

**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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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.

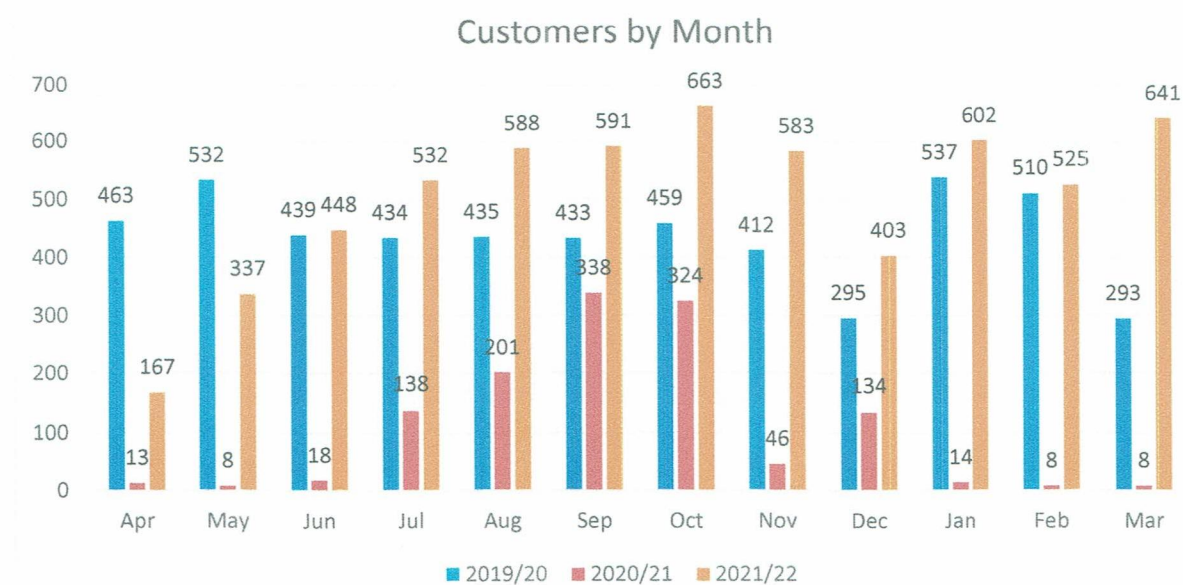
Over the twelve months volunteers including trustees, gave a combined total of circa 2,850 hrs of their time to the work of the Charity, which equates to a value of £25,390 based on the National Living Wage.

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.

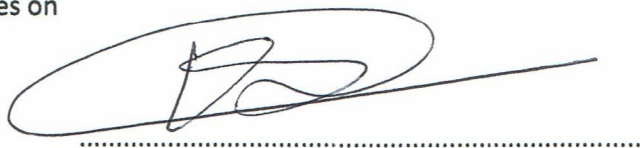
PUBLIC BENEFIT

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:

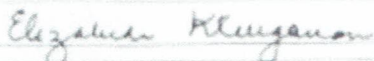


Margaret Griffiths, Chair of Harleston Information Plus Charity

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: <ul style="list-style-type: none"> 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:			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

		Restricted funds	Unrestricted funds	Total funds	Total funds
		2021-22	2021-22	2021-22	2020-21
	Note	£	£	£	£
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	
		<u>119,310</u>		<u>112,879</u>	
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			<u>0</u>		<u>0</u>
NET ASSETS			<u>118,455</u>		<u>102,043</u>
CHARITY FUNDS					
Unrestricted funds			118,455		102,043
Restricted funds	9		<u>0</u>		<u>0</u>
TOTAL FUNDS			<u>118,455</u>		<u>102,043</u>

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
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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 2021-22	Unrestricted 2021-22	Total 2021-22	Total 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
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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
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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.