

**HARLESTON INFORMATION PLUS  
CHARITY**

**Independently examined Trustees Report  
and financial statements**

**Financial year ending 31<sup>st</sup> March 2025**

**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 2024 to 31<sup>st</sup> 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

**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**

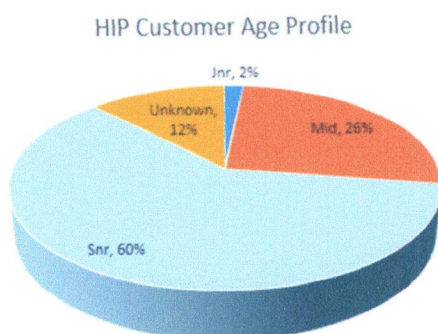
At the Christmas Lights Switch-On in November 2024, we saw 145 children pass through Santa's Grotto. This was a great opportunity for us to connect with local families within our community and provide an affordable alternative for seeing Santa over the festive period.

## 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**

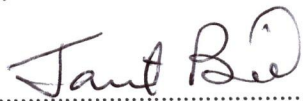
The reserves policy is reviewed annually. During the year the trustees examined the charity's requirement for reserves and determined that Designated Reserves should be maintained at a level sufficient to cover twelve months' core running costs together with sufficient funds to meet any reasonably foreseeable 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 9<sup>th</sup> 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

Charity Name  
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:

Date:

9-12-2025

Name:

JOHN DARRELL WILLIS

Relevant professional qualification(s) or body

INSTITUTE OF CHARTERED ACCOUNTANTS 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**

		Restricted funds	Unrestricted funds	Total funds	Total funds
		2024-25	2024-25	2024-25	2023-24
	Note	£	£	£	£
<b>INCOMING RESOURCES</b>					
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
<b>TOTAL INCOMING RESOURCES</b>	3	<u><b>14,268</b></u>	<u><b>47,886</b></u>	<u><b>62,154</b></u>	<u><b>66,272</b></u>
<b>RESOURCES EXPENDED</b>					
Costs	4	21,268	43,306	64,574	67,557
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<u><b>(7,000)</b></u>	<u><b>4,580</b></u>	<u><b>(2,420)</b></u>	<u><b>(1,285)</b></u>
Total funds at 1 April 2024					
		7,000	124,815	131,815	
<b>TOTAL FUNDS AT 31 MARCH 2025</b>		<u><b>-</b></u>	<u><b>129,395</b></u>	<u><b>129,395</b></u>	

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 2025**

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

	<b>Restricted funds 2024-25</b>	<b>Unrestricted funds 2024-25</b>	<b>Total funds 2024-25</b>	<b>Total funds 2023-24</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
<b>Total</b>	<b>14,268</b>	<b>47,866</b>	<b>62,154</b>	<b>66,272</b>

**4 RESOURCES EXPENDED**

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

**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**

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

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

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

**7. DEBTORS: Amounts falling due within one year**

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

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

**HARLESTON INFORMATION PLUS CHARITY**  
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**NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2025**

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

**9. STATEMENT OF RESTRICTED FUNDS**

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

**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