRUSTEES REPORT FOR THE YEAR ENDING 31 MARCH 2023

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the financial statements of Harleston Information Plus Charity (the charity) for the year ending 31 March 2023.

The Trustees confirm that the annual report and financial statements of the charity comply with the current statutory requirements, the requirements of the company's governing document, FRS 102 "The Financial reporting Standard applicable in the UK and Republic of Ireland" and Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS102 (effective 1 January 2015).

Structure, governance and management

MEMORANDUM OF ASSOCIATION

The charity is registered as a charitable company, limited by guarantee and was incorporated on 28 March 2012 and registered as a charity on 2 April 2012. The charity is constituted under the Memorandum of Association.

The objects of the charity are:

1 The promotion for the public benefit of rural regeneration in areas of social and economic deprivation and in particular in Harleston and the surrounding area, by all or any of the following means:
   - The provision of a free confidential, independent and impartial service of information for the residents of Harleston and the surrounding areas;
   - The relief of unemployment in such ways as may be thought fit, including the provision of assistance to find employment;
   - The provision of business related information to unemployed people with a view to assisting them in setting up a business;
   - The advancement of education, training or retraining, particularly among unemployed people;
   - The provision of recreational and other facilities for the public at large or those who by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances have need of such facilities;
   - The creation of training and employment opportunities by the provision of workspace whether or not such workspace is provided on favourable terms;
   - The relief of elderly and disabled people who are in need, providing items, services or facilities calculated to relieve the needs of such persons and by the provision of support to such persons/carers;
   - Such other means as may from time to time be determined subject to the prior written consent of the Charity Commission;

2 To promote or advance any purpose which is charitable according to the law of England and Wales for the benefit of the public principally by the payment of grants, loans and other payments to such

charity or charities with the same or similar area of benefit as the charity as the trustees shall from time to time think fit.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

Subsequent trustees shall be appointed by resolution of the trustees. The term of office for all trustees other than the first trustees is 3 years from the date of their appointment.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

The trustees of the charity meet regularly. Day to day control of the Information Centre is delegated to the Information Centre Administrator.

d. AIMS

The trustees' priority aims are currently:

- To work with and involve the local community in all that we do
- To alleviate local rural and social isolation and deprivation
- Identify need and offer quality support and information services to help those who are most disadvantaged in our community, these include jobseekers, carers and the elderly
- To encourage, promote and initiate projects that will provide social and cultural benefits to the area
- To promote Harleston and its hinterland, helping to improve the socio-economic quality of life for everyone in the community.
- To enable a thriving third sector in the Harleston area by encouraging volunteering in the community and providing support for local volunteer run groups and organisations.
- For our own volunteers, offer training and support, enhancing wellbeing, life skills and increasing employability
- Work in partnership with other organisations on projects of benefit to our community
- To seek funding to initiate and support all of the above

e. ACTIVITIES AND PERFORMANCE

The activities of the charity were affected greatly by the Covid-19 Coronavirus pandemic, however due to the hard work and diligence of staff and volunteers, the work of the Charity is now back to normality.

Main activities of the charity during this period have been:

- Information centre and related activities
- Employment Support through Harleston Jobs Club and 1:1 IT Training
- Work to combat loneliness and social isolation across rural areas of South Norfolk through our Befriending Service and Better Together.
- A new service offering help with on-line forms, e.g Blue Badge application, concessionary bus passes, etc
- Development of a new website providing information on the work of HIP, local clubs, activities, sports groups, and services

All our activities focus on improving the quality of life for local residents and are undertaken to further our charitable purposes for the public benefit.

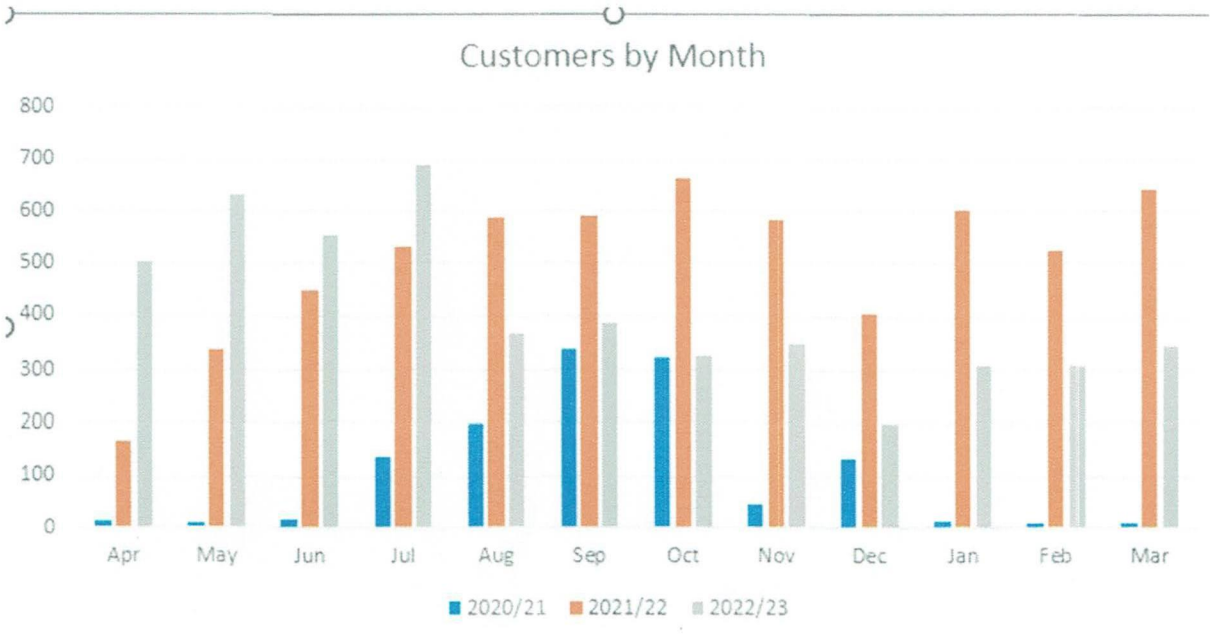
Over the twelve months volunteers including trustees, gave a combined total of close to 3,000 hrs of their time to the work of the Charity, which equates to a value of £28,500 based on the National Living Wage.

Trustees hold a monthly management meeting when progress is reported and discussed, strategy developed and finances scrutinised.

Harleston Information Plus Charity (HIP) is seen as a community focal point, a place where you can get information, receive support and training or enjoy social activity. This has never been more important than these last few years, and we are confident public awareness of our services is continuing to grow. We have been able to extend our services into the hinterland allowing us to better address rural and social isolation.

Information centre

A core of volunteers specialise in working on the information desk and maintain HIP's 6 day a week service.



Note: The sharp reduction in customers from Aug 2022 was due to the withdrawal of a popular service recycling blister packs by Superdrug. Residents bought their used blister packs to the Information Centre and HIP delivered them to participating Superdrug Stores.

Modernisation of equipment in the two meeting rooms with wall-mounted TV screens, has resulted in a more professional offer to room hirers, enabling links to laptops to facilitate training and presentations. The upgrade of 8 laptops used in the Jobs Club benefitted the service users.

The Harleston U3A Board Games group meets at the Centre twice a month, Susan Whymark Funeral Service holds a monthly bereavement counselling session and Citizens Advice visits the Centre weekly on an appointment only basis.

During the year we ran 6 Emergency First Aid at Work training courses offering reduced rates to charities and community groups.

Employment Support

The Jobs Club has been financially supported by:

(i) LIFT Community Grants Project up until 31st July 2022
(ii) Norfolk Community Foundation's East of England Co-op Community Cares Fund from 7th September 2022

(i) LIFT Community Grants Project

The project delivered a structured IT learning programme enabling individuals with no IT knowledge or access, to learn, gain confidence and utilise online services that are crucial to their chances of progression into employment or further learning. A total of 15 learners were recruited onto the project as planned and participated in workshops including:

- CV writing
- Creating an email address
- Using emails
- Registering on jobsites
- Applying for work online
- Practical job searching
- Using Universal Credit
- Preparing for interviews
- Online interviews

(ii) Norfolk Community Foundation's East of England Co-op Community Cares Fund

The project aims to help re-connect residents to local opportunities including volunteering and employability support including vocational training and weekly Jobs Club activities.

The Jobs Club has been offering support to jobseekers via 1:1 appointments and advance booking at the weekly Jobs Club which was operating under reduced opening hours up until 31st January 2023.

From 1st February 2023, we fully reopened the weekly drop in Jobs Club to its full capacity and have seen a steady increase in jobseekers accessing this service. The Jobs Club is supported by 3 volunteers and sees an average of 5 jobseekers attend weekly.

The Jobs Club is increasingly supporting jobseekers facing multiple barriers to employment and regularly provides social, emotional and wellbeing support. Many of the jobseekers we see are:

- Long-term unemployed
- Affected by redundancy
- Struggling with health/disability issues
- Aged 50 or over
- Lone parents

Jobseekers receive ongoing support at the Jobs Club with searching and applying for work online, CV writing, IT help, further learning opportunities, interview tips and advice and information regarding self-employment and volunteering.

The Jobs Club has supported a total of 61 jobseekers from 1st April 22 – 31st March 23 and over 40% of jobseekers supported have moved into employment following engagement with our services.

Befriending Service

The befriending service has continued to grow and develop. 4 training days were held providing initial befriending training to 6 volunteers. Other volunteer training included:

- Safeguarding Adults Awareness– 7 volunteer befrienders trained
- Mental Health First Aid– 1 volunteer befriender trained
- Emergency First Aid at Work – 2 volunteer befrienders trained

A total of 12 volunteers have supported the befriending service from 1st April 22 – 31st March 23, supporting 28 service users within Harleston and its surrounding villages. Referring organisations include:

- Community Connectors from South Norfolk and Broadland Council Help Hub
- Norfolk County Council Adult Social Services
- Norfolk Community Health and Care NHS Trust
- Norfolk and Suffolk NHS Foundation Trust
- The Priory Group
- POhWER

On-Line Support Service

Many government and other organisations now require people to access their services on-line, which can present problems for some people without the equipment or knowledge to do so. We have therefore introduced a new service to the Centre, supported by volunteers, offering equipment and technical support in completing on-line forms, such as concessionary bus passes, blue badge forms, and attendance allowance.

Better Together Norfolk

BTN continued its work to provide activities to individuals living in the rural community. This has been delivered in a way that accommodates people's willingness to meet face to face once again.

Many people who attended our virtual Zoom groups during lockdown embraced those connections and continued to maintain friendships formed during lockdown and now meet at the face-to-face groups. In addition, some members of the face-to-face art group have gone on to volunteer their time towards community projects.

Social groups developed and run during this period include:

- A monthly social café held at the Waveney Heritage Centre in Brockdish.
- A weekly 'All Together Café' in St Johns Church, working collaboratively with the Waveney Food Bank.
- A weekly 'Just a Cuppa' in Diss library

We also developed community awareness projects and events:

- Queen's Jubilee projects - commemorative book, red, white and blue hearts issued to the children of Harleston, Jubilee tree in the grounds of St John's Church
- 3 Cooking workshops - on a budget, joy of food on a budget and slow cooker workshop
- Chatty Chair project launched in Harleston 10 Sept to mark Suicide Awareness Day
- Sketch and Reflect, Brockdish
- Arty Crafty Tuesday Kindness postbox initiative, in collaboration with Men's Shed
- Walk, Talk and Write sessions in Diss

- Knitted items for Christmas hampers, working with Diss Norfolk Knitters and Stitchers
- Arty Crafty Tuesday Christmas cards for hampers
- Put a Sock In It – collecting warm socks for those in need
- Community Jigsaw
- Hearts and flowers for Ukrainian refugees

HIP's contract with Voluntary Norfolk for the Better Together project came to an end on 31st March 2023.

Warm Rooms

With funding from Norfolk Community Foundation and South Norfolk District Council we were able to set up Warm Room provision from November to March at the Information Centre once a week and at The Swan Hotel 7 days a week. This provided a safe, warm and welcoming place to go, with free refreshments, for those struggling with rising energy costs.

f. FINANCIAL REVIEW

We have benefitted in the last twelve months from a great deal of valued support received from the local community.

We received donations totalling £9,500 from Bullock Fair Charity Shop, £420 from the Round Table, £375 in memory of Mr Richard Gibbons, £280 from Handsomes of Harleston from their Christmas draw, and £250 total donations from Mr and Mrs Spooner from the proceeds of Brockdish Open Gardens. District Councillor Jeremy Savage donated £250 from his councillor grant funds to enable us to buy a printer.

Our staff and volunteers have donated money raised at stalls at town events, a Quiz Night and the Christmas grotto. Our donation pots, hosted by many local shops, provide us with another valued stream of donations, as does the renting out of our rooms to local organisations.

We would like to express our warmest thanks and appreciation for all these donations.

We received a grant of £6,000 from the Redenhall with Harleston Town Council, and would like to express our appreciation for their continued support.

Our dedicated and hard-working staff have enabled us to deliver a number of projects during the year as described in detail above, funded by grants. Projects undertaken during the year were:

- the continued delivery of the Better Together partnership on behalf of Voluntary Norfolk
- the successful completion of a LIFT project, funded by the European Social Fund
- a continuation of our Befriending service, partly funded by grants from the Love Norfolk Fund and the East of England Co-op
- a continuation of the Jobs Club, partly funded by the East of England Co-op
- a project to enhance opportunities for social interaction, wellbeing and inclusion across rural locations in South Norfolk, funded by the Big Lottery Community Fund
- provision of Warm Rooms at HIP and the Swan Hotel, funded by Norfolk Community Foundation and South Norfolk Council

We have received a grant of £2,000 from the Paul Bassham Trust, as a contribution towards the costs of running the Befriending Service in 2023-24.

We have also received gift funding from the trading profit of Harleston Information Plus Ltd. which is made on a regular annual basis.

After a busy and productive twelve months, we have finished the year in a secure financial position which will stand us in good stead for the forthcoming year.

Reserves policy

The reserve policy is reviewed annually. During the year the trustees examined the charity's requirement for reserves and determined that unrestricted reserves should be maintained at a level sufficient to cover six months core running costs together with sufficient funds to meet any reasonably foreseeable contingency, a total of £38,000. Unrestricted funds currently exceed this level.

g. FUTURE DEVELOPMENTS

Information Centre

A long-standing member of staff has been appointed as Centre Manager who has introduced regular training sessions inviting local groups and organisations to present their services to volunteers.

Employment Support

The Trustees are committed to continuing HIP's work in providing ongoing support through its Jobs Club activities and IT training.

Befriending

The quantity of referrals received for this new service has continued to increase during 2022-23 which highlights the growing social isolation in the community, particularly following the Covid pandemic, and funding is being actively sought to enable us to continue this service to the local community.

Funding

In the forthcoming year, the Charity intends to actively seek the opinions of the community with a view to applying for long-term funding to address the needs of local residents.

PUBLIC BENEFIT

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

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006

This report was approved by the trustees on 12th September 2023 and signed on their behalf by:
Margaret Griffiths, Chair of Harleston Information Plus Charity

.....

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	Harleston Information Plus Charity		
On accounts for the year ended	31 March 2023	**Charity no (if any)**	1146735
Set out on pages	12-18		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/03/2023**

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:	J.D. Willis	**Date:**	8 September 2023
Name:	John Willis		
Relevant professional qualification(s) or body	The Institute of Chartered Accountants in England and Wales		
Address:	Market House 4a Church Street, Harleston, Norfolk IP20 9BB		

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2022-23 £	Unrestricted funds 2022-23 £	Total funds 2022-23 £	Total funds 2021-22 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Grants		49,882	6,000	55,882	53,749
Donations		420	25,386	25,806	21,685
Sale of donated goods		0	536	536	503
Other		0	7,760	7,760	4,933
TOTAL INCOMING RESOURCES	3	**50,302**	**39,682**	**89,984**	**81,050**
RESOURCES EXPENDED					
Costs	4	40,395	34,944	75,339	64,638
NET MOVEMENT IN FUNDS FOR THE YEAR		**9,907**	**4,738**	**14,645**	**16,412**
Total funds at 1 April 2022		0	118,455	118,455	
TOTAL FUNDS AT 31 MARCH 2023		**9,907**	**123,193**	**133,100**	

The notes on pages 14 to 17 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
CURRENT ASSETS					
Debtors	7	16,678		14,929	
Cash at bank and in hand		117,781		104,381	
		134,459		119,310	
CREDITORS: amount falling due within one year	8	(1,359)		855	
NET CURRENT ASSETS			133,100		118,455
CREDITORS: amounts falling due after one year			0		0
NET ASSETS			**133,100**		**118,455**
CHARITY FUNDS					
Unrestricted funds			123,193		118,455
Restricted funds	9		9,907		0
TOTAL FUNDS			**133,100**		**118,455**

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the Charity as at 31 March 2022 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Charity.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 12th September 2023 and signed on their behalf by Margaret Griffiths, Chair of Harleston Information Plus Charity:

Signature .....

The notes on pages 14 to 18 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2023

1 BASIS OF PREPARATION

1.1 The financial statements have been prepared under the historical cost convention, in accordance with FRS (102) The Financial reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2015).

1.2 There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 No changes have been made to accounts for previous years

2 ACCOUNTING POLICIES

2.1 The accounts have been prepared in accordance with FRS102. This has not made any material difference to the financial statements.

2.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income and the amount can be quantified with sufficient reliability.

Where incoming resources have related expenditure the incoming resources and related expenditure are reported gross in the SoFA.

Grants and donations are only included in the SoFA when the charity has unconditional entitlement

Performance related grants are only included in the SoFA once the related services have been delivered

The value of voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment income is included in the accounts when receivable.

2.3 Resources expended

All expenditure is accounted for on an accruals basis.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2023

3 INCOMING RESOURCES

	Restricted funds 2022-23	Unrestricted funds 2022-23	Total funds 2022-23	Total funds 2020-21
	£	£	£	£
Grants	49,882	6,000	55,882	53,749
Gifted from HIP Ltd	0	14,045	14,045	11,247
Donations	420	11,341	11,761	10,618
Sale of donated goods	0	536	536	503
Room hire	0	1,730	1,730	594
Other	0	6,030	6,030	4,339
Total	**50,302**	**39,682**	**89,984**	**81,050**

4 RESOURCES EXPENDED

	Restricted	Unrestricted	Total	Total
	2022-23	2022-23	2022-23	2021-22
	£	£	£	£
Staff costs	24,933	22,517	47,450	45,669
Other costs	15,462	13,427	27,889	18,989
Total	**40,395**	**34,944**	**75,339**	**64,638**

5. DETAILS OF CERTAIN EXPENSES

5.1 TRUSTEE EXPENSES

During the year no trustees received any payment or remuneration of out-of-pocket expenses

5.2 FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner fee £175

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2023

6. PAID EMPLOYEES

6.1 STAFF COSTS

	2022-23	2021-22
	£	£
Gross wages and salaries	47,090	45,366
Employers' National Insurance	0	0
Pensions	360	303
Total	47,450	45,669

6.2 AVERAGE NUMBER OF FULL-TIME EQUIVALENT EMPLOYEES IN THE YEAR

The parts of the charity in which the employees work	2022-23	2021-22
Harleston Information Centre Administrator	0.5	0.5
Information Centre & Services Coordinator	0.7	0.7
Better Together	0.7	0.7
Cleaner	0.1	0.1
Total	**2.0**	**2.0**

7. DEBTORS: Amounts falling due within one year

	2023	2022
	£	£
HIP Ltd – gifted profit	14,045	11,247
Prepayments and accrued income	2,633	3,682
	16,678	14,929

HIP Ltd (Company number 04630178) is donating its 2022-23 profits to HIP Ltd Charity

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2023

8. CREDITORS: Amounts falling due within one year

	2023	2022
	£	£
Accruals and deferred income	1,359	855
Total	**1,359**	**855**

9. STATEMENT OF RESTRICTED FUNDS

Grant funding	Brought forward	Incoming resources	Outgoing resources	Carried forward
	£	£	£	£
1) LIFT grants	0	9,703	9,703	0
2) Better Together	0	15,628	15,628	0
3) Jeremy Savage Grant	0	250	250	0
4) Befriending - Paul Bassham Grant	0	2,000	0	2,000
5) Befriending – Love Norfolk grant	0	4,788	4,788	0
6) Co-op grant "Make A Difference"	0	4,944	4,944	0
7) Awards for all	0	9,969	2,062	7,907
8) Warm Rooms grants	0	2,600	2,600	0
Total restricted grants	**0**	**49,882**	**39,975**	**9,907**

Incoming resources 2022-23

1) LIFT grants - A project that supports people to access local, personalised training and employability skills to help move into employment or further learning, funded by the European Social Fund

2) Voluntary Norfolk are the programme managers for Norfolk County Council funded Better Together which works to combat loneliness across Norfolk. As a partner in this programme, HIP operates in the South Norfolk area offering 'information pop ups' to help encourage people to be more active and involved in their community.

3) A Community Support Grant from Jeremy Savage, the South Norfolk District Councillor member for Harleston, to purchase a printer

4) A grant from the Paul Bassham Trust to contribute towards the costs of the Befriending Service in 2023-24.

5) A grant from Love Norfolk to contribute towards the costs of running the Befriending Service during 2022-23. The Befriending Service provides telephone or face-to-face befriending to people over the age of 18, to improve their self-confidence, emotional health and wellbeing, reduce social isolation and promote independence.

6) The Co-op "Make a difference" grant – a project to help to re-connect residents to local opportunities including volunteering placements, befriending services and employability support

7) Awards for All grant – a project to enhance opportunities for social interaction, wellbeing and inclusion, developing new activities and peer support across rural locations in South Norfolk, some of which is carried forward to 2023-24

8) Warm Rooms grants - £2,000 from Norfolk Community Foundation and £600 from South Norfolk Council, to fund the provision of Warm Rooms from November 2022 to March 2023

Sally

Harleston information plus

Harleston Information Plus Charity

Annual General Meeting

1:00pm on Tuesday 12th September 2023
at 8 Exchange Street, Harleston IP20 9AB

Anyone who wishes to attend and is not a Trustee can contact Centre Administrator Sally Davies on 01379 851917 or hip-admin@harleston-norfolk.org.uk who will arrange for appropriate papers to be issued

AGENDA

1. Welcome

2. Apologies

3. Minutes of last AGM held 12th September 2022

4. Matters arising

5. Chairman's annual report
   - *See pages 4-10 Trustees Report*

6. Financial report
   - *Receipt of annual accounts*
   - *Appointment of independent examiner*

7. Retirement of Trustees in rotation
   - *in rotation: Norman Hart and Lynda Ling*

8. Election and Re-election Trustees
   - *election of Jan Bird and Jeremy Savage*
   - *re-election of Norman Hart and Lynda Ling)*

9. Any Other Business

Harleston Information Plus Charity

Annual General Meeting

Minutes of meeting via Zoom video conferencing

12/09/2022

Trustees present		Margaret Griffiths (Chair) Kim Bryant, Norman Hart, Carolyn Malinowski, Robin Twigge In Attendance Sally Davies *(minute taker)*
In attendance		
1.	Welcome	MG welcomed everyone to the meeting
2.	Apologies	Lynda Ling
3.	Minutes of last General Meeting	The minutes of the meeting held on 20th Sept 2021 were checked for accuracy. No comments. Proposed by RT as accurate, seconded by CM Minutes to be signed by MG
4.	Matters arising	None
5.	Chairman's annual report	Included within the Annual Accounts pages 4-11. No questions or comments on the report. KB proposed acceptance, RT seconded, agreed unanimously.
6.	Financial Report	CM presented Financial report. NH proposed acceptance of audited accounts, seconded by RT, agreed unanimously.
7.	Retirement of Trustees	MG and CM stood down. MG handed the chair to NH.
8.	Election and re election of Trustees	Chair asked for proposals for re-election. RT proposed MG and CM for re-election, seconded by KB, agreed unanimously. NH proposed MG as Chair, seconded by KB, agreed unanimously. NH handed back chair to MG.
9.	AOB	NH noted that we as group of trustees, employees, volunteers and funders are incredibly lucky as to how well we have come through and out of Covid, gaining more volunteers than we lost, in a financially stronger position and our activity returned to greater level than before Covid.

Meeting closed at 13.48

Signed .....

THE HARLESTON INFORMATION PLUS CHARITY

England & Wales - Charity number 1146735

Accounts

HARLESTON INFORMATION PLUS CHARITY

Independently examined Trustees Report and financial statements

Financial year ending 31st March 2022

Charity Registration number – 1146735

Company registration number – 8010650

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

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Notes forming part of the financial statements	14-17

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

The Board of Trustees present their report and independently examined financial statements for the financial year 1st April 2021 to 31st March 2022

Registered name: Harleston Information Plus Charity

Charity registration number: 1146735
Company registration number: 8010650

Registered Office and operational address:
8 Exchange Street, Harleston, Norfolk, IP20 9AB

Board members:

Chair:	Margaret Griffiths
Vice Chair:	Norman Hart
Treasurer:	Carolyn Malinowski

Other Trustees:
Kim Bryant
Lynda Ling (appointed 20th September 2021)
Peter Mortimer (retired 20th September 2021)
Robin Twigge

Company Secretary: None
Centre Administrator: Sally Davies

Independent Examiner:
Elizabeth Klingaman MA FCA

Bankers:
Barclays, Leicester, LE87 2BB

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

TRUSTEES REPORT FOR THE YEAR ENDING 31 MARCH 2022

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the financial statements of Harleston Information Plus Charity (the charity) for the year ending 31 March 2022.

The Trustees confirm that the annual report and financial statements of the charity comply with the current statutory requirements, the requirements of the company's governing document, FRS 102 "The Financial reporting Standard applicable in the UK and Republic of Ireland" and Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS102 (effective 1 January 2015).

Structure, governance and management

MEMORANDUM OF ASSOCIATION

The charity is registered as a charitable company, limited by guarantee and was incorporated on 28 March 2012 and registered as a charity on 2 April 2012. The charity is constituted under the Memorandum of Association.

The objects of the charity are:

1 The promotion for the public benefit of rural regeneration in areas of social and economic deprivation and in particular in Harleston and the surrounding area, by all or any of the following means:
   - The provision of a free confidential, independent and impartial service of information for the residents of Harleston and the surrounding areas;
   - The relief of unemployment in such ways as may be thought fit, including the provision of assistance to find employment;
   - The provision of business related information to unemployed people with a view to assisting them in setting up a business;
   - The advancement of education, training or retraining, particularly among unemployed people;
   - The provision of recreational and other facilities for the public at large or those who by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances have need of such facilities;
   - The creation of training and employment opportunities by the provision of workspace whether or not such workspace is provided on favourable terms;
   - The relief of elderly and disabled people who are in need, providing items, services or facilities calculated to relieve the needs of such persons and by the provision of support to such persons/carers;

- Such other means as may from time to time be determined subject to the prior written consent of the Charity Commission;

2 To promote or advance any purpose which is charitable according to the law of England and Wales for the benefit of the public principally by the payment of grants, loans and other payments to such charity or charities with the same or similar area of benefit as the charity as the trustees shall from time to time think fit.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

Subsequent trustees shall be appointed by resolution of the trustees. The term of office for all trustees other than the first trustees is 3 years from the date of their appointment.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

The trustees of the charity meet regularly. Day to day control of the Information Centre is delegated to the Information Centre Administrator.

d. AIMS

The trustees' priority aims are currently:

- To work with and involve the local community in all that we do
- To alleviate local rural and social isolation and deprivation
- Identify need and offer quality support and information services to help those who are most disadvantaged in our community, these include jobseekers, carers and the elderly
- To encourage, promote and initiate projects that will provide social and cultural benefits to the area
- To promote Harleston and its hinterland, helping to improve the economic quality of life for everyone in the community.
- To enable a thriving third sector in the Harleston area by encouraging volunteering in the community and providing support for local volunteer run groups and organisations.
- For our own volunteers, offer training and support, enhancing wellbeing, life skills and increasing employability
- Work in partnership with other organisations on projects of benefit to our community
- To seek funding to initiate and support all of the above

e. ACTIVITIES AND PERFORMANCE

The activities of the charity were affected greatly by the Covid-19 Coronavirus pandemic during the previous financial year with the Information Centre closing for visitors during the three national lockdowns, although we were still able to maintain a service to the community employing four part time staff. During 2021/22, as restrictions were lifted we have seen a slow return to normality as people gained more confidence interacting with others, with customer numbers now exceeding pre-pandemic figures.

Main activities of the charity during this period have been:

- Information centre and related activities
- Employment Support through Harleston Jobs Club and 1:1 IT Training

- Work to combat loneliness and social isolation across rural areas of South Norfolk through Harleston VIP (Virtual Information Plus, our new Befriending Service and Better Together.

All our activities focus on improving the quality of life for local residents and are undertaken to further our charitable purposes for the public benefit.

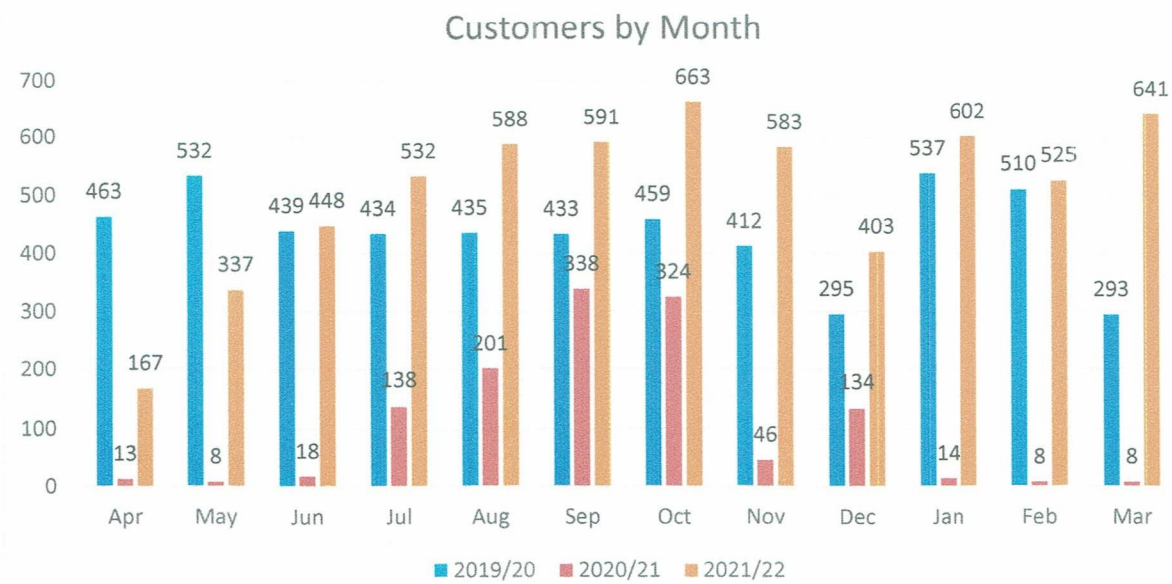
Over the twelve months volunteers including trustees, gave a combined total of circa 2,850 hrs of their time to the work of the Charity, which equates to a value of £25,390 based on the National Living Wage.

Trustees hold a monthly management meeting when progress is reported and discussed, strategy developed and finances scrutinised.

Harleston Information Plus Charity (HIP) is seen as a community focal point, a place where you can get information, receive support and training or enjoy social activity. This has never been more important than these last two years, and we are confident public awareness of our services is continuing to grow. Over the last few years we have been able to extend our services into the hinterland allowing us to better address rural and social isolation.

Information centre

The customer statistics below clearly illustrate the effect of the pandemic and that customer levels are now stronger than they were before the pandemic.



A core of volunteers specialise in working on the information desk and maintain HIP's 6 day a week service. A number of volunteers decided not to return after the national lockdowns and a recruitment drive resulted in seven new volunteers joining the information desk team.

Equipment in the two meeting rooms has been modernised with wall-mounted TV screens, providing a more professional offer to room hirers, enabling links to laptops to facilitate training and presentations.

The Harleston U3A Board Games group meets at the Centre twice a month, and Susan Whymark Funeral Service holds a monthly bereavement counselling session. Citizens Advice has returned to the Centre on an appointment only basis rather than the drop-in service offered.

During the year we ran two Emergency First Aid at Work training courses October 2021 and January 2022, offering reduced rates to charities and community groups.

A new service accepting medical blister packs for recycling introduced during the year has proved very popular with local residents, and encourages people to visit the Information Centre. The two or three black bin-bags full collected each week are taken by volunteers to Superdrug pharmacies (based in Lowestoft, Norwich and Gorleston) who provide a recycling service in partnership with TerraCycle.

Employment Support

(i) Harleston Jobs Club

The Jobs Club has been financially supported by LIFT Community Grants and the Paul Bassham Charitable Trust.

The Jobs Club has operated 1:1 socially distanced appointments providing a full range of employment support to jobseekers including careers advice, CV writing, support with job searching and applications, interview advice, business start-up information and volunteering opportunities. A total of 34 jobseekers have accessed this service.

Following the Covid-19 pandemic, the Jobs Club reopened its weekly Club on 4th August 2021. The weekly 2-hour session has been volunteer led, numbers have been restricted and jobseekers are required to book in advance in order to attend. A total of 5 jobseekers have attended the club for regular support.

(ii) 1:1 IT training

The LIFT Community Grants IT training continued to run until 31st October 2021, supporting a total of 15 learners.

The project delivered a structured IT learning programme enabling individuals with no IT knowledge or access, to learn, gain confidence and utilise online services that are crucial to their chances of progressing into employment or further learning.

Project results:

- 33% of participants moved into employment
- 13% of participants moved into further learning

On 1st January 2022, we secured further funding from LIFT Community Grants in order to continue to run our IT training programme for jobseekers. This round of funding supports a further 15 jobseekers, new to the Harleston Jobs Club and runs until 31st July 2022.

The structured programme delivers 1:1 IT training over a series of sessions and includes:

- CV writing
- Creating an email address
- Using emails
- Registering on jobsites
- Applying for work online
- Practical job searching
- Using Universal Credit
- Preparing for interviews
- Online interviews

Following completion of the IT training programme, the project aims for:

- 4 participants to progress into formal training or education
- 3 participants to progress into paid employment.

Summary

- 64 jobseekers supported through the Jobs Club services:
- 30 jobseekers provided with structured 1:1 IT training
- 34 jobseekers provided with 1:1 employment support

Harleston VIP - (Virtual Information Plus)

Supported by the National Lottery Awards for All fund, in May 2021 we launched Harleston VIP. A project designed to respond to increased levels of critical needs experienced by local residents due to the impact of Covid-19 and the additional challenges of delivering safe and accessible, socially distanced services. Harleston VIP transitioned existing services to online and virtual platforms, to ensure we maintained contact and essential support with our most vulnerable residents, alongside developing new activities in partnership with our local communities, these included:

- Online Jobs Club
- Video and face-time calling service
- Funeral streaming
- Befriending service

The most successful of these initiatives was the befriending service which has continued to grow and develop. 3 training days were held providing initial befriending training to 14 volunteers. 10 of these volunteers embarked on their befriending journey and between them have supported 20 service users within Harleston and its surrounding towns and villages. Referrals into the service have primarily been from the Community Connectors for South Norfolk and Broadland Council or via self-referral.

Better Together Norfolk

BTN has continued its work to provide activities to individuals living in the rural community. This has been delivered in a way that accommodates people's willingness to meet face to face once again. For those who are still reluctant to attend face-to-face groups we have continued to make connections with virtual groups and community initiatives.

We have enjoyed extensive media coverage on Radio Norfolk, Park Radio, Diss Express and Eastern Daily Press. They have covered a range of initiatives, including Random Acts or Creative Kindness, All Together Café, Pocket Hugs.

Many people who attended our virtual Zoom groups during lockdown have embraced those connections and have continued to maintain friendships formed during lockdown and now meet at the face-to-face groups. In addition, some members of the face-to-face art group have gone on to volunteer their time towards community projects.

Social groups developed and run during this period include:

- A monthly social café held at the Waveney Heritage Centre in Brockdish.
- A weekly 'All Together Café' in St Johns Church, working collaboratively with the Waveney Food Bank.
- A weekly 'Just a Cuppa' in Diss library

We have also developed community awareness projects and events:

- Sunflower seeds free to the community
- Art postcard exchange with an art community in the Hebrides
- Art session for mental health awareness week
- Holding hands community project
- Random acts of crochet kindness part of suicide awareness week and Harleston primary schools cool to be kind project
- Christmas craft session for families
- Norfolk Dialect colouring book
- Community Jigsaw

f. FINANCIAL REVIEW

We have benefitted in the last twelve months from a great deal of valued support received from the local community. We received grants totalling £9,000 from Bullock Fair Charity Shop as well as £6,000 from Redenhall with Harleston Town Council and £5,000 from the Paul Bassham Trust, and would like to express our thanks and appreciation for these funds. We also received a Business Restart grant from South Norfolk Council.

We have received generous donations from Mr and Mrs Spooner from the proceeds of the Brockdish Open Gardens, from Pauline Shadbolt, from Handsomes of Harleston from their Christmas draw, and from the Round Table as a contribution towards Christmas events held at HIP. Our donation pots, hosted by many local shops, provide us with another valued stream of donations, as does the renting out of our rooms to local organisations.

Our dedicated and hard-working staff have enabled us to deliver a number of projects during the year as described in detail above, which have been funded by grants.

Projects undertaken during the year were:

- the continued delivery of the Better Together partnership on behalf of Voluntary Norfolk
- the successful completion of a LIFT project initiated in 2020-21 and extended into 2021-22 due to lockdown constraints, funded by the European Social Fund
- a new project to support people to access local, personalised training and employability skills to help move into employment or further learning, also funded by the European Social Fund

- a new project to provide telephone or face-to-face befriending, funded by the National Lottery

We have also received gift funding from the trading profit of Harleston Information Plus Ltd. which is made on a regular annual basis.

We are very glad to have been able to return to normal activities gradually throughout the year and to have been able to resume our role helping the community and delivering on several projects. We have finished the year in a secure financial position which will stand us in good stead for the forthcoming year.

g. FUTURE DEVELOPMENTS

Information Centre

Work has commenced on a total revamp of HIP's website, moving to a more user-friendly, flexible system which offers add-on services such as appointment booking, events calendars, etc. Discussions are planned with the Town Council and Harleston's Future to liaise more closely under clear lines of responsibility and avoid the current duplication of effort.

Many government and other organisations now require people to access their services on-line, which can present problems for some people without the equipment or knowledge to do so. We have therefore introduced a new service to the Centre, supported by volunteers, offering equipment and technical support in completing on-line forms, such as concessionary bus passes, blue badge forms, and attendance allowance.

Employment Support

The Trustees are committed to continuing HIP's work in providing ongoing support through its JobsClub activities and 1:1 IT training

Befriending

The quantity of referrals received for this new service in 2021/22 has highlighted the growing social isolation in the community, particularly following the Covid pandemic, and funding is being actively sought to enable us to continue this service to the local community.

Better Together Norfolk

In the forthcoming year, BTN will continue to serve the rural community with the aim of reducing social isolation and building stronger communities. The key functions of the Outreach Coordinator's role remain:

- Volunteer recruitment and support, and campaign coordination. This is with the aim of allowing community groups to be established as part of building sustainability across South Norfolk, Broadland and Great Yarmouth.
- Production of a quarterly Better Together Newsletter. The newsletter contains updates, shares good news and promotes upcoming events, and details of how communities and volunteers can get involved.

- Identify individuals and groups who are not already benefiting from Better Together Norfolk but are eligible for the projects on offer.

The current economic climate suggests a number of developing needs in the community. The Outreach Coordinator is exploring how we can take a holistic approach by engaging with other agencies. Examples that are being piloted at the moment are: 'Cooking on a Budget', a short free course aimed at families and individuals to help them cook healthy economical meals; promoting better mental health by tackling loneliness and promoting physical activity with a walk and talk group.

Reserves policy

The reserve policy is reviewed annually. During the year the trustees examined the charity's requirement for reserves and determined that unrestricted reserves should be maintained at a level sufficient to cover six months core running costs together with sufficient funds to meet any reasonably foreseeable contingency, a total of £44,000. Unrestricted funds currently exceed this level.

PUBLIC BENEFIT

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

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006

This report was approved by the trustees on

and signed on their behalf by: .....

Margaret Griffiths, Chair of Harleston Information Plus Charity

Charity no 1146735

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Harleston Information Plus Charity		
On accounts for the year ended	31 March 2022	**Charity no (if any)**	1146735
Set out on pages	12-17		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/03/2022**

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:	Elizabeth Klingaman	**Date:**	1.7.2022
Name:	ELIZABETH KLINGAMAN		
Relevant professional qualification(s) or body	The Institute of Chartered Accountants in England and Wales		
Address:	The Old Rectory Worlingham Bury St Edmunds IP28 8RU		

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2021-22 £	Unrestricted funds 2021-22 £	Total funds 2021-22 £	Total funds 2020-21 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Grants		46,082	7,667	53,749	67,691
Donations		0	21,865	21,685	12,701
Sale of donated goods		0	503	503	0
Other		0	4,933	4,933	2,708
TOTAL INCOMING RESOURCES	3	**46,082**	**34,968**	**81,050**	**83,100**
RESOURCES EXPENDED					
Costs	4	46,082	18,556	64,638	59,887
NET MOVEMENT IN FUNDS FOR THE YEAR		**0**	**16,412**	**16,412**	**23,213**
Total funds at 1 April 2021		0	102,043	102,043	
TOTAL FUNDS AT 31 MARCH 2022		**0**	**118,455**	**118,455**	

The notes on pages 15 to 18 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2022

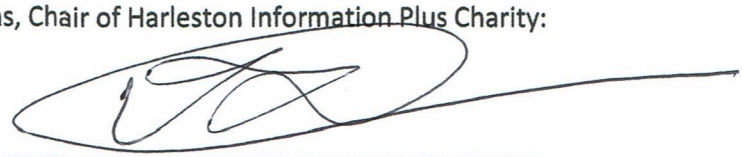
	Notes	2022 £	2022 £	2021 £	2021 £
CURRENT ASSETS					
Debtors	7	14,929		18,850	
Cash at bank and in hand		104,381		94,029	
		119,310		112,879	
CREDITORS: amount falling due within one year	8	855		10,836	
NET CURRENT ASSETS			118,455		102,043
CREDITORS: amounts falling due after one year			0		0
NET ASSETS			**118,455**		**102,043**
CHARITY FUNDS					
Unrestricted funds			118,455		102,043
Restricted funds	9		0		0
TOTAL FUNDS			**118,455**		**102,043**

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the Charity as at 31 March 2022 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Charity.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 11th July 2022 and signed on their behalf by Margaret Griffiths, Chair of Harleston Information Plus Charity:



Signature .....

The notes on pages 15 to 18 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2022

1 BASIS OF PREPARATION

1.1 The financial statements have been prepared under the historical cost convention, in accordance with FRS (102) The Financial reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2015).

1.2 There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 No changes have been made to accounts for previous years

2 ACCOUNTING POLICIES

2.1 The accounts have been prepared in accordance with FRS102. This has not made any material difference to the financial statements.

2.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with sufficient reliability.

Where incoming resources have related expenditure the incoming resources and related expenditure are reported gross in the SoFA.

Grants and donations are only included in the SoFA when the charity has unconditional entitlement

Performance related grants are only included in the SoFA once the related services have been delivered

The value of voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment income is included in the accounts when receivable.

2.3 Resources expended

All expenditure is accounted for on an accruals basis.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2022

3 INCOMING RESOURCES

	Restricted funds 2021-22	Unrestricted funds 2021-22	Total funds 2021-22	Total funds 2020-21
	£	£	£	£
Grants	46,082	7,667	53,749	67,691
Gifted from HIP Ltd	0	11,247	11,247	12,483
Donations	0	10,618	10,618	218
Sale of donated goods	0	503	503	0
Room hire	0	594	594	90
Other	0	4,339	4,339	2,618
Total	**46,082**	**34,968**	**81,050**	**83,100**

4 RESOURCES EXPENDED

	Restricted	Unrestricted	Total	Total
	2021-22	2021-22	2021-22	2020-21
	£	£	£	£
Staff costs	32,396	13,273	45,669	44,586
Other costs	13,686	5,283	18,989	15,301
Total	**46,082**	**18,556**	**64,638**	**59,887**

5. DETAILS OF CERTAIN EXPENSES

5.1 TRUSTEE EXPENSES

During the year no trustees received any payment or remuneration of out-of-pocket expenses

5.2 FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner fee £60

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2022

6. PAID EMPLOYEES

6.1 STAFF COSTS

	2021-22	2020-21
	£	£
Gross wages and salaries	45,366	44,347
Employers' National Insurance	0	0
Pensions	303	239
Total	45,669	44,586

6.2 AVERAGE NUMBER OF FULL-TIME EQUIVALENT EMPLOYEES IN THE YEAR

The parts of the charity in which the employees work	2021-22	2020-21
Harleston Information Centre administrator	0.5	0.5
Jobs Club/IT training Coordinator	0.7	0.6
Better Together	0.7	0.7
Cleaner	0.1	0.1
Total	**2.0**	**1.9**

7. DEBTORS: Amounts falling due within one year

	2022	2021
	£	£
HIP Ltd – gifted profit	11,247	12,483
Prepayments and accrued income	3,682	6,367
	14,929	18,850

HIP Ltd (Company number 04630178) is donating its 2021-22 profits to HIP Ltd Charity

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2022

8. CREDITORS: Amounts falling due within one year

	2022	2021
	£	£
Accruals and deferred income	855	10,836
Total	**855**	**10,836**

9. STATEMENT OF RESTRICTED FUNDS

Grant funding	Brought forward	Incoming resources	Outgoing resources	Carried forward
	£	£	£	£
1) LIFT grants	0	18,087	18,087	0
2) Better Together	0	18,000	18,000	0
3) Lottery Befriending project	0	9,995	9,995	0
Total restricted grants	**0**	**46,082**	**46,082**	**0**

Incoming resources 2021-22

1) Harleston Jobs Club - A Community Grants learning project that supports people to access local, personalised training and employability skills to help move into employment or further learning, funded by the European Social Fund.

2) Voluntary Norfolk are the programme managers for Norfolk County Council funded Better Together which works to combat loneliness across Norfolk. As a partner in this programme, HIP operates in the South Norfolk area offering 'information pop ups' to help encourage people to be more active and involved in their community.

3) Befriending Service – providing telephone or face-to-face befriending to people over the age of 18, to improve their self-confidence, emotional health and wellbeing, reduce social isolation and promote independence, funded by the Lottery.

THE HARLESTON INFORMATION PLUS CHARITY

England & Wales - Charity number 1146735

Accounts

HARLESTON INFORMATION PLUS CHARITY

Independently examined Trustees Report and financial statements

Financial year ending 31st March 2021

Charity Registration number – 1146735

Company registration number – 8010650

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

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HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

The Board of Trustees present their report and independently examined financial statements for the financial year 1st April 2020 to 31st March 2021

Registered name: Harleston Information Plus Charity

Charity registration number: 1146735
Company registration number: 8010650

Registered Office and operational address:
8 Exchange Street, Harleston, Norfolk, IP20 9AB

Board members:

Chair:	Margaret Griffiths
Vice Chair:	Norman Hart
Treasurer:	Carolyn Malinowski

Other Trustees:
Kim Bryant
Peter Mortimer
Robin Twigge

Company Secretary: None
Centre Administrator: Sally Davies

Independent Examiner:
Elizabeth Klingaman MA FCA

Bankers:
Barclays, Leicester, LE87 2BB

HARLESTON INFORMATION PLUS CHARITY

(A company limited by guarantee)

TRUSTEES REPORT FOR THE YEAR ENDING 31 MARCH 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the financial statements of Harleston Information Plus Charity (the charity) for the year ending 31 March 2021.

The Trustees confirm that the annual report and financial statements of the charity comply with the current statutory requirements, the requirements of the company's governing document, FRS 102 "The Financial reporting Standard applicable in the UK and Republic of Ireland" and Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS102 (effective 1 January 2015).

Structure, governance and management

MEMORANDUM OF ASSOCIATION

The charity is registered as a charitable company, limited by guarantee and was incorporated on 28 March 2012 and registered as a charity on 2 April 2012. The charity is constituted under the Memorandum of Association.

The objects of the charity are:

1 The promotion for the public benefit of rural regeneration in areas of social and economic deprivation and in particular in Harleston and the surrounding area, by all or any of the following means:
   - The provision of a free confidential, independent and impartial service of information for the residents of Harleston and the surrounding areas;
   - The relief of unemployment in such ways as may be thought fit, including the provision of assistance to find employment;
   - The provision of business related information to unemployed people with a view to assisting them in setting up a business;
   - The advancement of education, training or retraining, particularly among unemployed people;
   - The provision of recreational and other facilities for the public at large or those who by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances have need of such facilities;
   - The creation of training and employment opportunities by the provision of workspace whether or not such workspace is provided on favourable terms;
   - The relief of elderly and disabled people who are in need, providing items, services or facilities calculated to relieve the needs of such persons and by the provision of support to such persons/carers;
   - Such other means as may from time to time be determined subject to the prior written consent of the Charity Commission;

2 To promote or advance any purpose which is charitable according to the law of England and Wales for the benefit of the public principally by the payment of grants, loans and other payments to such

charity or charities with the same or similar area of benefit as the charity as the trustees shall from time to time think fit.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

Subsequent trustees shall be appointed by resolution of the trustees. The term of office for all trustees other than the first trustees is 3 years from the date of their appointment.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

The trustees of the charity meet regularly. Day to day control of the Information Centre is delegated to the Information Centre Administrator.

d. AIMS

The trustees' priority aims are currently:

- To work with and involve the local community in all that we do
- To alleviate local rural and social isolation and deprivation
- Identify need and offer quality support and information services to help those who are most disadvantaged in our community, these include jobseekers, carers and the elderly
- To encourage, promote and initiate projects that will provide social and cultural benefits to the area
- To promote Harleston and its hinterland, helping to improve the economic quality of life for everyone in the community.
- To enable a thriving third sector in the Harleston area by encouraging volunteering in the community and providing support for local volunteer run groups and organisations.
- For our own volunteers, offer training and support, enhancing wellbeing, life skills and increasing employability
- Work in partnership with other organisations on projects of benefit to our community
- To seek funding to initiate and support all of the above

e. ACTIVITIES AND PERFORMANCE

The activities of the charity have been affected greatly by the Covid-19 Coronavirus pandemic during the financial year with the Information Centre closing for visitors during the three national lockdowns:

- 19th March to 28th June 2020
- 5th November to 1st December 2020
- 5th January to 11th April 2021

We were still able to maintain a service to the community employing four part time staff: the Information Centre Administrator offering overall management, a Jobs Club Coordinator who manages the Harleston Jobs Club and LIFT project, the Better Together Outreach Officer and a Cleaner. The Centre Administrator and Jobs Club Coordinator continued with some duties working from home, and were placed on flexible furlough when unable to work their full hours. The Better Together Outreach Officer was able to continue full hours working from home throughout. The Cleaner was placed on furlough during each lockdown.

Main activities of the charity during this period have been:

- Information centre and related activities
- Harleston Jobs Club
- Work to combat loneliness and social isolation across rural areas of South Norfolk

All our activities focus on improving the quality of life for local residents and are undertaken to further our charitable purposes for the public benefit.

Over the twelve months volunteers including trustees, gave a combined total of 812 hrs of their time to the work of the Charity, which equates to a value of £7,235 based on National Minimum Wage

In normal times Trustees hold a bi-monthly management meeting when progress is reported and discussed, strategy developed and finances scrutinised, however during this extraordinary year management meetings have been held monthly.

Harleston Information Plus Charity (HIP) is seen as a community focal point, a place where you can get information, receive support and training or enjoy social activity. This has never been more important than this last year, with national lockdowns and people shielding or isolating and we are confident public awareness of our services is continuing to grow. Over the last three years we have been able to extend our services into the hinterland allowing us to better address rural and social isolation.

Information centre

When closed to visitors during the year due to Covid-19 restrictions, the phone lines and email communication remained active, with community information regularly updated on the website and posted on social media.

A core of volunteers specialise in working on the information desk and, outside of lockdown, have helped maintain HIP's 6 day a week service, albeit on reduced hours. Historically our opening hours have been 9.30am to 3.30pm but when able to open outside of the national lockdowns it was on reduced hours from 10am to 1pm. This was due to unavailability of volunteers, many of whom were in the vulnerable category and shielding. Overall the number of people we were able to help on reduced opening (21% compared to the previous year) was 23% compared to the previous year

Harleston Jobs Club

The Jobs Club was closed for the first and last quarter of the financial year due to Covid-19 restrictions. Jobseekers were supported via email, telephone and video call and were helped with job searching, CVs, applications and interviews. Many of the jobseekers supported during this time had no access to the internet; the Jobs Club helped them to access emails and their Universal Credit accounts.

The Club reopened in July 2020 for 1:1 face-to-face appointments and the delivery of personalised, 1:1 IT training.

43 jobseekers engaged in this support whilst others remained supported via telephone, email and video call. 30% of jobseekers who engaged in 1:1 appointments secured employment.

Better Together Norfolk

BTN has continued to support individuals living in the rural community during the pandemic by setting up volunteer groups who were able to offer practical support. This interaction also provided human contact and a sense of community.

Virtual groups were created to target interests such as Art, knitting and wellbeing. This provided individuals with regular contact with others in the community allowing friendships to be formed which continue as face to face groups resume.

The 'Post a Smile' project supported people living in residential care who were unable to receive visitors. Volunteers wrote letters and cards and created pieces of artwork proving valuable in supporting both residents and the volunteers who also experienced isolation during lockdown.

An Arty Crafty Norfolk Facebook page was launched with the aim of enabling people to share their ideas giving them the opportunity to share ideas and projects they were working on.

We also organised Christmas hampers that were distributed in Harleston and Breckland to people identified as being lonely and isolated.

We ran several community projects that people could take part in nurturing the feelings of people being connected. At the heart of these projects was collaborative working, this was also crucial during this time to build strong community connections and share resources.

Door step Kindness. 150 pebbles were shared with the local primary School and village volunteers. These were decorated by children and adults and placed around the village Christmas tree. During Christmas week the decorated pebbles were distributed around the village for people to find on their post-Christmas walks. Some of the pebbles where placed on people's doorsteps as a random acts of kindness.

Shine the light of thanks for all volunteers. People where encouraged to place a light in their window on Christmas eve. This was to show appreciation of volunteers who continued working and supporting people in their community over Christmas eve.

The Yellow heart window display. As we said goodbye to 2020, people placed a golden heart in their window in remembrance of all those who lost their lives to Covid during the year.

f. FINANCIAL REVIEW

Despite the challenges of the last twelve months, HIP Charity has been able to continue to carry out a partnership project known as Better Together on behalf of Voluntary Norfolk, and to undertake as much work as possible, in the difficult circumstances, towards a LIFT project funded by the European Social Fund via Waveney Valley LAG.

We have benefited from a grant from Redenhall with Harleston Town Council, and we received gift funding from the trading profit of Harleston Information Plus Ltd. which is made on a regular and continuing basis.

We also received crucial support from grants made available by the government, including Job Retention Support grants, Lockdown Support grants, Local Restrictions grants, and also received a

discretionary grant from South Norfolk Council. We would like to record our gratitude to South Norfolk Council for their efficient and prompt actions in disbursing these grants.

Unsurpringly, given the extremely difficult situation everyone has faced, it has not been possible for the local donors who have in the past provided us with valued support, to be able to do so this year. We were grateful to Mr and Mrs Spooner for a donation from the proceeds of the Brockdish Open Gardens

As the Information Centre has had to close for many months, our non-staff costs have been considerably reduced compared to the previous year.

In the forthcoming twelve months, we have secured funding for a further two years for the Better Together project, in addition to securing a lottery grant for a new project. We will also be rolling out the latter stages of the LIFT project started in 2020-21 which has been delayed due to the lockdowns.

We have finished the year in a secure financial position which will stand us in good stead for the forthcoming year and we hope we can look forward to more settled times.

g. FUTURE DEVELOPMENTS

Better Together Norfolk

In the forthcoming year, BTN will continue to serve the rural community with the aim of reducing social isolation and building stronger communities. BTN have specified the key roles as:

- Volunteer recruitment and support, and campaign coordination. This is with the aim of allowing community groups to be established as part of building sustainability across South Norfolk, Broadland, Great Yarmouth and Norwich
- Production of a quarterly Better Together Newsletter, along with mailing lists to facilitate quarterly distribution to stake holders. The newsletter will contain updates, share good news and promote upcoming events, and details of how communities and volunteers can get involved.
- Identify individuals and groups who are not already benefiting from Better Together Norfolk but are eligible for the project

Reserves policy

The reserve policy is reviewed annually. During the year the trustees examined the charity's requirement for reserves and determined that unrestricted reserves should be maintained at a level sufficient to cover six months core running costs together with sufficient funds to meet any reasonably foreseeable contingency, a total of £35,000. Unrestricted funds currently exceed this level.

PUBLIC BENEFIT

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

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006

This report was approved by the trustees on 13th September 2021

and signed on their behalf by: .....

Margaret Griffiths, Chair of Harleston Information Plus Charity

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Harleston Information Plus Charity		
On accounts for the year ended	31 March 2021	**Charity no (if any)**	1146735
Set out on pages	12-17		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/03/2021**

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect,:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed: Elizabeth Klingaman **Date:** 13/9/2021

Name: ELIZABETH KLINGAMAN

Relevant professional qualification(s) or body The Institute of Chartered Accountants in England and Wales

Address: The Old Rectory
Worlingham
Bury St Edmunds IP28 8RU

Section B	Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here details of any items that the examiner wishes to disclose.

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2020-21 £	Unrestricted funds 2020-21 £	Total funds 2020-21 £	Total funds 2019-20 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Grants		40,379	27,312	67,691	37,112
Donations		0	12,701	12,701	27,724
Other		0	2,708	2,708	7,880
TOTAL INCOMING RESOURCES	3	**40,379**	**42,721**	**83,100**	**72,716**
RESOURCES EXPENDED					
Costs	4	32,794	27,093	59,887	53,938
NET MOVEMENT IN FUNDS FOR THE YEAR		**7,585**	**15,628**	**23,213**	**18,778**
Total funds at 1 April 2020		0	78,830	78,830	
TOTAL FUNDS AT 31 MARCH 2020		**7,585**	**94,458**	**102,043**	

The notes on pages 14 to 17 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
CURRENT ASSETS					
Debtors	7	18,850		23,458	
Cash at bank and in hand		94,029		55,900	
		112,879		79,358	
CREDITORS: amount falling due within one year	8	10,836		528	
NET CURRENT ASSETS			102,043		78,830
CREDITORS: amounts falling due after one year			0		0
NET ASSETS			**102,043**		**78,830**
CHARITY FUNDS					
Unrestricted funds			102,043		78,830
Restricted funds	9		0		0
TOTAL FUNDS			**102,043**		**78,830**

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the Charity as at 31 March 2021 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Charity.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 20th September 2021 and signed on their behalf by Margaret Griffiths, Chair of Harleston Information Plus Charity:



Signature .....

The notes on pages 14 to 17 form part of these financial statements

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2021

1 BASIS OF PREPARATION

1.1 The financial statements have been prepared under the historical cost convention, in accordance with FRS (102) The Financial reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2015).

1.2 There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 No changes have been made to accounts for previous years

2 ACCOUNTING POLICIES

2.1 The accounts have been prepared in accordance with FRS102. This has not made any material difference to the financial statements.

2.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with sufficient reliability.

Where incoming resources have related expenditure the incoming resources and related expenditure are reported gross in the SoFA.

Grants and donations are only included in the SoFA when the charity has unconditional entitlement

Performance related grants are only included in the SoFA once the related services have been delivered

The value of voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment income is included in the accounts when receivable.

2.3 Resources expended

All expenditure is accounted for on an accruals basis.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2021

3 INCOMING RESOURCES

	Restricted funds 2020-21	Unrestricted funds 2020-21	Total funds 2020-21	Total funds 2019-20
	£	£	£	£
Grants	40,379	27,312	67,691	37,112
Gifted from HIP Ltd	0	12,483	12,483	13,284
Donations	0	218	218	14,440
Room hire	0	90	90	3,211
Other	0	2,618	2,618	4,669
Total	**40,379**	**42,721**	**83,100**	**72,716**

4 RESOURCES EXPENDED

	Restricted	Unrestricted	Total	Total
	2020-21	2020-21	2020-21	2019-20
	£	£	£	£
Staff costs	32,271	12,315	44,586	32,431
Other costs	523	14,778	15,301	21,507
Total	**32,794**	**27,093**	**59,887**	**53,938**

5. DETAILS OF CERTAIN EXPENSES

5.1 TRUSTEE EXPENSES

During the year no trustees received any payment or remuneration of out-of-pocket expenses

5.2 FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner fee £75

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2021

6. PAID EMPLOYEES

6.1 STAFF COSTS

	2020-21	2019-20
	£	£
Gross wages and salaries	44,347	31,951
Employers' National Insurance	0	0
Pensions	239	480
Total	44,586	32,431

6.2 AVERAGE NUMBER OF FULL-TIME EQUIVALENT EMPLOYEES IN THE YEAR

The parts of the charity in which the employees work	2020-21	2019-20
Harleston Information Centre administrator	0.5	0.5
Harleston Jobs Club	0.6	0.5
Community Support management	0.0	0.1
Better Together	0.7	0.3
Cleaner	0.1	0.1
Total	**1.9**	**1.5**

7. DEBTORS: Amounts falling due within one year

	2021	2020
	£	£
HIP Ltd – gifted profit	12,483	13,284
Prepayments and accrued income	6,367	10,174
	18,850	23,458

HIP Ltd (Company number 04630178) is donating its 2020-21 profits to HIP Ltd Charity

HARLESTON INFORMATION PLUS CHARITY
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2021

8. CREDITORS: Amounts falling due within one year

	2021	2020
	£	£
Accruals and deferred income	10,836	528
Total	**10,836**	**528**

9. STATEMENT OF RESTRICTED FUNDS

Grant funding	Brought forward	Incoming resources	Outgoing resources	Carried forward
	£	£	£	£
1) LIFT project	0	5,000	15,199	0
2) Better Together	0	35,379	17,595	0
Total restricted grants	**0**	**40,379**	**32,794**	**0**

Incoming resources 2020-21

1) The LIFT project is an European Social Fund Funded project to run Harleston Jobs Club and employment- based village pop ups

2) Voluntary Norfolk are the programme managers for Norfolk County Council funded Better Together which works to combat loneliness across Norfolk. As a partner in this programme, HIP operates in the South Norfolk area offering 'information pop ups' to help encourage people to be more active and involved in their community.