

CARING IN BRISTOL

England & Wales · Charity number 1151645

Details

Other names	CARING AT CHRISTMAS
Status	Registered
Legal form	Charitable company
Company number	08419424
Registered	2013-04-15
Register	View on the Charity Commission register

Contact

Address	3 Pritchard Street Bristol BS2 8RH
Phone	01179244444
Email	finance@caringinbristol.org.uk
Website	www.caringinbristol.co.uk

Activities

Objects: THE CHARITABLE PURPOSES OF THE CHARITY ARE THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE.

Activities: Caring in Bristol empowers people to move back from a homelessness crisis. Working with those at risk of or facing homelessness, public, and partners, we create lasting change. We provide early prevention support, advice, handbooks and community-based initiatives. Our work reaches thousands annually, and includes food-led projects, youth support and emergency shelter, and our Christmas project.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** Other Defined Groups

Geography

- Bristol City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,210,916	£1,328,677	£993,637	21
2024-03-31	£1,366,865	£1,243,502	£1,111,398	20
2023-03-31	£991,276	£917,221	£824,728	19
2022-03-31	£996,015	£1,109,167	£750,673	20
2021-03-31	£1,587,349	£1,087,732	£863,825	19

Trustees

Name	Role	Appointed
Felicity Clark	Chair	2020-03-31
Alex Milliner		2024-10-17
Bejide Kafele		2022-02-02
Emily Hamilton		2024-10-17
Jerry Milton		2024-10-17
Philip Parry		2022-02-02
Raluca Tudor		2025-07-31
Sian Eddy		2025-07-31
Sophia Gibbs		2024-10-17

Accounts

Amended



Caring in Bristol

CARING IN BRISTOL LIMITED

ANNUAL REPORT AND AUDITED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

CHARITY REGISTRATION NUMBER: 1151645

COMPANY REGISTRATION NUMBER: 8419424

CARING IN BRISTOL LIMITED

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CARING IN BRISTOL LIMITED

LEGAL AND ADMINISTRATION INFORMATION

Constitution

Caring in Bristol Limited is a company limited by guarantee and a registered charity governed by its Articles of Association.

Charity number 1151645
Company number 8419424

Trustees and directors

The trustees of the charity who were in office during the year and up to the date of signing the financial statements were:

Felicity Clark	Chair [from 24.7.24], & Treasurer [to 31.07.25]
James Eldred	Vice-Chair [to 17.10.24]
Joanna Strong	Vice-Chair [from 24.07.24]
Raluca Tudor	Treasurer & Trustee [from 31.07.25]
Matthew Morrison	Trustee
Mark Williams	Trustee [to 27.03.25]
Philip Parry	Trustee
Bejide Kafele	Trustee
Allan Freeman	Trustee
Sophia Gibbs	Trustee [from 17.10.24]
Jerry Milton	Trustee [from 17.10.24]
Emily Hamilton	Trustee [from 17.10.24]
Alex Milliner	Trustee [from 17.10.24]
Sian Eddy	Trustee [from 31.07.25]
Claire Routledge	Trustee [from 31.07.25]

Staff Management Team

Claire Coleman	
Emma Prout	
Helen McCartan	
Mel Holmes	[to 12.04.24]
Jenny Perez	[to 31.03.25]
Robin Adlem	[from 20.05.24]
Mijanou Blech	[from 24.07.24]
Victoria Bell	[from 12.08.24]

Registered address

3 Pritchard Street,
Bristol, BS2 8RH

Auditors

Godfrey Wilson Limited
Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol, BS1 4QD

Solicitors

Bevan Brittan
1 Queen Street
Bristol, BS2 0HQ

Bankers

Unity Trust Bank plc
Nine Brindleyplace
Birmingham, B1 2HB

The Affirmative Deposit Fund
9 Bonhill Street
London, EC2A 4PE

Triodos Bank
Deanery Road
Bristol, BS1 5AS

Nationwide Building Society
Nationwide House
Pipers Way
Swindon, SN38 1NW

Monmouthshire Building Society
Monmouthshire House
John Frost Square
Newport, NP20 1PX

Saffron Building Society
1A Market St
Saffron Waldon, CB10 1HX

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

CHAIR'S INTRODUCTION

Five years ago, we set out a bold blueprint for change to help end homelessness in Bristol. Since then, the landscape has shifted dramatically, with the crisis deepening nationally and its effects felt acutely in our city. Today, Bristol faces some of the highest costs of living in the UK, pushing more and more people into housing insecurity and the brink of homelessness. While the challenge has intensified, our commitment remains unwavering—we continue to adapt, innovate, and push for lasting solutions.

We know what can be done when people and the community come together to support those experiencing the harshest conditions in our society. Caring in Bristol uses its independence and agility to respond to immediate need, working with others to meet the demands in our city often created by gaps in statutory provision. We remain at the forefront of tackling the immediate need that presents itself daily, while continuing to build a portfolio of preventative services designed to help the people we work with avoid or de-escalate their personal homelessness crisis.

A time of acute need for those experiencing homelessness is winter, when the harsh UK temperatures can cause additional risks for those living in temporary or unsuitable settings. Our longest running project, Caring at Christmas, welcomed over 500 guests into our day centre during the Christmas week, and new for winter 2024 we set up night shelter beds for 81 individuals on the coldest nights of the year during Bristol's severe weather emergency protocol (SWEP).

Caring in Bristol's youth services have continued to support an increasing number of 16-25 year olds, focusing on enabling them to secure and maintain appropriate accommodation after a period of experiencing homelessness. Caring in Bristol is immensely proud to have launched our new accommodation project in July 2024, offering private bedrooms to up to four young people at a time while we support them to find longer-term solutions to their housing needs.

Our adult programmes support people in some of Bristol's most disadvantaged communities, by providing access to affordable healthy groceries along with housing support, and empowering community members with the knowledge and tools to understand their housing rights and advocate for themselves.

This year, Bristol City Council produced their new five-year homelessness and rough sleeping strategy. With temporary accommodation use and the waiting list for social housing both huge and growing, the strategic priorities of homelessness prevention and increasing supply of accommodation are both particularly welcome. Bristol is one of the most expensive cities for the rental market, and the private rental sector alone is not the solution to our city's crisis, but we back the Fair Renting campaign and recently met with the Bristol Central MP Carla Denyer to discuss the Renters' Rights Bill among other important topics.

In late 2024 we began our journey to write the next chapter of the charity, with renewed Mission, Vision and Values, and an organisation-wide theory of change in development which will form the basis of our direction over the next few years. We have also started work on our new strategy, which will be ready to launch in Autumn 2025. We have gone through a period of growth since our 2020-2025 strategy was published. We now have a skilled and experienced team of 24, with a growing portfolio of projects and services. Our new strategy development is a chance to take stock, increase our organisational resilience, and direct our resources both where they are most needed and will have the greatest impact.

Felicity Clark, Chair of the Board of Trustees

CARING IN BRISTOL LIMITED

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QUOTES FROM THE YEAR

"It's good from start to finish, The food – I can't fault it! Plenty of stuff to do...or just sitting in a nice warm place. I love it all."

Caring at Christmas guest

"Many clients have expressed how grateful they are for having some respite from the streets and the cold weather – we love being able to offer a bed to people rough sleeping and your services and teams make this possible."

Local authority provider for SWEP in Bristol

"I could see just a little light shining through that tunnel of mine, appreciate your support for helping this is great step for me"

Early Doors client

"Taking the first step to getting help is the scariest. Once you've got the help it makes sense. Knowing that someone's consistently there, in person or at the end of the phone, is very meaningful. It relieves stress, which is like a shopping bag. There's only so many times you can carry them before they break. Project Z is the best support I've ever had."

Project Z floating support client

"It impacts your wellbeing when you have to go without the necessary things we should be able to buy. When you pay £900 per month rent and additional bills it leaves you with no money for food"

Bristol Goods food club member

"People will listen if we keep fighting for what we want"

Co-production group member

"The service is great. Everyone is doing what's right for you. I don't have that depressing energy that I had in the beginning anymore"

Z House guest

AIMS AND OBJECTIVES

PURPOSES

The charitable purposes of Caring in Bristol are restricted to the following:

'The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.'

THE AIMS OF CARING IN BRISTOL

As set out in our Blueprint for Change, our vision is creating a city empowered to solve homelessness.

Our mission is to work in imaginative and creative ways with people experiencing or at risk of homelessness, with the public and with community partners, to bring about lasting change in Bristol and beyond.

Our three core values drive our strategy, services, behaviour and culture:

We collaborate:

We learn, share and work alongside everyone in our community to create services that achieve our vision. Our clients and communities inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. We generously share our resources, time, skills and learnings.

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We put people first:

We develop relationships around strengths and take positive risks. We challenge ourselves to be better and are fearless in looking at our own biases as we seek to create a more inclusive and fairer city. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our clients. The voices and experiences of our clients, supporters, communities and co-collaborators are vital towards achieving our vision.

We focus on the end goal:

We work with our clients, volunteers, and staff to achieve their ambitions. We are here to make ourselves no longer needed and believe Bristol can be the first major city to end homelessness. Every decision we make is based on creating a future where we no longer need to exist.

ENSURING CARING IN BRISTOL'S WORK DELIVERS OUR AIMS

Trustees consider how planned activities will contribute to our aims and objective, holding the senior leadership to account. Trustees receive update reports from senior members of staff at both sub-committees and board meetings, which take place each quarter. Minutes and actions are recorded and circulated to the staff leadership team.

The coming year marks the end of our five-year strategic plan, so a focus for the charity is creating a new forward-looking roadmap. We are in the process of developing a Theory of Change for the organisation - this work has begun alongside plans to create the new strategy. Delivering this work in tandem will ensure that the strategy reflects our charity's mission, values and the impact we wish to deliver; ultimately tackling the needs of people experiencing housing insecurity in Bristol.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

All charitable activities focus on the prevention or relief of poverty, specifically though directly working with adults and young people at risk of or experiencing homelessness. Many of our projects also engage a significant number of volunteers from the local community, and our campaigns and communications work are aimed at changing public perceptions and expectations of homelessness services locally, including increasing the effectiveness of prevention. All Caring in Bristol services are free at the point of access, with the exception of Bristol Goods that charges £3.50 a week to its members as part of a food club model.

In our '**A Blueprint for Change: Empowering our city to make change by 2025**' strategy document, we committed to four promises to Bristol – which set out how our activities seek to deliver our public benefit:

1. **Early intervention to prevent crisis** – work that targets single individuals at early risk before crisis results in loss of accommodation or stability.
2. **Effective crisis support** – work that targets single individuals in immediate risk of losing accommodation, or to provide relief or support to single individuals experiencing an immediate homelessness crisis.
3. **Build a movement** – work that amplifies the voices of our clients, community members and volunteers, with a view to influencing positive collective action within the broader system.
4. **Develop evidence to mobilise change** – work that creates accessible and objective evidence to understand how best to act.

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EARLY INTERVENTION TO PREVENT CRISIS

Early Doors

Early Doors is targeted at communities at risk of homelessness, providing interventions that inform and support at an earlier stage than other services. Heading into the fourth year of the service, despite some key staffing changes and a largely new team, Early Doors has become a trusted presence in key communities that are under-resourced and experiencing significant housing insecurity.

In South Bristol, our outreach worker continues to attend hundreds of community events and meetings, making sure knowledge of housing rights and how to seek support is shared as widely as possible. We have also started to organise and coordinate our own events, integrating local partner organisations. This has been a highly successful tool to spread the word about Caring in Bristol services to those who would not have normally accessed support. The themes emerging from our co-production group of community members have been lack of community resources, disrepair in rented homes, and integrating new community members from different backgrounds.

Many of our clients now refer themselves via our weekly housing support drop-in, delivered in collaboration with Shelter, which was attended by 124 individuals this year, while a significant proportion also access Early Doors through their membership of our Bristol Goods food clubs. The integration of Early Doors and Bristol Goods has been a key learning point for the charity, leading to a new combined management role overseeing these two areas of work.

As a result of our effective outreach work, we have seen a steady increase in clients referred in or approaching us directly and added an additional Housing Rights Support Worker in late 2024 to increase capacity within the team. These staff help their clients navigate often complex issues and have a direct referral pathway to advisors at our partner organisation Housing Matters, who support those in need of specific legal advice. The Early Doors team provided direct one-to-one support to 164 clients from April 2024 - March 2025, a 20% increase on the previous year.

Housing Support Handbook

2,500 copies of our yellow homelessness prevention booklet were produced in February 2024 and we continued to distribute these throughout the year. Spaces these booklets were provided to include GP practices, food banks, educational settings and community centres in the most disadvantaged areas of Bristol. Requests for these booklets continue to be received and a new edition was launched in May 2025.

Bristol Goods

Caring in Bristol has delivered 140 food club sessions in the last year, serving 283 unique service users. As well as fulfilling a need for people experiencing food insecurity, Bristol Goods food clubs act as an outreach tool for our Early Doors homelessness prevention service. This has been recognized in a new structure to the team introduced in summer 2024 - the two services share a manager who oversees both services, further integrating the teams and building our capacity to provide holistic support.

Our youth-focused food club has become a weekly fixture, with some young people now on board as peer volunteers, supporting the running of the service. It is an "open door" club, and members include some of the young people staying at our youth accommodation or receiving floating support.

Our food club at Imperial Apartments, a converted office building in South Bristol, has an ongoing membership which has allowed us to build a picture of several ongoing issues residents experience. We continue to use our position of influence to advocate for these clients to make their housing situation more manageable; in particular around energy bills, disrepair and antisocial behaviour.

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For the year ahead, we are looking to assess the best potential locations for a new food club, as we know there are still many areas of Bristol without adequate homelessness prevention support.

EFFECTIVE CRISIS SUPPORT

Project Z

Project Z is our floating support for people aged 16-25 who are disproportionately impacted by Bristol's housing crisis. This service is more embedded than the others, and with an improved team structure under the leadership of a new Youth Services manager, the team have excelled, providing support to 76 young people this year, representing an almost 20% increase on the previous 12 months. Project Z floating support is flexible and holistic, covering all the issues that can contribute towards a young person's risk of homelessness.

This year we saw an increase in young people referred to us with experience of the asylum system, and the associated barriers this means they can encounter. Our team have provided support around language barriers and experience of trauma that make housing assessments and access to vital healthcare so difficult for these young people. In turn, the support provided enables them to build resilience and knowledge which empowers them on their journey away from homelessness.

Another theme experienced by the team this year is the ever-increasing pressure the local authority are under, and the insufficient housing stock leading to decisions we then work to challenge. The young people we work with have been considered outside of statutory "priority need", and we work with them to challenge the decision if necessary, or in most cases find alternative pathways to housing.

During this year we have continued our placements for student social workers from both University of Bristol, and UWE. This placements create capacity in the team to allow for increased casework, while also giving insights to the students of the reality of the complex issues our clients experience. We hope this means they take the trauma informed approach we use into their future careers.

Z House

From December 2023 through to June 2024, we worked with a local construction firm, to install 4 bedrooms in our head office building. Our chosen contractor, Bristol Together, employ people with experience of the criminal justice system, and aligned perfectly with our values and approach. The build was a collaborative process, factoring in the outputs of research with young people, to ensure we created the most welcoming and inclusive environment possible. Our planned opening was delayed by a few unforeseen circumstances including key staff departures and architectural challenges, but the result is something we are immensely proud of.

Caring in Bristol was delighted to launch our new youth night shelter for 18-25 years olds in 2024, opening on the night of 2nd July. In the first 9 months of operations, we have hosted 12 young people, with 9 moving on to positive outcomes, and 3 still staying at Z House into April 2025. Feedback from the young people has been overwhelmingly positive. Our research continues, with an external expert conducting an evaluation on the first 12 months of Z House, so that we can assess the best way forward for this work.

The service has been evolving ever since launch, to ensure we are providing person-centred wraparound support in addition to the overnight stays. We have tweaked the operational model, drafting in skilled paid nightworkers, a change from the original volunteer-based model. This decision represents a bigger financial investment, but it was felt it would greatly improve the safety and effectiveness of the service.

Caring at Christmas

In December 2024, the Caring at Christmas day centre opened its doors to 535 unique visitors during the week 24th-30th December. The centre was run by staff from across the organisation alongside almost 500

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volunteers, demonstrating Caring in Bristol's ability to activate the community to create a warm and welcoming space for those who need it the most.

Our incredible team was able to provide more support than ever through our own housing support workers, as well as bringing in multiple partner organisations, including access to vaccinations, a GP service, podiatry, haircuts and mental health support alongside more festive entertainment via the cinema, daily activities, and musical programme.

We continued to offer the Christmas pantry, launched in 2022, offering take-home meals, groceries and toiletries for our visitors to take away. This year saw our new personal shopping experience for guests to choose from donated clothing to fit their needs and taste. This feedback from a guest sums up the response: "Look at this! How good is this? It's like a little clothes shop. Whose idea was this? Crackin'"

Alongside the day centre, Caring in Bristol's fleet of volunteer drivers delivered delicious meals and gift hampers to around 200 insecurely housed households, referred to us by our many partners across the city including St Mungo's, One25, Salvation Army, Addiction Recovery Agency and 1625 Independent People.

Caring Handbook

The Caring Handbook provides practical information to those experiencing a homelessness crisis, and empowers sector workers, voluntary groups and caring individuals with the knowledge to signpost appropriate support. Demand for this resource increases every year, with a second run of 2,000 needed to cope with the requests we received after distributing the original 6,000 copies. A new edition is in progress with a bigger print run planned so that we can resource the organisations who have requested copies – including the NHS, supported housing providers, addiction services, prisons, St Mungos outreach and many, many more.

Additionally, during winter this year we worked with a group of computer science students from University of Bristol to develop an online version of the handbook. This project has been highly successful and we hope to launch the homelessness handbook website in summer 2025.

SWEP

In autumn 2024, Caring in Bristol were directly approached by the city council to become a delivery partner for the Severe Weather Emergency Protocol operation for our city. This was due to our reputation for agility, community activation, and our trauma-informed approach. We took on the role of coordinating 5 "pop up" night shelters for people experiencing rough sleeping during activations of SWEP.

Working closely with St Mungos and Bristol City Council, we re-designed the referral process to improve the experience for staff, volunteers and service users. Our ability to rally the community was demonstrated when 120 volunteers put themselves forward to be involved within 24 hours of launch.

Between 1st November 2024-31st March 2025, we participated in four activations of the SWEP protocol, providing warm safe shelter for 81 individuals over a total of 21 nights.

BUILD A MOVEMENT

Bristol Homeless Forum

Caring in Bristol's Head of Operations and Impact sits on the committee for the Bristol Homelessness forum with six other key local sector leaders. As a charity we can influence the content and delivery of the cross-agency forum meetings, putting forward ideas for discussion.

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Bristol City Council Strategic Review

In 2024, the city council's Homelessness and Rough Sleeping Strategy came to an end, with a group of sector experts drafted in to consult on the new 5-year strategy and action plan. Caring in Bristol's Head of Operations & Impact has attended this steering group, contributing ideas and feedback. The steering group pushed the council to deepen their understanding of the issues and seek out more voices of lived experience in their processes. Our representative will remain on this group now that the strategy is published, with the aim of the group now to hold the local authority to account as well as cascading key actions to the third sector.

Community Outreach and Volunteering

Through Caring in Bristol's extensive network of volunteers that contribute to Caring at Christmas, Bristol Goods and Early Doors co-production and now SWEP, we are able to educate a large number of Bristolians. Our volunteer training covers changing perceptions about homelessness, and our ongoing community outreach (see Early Doors section above) empowers members of the public with the information they need to understand their housing rights and access routes to support.

This year we distributed a total of over 10,000 handbooks as an invaluable community information tool. Our handbooks present an incredible resource for workers and volunteers across many organisations, as well as people experiencing housing insecurity, empowering them to access the support they need.

Campaigns/Communications Approach

Our appeals aim to establish the need for services and support for the prevention and alleviation of homelessness. They also have a strong educational aspect in order to educate recipients about homelessness, and to shift negative mindsets.

Our communications are also intentionally framed to further shift mindsets, to dismantle stereotypes and assumptions, and to educate our audiences that homelessness is not inevitable. This enhances awareness of our solutions-based approach to service delivery. Our Storytelling Coordinator ensures that the authentic perspective of our clients, volunteers, and staff, is represented throughout our communications to amplify voices of lived experience, community support, and professional expertise.

DEVELOP EVIDENCE TO MOBILISE CHANGE

Research and Impact

Our data monitoring is an area that needs continual commitment in order to identify trends and keep pushing services in a targeted direction. Our new Service Managers have energised their teams to improve the amount and quality of data we collect, with plans to further develop our database tool to best suit the needs of our clients. Through our participation in SWEP this winter, we have been able to work closely with St Mungos to understand the demographics of the people staying in our pop-up SWEP night shelters, building a picture that will allow us to support them most effectively.

We continue to commission external research to provide objective evaluation of our work. The current research project focuses on our newest service, Z House. We have engaged the same researcher that helped us plan the project, to conduct analysis of the first 12 months of the service so that we can make informed decisions about its future. Dr Ella Harris is reviewing data, and conducting interviews with key staff, referral partners and the young people who have stayed in the accommodation.

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BUILD A BEST PRACTICE CHARITY ORGANISATION

Equity, Diversity and Inclusion

This year a group comprising staff from across the organisation have met regularly to progress our EDI work. This group has created a new EDI policy, which was agreed by the Trustees, and have created a robust EDI action plan framework. The central tenets of our policy are to go beyond just our legal responsibilities and take a broader view of inclusion, recognising in particular the multiple and intersectional challenges that are faced by those at risk of or experiencing homelessness.

Our next step is to put our plan into action across the five key areas of activity: Governance, HR, Services, Volunteering and Communications. While we have been striving to improve in all areas, we know there is still work to be done. We will seek the voice of lived experience where possible, rather than making assumptions about access to our organisation, whether that be as an employee, a volunteer or someone using our services.

Reflection

Caring in Bristol fosters a culture of reflection to build staff self-awareness and continual improvement. This year saw the launch of a new Reflective Practice policy which further embeds a formal routine of cross departmental sessions with a skilled external facilitator. Staff also have access to individual clinical supervision on a monthly basis, creating a confidential space for them to discuss their work and its emotional impact outside of the line management chain. This is an important outlet for staff who often deal with vicarious trauma through supporting our clients.

Back Office Support Systems

Alongside our new intranet, which has greatly improved file management and collaborative working across shared documents, the last 12 months have also seen the launch of both our new website and volunteer management database. Our new website has enhanced our ability to convey an accurate and compelling story about what we do, and how, and why, we do it. It enables the latest information about our services and resources to be easily accessible. It helps those wishing to invest time or money into Caring in Bristol's work to confirm that their support will have impact and create lasting change. It then further provides tools for them to fundraise and engage with us, greatly benefiting the supporter journey.

The volunteer management database was transitioned to a new system this year, tackling some of the issues we'd had previously around complicated and unclear processes for the volunteers. Our new system is more optimised for mobile use and provides more flexibility in shift management, so our volunteers have more autonomy over their contribution.

KEEP OUR INCOME SUSTAINABLE AND INDEPENDENT

Income Generation Approach

We continue to develop our diverse fundraising strategy to maximise our return on investment with an aim of maintaining an agile approach to supporting more people experiencing homelessness in our local community.

This year, in a challenging climate for trusts and grants, we have focused on keeping and building relationships with valued funders. Several of our grants are multi-year and this enables us to build security and plan ahead. We have optimised our night shelter and hosted many positive funder visits. We are fortunate to have a wide breadth of local and national funders who can see first-hand the impact their funding has had.

Around 55% of our income comes from charitable trusts, foundations and statutory partners who share our mission to prevent and end homelessness. This includes a mix of committed partners who have supported the development of our

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work over several years, along with newer partners with whom we have built relationships during the year.

We recognise the need to focus and expand our base of higher-level donors. Thanks to these donors who contributed to our Christmas Big Give Appeal, making it our most successful to date - we hope to build on this success again next year.

Our Corporate and Community Partnerships have continued to grow over the year, including the continued development of our 'Caring Corporates' programme, which was updated to strengthen the impact of our collaborations. This year, we partnered with 24 businesses, including 7 new Caring Corporate partners, 3 of whom joined at the two highest partnership levels.

Over the coming year we hope to increase our supporter stewardship approaches with the aim of further building relationships with our individual supporters.

We would like to thank all of our donors and supporters for their ongoing support, which enables us to continue to help people experiencing homelessness in Bristol.

We take an ethical and non-exploitative approach to fundraising and aim to put the donor and our clients at the heart of our fundraising work. Caring in Bristol is registered with the Fundraising Regulator and adheres to the Fundraising Code of Practice. In this way we also strive to protect potentially vulnerable individuals.

Caring in Bristol does not currently use any external agencies for fundraising. There has been no failures by the charity, or by any person acting on its behalf, to comply with the Fundraising Code of Practice. In the year we have not received any complaints regarding fundraising communications.

Partners

We wish to thank all of our supporters and funders who financially support our work, they include the following:

Bank of Ireland UK Community Giving Fund	Oak Foundation
Beatrice Laing	Orange Tree Trust
Bristol City Centre BID, supported by Redcliffe & Temple BID	Parry Family Charitable Foundation
Bristol City Council	St Martin-in-the-Fields Charity
Bristol Food Fund	Social Bite
Building Societies Trust	LandAid Charitable Trust Limited
MHCLG – Ministry of Housing, Communities and Local Government.	The Albert Hunt Trust
Desmond Harris Charitable Trust	The Julia Rausing Trust
Feeding Bristol	The Nisbet Trust
Harkness Family Foundation	The Raindance Trust
Henry Smith Charity	The Sunrise Foundation Grant Fund
John James Foundation	The Waterloo Foundation
Nationwide Colleagues Fund	Zurich Community Trust
The National Lottery Community Fund	

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Caring Corporates

First launched in November 2021, the Caring Corporates programme has grown since its first inception. The programme aims to create mutually beneficial partnerships with businesses in Bristol and beyond. The support provided by our Caring Corporates vary from direct financial donations to service aid, and volunteering depending on the motivations of the business and what their company can offer.

We would like to thank:

Bristol Student Lets / Clifton Rentals	Nexus Planning
Burges Salmon	Browne/ JBDS
Cogito	Runway East
Cryer & Coe	Woodstock Homes
Modern	Bray Leino Events
MOD Abbey Wood DE&S	Veezu
Bright Event Management	Taylor Wimpey
Miller Independent Property Management	

Sponsor a Room

In 2023 we launched our 'Sponsor a Room' scheme - through 'sponsoring a room' for £1,000 over two years, businesses and companies can support our vital work. Next year we will be looking to expand our sponsorship to cover other services. Our current Room sponsors include:

Ad Hoc Property Management	Gough Quarter
Burgess Salmon	Lovett Foundation
Cryer and Co	Primeway Care
Dr Fox	Bright Event Management

Caring Local

Caring Local is an informal partnership programme developed for local independent businesses. Caring Local encompasses support from independent businesses across Bristol, promoting buying local within Bristol in the process.

We would like to thank:

Bertha's Pizza	Box-E
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REPORT OF THE TRUSTEES

Community Partners

Caring in Bristol is fortunate to have numerous community partners providing outstanding support. From traditional fundraising to community events and generous donations, our community partners have gone above and beyond to help Caring in Bristol.

We would like to thank:

Rotary Club of Bristol	Mothers' Union Christchurch Hanham
Bristol Breakfast Rotary Club	Thornbury Lions Club
Bristol Grammar School	Westbury on Trym Church
Bristol Masons	Redland Park URC Church
Gasworks Choir	Redmaids' High School
Wrington Women's Institute	Bristol Choral Society
Christ Church Clifton	PCC St Mary's Fishponds
Gordano School	St. Mary The Virgin Leigh Woods

Press and PR

Our work with the media helps to raise our profile, gain supporters, and disrupt misconceptions around homelessness, positively shifting mindsets. This nurtures a kinder environment for people experiencing or facing homelessness. Our solution-focused storytelling is from this social justice perspective, highlighting systemic issues to shift the focus from individual blame. This year we have had several high-profile media pieces on broadcast media (radio and TV), traditional print media, and digital media. Additional work with local MA journalism students has helped to inform future journalists about the positive framing of homelessness issues.

11/12/24	Bristol TV	Broadcast	Youth Homelessness / Project Z / Z House.
11/12/24	Bristol World	Online Blog / video content	Youth Homelessness / Project Z / Z House.
20/12/24	Bristol Post	Print (and online)	Caring at Christmas, Z House, Early Doors.
24/12/24	ITV Westcountry News	Broadcast	Caring at Christmas (lunchtime bulletin / lead story.)
24/12/24	ITV Westcountry News	Broadcast	Caring at Christmas (evening news / lead story.)
24/12/24	ITV Website	Online article and video content	Caring at Christmas (with staff / volunteers.)
24/12/24	BBC Website	Online article	Short piece on Caring at Christmas with volunteer quote.
07/01/25	BBC Radio Bristol	Breakfast Show, live interview	SWEP volunteers, prevention work, challenging mindsets.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

FINANCIAL REVIEW

As planned, the financial year ended with a deficit of £117,761. Thanks to a strong fundraising performance and lower expenditure than forecast, this was lower than anticipated, putting the charity in a good position going into the new financial year. We can report net income in both our restricted and unrestricted funds – we remain continually grateful to our core supporters who have maintained steadfast support during this past year, as well as welcoming the support of those new to the charity.

The Trustees have continued to monitor the Charity's financial position, and at the time of writing this report, the Board are satisfied that Caring in Bristol can continue operating as a going concern in the long term. In addition to needing to maintain an adequate financial reserve, the Board has also been pleased to approve additional service and back office investments for the new financial year.

INVESTMENT POLICY

Caring in Bristol seeks to maintain the capital value of its assets, maintain liquidity and produce the best financial return within an acceptable level of risk, whilst acting in accordance with its ethical standards.

As Caring in Bristol has a small asset base, capital volatility cannot be tolerated and therefore all investments are held in the form of cash. Cash deposits are split so that no one institution holds all of the charity's total cash balance. All cash balances are deposited in institutions regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The charity manages its own cash deposits. We monitor the cash position and prospective cashflow, reporting this to the Finance and Income Generation Committee, and through them to the board.

RESERVES POLICY

The trustees have considered appropriate levels of reserves retained for safe financial management and are of the continuing view that Caring in Bristol should hold between four and seven months of running costs as a free reserve (£495,855 to £867,746).

Reasons for Reserves

The key continuing financial risks facing the charity are decreasing donations and not securing grants to continue existing projects and commitments, as well as the need to secure funds to support our core costs. As a result, the Board continue to be mindful of ensuring adequate reserves are held to cover the following main risks:

- **Continuity of Service:** As a charity working with vulnerable people, we have an obligation to ensure any withdrawal or reduction in services as a result of insufficient funding is carefully managed to minimise any negative impact for our beneficiaries.
- **Income Flow:** Income is received unevenly over the course of a year, with a particular emphasis on Christmas. This leaves the charity exposed to being unable to meet its ongoing commitments. The reserves policy is designed to avoid any cashflow issues arising from this.
- **Fixed Employment and Rental Costs:** As an employer we recognize the obligation to maintain sufficient income to pay our staff. During the year under review, fixed staffing costs represented 61% of the charity's total expenditure. The charity has grown substantially over the last 3 years and we plan to increase our staff over the next 12 months. Additionally, we are now committed to at least 2 more years at our Pritchard Street base. These two expenditure streams represent our largest financial commitments.

A reasonable reserves balance is therefore required to mitigate these risks and to provide flexibility to develop and pilot new areas of work when opportunities arise.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Current Reserves position

As shown in the balance sheet to the accounts, the total funds balance at 31 March 2025 is £993,637. Of this £59,243 are restricted fund balances not available for the general purposes of the charity. The balance of free unrestricted reserves within the General Fund is £934,394, which is £66,648 above our stated reserve target. This balance will be used to further the aims and objectives of the charity.

PLANS FOR FUTURE PERIODS

In FY25-26 we plan the following key pieces of work:

- Continuation of our Z House youth accommodation project, with experienced night staff and volunteers to provide consistency and psychological security for the young people staying.
- Expansion of our services into a new geographical area in North Bristol, fulfilling an unmet need for residents in this area experiencing housing insecurity.
- Investment in staff wellbeing and organisational resilience through the recruitment of a staff member to support HR processes, operations and administration (delayed from the prior financial year).
- Investment in our fundraising team to ensure sustainable growth of income in line with our future plans, focusing on diversification of income sources and maximising opportunities for support.

These developments require financial investment, for which we will use free reserves held above our reserves policy level, as agreed with the Trustees. During this year we will be using our forthcoming renewed strategy to aid future financial planning, ensuring the stability of the charity as it grows.

STRUCTURE, MANAGEMENT AND GOVERNANCE

GOVERNING DOCUMENT

Caring in Bristol Limited is a company limited by guarantee and has charitable status. The charity is governed by its Articles of Association dated 26 February 2013. Caring at Christmas operated as a registered charity from 1989 until the charity was incorporated in 2013 and the name subsequently changed to Caring in Bristol.

BOARD OF TRUSTEES

At 31 March 2025 the trustee board consisted of ten trustees who have a wide range of skills and experience. A term is three years and trustees can serve two consecutive terms after which they must step down for at least two years, unless the Trustees consider it would be in the best interests of the Charity for a particular Trustee to continue to serve for a third term without stepping down and that Trustee is reappointed in accordance with the Charity's Articles of Association. The trustees, together with the Chief Executive, identify the skills and experience required of the trustees to ensure that the board reflects this need.

Induction for prospective board members includes documentation, meeting other trustees and staff, and attending a board meeting where the detailed work of the charity and discussions concerning trustees' roles and responsibilities are covered. Information on governance training opportunities is circulated periodically to trustees. Whilst the trustees are responsible for governance, they have delegated day-to-day running of the charity to the Chief Executive.

The board meet regularly (each quarter), with additional sessions as needed.

The board delegates certain responsibilities to the Finance and Income Generation [FING] Committee, whose remit includes detailed review and monitoring of the annual budget and management accounts; monitoring of income generation performance; and approval of any annual salary increases. The FING Committee meets quarterly and reports back to the board.

In addition, this year we have governance sub-groups, including Strategy Development and EDI.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

The Chief Executive and members of the Senior Leadership Team submit written reports and attend all board meetings. The Chief Executive is held to account through regular reports to the board on progress against objectives and through one-to-one meetings with the Chair.

STAFFING & HR

The team (end of March 2025) comprised 20 members of staff.

The Chief Executive oversees all Caring in Bristol's work and line manages the senior managers of the organization.

In July 2025, Mijanou Blech stepped down from her role as CEO. The charity respects this and wishes her well. Staff and trustees thank her for her work here over the past year. After lengthy consideration of all options open to them, the Board of Trustees decided to move to an interim Co-Director leadership model. These roles are filled by Claire Coleman, current Head of Operations and Impact, and Emma Prout, current Head of Finance & Administration.

Thanks to the ongoing work of staff and trustees, CiB has a robust structure, and all services, projects, and plans are unaffected and continue uninterrupted.

VOLUNTEER SUPPORT

Once again, our incredible community of volunteers stepped up in December—with nearly 500 people generously giving their time to support those experiencing homelessness during one of the toughest times of the year. Volunteer slots filled in record time, and the high number of returning volunteers shows the safe, welcoming, and rewarding environment we're proud to offer. We were also thrilled to welcome more new volunteers than ever before this Christmas—a powerful sign of how deeply the people of Bristol care about giving back during the festive season.

Behind the scenes, the launch of our new volunteering platform, Assemble, has made it easier than ever to manage volunteer engagement and accurately track the incredible contributions our supporters make. It's already proving to be a game-changer for how we coordinate and celebrate our volunteer force.

Since opening in July 2024, the Z House night shelter has seen 50 dedicated volunteers contribute over 2,500 hours across overnight and breakfast shifts. Working alongside our staff team, these volunteers play a vital role in creating a calm, compassionate environment for guests. This feedback illustrates our impact: "Volunteering at Caring Bristol has been an absolutely amazing experience...Their incredible work with young people creates a positive, supportive environment that makes a real difference. It's a joy to be part of such a meaningful journey alongside such outstanding individuals."

Our Bristol Goods food clubs are supported by a reliable core team of volunteers providing consistency and a friendly face. Volunteers support our cookery sessions by offering guidance, encouragement, and their own culinary know-how—helping to make the course not only useful, but fun and full of flavour.

RISK MANAGEMENT

The trustees continue to monitor the risk register as a standing item and make improvements. The trustees seek to manage such risks to an acceptable level, and this remains an important area for attention.

The senior management team reviews the risks to which the charity is exposed before board meetings. Risks are highlighted in papers to board. This allows the board to focus their attention on the most relevant and strategic risks.

Particular risks the organisation have faced this year include achievable sustainable income growth to match

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

increased expenditure commitments and the recruitment and retention of staff with the expertise and skills needed to thrive in a challenging sector.

The trustees will continue to review the major risks to which the charity is exposed, and systems will continue to be evolved, adapted and reviewed to manage those risks.

CHARITY GOVERNANCE CODE 2017

Whilst not a legal requirement to be compliant, the trustees aim to follow the seven principles of the Code and are committed to good governance and a desire to contribute to the charity's continued improvement.

RESPONSIBILITIES OF THE TRUSTEES

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 3 October 2025 and signed on their behalf by



Felicity Clark

Chair of Trustees

Caring in Bristol Limited

Independent auditors' report

To the members of

Caring in Bristol Limited

Opinion

We have audited the financial statements of Caring in Bristol Limited (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 7 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Independent auditors' report

To the members of

Caring in Bristol Limited

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

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

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

Independent auditors' report

To the members of

Caring in Bristol Limited

Our responsibilities for the audit of the financial statements

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

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

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Independent auditors' report

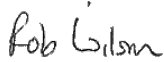
To the members of

Caring in Bristol Limited

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

Use of our report

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



Date: 3 October 2025

Robert Wilson FCA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

Caring in Bristol Limited

Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2025

	Note	Restricted £	Unrestricted £	2025 Total £	Restated 2024 Total £
Income from:					
Donations and legacies	3	24,379	451,178	475,557	679,443
Charitable activities	4	701,121	-	701,121	668,699
Other	5	-	34,238	34,238	18,723
Total income		<u>725,500</u>	<u>485,416</u>	<u>1,210,916</u>	<u>1,366,865</u>
Expenditure on:					
Raising funds		-	314,636	314,636	366,167
Charitable activities		<u>823,825</u>	<u>190,216</u>	<u>1,014,041</u>	<u>877,335</u>
Total expenditure	7	<u>823,825</u>	<u>504,852</u>	<u>1,328,677</u>	<u>1,243,502</u>
Net income / (expenditure) and net movement between funds	9	(98,325)	(19,436)	(117,761)	123,363
Reconciliation of funds:					
Total funds brought forward		<u>157,568</u>	<u>953,830</u>	<u>1,111,398</u>	<u>988,035</u>
Total funds carried forward		<u><u>59,243</u></u>	<u><u>934,394</u></u>	<u><u>993,637</u></u>	<u><u>1,111,398</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 16 to the accounts.

The prior year comparative has been restated to recognise restricted grant income within charitable activities, rather than donations and legacies, in line with the treatment in the current year.

Caring in Bristol Limited

Balance sheet

As at 31 March 2025

	Note	£	2025 £	2024 £
Fixed assets				
Tangible assets	12		40,645	66,418
Current assets				
Debtors	13	48,504		13,146
Cash at bank and in hand		958,998		1,126,609
		1,007,502		1,139,755
Liabilities				
Creditors: amounts falling due within 1 year	14	(54,510)		(94,775)
Net current assets			952,992	1,044,980
Net assets	15		993,637	1,111,398
Funds	16			
Restricted funds			59,243	157,568
Unrestricted funds				
General funds			934,394	953,830
Total charity funds			993,637	1,111,398

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 3 October 2025 and signed on their behalf by

F. Clark

Felicity Clark
Chair of Trustees

Caring in Bristol Limited**Statement of cash flows****For the year ended 31 March 2025**

	2025	2024
	£	£
Cash used in operating activities:		
Net movement in funds	(117,761)	123,363
Adjustments for:		
Depreciation charges	34,713	36,991
Dividends, interest and rents from investments	(16,736)	(16,326)
(Increase) / decrease in debtors	(35,358)	1,273
Increase / (decrease) in creditors	(40,265)	80,392
Net cash provided by operating activities	<u>(175,407)</u>	<u>225,693</u>
Cash flows from investing activities:		
Dividends, interest and rents from investments	16,736	16,326
Purchase of tangible fixed assets	<u>(8,940)</u>	<u>(90,544)</u>
Net cash provided used in investing activities	<u>7,796</u>	<u>(74,218)</u>
Increase in cash and cash equivalents in the year	(167,611)	151,475
Cash and cash equivalents at the beginning of the year	<u>1,126,609</u>	<u>975,134</u>
Cash and cash equivalents at the end of the year	<u><u>958,998</u></u>	<u><u>1,126,609</u></u>

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies

a) Basis of preparation

Caring in Bristol Limited is a charitable company limited by guarantee registered in England and Wales. The registered office address is:

3 Pritchard Street
Bristol, BS2 8RH

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Caring in Bristol Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies (continued)

d) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item, is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

f) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities based on the proportion of staff time as follows:

	2025	2024
Raising funds	28.8%	29.7%
Charitable activities	71.2%	70.3%

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies (continued)

i) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	3 years
Other equipment	3 years
Leasehold improvements	3 years

Items of equipment are capitalised where the purchase price exceeds £1,000.

j) Intangible fixed assets

Amortisation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The amortisation rates in use are as follows:

Website	3 years
---------	---------

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

m) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

o) Pension costs

The company operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the SOFA.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies (continued)

p) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation and amortisation as described in note 1(i) and 1(j) above.

2. Prior period comparatives: statement of financial activities

	Restricted £	Unrestricted £	2024 Total £
Income from:			
Donations and legacies	100	679,343	679,443
Charitable activities	668,699	-	668,699
Other	-	18,723	18,723
Total income	668,799	698,066	1,366,865
Expenditure on:			
Raising funds	-	366,167	366,167
Charitable activities	611,378	265,957	877,335
Total expenditure	611,378	632,124	1,243,502
Net income	57,421	65,942	123,363
Transfers between funds	(82,101)	82,101	-
Net movement in funds	(24,680)	148,043	123,363

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

3. Income from donations and legacies

	Restricted £	Unrestricted £	2025 Total £
Donations and gifts	24,379	345,196	369,575
Gift aid	-	47,917	47,917
Grant income	-	45,150	45,150
Donated goods	-	12,915	12,915
Total income from donations and legacies	24,379	451,178	475,557

3. Income from donations and legacies (continued)
Prior period comparative (restated):

	Restricted £	Unrestricted £	2024 Total £
Donations and gifts	100	528,541	528,641
Gift aid	-	48,878	48,878
Grant income	-	95,437	95,437
Donated goods	-	6,487	6,487
Total income from donations and legacies	100	679,343	679,443

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

4. Income from charitable activities

	2025	Restated
	Total	2024
	£	Total
		£
Income from SWEP (Sever Weather Emergency Protocol)	62,474	-
Grants	638,647	668,699
	701,121	668,699

All income from charitable activities in the current and prior year was restricted.

Included within charitable activities grant income are the following major funders:

	2025	2024
	Total	Total
	£	£
In support of Early Doors		
Bristol City Council	24,936	43,211
Oak Foundation	165,000	114,541
In support of Project Z		
St Martin-in-the-Fields Charity	-	92,987
The Sunrise Foundation Grant Fund	40,000	40,000
In support of Z House (youth accommodation)		
Ministry of Housing, Communities and Local		
Government – Night Shelter Transformation Fund	80,000	165,000
Other grants		
The National Lottery Community Fund	112,500	50,000

5. Other income

	2025	2024
	Total	Total
	£	£
Interest received	16,736	16,326
Other income	17,502	2,397
	34,238	18,723

All other income in the current and prior year was unrestricted.

6. Government grants

The charitable company receives government grants, defined as funding from Bristol City Council and the Ministry of Housing Communities and Local Government to fund charitable activities. The total value of such grants in the period ending 31 March 2025 was £104,936 (2024: £208,211). There are no unfulfilled conditions or contingencies attaching to these grants in 2024/5.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

7. Total expenditure

	Raising funds £	Charitable activities £	Support and governance costs £	2025 Total £
Staff costs (note 10)	169,271	551,937	85,694	806,902
Fundraising costs, marketing and promotion	74,706	462	-	75,168
Food, travel, accommodation and support for beneficiaries	-	61,211	-	61,211
Premises	-	6,899	39,906	46,805
Office and admin costs	96	10,696	42,651	53,443
On call provision: SWEP and Nightshelter	-	42,419	-	42,419
Grants payable (note 8)	-	41,000	-	41,000
Consultancy and evaluation	-	37,636	-	37,636
Project delivery costs	-	36,537	-	36,537
Depreciation	-	-	34,713	34,713
Resources for beneficiaries	-	25,336	-	25,336
Other staff costs recruitment etc	2,672	6,647	10,608	19,927
Volunteers	51	12,652	-	12,703
Clinical supervision	1,045	9,160	1,924	12,129
Trustee expenses and governance costs	-	-	11,289	11,289
Repairs and renewals	20	6,073	3,499	9,592
Travel and subsistence	368	1,305	194	1,867
Sub-total	248,229	849,970	230,478	1,328,677
Allocation of support and governance costs	66,407	164,071	(230,478)	-
Total expenditure	314,636	1,014,041	-	1,328,677

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

7. Total expenditure (continued)

Prior period comparative

	Raising funds £	Charitable activities £	Support and governance costs £	2024 Total £
Staff costs (note 10)	158,066	467,869	81,433	707,368
Fundraising costs, marketing and promotion	124,029	414	-	124,443
Premises	-	6,604	66,108	72,712
Grants payable (note 8)	-	47,233	-	47,233
Office and admin costs	120	8,963	35,085	44,168
Food, travel, accommodation and support for beneficiaries	-	43,062	-	43,062
Consultancy and evaluation	-	36,968	1,000	37,968
Depreciation	-	-	36,991	36,991
Project delivery costs	-	35,293	-	35,293
Other staff costs recruitment etc	3,297	8,374	17,057	28,728
Trustee expenses and governance costs	-	-	24,887	24,887
Resources for beneficiaries	-	15,266	-	15,266
Repairs and renewals	-	4,878	6,031	10,909
Clinical supervision	240	7,415	1,302	8,957
Volunteers	27	4,325	-	4,352
Travel and subsistence	129	731	305	1,165
Sub-total	285,908	687,395	270,199	1,243,502
Allocation of support and governance costs	80,259	189,940	(270,199)	-
Total expenditure	366,167	877,335	-	1,243,502

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

8. Grants payable

During the year, 1 (2024: 1) onwards grant was awarded to 1 institutions (2024: 1). Grants payable to institutions are included within the total expenditure note 7.

	2025 £	2024 £
To institutions:		
Housing Matters	<u>41,000</u>	<u>47,233</u>
	<u>41,000</u>	<u>47,233</u>

9. Net movement in funds

This is stated after charging:

	2025 £	2024 £
Depreciation	34,713	36,991
Operating lease payments	550	550
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	-	-
Auditors remuneration:		
▪ Statutory audit (excluding VAT)	7,500	7,000
▪ Other services	<u>1,260</u>	<u>-</u>

In common with other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

10. Staff costs and numbers

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	706,968	622,283
Social security costs	65,182	55,110
Pension costs	<u>34,752</u>	<u>29,975</u>
	<u>806,902</u>	<u>707,368</u>

No employee earned more than £60,000 during the year.

The key management personnel of the charitable company comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team. The total employee benefits of the key management personnel were £302,115 (2024: £288,860).

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

10. Staff costs and numbers (continued)

	2025 No.	2024 No.
Average head count		
Raising funds	6	5
Charitable activities	13	12
Support	3	3
	<u>21</u>	<u>20</u>

11. Taxation

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

12. Tangible fixed assets

	Computer equipment £	Other equipment £	Leasehold improvements £	Total £
Cost				
At 1 April 2024	40,006	1,500	82,695	124,201
Additions in year	8,940	-	-	8,940
Disposals	(650)	-	-	(650)
	<u>48,296</u>	<u>1,500</u>	<u>82,695</u>	<u>132,491</u>
At 31 March 2025				
Depreciation				
At 1 April 2024	28,718	1,500	27,565	57,783
Charge for the year	7,148	-	27,565	34,713
On disposals	(650)	-	-	(650)
	<u>35,216</u>	<u>1,500</u>	<u>55,130</u>	<u>91,846</u>
At 31 March 2025				
Net book value				
At 31 March 2025	<u>13,080</u>	<u>-</u>	<u>27,565</u>	<u>40,645</u>
At 31 March 2024	<u>11,288</u>	<u>-</u>	<u>55,130</u>	<u>66,418</u>

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

13. Debtors

	2025 £	2024 £
Trade debtors	3,746	-
Prepayments and accrued income	42,663	12,401
Other debtors	2,095	745
	<u>48,504</u>	<u>13,146</u>

14. Creditors : amounts due within 1 year

	2025 £	2024 £
Trade creditors	9,469	64,306
Accruals	22,638	22,106
Taxation and social security	18,644	-
Other creditors	3,759	8,363
	<u>54,510</u>	<u>94,775</u>

15. Analysis of net assets between funds

	Restricted funds £	General funds £	Total funds £
Tangible fixed assets	-	40,645	40,645
Current assets	59,243	948,259	1,007,502
Current liabilities	-	(54,510)	(54,510)
Net assets at 31 March 2025	<u>59,243</u>	<u>934,394</u>	<u>993,637</u>

Prior period comparative

	Restricted funds £	General funds £	Total funds £
Tangible fixed assets	-	66,418	66,418
Current assets	157,568	982,187	1,139,755
Current liabilities	-	(94,775)	(94,775)
Net assets at 31 March 2024	<u>157,568</u>	<u>953,830</u>	<u>1,111,398</u>

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

16. Movements in funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2025 £
Restricted funds					
Prevention Services	17,107	123,793	(127,732)	-	13,168
Winter Provision	-	96,940	(96,940)	-	-
Young People Services	140,461	224,267	(318,653)	-	46,075
Other grants	-	280,500	(280,500)	-	-
Total restricted funds	157,568	725,500	(823,825)	-	59,243
Unrestricted funds					
General funds	953,830	485,416	(504,852)	-	934,394
Total unrestricted funds	953,830	485,416	(504,852)	-	934,394
Total funds	1,111,398	1,210,916	(1,328,677)	-	993,637

Purposes of restricted funds

Note, restricted funds as presented in the prior year have been grouped in the current year, as summarised below:

Prevention Services	Funds received to run a homelessness prevention service, including food insecurity service, finding new ways to reach people at risk of becoming homeless and provide the support they need to keep their home, comprising Bristol Goods and Early Doors.
Winter Provision	Funds received towards providing day support, including food, warmth, community and activities alongside professional support over the Christmas period, comprising Caring at Christmas funding and SWEP.
Young People Services	Funds received to assist with our service providing tailored support for young people who are experiencing or at risk of homelessness, including Z House, innovative night shelter accommodation for young people.
Other grants	Other grants consist of funds received in the year for supporting the salaries of project/service delivery staff and service costs across projects.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2025

16. Movements in funds (continued)

Prior period comparative

	At 1 April 2023 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2024 £
Restricted funds					
Bristol Goods	26,369	68,729	(79,454)	-	15,644
Caring at Christmas	-	2,600	(2,600)	-	-
Early Doors	8,681	172,597	(179,815)	-	1,463
Other grants	375	82,898	(83,867)	594	-
Project Z	126,823	153,467	(161,743)	-	118,547
Z House	20,000	188,508	(103,899)	(82,695)	21,914
Total restricted funds	182,248	668,799	(611,378)	(82,101)	157,568
Unrestricted funds					
<i>Designated funds:</i>					
Trustee Deep Reserve Fund	80,000	-	-	(80,000)	-
Reserves Buffer Fund	312,171	-	-	(312,171)	-
<i>Total designated funds</i>	<i>392,171</i>	<i>-</i>	<i>-</i>	<i>(392,171)</i>	<i>-</i>
General funds	413,616	698,066	(632,124)	474,272	953,830
Total unrestricted funds	805,787	698,066	(632,124)	82,101	953,830
Total funds	988,035	1,366,865	(1,243,502)	-	1,111,398

17. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2025 £	2024 £
Amount falling due:		
Within 1 year	68,254	68,254
Within 1 - 5 years	56,420	124,125
	124,675	192,379

18. Related party transactions

There were no related party transactions in the current or prior period.

Accounts



Caring in Bristol

CARING IN BRISTOL LIMITED

ANNUAL REPORT AND AUDITED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

CHARITY REGISTRATION NUMBER: 1151645

COMPANY REGISTRATION NUMBER: 8419424

CARING IN BRISTOL LIMITED

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CARING IN BRISTOL LIMITED

LEGAL AND ADMINISTRATION INFORMATION

Constitution

Caring in Bristol Limited is a company limited by guarantee and a registered charity governed by its Articles of Association.

Charity number 1151645
Company number 8419424

Trustees and directors

The trustees of the charity who were in office during the year and up to the date of signing the financial statements were:

Nigel Harradine	Chair [to 24.7.24]
James Eldred	Vice-Chair
Felicity Clark	Trustee & Treasurer, Chair [from 24.7.24]
Jennifer Harris	Trustee [to 25.7.23]
Matthew Morrison	Trustee
Joanna Strong	Trustee
Mark Williams	Trustee
Philip Parry	Trustee
Bejide Kafele	Trustee
Allan Freeman	Trustee

Staff Management Team

Ben Richardson	[to 7.7.23]
Glyn Berwick	[to 30.9.23]
Ian Byworth	[from 7.7.23 to 22.12.23]
Claire Coleman	
Emma Prout	
Helen McCartan	
Bronwen James	[to 19.12.23]
Mel Holmes	[to 12.04.24]
Jenny Perez	[from 11.12.23]

Registered address

3 Pritchard Street,
Bristol, BS2 8RH

Auditors

Godfrey Wilson Limited
Chartered accountants and
statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol, BS1 4QD

Solicitors

Bevan Brittan
1 Queen Street
Bristol, BS2 0HQ

Bankers

Unity Trust Bank plc
Nine Brindleyplace
Birmingham, B1 2HB

The Affirmative Deposit Fund
9 Bonhill Street
London, EC2A 4PE

Triodos Bank
Deanery Road
Bristol, BS1 5AS

Nationwide Building Society
Nationwide House
Pipers Way
Swindon, SN38 1NW

Monmouthshire Building Society
Monmouthshire House
John Frost Square
Newport, NP20 1PX

Saffron Building Society
1A Market St
Saffron Waldon, CB10 1HX

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

CHAIR'S INTRODUCTION

In February 2024, the Office for National Statistics released data showing that average UK rents have risen more in the last 12 months than since records began, and that outside of London, the area with the highest private rental costs is Bristol. With rough sleeping numbers on the rise in our city for the first time since the pandemic, and an acute 92% increase in demand for Temporary Accommodation since 2019, there is a huge need for agile and creative interventions to tackle our housing crisis.

We are a Bristol charity which designs and develops services tailored to the communities in our city who are most at risk of homelessness. Our targeted interventions build trust with people who find traditional routes to support difficult to access due to geography and service design. Food clubs, co-production meetings, attendance at existing social spaces and “chatty tables” have become invaluable outreach tools for Caring in Bristol to embed our work in communities that can tell us about their experiences of housing insecurity. Through these insights, we can develop appropriate and accessible routes to information and support that empower people to tackle the challenges they face.

With young people a particularly vulnerable group, we continue our commitment to youth work. Our floating support service continues to excel at person-centred relational support, and we have developed our new accommodation service for 18-25 year olds in collaboration with young people and experts. Launching in early July 2024, Z House provides a safe place to stay overnight, and support towards sustainable housing options. This ambitious pilot project will be evaluated over its first 12 months – we look forward to sharing insights across the sector from this innovative work.

The last 12 months have seen successful funding applications across the breadth of our work, putting us in a stable position looking forward. We have expanded our staff team, particularly around youth work. Our commitment to our volunteers, who are crucial to so much of our work, led to the introduction of a Volunteer Manager role – this will improve the experience that our volunteers have with us, and help expand our network of dedicated individuals working together to make change in the city.

The coming year will see us revisit our Blueprint for Change, the strategy we created in 2019. With such seismic change occurring since it was set, and local and general elections this year shifting the context of our work, it is the right time to review and refine our organisational objectives.

In July 2023 Caring in Bristol said goodbye to our long-standing Director, Ben Richardson, after 5 years of visionary leadership of the charity. I would like to thank Claire Coleman (Head of Operations and Impact) and Emma Prout (Head of Finance and Administration) for stepping up as Interim co-CEOs during the period January-July 2024. Thanks go also to our fantastic staff team, who have shown commitment, resilience and compassion as they work alongside clients. We look forward to welcoming Mijanou Blech as incoming CEO from July 2024.

Finally, a huge thank you must go to Nigel Harradine, who stepped down as Chair of Trustees in July 2024, after serving 6 years in the role. He has championed the charity through extraordinary times and leaves it in a strong position with a bright future ahead – we are indebted to him.

Felicity Clark, Chair of Trustees

CARING IN BRISTOL LIMITED

QUOTES FROM THE YEAR

“The support I had from the team was like no other. I worked with my support worker step by step breaking my options down. I was able to build confidence and belief in myself that there is a light at the end of all my worries... 5 months on I have managed my bills and I am now happy living in my new place and financially stable.” **Early Doors client**

“It's great having you here - I know who to send people to if they talk to me. It makes a big difference with everything that's going on with the cost of living crisis” **Staff Member at Bristol Goods Food club venue**

“It was hard to trust Caring in Bristol at first, you have so much institutional fatigue... you are promised things again and again which don't happen... they are different, they keep their promises” **Project Z client**

“Our service users often experience housing-related anxiety, and this booklet is a brilliant way to inform them of the available support.” **Worker for community organisation about CiB resources**

“It's amazing what people can do when they come together” **Caring at Christmas client**

AIMS AND OBJECTIVES

PURPOSES

The charitable purposes of Caring in Bristol are restricted to the following:

‘The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.’

THE AIMS OF CARING IN BRISTOL

As set out in our Blueprint for Change, our vision is creating a city empowered to solve homelessness.

Our mission is to work in imaginative and creative ways with people experiencing or at risk of homelessness, with the public and with community partners, to bring about lasting change in Bristol and beyond.

Our three core values drive our strategy, services, behaviour and culture:

We collaborate:

We learn, share and work alongside everyone in our community to create services that achieve our vision. Our clients and communities inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. We generously share our resources, time, skills and learnings.

We put people first:

We develop relationships around strengths and take positive risks. We challenge ourselves to be better and are fearless in looking at our own biases as we seek to create a more inclusive and fairer city. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our clients. The voices and experiences of our clients, supporters, communities and co-collaborators are vital towards achieving our vision.

CARING IN BRISTOL LIMITED

We focus on the end goal:

We work with our clients, volunteers, and staff to achieve their ambitions. We are here to make ourselves no longer needed and believe Bristol can be the first major city to end homelessness. Every decision we make is based on creating a future where we no longer need to exist.

ENSURING CARING IN BRISTOL'S WORK DELIVERS OUR AIMS

Trustees consider how planned activities will contribute to our aims and objectives and sit against our Business Plan. Trustees receive update reports from senior members of staff at board meetings, which take place each quarter.

In the coming year we will revisit our strategy, testing it against the evolving needs of the city. This work has begun through staff and trustee consultation, and will be carried forward by our incoming CEO.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

All charitable activities focus on the prevention or relief of poverty, specifically though directly working with adults and young people at risk of or experiencing homelessness. Many of our projects also engage a significant number of volunteers from the local community, and our campaigns and communications work are aimed at changing public perceptions and expectations of homelessness services locally, including increasing the effectiveness of prevention. All Caring in Bristol services are free at the point of access, with the exception of Bristol Goods that charges £3.50 a week to its members as part of a food club model.

In our 'A Blueprint for Change: Empowering our city to make change by 2025' strategy document, we committed to four promises to Bristol – which set out how our activities seek to deliver our public benefit:

1. **Early intervention to prevent crisis** – work that targets single individuals at early risk before crisis results in loss of accommodation or stability.
2. **Effective crisis support** – work that targets single individuals in immediate risk of losing accommodation, or to provide relief or support to single individuals experiencing an immediate homelessness crisis.
3. **Build a movement** – work that amplifies the voices of our clients, community members and volunteers, with a view to influencing positive collective action within the broader system.
4. **Develop evidence to mobilise change** – work that creates accessible and objective evidence to understand how best to act.

EARLY INTERVENTION TO PREVENT CRISIS

Early Doors

Early Doors aims to deliver community-based interventions which prevent homelessness at an early stage. This third year of the service has seen the outreach element of the project thrive, allowing us to design information and support based on the particular housing needs of our target communities where people are most at risk of acute housing issues. Our outreach staff are embedded in these communities, building trust and creating opportunities for conversations about issues that lead to homelessness. In South Bristol alone our outreach worker attended over 100 community events and meetings, making sure knowledge of housing rights and how to seek support is shared as widely as possible.

CARING IN BRISTOL LIMITED

As the project entered its third year in spring 2023, we created a new role within the organisation specifically to work alongside clients in the earlier stages of a housing crisis. Our goal was to provide information and support to empower our clients with the knowledge and confidence to access other services. In summer 2023 we launched a weekly housing information drop-in in Hartcliffe, an area where we were initially told other organisations had struggled to build attendance at similar sessions. We have learned that consistency and perseverance are key, and the drop-in is now accessed by attendees experiencing difficulties with damp, disrepair, overcrowding, landlord disputes, no-fault evictions and many of the resulting physical and mental health impacts of these issues. The drop-in, delivered in partnership with Shelter, has been a huge success of the past year. The Early Doors team provided direct one-to-one support to 135 clients from April 2023 - March 2024.

Housing Support Handbook

We have continued to produce renewals of the Early Doors housing support booklet. Frontline staff distribute the handbook in outreach spaces and share information from it in one-to-one support work. With the ever-changing landscape around utility bills and housing benefit in the past 12 months, it is more important than ever to provide clear and accessible information about how to access support and advice that can prevent a homelessness crisis. 2,500 copies were produced in February 2024 and we continue to distribute these to our partners and community members.

Bristol Goods

Caring in Bristol has delivered 140 food club sessions in the last year, serving 271 unique service users. Through the results of our independent research and the influx of referrals to our support workers from food club members, we have come to recognise the value of the food clubs as an outreach tool for our Early Doors homelessness prevention service.

Our youth-focused food club has become a weekly feature of our work and enables us to provide light-touch support for young people who wouldn't meet the criteria of our Project Z service, but still benefit from the food and community Bristol Goods provides.

From June-December 2023 we ran a 6-month pilot in partnership with a housing association for residents of their new building in the Castle Park area of the city. This project did not lead to accessing new clients experiencing housing insecurity, so we have re-assigned our resources elsewhere. The team are working on plans for cookery sessions for a small group of members who would benefit from more in-depth support that will enhance their knowledge of nutrition and household budgeting.

In late 2023 we were forced to relocate our Withywood food club for reasons beyond our control. Our staff worked responsively, finding a suitable new venue within a few weeks and maintaining as many members as possible.

EFFECTIVE CRISIS SUPPORT

Project Z

Caring in Bristol continues to invest in Project Z, our holistic floating support for people aged 16-25 who are disproportionately impacted by Bristol's housing crisis. Recruiting an additional support worker and improving the accessibility of our referral pathways allowed the team to provide support to 68 young people this year, representing a 70% increase on the previous 12 months. Their work covers subjects including housing, employment, benefits, immigration, housing, physical and mental health.

CARING IN BRISTOL LIMITED

We commissioned an independent researcher to assess the service in autumn 2023, providing objective quality assurance. Some of his key findings included the benefits of the longer-term relational approach taken by the service, and the value of dedicating time and energy to increasing awareness of Project Z among other providers in the city who can refer young people for support. From the report:

“Project Z feels unique in Bristol for both clients & referral partners, it is felt to be the only service offering holistic floating support in the city. It feels more neutral than other services, has more time to offer clients and dedicates more time to building deeper personal relationships.”

Over the winter months, Project Z successfully facilitated a placement from a social work student from University of West England. This scheme added capacity to our services while providing valuable insights and development for the student. We plan to repeat this in winter 2024/25.

Z House

There has been major progress in the development of Caring in Bristol’s new accommodation service for 18-25 year-olds. In April 2023 we received the report from our commissioned researcher, who provided guidance collated from interviews with sector experts and young people affected by homelessness. We have used the findings of this research to shape our design for the service’s referral pathways and operational procedures.

The last 12 months have been a hive of activity to reach a stage of readiness to open the doors to this service. Once funding and planning permission was secured, we were able to embark on a construction project to create a space tailored to our vision for the service. The shelter will be co-produced and engage community volunteers from across Bristol to run mealtimes and overnight shifts. Our team have trained over 30 volunteers so far, with proactive recruitment ongoing.

Due to some short delays and staff turnover, we launched in July 2024.

Caring at Christmas

In December 2023, the Caring at Christmas day centre served 547 unique visitors more than 1,400 meals cooked by partner restaurants and community volunteers across seven days. This was a significant uplift in guests, which we interpret as illustrative of the lack of other accessible services over the Christmas period, and the stark increase in people impacted by the soaring cost of living.

We provided more services than ever at the day centre, including access to vaccinations, dental advice, a GP service, haircuts and bike repairs alongside more festive activities such as arts, cinema and a choir.

We continued to offer the Christmas pantry, launched in 2022, offering take-home meals, groceries and toiletries for our visitors to take away. This operated alongside our clothing bank, which is only possible due to the clothes donated through our public campaign.

Alongside the day centre, Caring in Bristol’s fleet of volunteer drivers delivered delicious meals and gift hampers to around 150 insecurely housed households, referred to us by our many partners across the city including St Mungo’s, One25, Salvation Army, Addiction Recovery Agency and 1625 Independent People.

Caring Handbook

The Caring Handbook provides practical information to those experiencing a homelessness crisis, and empowers sector workers, voluntary groups and caring individuals with the knowledge to signpost appropriate support. It receives consistently positive feedback from its users, and we are routinely asked for copies to be provided for use at local authority offices, hospitals, prisons, churches and community centres.

CARING IN BRISTOL LIMITED

A 2024 edition was finalised in April and so far over 6,000 have been distributed across organisations in the city.

BUILD A MOVEMENT

Bristol Homeless Forum

Caring in Bristol's Head of Operations and Impact sits on the steering group for the Bristol Homelessness forum with six other key local sector leaders. As a charity we can influence the content and delivery of the cross-agency forum meetings, putting forward ideas for discussion. Over the past year, the forum has covered topics ranging from emerging priority triggers of homelessness, to inter-agency communication, and how we can uphold staff wellbeing in challenging times. In July 2024, Caring in Bristol will present to the forum about our Z House project.

Bristol City Council Strategic Review

In 2024, the city council's current Homelessness and Rough Sleeping Strategy comes to an end and the city will enter a new phase of strategic objectives and actions to address these issues. Caring in Bristol staff have been invited to consult on the new 5-year strategy as part of a sector working group. In addition, we are liaising with council colleagues to create opportunities for our co-production participants to be consulted, as part of our ongoing commitment to raise the voices of lived experience.

Community Outreach & Volunteering

Through Caring in Bristol's extensive network of volunteers that contribute to Caring at Christmas, Bristol Goods and Early Doors, we are able to educate a large number of Bristolians. Our volunteer training covers changing perceptions about homelessness, and our ongoing community outreach (see Early Doors section above) empowers members of the public with the information they need to understand their housing rights and access routes to support. We have heard from many new service users during the past year that they have heard about Caring in Bristol from a friend, colleague or neighbour who had volunteered, spoken to an outreach worker, or picked up one of our handbooks.

Campaigns/Communications Approach

Our appeals aim to establish the need for services and support for the prevention and alleviation of homelessness. They also have a strong campaigning element to help educate recipients about homelessness, and to shift negative mindsets.

Our communications are also intentionally framed to further shift mindsets, to dismantle stereotypes and assumptions, and to educate our audiences that homelessness is not inevitable. This enhances awareness of our solutions-based approach to service delivery. Our Storytelling Coordinator ensures that the authentic perspective of our clients, volunteers, and staff, is represented throughout our communications to amplify voices of lived experience, community support, and professional expertise.

CARING IN BRISTOL LIMITED

DEVELOP EVIDENCE TO MOBILISE CHANGE

Research and Impact

We have been improving data capture structures and reporting templates in our client support database during the past year, which has created deeper insight into the outcomes of our work. This is an area that needs continual improvement, in order to identify trends and keep pushing services in a targeted direction.

In the past 12 months we have worked with researchers to: improve our understanding of the impact of Project Z on the lives of young people it supports; complete the 3-year evaluation report from Homeless Link on the Early Doors concept; and design a monitoring framework for the first year of the Z House service.

BUILD A BEST PRACTICE CHARITY ORGANISATION

Equality, Diversity and Inclusion

We have engaged in training and outside consultation at both the senior team and trustee level over the past year, to develop an action plan around further equality, diversity and inclusion work at Caring in Bristol. A key outcome of our recent staff consultation on organisational values was that inclusion is a common theme in our work and must inform our decisions around how our services evolve. Our service design factors in accessibility on a daily basis both through physical spaces but also consideration of experiences. Examples include timing groups around participants' childcare needs, a requirement for venues to be wheelchair accessible and budget put aside for interpreters where needed for 1-1 support. We aspire to be a fully psychologically informed organisation, and consider the impacts of trauma and vicarious trauma for our clients, volunteers and staff on a daily basis.

We have been proactive in our goal to broaden our approach to recruitment, designing processes that don't just rely on traditional panel interviews, and including group formats and meetings with volunteers and service users, with their views being factored into decisions. As a result, we are seeing a gradual increase in representation within the staff team of the communities we work within. This year we have also allocated a specific responsibility within the senior management team to hold the organisation to account and ensure lived experience is heard and valued in decision making.

Reflection

All staff have access to external individual and group clinical supervision. This is further supported by a monthly all-staff meeting which features a 30-minute spotlight on different elements of our work, giving all staff an opportunity to contribute to new thinking and development. Our new monthly staff newsletter is another way to connect with each other's work and foster a culture of collaboration and celebration.

Back Office Support Systems

We are in the process of launching a new intranet and file management system, which will improve our document storage processes and efficiency. We are grateful to Privacy People for providing pro bono support around data protection, ensuring our systems are secure and compliant. The year ahead will see the launch of a new website and a new volunteer management system, improving our offer to those looking for information and to support our work.

CARING IN BRISTOL LIMITED

KEEP OUR INCOME SUSTAINABLE AND INDEPENDENT

Income Generation Approach

We continue to develop our diverse fundraising strategy to maximise our return on investment with an aim of maintaining an agile approach to supporting more people experiencing homelessness in our local community.

We continue to work hard to grow our unrestricted income. We have aimed to increase the percentage of unrestricted income we receive by developing deeper partnerships with charitable trusts who share our mission to prevent homelessness. Relationships with funders, supporters, volunteers and wider stakeholders continue to be at the forefront of our work.

Around 55% of our income comes from charitable trusts, foundations and statutory partners who share our mission to prevent and end homelessness. This includes a mix of committed partners who have supported the development of our work over a number of years, along with newer partners who we have built relationships with during the year. Over the next few years, we will be seeking to develop relationships with new partners in order to expand and adapt our work in direct response to the needs of our community.

Alongside Trusts and Foundations we are building a Major Donor income stream and have seen some good early success, whilst it's in the early stages we will continue to invest in this area and plan to engage more donors moving forward.

We have made significant progress with Corporate and Community Partnerships, and the development and growth of our 'Caring Corporates' and 'Caring Local's' programme, where we partnered alongside 22 local businesses, as well as the introduction of our 'Sponsor a Room' programme.

Over the coming year we hope to increase our supporter stewardship approaches with the aim to further build relationships with our individual supporters, something which has unfortunately been put on hold last year due to a lack of capacity.

We would like to thank all of our donors and supporters for their ongoing support, which enables us to continue to help people experiencing homelessness in Bristol.

We take an ethical and non-exploitative approach to fundraising and aim to put the donor and our clients at the heart of our fundraising work. Caring in Bristol is registered with the Fundraising Regulator and adheres to the Fundraising Code of Practice.

Caring in Bristol does not currently use any external agencies for fundraising. There has been no failures by the charity, or by any person acting on its behalf, to comply with the Fundraising Code of Practice. In the year we received one complaint regarding fundraising communications which was dealt with swiftly.

As member of the Fundraising Regulator we strive to protect potentially vulnerable individuals through adhering to the Fundraising Code of Practice.

CARING IN BRISTOL LIMITED

Partners

We wish to thank every one of our supporters and funders who financially support our work, they include the following :-

Abri	The National Lottery Community Fund
Beatrice Laing Trust	Oak Foundation
Bristol City Centre BID, supported by Redcliffe & Temple BID	Orange Tree Trust
Bristol City Council	St Martin-in-the-Fields Charity
Building Societies Trust	Swire Charitable Trust
Department for Levelling Up, Housing & Communities – Night Shelter Transformation Fund	The Albert Hunt Trust
Desmond Harris Charitable Trust	The Julia and Hans Rausing Trust
Feeding Bristol	The National Benevolent Charity
Garfield Weston Foundation	The Nisbet Trust
Harkness Family Foundation	The Raindance Trust
LandAid Charitable Trust Limited	The Sunrise Foundation Grant Fund
The Society of Merchant Venturers	The Waterloo Foundation
National Grid Electricity Distribution-Community Matters Fund	Zurich Community Trust

Caring Corporates

First launched in November 2021, the Caring Corporates programme has grown since its first inception. The programme aims to create mutually beneficial partnerships with businesses in Bristol and beyond. The support provided by our Caring Corporates vary from direct financial donations to service aid, and volunteering depending on the motivations of the business and what their company can offer.

We would like to thank:

Bristol Student Lets / Clifton Rentals	Nexus Planning
Burges Salmon	Noi Publishing
Cogito	Runway East
Cryer & Coe	Taziker
Delta Hotels by Marriott	The Stable Pizza
Howden	Unleashed Software
MOD Abbey Wood DE&S –	Veezu

Sponsor a Room

In 2023 we launched our ‘Sponsor a Room’ scheme - through ‘sponsoring a room’ for £1,000 over two years, businesses and companies can support our vital work. Room sponsors include:

CARING IN BRISTOL LIMITED

Ad Hoc Property Management	Gough Quarter
Burgess Salmon	Lovett Foundation
Cryer and Co	Primeway Care
Dr Fox	

Caring Local

Caring Local is a partnership programme developed exclusively for local independent businesses. It focuses on partnerships that encourage people in the city to buy local.

We would like to thank:

404 Bakes	COR
Alpha Bottle Shop & Tap	Hugo's Greengrocer
Autolyne	Max Minerva's
Bertha's Pizza	Papadeli
Box-E	The Bristol Cheesemonger
Bristol General Store	The Cider Box

Community Partners

Caring in Bristol is fortunate to have numerous community partners providing outstanding support. From traditional fundraising to community events and generous donations, our community partners have gone above and beyond to help Caring in Bristol.

We would like to thank:

All-Aboard Water Sports	Mothers' Union Christchurch Hanham
Bristol Breakfast Rotary Club	Pink Elephant Club
Bristol Grammar School	QEH School (Queen Elizabeth Hospital)
Bristol Masons	Redland Park URC Church
Bristol Rovers Community Trust	Redmaids' High School
Bristol University Homelessness Society	St Mary's Catholic Primary
Christ Church Clifton	St Mary's Primary School Yate
City of Bristol College	St. Mary The Virgin Leigh Woods
Gordano School	

We would like to thank the wonderful team of Corporate and Community partners who scaled mount Kilimanjaro in October 2023 and raised £33,179 to help support people experiencing homelessness in Bristol.

CARING IN BRISTOL LIMITED

FINANCIAL REVIEW

Despite the challenges of a year where the fundraising climate has continued to be difficult, particularly for public giving, the Trustees note a satisfactory financial performance for the year under review with a surplus generated of £123,363. We can report net income in both our restricted and unrestricted funds – we remain continually grateful to our core supporters who have maintained steadfast support during this past year, as well as welcoming the support of those new to the charity.

The Trustees have continued to monitor the Charity's financial position, and at the time of writing this report, the Board are satisfied that Caring in Bristol can continue operating as a going concern in the long term. In addition to needing to maintain an adequate financial reserve, the Board has also been pleased to approve additional service investments for the new financial year.

INVESTMENT POLICY

Caring in Bristol seeks to maintain the capital value of its assets, maintain liquidity and produce the best financial return within an acceptable level of risk, whilst acting in accordance with its ethical standards.

As Caring in Bristol has a small asset base, capital volatility cannot be tolerated and therefore all investments are held in the form of cash. Cash deposits are split so that no one institution holds all of the charity's total cash balance. All cash balances are deposited in institutions regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The charity manages its own cash deposits. We monitor the cash position and prospective cashflow, reporting this to the Finance and Income Generation Committee, and through them to the board.

RESERVES POLICY

The trustees have considered appropriate levels of reserves retained for safe financial management and are of the continuing view that Caring in Bristol should hold between four and seven months of running costs as a free reserve.

Reasons for Reserves

The key continuing financial risks facing the charity are decreasing donations and not securing grants to continue existing projects and commitments, as well as the need to secure funds to support our core costs. As a result, the Board continue to be mindful of ensuring adequate reserves are held to cover the following main risks:

- **Continuity of Service:** As a charity working with vulnerable people, we have an obligation to ensure any withdrawal or reduction in services as a result of insufficient funding is carefully managed to minimise any negative impact for our beneficiaries.
- **Income Flow:** Income is received unevenly over the course of a year, with a particular emphasis on Christmas. This leaves the charity exposed to being unable to meet its ongoing commitments. The reserves policy is designed to avoid any cashflow issues arising from this.
- **Fixed Employment and Rental Costs:** As an employer we recognize the obligation to maintain sufficient income to pay our staff. During the year under review, fixed staffing costs represented 57% of the charity's total expenditure. The Charity has grown substantially over the last 3 years and we plan to increase our staff over the next 12 months. Additionally, we are now committed to a minimum of 3 years at our Pritchard Street base (with the associated costs), having taken on an additional floor in order to house our youth accommodation project.

CARING IN BRISTOL LIMITED

A reasonable reserves balance is therefore required to mitigate these risks and to provide flexibility to develop and pilot new areas of work when opportunities arise.

Current Reserves position

As shown in the balance sheet to the accounts, the total funds balance at 31 March 2024 is £ 1,111,398.

Of this £157,568 are restricted fund balances not available for the general purposes of the charity.

The balance of free unrestricted reserves within the General Fund is £953,830. Any remaining unrestricted balance held after taking into account the requirements of the reserves policy, will be used for furthering the aims and objectives of the charity.

PLANS FOR FUTURE PERIODS

In FY24-25 we plan the following key pieces of work:

- Launch our new youth night shelter provision, and further expand the scope of our wraparound support for young people.
- Upgrade both our website and our volunteer management CRM.
- Expand our service provision and infrastructure through the recruitment of staff which will include additional Homelessness Prevention expertise, administrative/HR/facilities management support and a dedicated post focused on Impact, Monitoring and Evaluation.

These developments require financial investment, for which we will use free reserves held above our reserves policy level, as agreed with the Trustees. Our reserves have built up during a time of staffing changes and the delay in building work for our new youth overnight service. During this year we will be using our forthcoming renewed strategy to aid future financial planning, ensuring the stability of the charity as it grows.

STRUCTURE, MANAGEMENT AND GOVERNANCE

GOVERNING DOCUMENT

Caring in Bristol Limited is a company limited by guarantee and has charitable status. The charity is governed by its Articles of Association dated 26 February 2013. Caring at Christmas operated as a registered charity from 1989 until the charity was incorporated in 2013 and the name subsequently changed to Caring in Bristol.

BOARD OF TRUSTEES

At 31 March 2024 the trustee board consisted of nine trustees who have a wide range of skills and experience. A term is three years and trustees can serve two consecutive terms after which they must step down for at least two years, unless the Trustees consider it would be in the best interests of the Charity for a particular Trustee to continue to serve for a third term without stepping down and that Trustee is reappointed in accordance with the Charity's Articles of Association. The trustees, together with the Chief Executive, identify the skills and experience required of the trustees to ensure that the board reflects this need.

Induction for prospective board members includes documentation, meeting other trustees and staff, and attending a board meeting where the detailed work of the charity and discussions concerning trustees' roles and responsibilities are covered. Information on governance training opportunities is circulated periodically

CARING IN BRISTOL LIMITED

to trustees. Whilst the trustees are responsible for governance, they have delegated day-to-day running of the charity to the Chief Executive.

The board meet regularly (each quarter), with additional sessions as needed. This year this has included an additional meeting to agree additional resourcing for our Z House work.

The board delegates certain responsibilities to the Finance and Income Generation [FING] Committee, whose remit includes detailed review and monitoring of the annual budget and management accounts; monitoring of income generation performance; and approval of any annual salary increases. The FING Committee meets quarterly and reports back to the board.

In addition, this year we have governance sub-groups, including Strategy Development, EDI and Human Resources.

The Chief Executive and members of the Senior Leadership Team submit written reports and attend all board meetings. The Chief Executive is held to account through regular reports to the board on progress against objectives and through one-to-one meetings with the Chair.

STAFFING & HR

The team (end of March 2024) comprised 20 members of staff.

The Chief Executive oversees all Caring in Bristol's work and line manages the senior managers of the organization.

This year has seen some issues with staff turnover and departures within probation periods, which has led us to reflect on and improve our recruitment processes, and to prioritise staff wellbeing. As part of our drive to improve all aspects of our people management, we will be recruiting an HR officer during the coming year.

VOLUNTEER SUPPORT

Yet again, over 400 people contributed their time in December to ensure we could support people experiencing homelessness at this difficult time of year. Spaces filled quickly and the proportion of returning volunteers illustrates the safe and positive experience we are able to give them.

Work is already underway to recruit and train volunteers for the Z House youth night shelter. The team are almost halfway to their goal to sign up 100 volunteers before the service has even launched. Bristol Goods food clubs now have an established set of regular volunteers from the community that have helped us build trust and capacity within this service.

With the scale of volunteering in the organisation, we took the decision to invest in a specific post to manage this operation, and a new Volunteering Manager joined us in February 2024. They have already set to work improving our volunteer data, communications and training programmes.

RISK MANAGEMENT

The trustees continue to monitor the risk register as a standing item and make incremental improvements. The trustees seek to manage such risks to an acceptable level, and this remains an important area for attention.

The senior management team reviews the risks to which the charity is exposed before board meetings. Risks are highlighted in papers to board. This allows the board to focus their attention on the most relevant and strategic risks.

CARING IN BRISTOL LIMITED

Particular risks the organisation have faced this year include our fundraising performance being impacted by continued economic turbulence and competition for scarce resources, difficulties with recruitment and long-term retention of appropriately skilled staff with continued increased competition in the labour market post-COVID and the work-from-home revolution.

The trustees will continue to review the major risks to which the charity is exposed, and systems will continue to be evolved, adapted and reviewed to manage those risks.

CHARITY GOVERNANCE CODE 2017

Whilst not a legal requirement to be compliant, the trustees aim to follow the seven principles of the Code and are committed to good governance and a desire to contribute to the charity's continued improvement.

RESPONSIBILITIES OF THE TRUSTEES

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

CARING IN BRISTOL LIMITED

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 4 September 2024 and signed on their behalf by



Felicity Clark
Chair of Trustees
Caring in Bristol Limited

Independent auditors' report

To the members of

Caring in Bristol Limited

Opinion

We have audited the financial statements of Caring in Bristol Limited (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 7 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Independent auditors' report

To the members of

Caring in Bristol Limited

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

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

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

Independent auditors' report

To the members of

Caring in Bristol Limited

Our responsibilities for the audit of the financial statements

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

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

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Independent auditors' report

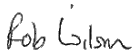
To the members of

Caring in Bristol Limited

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

Use of our report

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



Date: 4 September 2024

Robert Wilson FCA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

Caring in Bristol Limited

Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2024

	Note	Restricted £	Unrestricted £	2024 Total £	Restated 2023 Total £
Income from:					
Donations and legacies	3	668,799	679,343	1,348,142	1,047,949
Other	4	-	18,723	18,723	6,107
Total income		<u>668,799</u>	<u>698,066</u>	<u>1,366,865</u>	<u>1,054,056</u>
Expenditure on:					
Raising funds		-	366,167	366,167	312,846
Charitable activities		<u>611,378</u>	<u>265,957</u>	<u>877,335</u>	<u>604,375</u>
Total expenditure	6	<u>611,378</u>	<u>632,124</u>	<u>1,243,502</u>	<u>917,221</u>
Net income		57,421	65,942	123,363	136,835
Transfers between funds		<u>(82,101)</u>	<u>82,101</u>		-
Net movement in funds		(24,680)	148,043	123,363	136,835
Reconciliation of funds:					
Total funds brought forward		<u>182,248</u>	<u>805,787</u>	<u>988,035</u>	<u>851,200</u>
Total funds carried forward		<u><u>157,568</u></u>	<u><u>953,830</u></u>	<u><u>1,111,398</u></u>	<u><u>988,035</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 14 to the accounts.

The 2023 income comparatives have been restated for a prior period adjustment, as set out in note 17 to the accounts. Prior period expenditure has been reclassified to reflect the requirements of the Charities SORP (FRS 102) and to be comparable with the current year.

Caring in Bristol Limited

Balance sheet

As at 31 March 2024

	Note	£	2024 £	Restated 2023 £
Fixed assets				
Tangible assets	10		66,418	12,865
Current assets				
Debtors	11	13,146		14,419
Cash at bank and in hand		<u>1,126,609</u>		<u>975,134</u>
			1,139,755	989,553
Liabilities				
Creditors: amounts falling due within 1 year	12	<u>(94,775)</u>		<u>(14,383)</u>
Net current assets			<u>1,044,980</u>	<u>975,170</u>
Net assets	13		<u><u>1,111,398</u></u>	<u><u>988,035</u></u>
Funds	14			
Restricted funds			157,568	182,248
Unrestricted funds				
Designated funds			-	392,171
General funds			<u>953,830</u>	<u>413,616</u>
Total charity funds			<u><u>1,111,398</u></u>	<u><u>988,035</u></u>

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 4 September 2024 and signed on their behalf by



Felicity Clark
Chair of Trustees

Caring in Bristol Limited

Statement of cash flows

For the year ended 31 March 2024

	2024 £	Restated 2023 £
Cash used in operating activities:		
Net movement in funds	123,363	136,835
Adjustments for:		
Depreciation charges	36,991	8,972
Dividends, interest and rents from investments	(16,326)	(4,992)
Decrease in debtors	1,273	15,945
Increase / (decrease) in creditors	80,392	(5,334)
Net cash provided by operating activities	225,693	151,426
Cash flows from investing activities:		
Dividends, interest and rents from investments	16,326	4,992
Purchase of tangible fixed assets	(90,544)	(5,137)
Net cash provided used in investing activities	(74,218)	(145)
Increase in cash and cash equivalents in the year	151,475	151,281
Cash and cash equivalents at the beginning of the year	975,134	823,853
Cash and cash equivalents at the end of the year	1,126,609	975,134

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies

a) Basis of preparation

Caring in Bristol Limited is a charitable company limited by guarantee registered in England and Wales. The registered office address is

3 Pritchard Street
Bristol, BS2 8RH

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Caring in Bristol Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies (continued)

d) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item, is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

f) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities based on [the proportion of staff time as follows:

	2024	2023
Raising funds	29.7%	42.9%
Charitable activities	70.3%	57.1%

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies (continued)

i) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	3 years
Other equipment	3 years
Leasehold improvements	3 years

Items of equipment are capitalised where the purchase price exceeds £1,000.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

l) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

n) Pension costs

The company operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the SOFA.

o) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation as described in note 1(i) above.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

2. Prior period comparatives: statement of financial activities

	Restricted £	Unrestricted £	Restated 2023 Total £
Income from:			
Donations and legacies	507,628	540,321	1,047,949
Other	-	6,107	6,107
Total income	507,628	546,428	1,054,056
Expenditure on:			
Raising funds	-	312,846	312,846
Charitable activities	467,612	136,763	604,375
Total expenditure	467,612	449,609	917,221
Net income and net movement in funds	40,016	96,819	136,835

3. Income from donations and legacies

	Restricted £	Unrestricted £	2024 Total £
Donations and gifts	100	528,541	528,641
Gift aid	-	48,878	48,878
Grant income	668,699	95,437	764,136
Donated goods	-	6,487	6,487
Total income from donations and legacies	668,799	679,343	1,348,142

Included within grant income are the following named funders:

	2024 Total £
In support of Early Doors	
Bristol City Council	43,211
Oak Foundation	114,541
In support of Project Z	
St Martin-in-the-Fields Charity	92,987
The Sunrise Foundation Grant Fund	40,000
In support of Z House (youth accommodation)	
Department for Levelling Up, Housing and Communities – Night Shelter Transformation Fund	165,000
Other grants	
The National Lottery Community Fund	50,000

All income from named funders was restricted.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

3. Income from donations and legacies (continued)

Prior period comparative:

	Restricted £	Unrestricted £	Restated 2023 Total £
Donations and gifts	258,485	435,524	694,009
Gift aid	-	39,277	39,277
Grant income	249,143	61,550	310,693
Donated goods	-	3,970	3,970
Total income from donations and legacies	507,628	540,321	1,047,949

Included within grant income are the following named funders:

	Restated 2023 Total £
In support of Early Doors	
Bristol City Council	22,629
Oak Foundation	95,280
In support of Project Z	
St Martin-in-the-Fields Charity	97,385
The Sunrise Foundation Grant Fund	40,000
In support of Z House (youth accommodation)	
Department for Levelling Up, Housing and Communities – Night Shelter Transformation Fund	50,000

All income from named funders was restricted.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

4. Other income

	2024	2023
	Total	Total
	£	£
Interest received	16,326	4,992
Other income	2,397	1,115
	18,723	6,107

All other income in the current and prior year was unrestricted.

5. Government grants

The charitable company receives government grants, defined as funding from Bristol City Council and the Department for Levelling Up, Housing and Communities (DLUHC) to fund charitable activities. The total value of such grants in the period ending 31 March 2024 was £208,211 (2023: £72,629). There are no unfulfilled conditions or contingencies attaching to these grants in 2023/24.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

6. Total expenditure

	Raising funds £	Charitable activities £	Support and governance costs £	2024 Total £
Staff costs (note 8)	158,066	467,869	81,433	707,368
Fundraising costs, marketing and promotion	124,029	414	-	124,443
Premises	-	6,604	66,108	72,712
Office and admin costs	120	8,963	43,485	52,568
Grants payable	-	47,233	-	47,233
Food, travel, accommodation and support for beneficiaries	-	43,062	-	43,062
Consultancy and evaluation	-	36,968	1,000	37,968
Depreciation	-	-	36,991	36,991
Project delivery costs	-	35,293	-	35,293
Other staff costs recruitment etc	3,297	8,374	17,057	28,728
Trustee expenses and governance costs	-	-	16,487	16,487
Resources for beneficiaries	-	15,266	-	15,266
Repairs and renewals	-	4,878	6,031	10,909
Clinical supervision	240	7,415	1,302	8,957
Volunteers	27	4,325	-	4,352
Travel and subsistence	129	731	305	1,165
Sub-total	285,908	687,395	270,199	1,243,502
Allocation of support and governance costs	80,259	189,940	(270,199)	-
Total expenditure	366,167	877,335	-	1,243,502

Total governance costs were £24,887 (2023: £14,205).

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

6. Total expenditure

Prior period comparative (restated)

	Raising funds £	Charitable activities £	Support and governance costs £	Restated 2023 Total £
Staff costs (note 8)	163,025	357,498	65,374	585,897
Fundraising costs, marketing and promotion	63,951	-	-	63,951
Premises	-	2,112	46,343	48,455
Grants payable	-	40,754	-	40,754
Consultancy and evaluation	-	36,806	3,500	40,306
Office and admin costs	213	4,002	35,274	39,489
Other staff costs recruitment etc	2,645	7,971	12,042	22,658
Food, travel, accommodation and support for beneficiaries	-	19,416	-	19,416
Trustee expenses and governance costs	-	-	14,205	14,205
Resources for beneficiaries	-	12,647	-	12,647
Depreciation	-	-	8,972	8,972
Clinical Supervision	590	6,231	225	7,046
Repairs and renewals	604	1,361	3,420	5,385
Project delivery costs	-	4,970	-	4,970
Travel & subsistence	289	966	359	1,614
Volunteers	76	1,380	-	1,456
Sub-total	231,393	496,114	189,714	917,221
Allocation of support and governance costs	81,453	108,261	(189,714)	-
Total expenditure	312,846	604,375	-	917,221

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

7. Net movement in funds

This is stated after charging:

	2024 £	2023 £
Depreciation	36,991	8,972
Operating lease payments	550	46,753
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	-	-
Auditors remuneration:		
▪ Statutory audit (excluding VAT)	7,000	-
Independent examiners' remuneration (excluding VAT)	-	1,200
▪ Other services	-	1,920
	<u> </u>	<u> </u>

In common with other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

8. Staff costs and numbers

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	622,283	514,551
Social security costs	55,110	46,582
Pension costs	29,975	24,764
	<u> </u>	<u> </u>
	<u>707,368</u>	<u>585,897</u>

No employee earned more than £60,000 during the year.

The key management personnel of the charitable company comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team. The total employee benefits of the key management personnel were £288,860 (2023: £261,576).

	2024 No.	2023 No.
Average head count		
Raising funds	5	7
Charitable activities	12	9
Support	3	3
	<u> </u>	<u> </u>
	<u>20</u>	<u>19</u>

9. Taxation

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

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

10. Tangible fixed assets

	Computer equipment £	Other equipment £	Leasehold improvements £	Total £
Cost				
At 1 April 2023	41,094	1,500	-	42,594
Additions in year	7,849	-	82,695	90,544
Disposals	(8,937)	-	-	(8,937)
At 31 March 2024	<u>40,006</u>	<u>1,500</u>	<u>82,695</u>	<u>124,201</u>
Depreciation				
At 1 April 2023	28,229	1,500	-	29,729
Charge for the year	9,426	-	27,565	36,991
On disposals	(8,937)	-	-	(8,937)
At 31 March 2024	<u>28,718</u>	<u>1,500</u>	<u>27,565</u>	<u>57,783</u>
Net book value				
At 31 March 2024	<u>11,288</u>	<u>-</u>	<u>55,130</u>	<u>66,418</u>
At 31 March 2023	<u>12,865</u>	<u>-</u>	<u>-</u>	<u>12,865</u>

11. Debtors

	2024 £	2023 £
Prepayments and accrued income	12,401	12,563
Other debtors	<u>745</u>	<u>1,856</u>
	<u>13,146</u>	<u>14,419</u>

12. Creditors : amounts due within 1 year

	2024 £	Restated 2023 £
Trade creditors	64,306	2,835
Accruals	22,106	7,851
Other creditors	<u>8,363</u>	<u>3,697</u>
	<u>94,775</u>	<u>14,383</u>

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

13. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	66,418	66,418
Current assets	157,568	-	982,187	1,139,755
Current liabilities	-	-	(94,775)	(94,775)
Net assets at 31 March 2024	157,568	-	953,830	1,111,398
Prior period comparative (restated)				
	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	12,865	12,865
Current assets	182,248	392,171	415,134	989,553
Current liabilities	-	-	(14,383)	(14,383)
Net assets at 31 March 2023	182,248	392,171	413,616	988,035

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

14. Movements in funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2024 £
Restricted funds					
Bristol Goods	26,369	68,729	(79,454)	-	15,644
Caring at Christmas	-	2,600	(2,600)	-	-
Early Doors	8,681	172,597	(179,815)	-	1,463
Other grants	375	82,898	(83,867)	594	-
Project Z	126,823	153,467	(161,743)	-	118,547
Z House	20,000	188,508	(103,899)	(82,695)	21,914
Total restricted funds	182,248	668,799	(611,378)	(82,101)	157,568
Unrestricted funds					
<i>Designated funds:</i>					
Trustee Deep Reserve Fund	80,000			(80,000)	-
Reserves Buffer Fund	312,171			(312,171)	-
<i>Total designated funds</i>	<i>392,171</i>	<i>-</i>	<i>-</i>	<i>(392,171)</i>	<i>-</i>
General funds	413,616	698,066	(632,124)	474,272	953,830
Total unrestricted funds	805,787	698,066	(632,124)	82,101	953,830
Total funds	988,035	1,366,865	(1,243,502)	-	1,111,398

Purposes of restricted funds

Bristol Goods	Funds received to help us run a food insecurity support service and community resource.
Caring at Christmas	Funds received towards providing day support, including food, warmth, community and activities alongside professional support over the Christmas period.
Early Doors	Funds received to run a homelessness prevention service, finding new ways to reach people at risk of becoming homeless and provide the support they need to keep their home.
Other grants	Other grants consist of funds received in the year for supporting the salaries of project/service delivery staff and service costs across
Project Z	Funds received to assist with our service providing tailored support for young people who are experiencing or at risk of homelessness.
Z House	Funds received to help the charity open and deliver innovative new night shelter accommodation for young people.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

14. Movements in funds (continued) Purposes of restricted funds (continued)

Transfers

Transfers between funds represent general funds utilised to cover immaterial overspends on restricted projects and the movement of capitalised restricted expenditure from the Z House project restricted fund to unrestricted funds.

Prior period comparative (restated)

	At 1 April 2022 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2023 £
Restricted funds					
Bristol Goods	14,691	72,457	(60,779)	-	26,369
Caring at Christmas	-	31,600	(31,600)	-	-
Early Doors	14,728	140,909	(146,956)	-	8,681
Other grants	-	35,277	(34,902)	-	375
Project Z	95,116	157,385	(125,678)	-	126,823
Z House	17,697	70,000	(67,697)	-	20,000
Total restricted funds	142,232	507,628	(467,612)	-	182,248
Unrestricted funds					
<i>Designated funds:</i>					
Trustee Deep Reserve Fund	80,000	-	-	-	80,000
Reserves Buffer Fund	269,228	-	-	42,943	312,171
<i>Total designated funds</i>	<i>349,228</i>	<i>-</i>	<i>-</i>	<i>42,943</i>	<i>392,171</i>
General funds	359,740	546,428	(449,609)	(42,943)	413,616
Total unrestricted funds	708,968	546,428	(449,609)	-	805,787
Total funds	851,200	1,054,056	(917,221)	-	988,035

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

15. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2024 £	2023 £
Amount falling due:		
Within 1 year	68,254	46,753
Within 1 - 5 years	<u>124,125</u>	<u>-</u>
	<u>192,379</u>	<u>46,753</u>

16. Related party transactions

There were no related party transactions in the current or prior period.

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

17. Prior period restatements

Deferred income

Prior period income, creditors and funds have been restated to recognise grant income in full when the criteria for entitlement have been met. Previously, grant income was deferred to future periods and recognised in the SoFA at the point the associated project work was delivered.

Expenditure classifications

Expenditure has been restated for the reclassification of expenditure between SoFA headings.

Funds brought forward

This has affected funds brought forward, as follows:

	Restricted funds £	Designated funds £	General funds £	Total funds £
Funds as originally stated at 1 April 2022	41,705	349,228	359,740	750,673
Adjustment to deferred income - periods prior to 22/23	<u>100,527</u>	<u>-</u>	<u>-</u>	<u>100,527</u>
Funds as restated at 1 April 2022	<u><u>142,232</u></u>	<u><u>349,228</u></u>	<u><u>359,740</u></u>	<u><u>851,200</u></u>
	Restricted funds £	Designated funds £	General funds £	Total funds £
Funds as originally stated at 31 March 2023	55,941	392,171	376,616	824,728
Adjustment to deferred income - periods prior to 22/23	100,527	-	-	100,527
Adjustment to deferred income - 22/23	<u>25,780</u>	<u>-</u>	<u>37,000</u>	<u>62,780</u>
Funds as restated at 31 March 2023	<u><u>182,248</u></u>	<u><u>392,171</u></u>	<u><u>413,616</u></u>	<u><u>988,035</u></u>

Caring in Bristol Limited

Notes to the financial statements

For the year ended 31 March 2024

17. Prior period restatements (continued)

Creditors: amounts due within 1 year

The accruals and deferred income balance has been affected as follows:

	£
Balance as originally stated at 31 March 2023	171,158
Adjustment for deferred income	<u>(163,307)</u>
Balance restated at 31 March 2023	<u><u>7,851</u></u>

Income

Grant income balances shown in the SoFA been affected as follows:

	Restricted funds £	Unrestricted funds £	Total funds £
Income as originally stated at 31 March 2023	223,363	24,550	247,913
Adjustment for deferred income	<u>25,780</u>	<u>37,000</u>	<u>62,780</u>
Income as restated at 31 March 2023	<u><u>249,143</u></u>	<u><u>61,550</u></u>	<u><u>310,693</u></u>

Accounts



Caring in Bristol

CARING IN BRISTOL LIMITED

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

CHARITY REGISTRATION NUMBER: 1151645

COMPANY REGISTRATION NUMBER: 08419424

BURTON SWEET LIMITED

THE CLOCK TOWER
5 FARLEIGH COURT
OLD WESTON ROAD
FLAX BOURTON
BRISTOL, BS48 1UR

CARING IN BRISTOL LIMITED

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CARING IN BRISTOL LIMITED

LEGAL AND ADMINISTRATION INFORMATION

Constitution

Caring in Bristol Limited is a company limited by guarantee and a registered charity governed by its Articles of Association.

Charity number 1151645

Company number 08419424

Trustees and directors

The trustees of the charity who were in office during the year and up to the date of signing the financial statements were:

Nigel Harradine	Chair
James Eldred	Vice-Chair
Felicity Clark	Trustee & Treasurer
Jennifer Harris	Trustee
Matthew Morrison	Trustee
Joanna Strong	Trustee
Mark Williams	Trustee
Philip Parry	Trustee
Bejide Kafele	Trustee
Allan Freeman	Trustee

Solicitors

Bevan Brittan
1 Queen Street
Bristol, BS2 0HQ

Bankers

Unity Trust Bank plc
Nine Brindleyplace
Birmingham, B1 2HB

Staff Management Team

Ben Richardson	[to 7.7.23]
Glyn Berwick	[to 30.9.23]
Claire Coleman	
Emma Prout	
Helen McCartan	
Bronwen James	
Mel Holmes	

Registered address

The Night Shelter
14 Little Bishop Street
St Pauls
Bristol, BS2 9JF

Independent Examiner

Joshua Kingston BSc, ACA
Burton Sweet Limited
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol, BS48 1UR

The Affirmative Deposit Fund
9 Bonhill Street
London, EC2A 4PE

Julian Hodge Bank Limited
29 Windsor Place
Cardiff, CF10 3BZ

Triodos Bank
Deanery Road
Bristol, BS1 5AS

Nationwide Building Society
Nationwide House
Pipers Way
Swindon SN38 1NW

Monmouthshire Building Society
Monmouthshire House
John Frost Square
Newport NP20 1PX

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

CHIEF EXECUTIVE'S INTRODUCTION

Bristol remains in an acute housing crisis. House prices and rents post-COVID are some of the highest in the country, social housing is in short supply, and thousands are placed in temporary accommodation across the city.

Understandably, the need for our ongoing and more established crisis services has not dissipated, particularly for young people who are one of the most adversely affected groups in our city. We were excited to win funding from the government's Night Shelter Transformation Fund to develop a new youth focused emergency shelter provision. We are currently engaged in a change of use planning process with Bristol City Council around converting a couple of floors of our office premises to this use, and hope to have the shelter built and launched by Christmas 2023.

Despite the difficult external financial context, the last 12 months have been a period of healthy consolidation for Caring in Bristol, particularly our newer projects focused on delivery in non-city centre communities and those at early risk of homelessness. Our work with food clubs, early advice and guidance, and community co-production have all become further embedded in their respective localities and are yielding new and important insights as we expand impact and reach. We will continue to prioritise work that is community-led, and in direct response to local demand.

We remain committed to building an ambitious movement for change in our city with the charity aiming to directly support over 1,000 people per year. Our investment in income generation and core infrastructure over the last 12 months has yielded a more diverse range of support, and we now plan to further invest and grow our front-line services to match the need we are seeing locally during the sustained cost of living crisis.

We are indebted to our many community volunteers who make up the lifeblood of our work and mission, with over 500 people helping us make a difference last year.

Ben Richardson

QUOTES FROM THE YEAR

"I can't tell you the difference the information I've received over the past year has made - it's been hundreds of pounds in energy bill help and emergency grant. I've shared with so many friends and neighbours. I saw a friend on facebook the other day said they were sleeping outside in Birmingham and cause you'd said it was SWEP I sent them that message and information. He said it made a difference so thanks." **Co-production member**

"I feel like a weight has been lifted off my shoulders - even if it's just talking about it" - **man who previously experienced rough sleeping and attended a group workshop on energy bills.**

"This is paradise, I don't have to walk around all day, I can sit and have coffee and tea brought to me." **Caring at Christmas Client**

"There's all different kinds of people coming in. They're just over the moon, and they're staying for coffees and chat, and they're making new friendships. You can see the need." **Bristol Goods Client**

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

"I felt very supported by caring in Bristol," she recalls, "There was always somebody on call if we needed them. I really enjoyed it and enjoyed working with the volunteers. We got a good bit of team working going on!" **Bea, Caring in Bristol Volunteer**

"I have found myself again...I am thankful for you attending the appointments with me during recovery. I wouldn't of [sic] been able to do it without you" **Project Z client**

AIMS AND OBJECTIVES

PURPOSES

The charitable purposes of Caring in Bristol are restricted to the following:

'The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.'

THE AIMS OF CARING IN BRISTOL – THIS CITY CAN

Our vision is creating a city empowered to solve homelessness

Our mission is to work in imaginative and creative ways with people experiencing or at risk of homelessness, with the public and with community partners, to bring about lasting change in Bristol and beyond.

Our three core values drive our strategy, services, behaviour and culture:

We collaborate:

We learn, share and work alongside everyone in our community to create services that achieve our vision. Our clients and communities inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. We generously share our resources, time, skills and learnings.

We put people first:

We develop relationships around strengths and take positive risks. We challenge ourselves to be better and are fearless in looking at our own biases as we seek to create a more inclusive and fairer city. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our clients. The voices and experiences of our clients, supporters, communities and co-collaborators are vital towards achieving our vision.

We focus on the end goal:

We work with our clients, volunteers, and staff to achieve their ambitions. We are here to make ourselves no longer needed and believe Bristol can be the first major city to end homelessness. Every decision we make is based on creating a future where we no longer need to exist.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

ENSURING CARING IN BRISTOL'S WORK DELIVERS OUR AIMS

Trustees consider how planned activities will contribute to our aims and objectives and sit against our Business Plan. Trustees receive update reports from senior members of staff at board meetings, which take place each quarter.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

All charitable activities focus on the prevention or relief of poverty, specifically though directly working with adults and young people at risk of or experiencing homelessness. Many of our projects also engage a significant number of volunteers from the local community, and our campaigns and communications work are aimed at changing public perceptions and expectations of homelessness services locally, including increasing the effectiveness of prevention. All Caring in Bristol services are free at the point of access, with the exception of Bristol Goods that charges £3.50 a week to its members as part of a food club model.

In our '**A Blueprint for Change: Empowering our city to make change by 2025**' strategy document, we committed to four promises to Bristol – which set out how our activities seek to deliver our public benefit:

1. **Early intervention to prevent crisis** – work that targets single individuals at early risk before crisis results in loss of accommodation or stability.
2. **Effective crisis support** – work that targets single individuals in immediate risk of losing accommodation, or to provide relief or support to single individuals experiencing an immediate homelessness crisis.
3. **Build a movement** – work that amplifies the voices of our clients, community members and volunteers, with a view to influencing positive collective action within the broader system.
4. **Develop evidence to mobilise change** – work that creates accessible and objective evidence to understand how best to act.

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the aims and objectives, and in planning activities and setting policies for the year ahead.

EARLY INTERVENTION TO PREVENT CRISIS

Early Doors

Now in its second year, the Early Doors project aims to deliver early interventions which prevent homelessness. Despite some staffing challenges, the community co-production groups in East and South Bristol have continued to thrive, allowing us to design information and support based on the particular housing needs of these communities. In East Bristol this has included discussions around the highly poignant and emotive subject of fire safety in tower blocks, and in South Bristol our participants have been tackling the impacts of the rising cost of living.

A development in the last year has been Early Doors staff working closely with their colleagues from other teams. Early Doors support workers now regularly attend Caring in Bristol's food clubs and social eating spaces, and were also present at our Christmas day centre. This opens up a new avenue to housing advice for people who would not normally have access to it, providing tangible positive outcomes to their lives.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

In January 2023 Early Doors launched weekly drop-in sessions, with advisors in attendance from Housing Matters (formerly CHAS) and Shelter. Seeing an average of 4 clients each week, the success of this drop-in illustrates the trust that Caring in Bristol is building in an area of the city traditionally under-served by housing support services.

Housing Support Handbook

A new version of the Early Doors housing support handbook was published in autumn 2022. Frontline staff distribute the handbook in outreach spaces and utilise it as a tool in 1-1 support work. With the new edition coinciding with catastrophic increases in the cost of living, it is more important than ever to provide clear and accessible information about how to access support and advice that can prevent a homelessness crisis. So far over 2,000 printed copies have been circulated.

Caring Handbook

The Caring Handbook provides practical information to those experiencing homelessness now, and enables community action groups and caring individuals with the knowledge to signpost and help throughout this crisis.

The first printed copies of the 2022-23 edition of the Caring Handbook landed with us in September 2022, and the demand for this resource reached a level we were unable to predict. Within 3 months, 5,000 copies had been requested and circulated across the city to homelessness charities, churches, hospitals, prisons and a diverse range of other organisations. A digital version is also available on our website. In January 2023 another 2,000 more were produced and distributed, with demand outstripping supply and demonstrating this is a vital resource for the city. Our plan is to produce a new version in autumn 2023.

EFFECTIVE CRISIS SUPPORT

Project Z

A report we commissioned this year noted that “youth homelessness in Bristol is rising due to the compounding pressures of rapidly increasing rental prices, a lack of social housing provision and the worsening cost-of-living crisis. Relative to the rest of England, affordability and housing supply is particularly challenging in Bristol” (Dr Ella Harris, March 2023)

With young people deeply affected by the impact of the cost-of-living crisis, our Project Z team supported 39 young people this year, helping them navigate subjects including housing, employment, benefits, immigration, housing, physical and mental health needs.

Despite some resourcing setbacks, our youth practitioners’ commitment and passion for their young people is unquestionable. We were able to respond to the needs of our service users that were most affected by the cost-of-living crisis by offering a new collaboration between Bristol Goods and Project Z, offering young people low cost fresh healthy food.

A highly skilled and experienced new Youth Services Manager joined us in January, ensuring the team has robust leadership following a period of flux. There are exciting plans partnered with SGS college and Bristol City Council’s community learning teams to offer young people an opportunity to participate in wellbeing, educational and independent living group work sessions.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Plans are also in place to create a youth advisory board and peer mentoring service, deepening the co-production element of this work.

Z House/Youth Shelter

After reluctantly pausing the previous iteration of this project due to financial and property suitability reasons, we have continued to examine how we can create a specialist accommodation service for young people.

Caring in Bristol was successful in an application for funding for our shelter model from the Department of Levelling Up, Housing & Communities' Night Shelter Transformation Fund. This funding enabled us to commission Dr Ella Harris to conduct research to ensure our project design incorporates the needs of young people and the systems within which we operate in the city. The final report was published in May 2023.

As well as consulting young people and service experts, we have engaged with architects to produce floor plans, and submitted a change of use request to Bristol City Council's planning department. The new plan will see our office space at Pritchard Street be converted into 4 bedrooms that will return to office use space during the day. The plan includes a space for communal eating, and hosting groups for people around independent living skills, housing advice and support. We await the outcome of the planning request.

The shelter will be co-produced and volunteer-run. We are starting to initiate contact with volunteers, with plans to reintroduce the steering group that they were so actively engaged in previously.

Alongside the outcomes of Dr Ella's research with young people, the youth board will also contribute to the development of this work. Youth Services Manager Mel Holmes values this highly: *"It's important we have people with lived experience involved to influence our services. Their voices are paramount if systems are to change."*

Bristol Goods

In April 2022, 6 months into the delivery phase of the Bristol Goods food club project, we took the decision to launch a second food club location in South Bristol. With the learnings from the Imperial Apartments food club, the team knew a larger space with better community transport links would allow them to deepen their impact.

After researching the area for a base at the heart of a community hit hard by rising costs and Bristol's housing crisis, the Withywood Centre was selected. This location has allowed Bristol Goods to evolve from a straightforward food support service to a more nuanced and holistic community resource. Bristol Goods Withywood creates a welcoming and supportive space, where members have the opportunity to take a seat after they have picked their food, and connect with their peers. With the increasing presence of the Early Doors staff, members also have access to skilled support workers and signposting to expert external advice. It's clear that food can act as a gateway to more challenging conversations.

The third Bristol Goods location launched in summer 2023 at our office HQ, and is a dedicated food club for young people. Run in partnership with the youth practitioners from Project Z, members are offered a similarly warm and inclusive space where other issues can be discussed.

Overall 159 members have benefitted from the service this year. A piece of research is currently underway to collect qualitative data to further understand the impact the project has on its members' living situations, and the wider community.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Caring at Christmas

After 2 years of disruption to Caring at Christmas due to the pandemic, Caring in Bristol took the decision early in the year not to reinstate the night shelter element of the service. This was driven by our continuing concerns about the safety and efficacy of dormitory style night shelter provision, but equally our evolving strategic view of how we achieve the best possible impact locally.

Public health professionals gave us the go-ahead to run the 2022 day centre without the significant Covid-mitigation measures we had instigated in 2021. We were therefore able to operate the day centre at full capacity, extending our reach while maintaining a commitment to strong hygiene standards. On Christmas Eve morning the doors of the Trinity Centre opened, and over the week our staff and volunteers served 1,400+ hot meals, gave out several tonnes of clothing and toiletries, and provided haircuts, shoulder massages and a cinema. One innovation that was possible through support from Fareshare, was a pantry of groceries similar to our Bristol Goods model. Guests were able to leave with a bag of food appropriate to their individual needs.

We saw an almost 20% increase in the number of people attending, rising from 338 to 412, with over 60% returning multiple times during the week.

An independent researcher was hired to chat to service users and understand the difference this service makes. Their findings cemented our understanding of Christmas as a particularly challenging time for people experiencing homelessness:

“Guests felt they are *supposed* to eat well and meet family/friends over the festive period. Most of those facing homelessness who use the day centre service have difficulties finding good quality food, and had few family/friends to meet. The day centre is effective at fulfilling these two needs during the Christmas period.”

Alongside the day centre, Caring in Bristol’s fleet of volunteer drivers delivered delicious meals and gift hampers to almost 200 insecurely housed households, referred to us by our many partners across the city including St Mungos, One25, Salvation Army, Addiction Recovery Agency and 1625 Independent People.

BUILD A MOVEMENT

Bristol Homeless Forum

Having worked with several key partners and funders, we were able to produce a piece of research in 2022 on options for the future of the Bristol Homeless Forum. The forum was subsequently successfully relaunched in early Spring, and we held a successful introductory meeting with over 40 groups and organisations represented from across the sector. We maintain a role on the steering group, and are planning six core meetings a year, with a view to better establishing gaps across the city for innovation and creating more inclusive strategic decision making.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Campaigns/Communications Approach

We have adopted a more 'needs-based' marketing orientation, focusing on becoming experts at telling our stories through the eyes of our clients and frontline staff. To support this, we recruited a new part-time Storytelling Co-ordinator to work closely with our clients and those with lived experience to empower them to tell their stories of Caring in Bristol's impact in the community.

The Storytelling Co-ordinator also conducts interviews to help create stories that connect our supporters and funders with our vital work, thereby showcasing our clients voices and underlining the need of our services.

DEVELOP EVIDENCE TO MOBILISE CHANGE

Research and Impact

We have invested in our Inform database capability and plan to make further investment in the year to come to ensure clearer ongoing data capture and monitoring.

We commissioned research into our Year 1 Early Doors prevention work, our Caring at Christmas Project and forthcoming youth shelter. A core theme across these projects is the vital importance of enabling community members to use their unique lived experience to build community resilience and support their peers.

BUILD A BEST PRACTICE CHARITY ORGANISATION

Equality, Diversity and Inclusion

We have engaged in training and outside consultation at both the senior team and trustee level over the past year, to develop an action plan around further equality, diversity and inclusion work at Caring in Bristol.

Our more inclusive approach to recruitment is gradually yielding results, and we are increasing representation within the staff team from the communities we work within.

We have submitted plans with the shelter re-development to include a disabled access toilet on the ground floor of our offices, which will facilitate access for a broader range of community members.

Reflection

We have been able to run three staff away days over the course of the year, giving the team a full opportunity to review their work.

All staff have access to external individual and group clinical supervision. This is further supported by a weekly all-staff meeting which features a 30-minute spotlight on different elements of our work, giving all staff an opportunity to contribute to new thinking and development.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Back Office Support Systems

Further work has taken place during the past year in order to further improve the efficiency of our back office systems, most notably the development and introduction of a new cloud-based phone system, and outright purchase of a new office photocopier. These new developments have produced significant cost savings to the charity.

KEEP OUR INCOME SUSTAINABLE AND INDEPENDENT

Income Generation Approach

We continue to develop our diverse fundraising strategy to maximise our return on investment with an aim of maintaining an agile approach to supporting more people experiencing homelessness in our local community.

We have worked hard to grow our unrestricted income. We have aimed to increase the percentage of unrestricted income we receive by developing deeper partnerships with charitable trusts who share our mission to prevent homelessness. Relationships with funders, supporters, volunteers and wider stakeholders continue to be at the forefront of our work.

Around 50% of our income comes from charitable trusts, foundations and statutory partners who share our mission to prevent and end homelessness. This includes a mix of committed partners who have supported the development of our work over a number of years, along with newer partners who we have built relationships with during the year. Over the next few years, we will be seeking to develop relationships with new partners in order to expand and adapt our work in direct response to the needs of our community.

We have made significant progress with Corporate and Community Partnerships, and the development and growth of our 'Caring Corporates' and 'Caring Local's' programme, where we partnered alongside 22 local businesses.

This year we also increased the number of public fundraising appeals and continue to advance our segmentation practices and supporter stewardship approaches with an aim to further build relationships with our individual supporters.

Finally, we have started to cultivate a new major donor fundraising strategy and have employed a Philanthropy Manager to develop this work.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Partners

We wish to thank every one of our supporters and funders who financially support our work. We would especially like to thank the following:

Abri Community Fund	Rotary Club of Chipping Sodbury
Beatrice Laing Trust	Singer Foundation
Bristol City Council	Social Bite
Building Societies Trust	St Martin-in-the-Fields Frontline fund
Department for Levelling Up, Housing & Communities – Night Shelter Transformation Fund	TAP for Bristol - Bristol City Centre BID & Redcliffe and Temple BID
Desmond Harris Charitable Trust	The 29 th May 1961 Charitable Trust
FareShare South West	The Albert Hunt Trust
Feeding Bristol - Winter Household Support	The Arnold Clark Community Fund
G T Pearce Charitable Trust	The Dawe Family Trust
Garfield Weston Foundation	The February Foundation
John James Bristol Foundation	The Medlock Charitable Trust
Julia & Hans Rausing	The National Benevolent Charity
Harkness Family Foundation	The Nisbet Trust
Imperial Tobacco	The Portishead Nautical Trust
Lloyd Robinson Family Fund	The Raindance Trust
Mabel Cooper Charitable Trust	The Ripple Trust
National Grid Electricity Distribution- Community Matters Fund	The Sunrise Foundation Grant Fund
Next Energy Group- Bizgive	The Thompson Charitable Trust
Oak Foundation	The Waterloo Foundation
Quartet Community Foundation	Zurich Community Trust

Caring Corporates

First launched in November 2021, the Caring Corporates programme has grown to include 14 companies. The programme aims to create mutually beneficial partnerships with businesses in Bristol and beyond. The support provided by our Caring Corporates vary from direct financial donations to service aid, depending on the motivations of the business and what their company can offer.

We would like to thank:

Unleashed Software	Reuleaux Ltd	Mercedes Benz of Bristol
Firstpoint Logistics Ltd	The Stable	Taziker
Southern Hospitality	Runway East	Nexus Planning
Yardi	Bell Group UK	Burges Salmon
Delta Hotels by Marriott	Assured Digital Technologies	

CARING IN BRISTOL LIMITED

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Caring Local

Caring Local is a partnership programme developed exclusively for local independent businesses. It focusses on partnerships that encourages people in the city to buy local.

We would like to thank:

Hugo's Greengrocer	Pizzarova	Bristol General Store
The Bristol Cheesemonger	Papadeli	Max Minerva's
The Cider Box	Autolyne	Box-E
COR Restaurant	Bertha's Pizza	Alpha Bottle Shop & Tap
Future Doughnuts		

Community Partners

Caring in Bristol is fortunate to have numerous community partners providing outstanding support. From traditional fundraising to community events and generous donations; our community partners have gone above and beyond to help Caring in Bristol.

We would like to thank:

QEH School (Queen Elizabeth Hospital)	St Mary's Catholic Primary	Pink Elephant Club
City of Bristol College	NBHD	Gloucestershire Cricket Club
Redmaids School	Breakfast Rotary Club	Rolls Royce Apprentice Association
Knowle Methodist Church	Bristol Rovers Community Trust	Infineon Technologies
St Mary's Primary School Yate	St. Mary The Virgin Leigh Woods	Clifton Rentals
Gordano School	All-aboard Water Sports	Sharkfin Recruitment
Bristol University Homelessness Society	Redland Park Church	Newton Park Cycle Club
Bristol Grammar School	Christ Church Clifton	Taylor Wimpey
Mother's Union Christchurch Hanham	Bristol Masons	Who's Flying the Plane

FINANCIAL REVIEW

Despite the challenges of a year where the fundraising climate has continued to be difficult, the Trustees note a satisfactory financial performance for the year under review with a surplus generated of £74,055. We can report an upturn in both our restricted and unrestricted funds – we remain continually grateful to our core supporters who have maintained steadfast support during this past year.

The Trustees have continued to monitor the Charity's financial position, and at the time of writing this report, the Board are satisfied that Caring in Bristol can continue operating as a going concern in the long term. In addition to needing to maintain an adequate financial reserve, the Board has also been pleased to approve additional service investments for the new financial year.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

INVESTMENT POLICY

Caring in Bristol seeks to maintain the capital value of its assets, maintain liquidity and produce the best financial return within an acceptable level of risk, whilst acting in accordance with its ethical standards.

As Caring in Bristol has a small asset base, capital volatility cannot be tolerated and therefore all investments are held in the form of cash. Cash deposits are split so that no one institution holds all of the charity's total cash balance. All cash balances are deposited in institutions regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The charity manages its own cash deposits. We monitor the cash position and prospective cashflow, reporting this to the Finance and Income Generation Committee and through them to the board.

RESERVES POLICY

The Trustees have given consideration to appropriate levels of reserves retained for safe financial management and are of the continuing view that Caring in Bristol should hold between three and six months of running costs as a free reserve. This approximately equates to between £392,000 - £704,000.

Reasons for Reserves

The key continuing financial risks facing the charity are decreasing donations and not securing grants to continue existing projects and commitments – and at the time of writing this report, pressure on budgets as a result of a continued and sustained rise in the cost of living. As a result, the Board continue to be mindful of ensuring adequate reserves are held to cover the following 3 main risks:

- Continuity of Service: As a charity working with vulnerable people, we have an obligation to ensure any withdrawal or reduction in services as a result of insufficient funding is carefully managed to minimise any negative impact for our beneficiaries.
- Income Flow: Income is received unevenly and sporadically over the course of a year leaving the charity exposed to being unable to meet its ongoing commitments
- Fixed Employment Costs: As an employer we recognize the obligation to maintain sufficient income to pay our staff. During the year under review, fixed staffing costs represented 65% of the charity's total expenditure. The Charity has grown substantially over the last 3 years and we plan to add further to our employment base over the next 12 months.

A reasonable reserves balance is therefore required to mitigate these risks and to provide flexibility to develop and pilot new areas of work when opportunities arise.

Current Reserves position

As shown in the balance sheet to the accounts, the total funds balance at 31st March 2023 is £824,728.

Of this £55,941 are restricted fund balances not available for the general purposes of the charity.

The Trustees recognise the Charity's continued growth and level of organizational complexity, and therefore the Board continue to maintain 2 designated funds for the following specific purposes:

Fund 1: Trustee Deep Reserve Fund: monies held to ensure an orderly and proper shutdown of the Charity should it ever be required.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

Fund 2: 3 Month Floating Reserve Buffer Fund: monies held to ensure short term liquidity thereby smoothing out short term deficits caused by fluctuating income levels.

The balance of free unrestricted reserves within the General Fund is £363,751. The charity also holds designated funds of £392,171 for furthering the aims and objectives of the charity. During the period under review, the Board calculate there is a moderate excess balance over and above our requirements equating to approximately £51,000. This surplus will be immediately used to contribute to the significant investments planned for the new financial year, as detailed in the paragraph below.

PLANS FOR FUTURE PERIODS

In FY23-24 we plan the following key pieces of work:

- Fit out and launch our new youth shelter provision, and further expand the scope of our wrap around day and night youth support.
- Develop the integration between our south Bristol food clubs and city-centre Christmas provision, to increase accessibility, range and reach of both.
- Develop consistency around our volunteer offer across our work, including the appointment of a dedicated volunteer manager.
- Upgrade and personalise our Inform database to ensure consistency of monitoring and reporting across the charity.
- A comprehensive review of our file-storing and management system.

STRUCTURE, MANAGEMENT AND GOVERNANCE

GOVERNING DOCUMENT

Caring in Bristol Limited is a company limited by guarantee and has charitable status. The charity is governed by its Articles of Association dated 26 February 2013. Caring at Christmas operated as a registered charity from 1989 until the charity was incorporated in 2013 and the name subsequently changed to Caring in Bristol.

BOARD OF TRUSTEES

At 31st March 2023 the trustee board consisted of ten trustees who have a wide range of skills and experience. A term is three years and trustees can serve two consecutive terms after which they must step down for at least two years. The trustees, together with the Chief Executive, identify the skills and experience required of the trustees to ensure that the board reflects this need.

Induction for prospective board members includes documentation, meeting other trustees and staff, and attending a board meeting where the detailed work of the charity and discussions concerning trustees' roles and responsibilities are covered. Information on governance training opportunities is circulated periodically to trustees. Whilst the trustees are responsible for governance, they have delegated day-to-day running of the charity to the Chief Executive.

The board meet regularly (each quarter) including one trustee away session, topics covered this year included skills audits and board effectiveness. A new strategic framework for evaluating current and future work against our strategic priorities was also agreed.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

The board delegates certain responsibilities to the Finance and Income Generation [FING] Committee, whose remit includes detailed review and monitoring of the annual budget and management accounts; monitoring of income generation performance; and approval of any annual salary increases. The FING Committee meets quarterly and reports back to the board.

In addition, this year we have added a couple of new governance sub-groups, including Strategy Development and Human Resources.

The Chief Executive and members of the Central Organising Committee [COG] submit written reports and attend all board meetings. The Chief Executive is held to account through regular reports to the board on progress against objectives and through one-to-one meetings with the Chair.

STAFFING & HR

The team (end of March 2023) comprised 18 members of staff.

The Chief Executive oversees all Caring in Bristol's work and line manages the senior managers of the organization.

We can also report that in July 2023, we say goodbye to Ben Richardson, our inspirational Charity Director, who for the past 5 years has successfully led the charity to great success. He can rightly be proud of what has been achieved. The Board thank him for his commitment and dedication, and wish him all the very best for the future.

VOLUNTEER SUPPORT

Over 400 people contributed their time in December to ensure we could support people experiencing homelessness at this difficult time of year. With such a scale and legacy, Caring at Christmas is clearly a headline event for volunteers in the city.

As we entered 2022 we knew that Bristol Goods would need volunteer support to maximise its reach, and the staff have made excellent progress, building a small group of committed volunteers from within the community in South Bristol. They are a big part of the success of the Withywood food club, and the staff team are continually improving their volunteer training and management practices as the service evolves:

"It's fantastic working with the group of residents who continuously help to shape, organise, and run Bristol goods and the social eating events in their community. It's been great to hear anecdotes of when they have passed on housing information and advice learnt since volunteering to people in their community. Their dedication and belief in the service has been vital to Caring in Bristol's integration into the area."

Jess Manning, Project Coordinator

A primary focus for the year to come is volunteer recruitment for the Youth Shelter, which will require year-round support 7 nights a week. We have a headstart, with a volunteer base from previous night shelter projects, and work is already underway to engage with them as well as new audiences.

After considering the increasing need for robust voluntary support across all of our operations, Caring in Bristol committed in March 2023 to hiring a full time Volunteering Coordinator. This role will help to ensure we have the resources we need, as well as solidifying our relationship with our volunteers, creating regular newsletters and seeking feedback throughout the year.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

RISK MANAGEMENT

The trustees continue to monitor the risk register as a standing item and make incremental improvements. The trustees seek to manage such risks to an acceptable level, and this remains an important area for attention.

The senior management team reviews the risks to which the charity is exposed before board meetings. Risks are highlighted in papers to board. This allows the board to focus their attention on the most relevant and strategic risks.

Particular risks the organisation have faced this year include our fundraising performance being impacted by continued economic turbulence and competition for scarce resources, difficulties with recruitment and long-term retention of appropriately skilled staff with continued increased competition in the labour market post-COVID and the work-from-home revolution.

The trustees will continue to review the major risks to which the charity is exposed, and systems will continue to be evolved, adapted and reviewed to manage those risks.

CHARITY GOVERNANCE CODE 2017

Whilst not a legal requirement to be compliant, the trustees aim to follow the seven principles of the Code and are committed to good governance and a desire to contribute to the charity's continued improvement.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also directors of Caring in Bristol Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: *The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Accepted Accounting Practice)*.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

MEMBERS OF THE TRUSTEE BOARD

Members of the Management Committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 3.

The trustees submit their annual report and independently examined financial statements for the year ended 31 March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and with the Charities Act 2011 in preparing the annual report and financial statements of the charity. The legal and administration information on page 3 forms part of this report.

Approved by the trustees on 15 June 2023 and signed on their behalf by

Nigel Harradine

Nigel Harradine

Chair of Trustees

Caring in Bristol Limited

CARING IN BRISTOL LIMITED

INDEPENDENT EXAMINER'S REPORT

Independent examiner's report to the trustees of Caring in Bristol Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

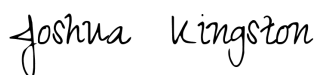
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

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

CARING IN BRISTOL LIMITED

INDEPENDENT EXAMINER'S REPORT

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.



Joshua Kingston BSc, ACA
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 15 June 2023

CARING IN BRISTOL LIMITED

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

	Note	Unrestricted Funds £	Restricted Income Funds £	Total Funds 2023	Total Funds 2022 £
Income from:					
Donations and legacies	4	503,321	481,848	985,169	993,358
Other income	4	6,107	-	6,107	2,657
Total income		<u>509,428</u>	<u>481,848</u>	<u>991,276</u>	<u>996,015</u>
Expenditure on:					
Raising funds	5	312,993	-	312,993	364,345
Charitable activities	5	136,616	467,612	604,228	744,822
Total expenditure		<u>449,609</u>	<u>467,612</u>	<u>917,221</u>	<u>1,109,167</u>
Net income/(expenditure)	6	59,819	14,236	74,055	(113,152)
Transfers between funds	13	-	-	-	-
Net movement in funds		59,819	14,236	74,055	(113,152)
Total funds brought forward	13	708,968	41,705	750,673	863,825
Total funds carried forward	13	<u>768,787</u>	<u>55,941</u>	<u>824,728</u>	<u>750,673</u>

Details of the allocation of 2022 total funds between unrestricted and restricted are shown in Note 3.

The Charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 24 to 35 form part of these financial statements

CARING IN BRISTOL LIMITED

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	9	<u>12,865</u>	<u>16,700</u>
Current assets			
Debtors and prepayments	10	14,419	30,364
Cash at bank	11	<u>975,134</u>	<u>823,853</u>
Total current assets		989,553	854,217
Creditors: Amounts due within one year	12	(177,690)	(120,244)
Net current assets		<u>811,863</u>	<u>733,973</u>
Total net assets		<u>824,728</u>	<u>750,673</u>
Funds of the Charity			
Unrestricted funds			
General funds	14	376,616	359,740
Designated funds	14	392,171	349,228
Restricted income funds	14	55,941	41,705
Total funds		<u>824,728</u>	<u>750,673</u>

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

These accounts have been prepared in accordance with the provisions applicable to the companies subject to the small companies' regime.

The Company's registration number is 08419424.

These financial statements were approved by the Trustees on 15 June 2023, and are signed on their behalf by:

Nigel Harradine

N Harradine
Chair of Trustees

FAS Clark

FAS Clark
Treasurer

The notes on pages 24 to 35 form part of these financial statements

CARING IN BRISTOL LIMITED

CASHFLOW STATEMENT
YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flows from operating activities	17	151,426	(82,649)
Cash flows from investing activities:			
Dividends, interest and rents from investments		4,992	617
Purchase of fixed assets		(5,137)	(14,846)
Net cash provided by/(used in) investing activities		(145)	(14,229)
Change in cash and cash equivalents in the reporting period		151,281	(96,878)
Cash and cash equivalents at the beginning of the reporting period		823,853	920,731
Cash and cash equivalents at the end of the reporting period	11/17	975,134	823,853

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 24 to 35 form part of these financial statements

1 Basis of preparation

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

The Charity constitutes a public benefit entity as defined by FRS 102.

1.2 Going concern

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by the worldwide COVID-19 crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations and reserves in the coming months and years, the charity has sufficient reserves to be able to meet these challenges. Please refer to the Trustees' Report for further details of how the charity has been affected by the Covid pandemic.

2 Accounting policies

2.1 INCOME

a) Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- i) The Charity becomes entitled to the resources;
- ii) It is more likely than not that the Trustees will receive the resources;
- iii) The monetary value can be measured with sufficient reliability.

When donors specify that donations given to the Charity must be used in future accounting periods, or impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred to those periods.

b) Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

c) Grants and donations

Grants, including government grants are accounted for as receivable and are allocated to income from donations and legacies. Other grants which are received subject to the charity providing a specific level of service are included within income from charitable activities.

d) Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

2 Accounting policies (continued)**2.1 INCOME (continued)****f) Donated goods**

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so. The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Gifts in kind for use by the Charity are included in the SoFA as income from donations when receivable.

g) Volunteer help

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

h) Interest received

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

2.2 EXPENDITURE AND LIABILITIES**a) Expenditure and liability recognition**

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to the identified charitable activities and the costs of generating income directly, where applicable.

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the Charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

b) Support costs have been allocated between charitable activities undertaken and expenditure on raising funds. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and have been included within support costs.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by the time spent and other costs by their usage.

e) Creditors

The Charity has creditors which are measured at settlement amounts less any trade discounts.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

2 Accounting policies (continued)**2.3 ASSETS****a) Tangible fixed assets for use by the Charity**

New items are capitalised if they can be used for more than one year and cost more than £1,000.

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, on a straight line basis, as follows:-

Computer equipment	33%
Other equipment	33%

b) Debtors

Debtors are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the Charity. Subsequently, they are measured at the cash or other consideration expected to be received.

c) Cash at bank

Cash at bank includes all cash and 90-day notice deposit accounts.

d) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

e) Funds

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the Trustees. Designated funds are funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

3 Statement of Financial Activities for year ended 31 March 2022 (for comparative purposes)

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Income			
Donations and legacies	436,657	556,701	993,358
Other income	2,657	-	2,657
Total income	439,314	556,701	996,015
Expenditure			
Raising funds	356,180	8,165	364,345
Charitable activities	140,470	604,352	744,822
Total expenditure	496,650	612,517	1,109,167
Net income	(57,336)	(55,816)	(113,152)
Transfers between funds	-	-	-
Net movement in funds	(57,336)	(55,816)	(113,152)
Total funds brought forward	766,304	97,521	863,825
Total funds carried forward	708,968	41,705	750,673

CARING IN BRISTOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

4 Income

	Unrestricted Funds	Restricted Income Funds	Total Funds 2023
	£	£	£
Donations and legacies			
Donations and gifts	435,524	258,485	694,009
Gift Aid	39,277	-	39,277
Grant income	24,550	223,363	247,913
Donated goods	3,970	-	3,970
	<u>503,321</u>	<u>481,848</u>	<u>985,169</u>
Other income			
Interest received	4,992	-	4,992
Other income	1,115	-	1,115
	<u>6,107</u>	<u>-</u>	<u>6,107</u>
TOTAL INCOME	<u>509,428</u>	<u>481,848</u>	<u>991,276</u>

Prior year

	Unrestricted Funds	Restricted Income Funds	Total Funds 2022
	£	£	£
Donations and legacies			
Donations and gifts	312,829	341,733	654,562
Gift Aid	34,706	-	34,706
Grant income	84,932	214,968	299,900
Donated goods	4,190	-	4,190
	<u>436,657</u>	<u>556,701</u>	<u>993,358</u>
Other income			
Interest received	617	-	617
Other income	2,040	-	2,040
	<u>2,657</u>	<u>-</u>	<u>2,657</u>
TOTAL INCOME	<u>439,314</u>	<u>556,701</u>	<u>996,015</u>

Donated goods reflect the fair value to the Charity of stores and equipment donated by the public.

During the year, the charity received government grants of £67,629 (2022: £74,393), providing support to young people.

5 Expenditure

Total costs	Direct wages & salaries	Other direct costs	Support costs	Total costs 2023
	£	£	£	£
Fundraising	163,025	68,369	81,599	312,993
Effective Crisis Support	286,970	63,806	78,538	429,314
Early Intervention to Prevent Crisis	88,283	57,179	29,452	174,914
	<u>538,278</u>	<u>189,354</u>	<u>189,589</u>	<u>917,221</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

5 Expenditure (continued)**Support costs**

	Wages & salaries	Other support costs	Total support costs 2023
	£	£	£
Fundraising	25,311	56,288	81,599
Effective Crisis Support	28,927	49,611	78,538
Early Intervention to Prevent Crisis	10,848	18,604	29,452
	<u>65,086</u>	<u>124,503</u>	<u>189,589</u>

Prior year total costs

	Direct wages & salaries	Other direct costs	Support costs	Total costs 2022
	£	£	£	£
Fundraising	239,671	77,629	47,045	364,345
Effective Crisis Support	374,985	86,142	124,430	585,557
Early Intervention to Prevent Crisis	58,961	79,054	21,250	159,265
	<u>673,617</u>	<u>242,825</u>	<u>192,725</u>	<u>1,109,167</u>

Prior year support costs

	Wages & salaries	Other support costs	Total support costs 2022
	£	£	£
Fundraising	13,556	33,489	47,045
Effective Crisis Support	37,957	86,473	124,430
Early Intervention to Prevent Crisis	5,422	15,828	21,250
	<u>56,935</u>	<u>135,790</u>	<u>192,725</u>

6 Net income for the year

This is stated after charging:

	2023	2022
	£	£
Independent examiner's fees - current year	1,200	1,140
Other financial services	1,920	1,800
Depreciation	<u>8,972</u>	<u>7,973</u>

7 Staff costs and numbers

	2023	2022
	£	£
7.1 Staff costs		
Salaries and wages	514,551	618,654
Social security costs	46,582	60,754
Pension costs	24,764	30,728
Redundancy & termination payments	-	11,880
	<u>585,897</u>	<u>722,016</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

7 Staff costs and numbers (continued)

No employees received employee benefits (excluding employer pension costs) of more than £60,000.

Total employee benefits paid to key management personnel during the year were £216,198 (2022: £204,312). There were no employee benefits paid to Trustees during the year.

7.2 Average head count in the year

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

	2023	2022
	No.	No.
Raising funds	7	5
Charitable activities	9	14
Support	3	2
	<u>19</u>	<u>21</u>

8 Defined contribution pension scheme

	2023	2022
	£	£
Contributions recognised in the SOFA as an expense	<u>24,764</u>	<u>30,728</u>

The liability and expense of the defined contribution pension scheme is allocated between activities according to the employee's role within the Charity.

9 Tangible fixed assets

	Computer equipment £	Other equipment £	2023 Total £
9.1 Cost			
As at 1 April 2022	35,957	1,500	37,457
Additions	5,137	-	5,137
As at 31 March 2023	<u>41,094</u>	<u>1,500</u>	<u>42,594</u>
9.2 Depreciation			
As at 1 April 2022	19,257	1,500	20,757
Charge for the period	8,972	-	8,972
As at 31 March 2023	<u>28,229</u>	<u>1,500</u>	<u>29,729</u>
9.3 Net book value			
As at 31 March 2023	<u>12,865</u>	<u>-</u>	<u>12,865</u>
As at 31 March 2022	<u>16,700</u>	<u>-</u>	<u>16,700</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

10 Debtors and prepayments

	2023	2022
	£	£
Prepayments and accrued income	12,563	26,759
Other debtors	1,856	3,605
	<u>14,419</u>	<u>30,364</u>

11 Cash at bank and in hand

	2023	2022
	£	£
Short term deposits	456,950	451,439
Cash at bank and on hand	518,184	372,414
	<u>975,134</u>	<u>823,853</u>

12 Creditors and accruals: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	2,835	2,542
Accruals and deferred income	171,158	116,217
Other creditors	3,697	1,485
	<u>177,690</u>	<u>120,244</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

13 Movement in funds	1 April 2022 £	Income £	Expenditure £	Transfers £	31 March 2023 £
Unrestricted funds					
Designated funds:					
Trustee Deep Reserve Fund	80,000	-	-	-	80,000
Reserves Buffer fund	269,228	-	-	42,943	312,171
General funds	359,740	509,428	(449,609)	(42,943)	376,616
	708,968	509,428	(449,609)	-	768,787
Restricted funds					
<u>Caring at Christmas</u>					
Eyre Charitable Trust	-	500	(500)	-	-
Desmond Harris Trust	-	3,000	(3,000)	-	-
FareShare Southwest	-	9,500	(9,500)	-	-
GT Pearce Charitable Trust	-	2,500	(2,500)	-	-
Mabel Cooper Charitable Trust	-	2,500	(2,500)	-	-
29th May 1961 Charitable Trust	-	2,500	(2,500)	-	-
Thompson Charitable Trust	-	3,000	(3,000)	-	-
The Social Bite Fund	-	8,100	(8,100)	-	-
<u>Project Z</u>					
Sunrise Foundation	-	40,000	(40,000)	-	-
Waterloo Foundation	-	20,000	(20,000)	-	-
Frontline fund	-	71,129	(65,678)	-	5,451
<u>Other grants</u>					
Nat Ben Society	-	30,000	(30,000)	-	-
Dawe Family Trust	-	1,677	(1,302)	-	375
Medlock	-	2,000	(2,000)	-	-
Burges Salmon	-	1,600	(1,600)	-	-
<u>Z House</u>					
Imperial Tobacco	9,027	-	(9,027)	-	-
Portishead Nautical Trust	3,670	-	(3,670)	-	-
Nisbet Trust	-	20,000	-	-	20,000
Nightshelter Transformation Fund - Revenue Fund	-	30,000	(30,000)	-	-
Nightshelter Transformation Fund - Incubator fund	-	20,000	(20,000)	-	-
Singer Foundation	5,000	-	(5,000)	-	-
<u>Early Doors</u>					
Quartet Foundation	7,523	-	(7,523)	-	-
Oak Foundation	1,794	95,756	(95,388)	-	2,162
BCC - City Arts Funds	-	5,000	(5,000)	-	-
Quartet Catalyst TAP for Bristol Fund	-	15,000	(13,416)	-	1,584
Building Societies Trust	-	8,000	(8,000)	-	-
BCC RSI 5 Bid	-	17,629	(17,629)	-	-
Carried forward	27,014	409,391	(406,833)	-	29,572

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

13 Movement in funds (continued)

	1 April 2022 £	Income £	Expenditure £	Transfers £	31 March 2023 £
Brought forward	27,014	409,391	(406,833)	-	29,572
<u>Bristol Goods</u>					
February Foundation	-	5,000	(5,000)	-	-
John James Foundation	14,691	-	(13,593)	-	1,098
Quartet Foundation Express Grant	-	5,000	(5,000)	-	-
Abri Community Fund	-	3,000	(3,000)	-	-
Zurich Community Trust	-	7,500	(7,500)	-	-
BizGive	-	827	(827)	-	-
Quartet - BCC Social Action	-	4,080	(4,080)	-	-
National Grid	-	7,450	(7,450)	-	-
Feeding Bristol	-	10,000	(10,000)	-	-
Quartet - Bristol Local Food Fund	-	4,100	(4,100)	-	-
Julia & Hans Rausing Trust	-	25,500	(229)	-	25,271
	41,705	481,848	(467,612)	-	55,941
Total Funds	750,673	991,276	(917,221)	-	824,728

Designated Funds:

Trustee Deep Reserve Fund - monies held to ensure an orderly and proper shutdown of the Charity should it ever be required.

3 Month Floating Reserve Buffer Fund - monies held to ensure short term liquidity thereby smoothing out short term deficits caused by fluctuating income levels.

Project Development and Innovation Fund - fund set up in previous financial year to enable 'pump priming' of new service projects which otherwise would remain unfunded. During the year under review the Board reviewed the use of the fund and agreed that it was no longer required. Fund was therefore closed on 2 February 2022.

Restricted income funds:

Caring at Christmas - funds received towards providing day support, including food, warmth, company and activities alongside professional support over the Christmas period.

Bristol Nightstop - funds received to help provide temporary and emergency accommodation for young people facing homelessness.

Infrastructure support - funds received to assist with the general running of the charity.

Project Z - funds received to assist with our service supporting young people who are, or are at risk of becoming homeless.

Other grants consist of funds received in the year for supporting the salaries of project/service delivery staff and service costs across projects as well as funds received for the direct and practical benefit for beneficiaries.

Z House - funds received to help the charity open Bristol's only youth shelter.

Early Doors - funds received to run a homelessness prevention service, finding new ways to reach people at risk of becoming homeless and provide the advice they need to keep their home.

Bristol Goods - funds received to help us run a food support service and community resource.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

13 Movement in funds- Prior Year

	1 April 2021 £	Income £	Expenditure £	Transfers £	31 March 2022 £
Unrestricted funds					
Designated funds:					
Trustee Deep Reserve Fund	80,000	-	-	-	80,000
Reserves Buffer fund	365,603	-	-	(96,375)	269,228
Project Development fund	238,852	-	-	(238,852)	-
General funds	81,849	439,314	(496,650)	335,227	359,740
	766,304	439,314	(496,650)	-	708,968
Restricted funds					
<u>Caring at Christmas</u>					
Eyre Charitable Trust	-	1,550	(1,550)	-	-
Caradon Property Services	-	250	(250)	-	-
Desmond Harris Trust	-	3,000	(3,000)	-	-
GT Pearce Charitable Trust	-	3,000	(3,000)	-	-
Irwin Mitchell Charities Foundation	-	2,500	(2,500)	-	-
Quartet Community Foundation	-	5,000	(5,000)	-	-
Suez Recycling & Recovery UK	-	250	(250)	-	-
The Social Bite Fund	-	1,000	(1,000)	-	-
Quartet Community Foundation	-	1,000	(1,000)	-	-
Bristol City Council	-	9,600	(9,600)	-	-
<u>Bristol Nightstop</u>					
National Lottery Community Fund	25,939	89,694	(115,633)	-	-
De Paul UK	-	1,500	(1,500)	-	-
<u>Infrastructure Support</u>					
Bristol City Council	-	14,000	(14,000)	-	-
Lloyds Bank Foundation	8,019	-	(8,019)	-	-
Bristol Homelessness Research Fund	-	11,000	(11,000)	-	-
<u>Project Z</u>					
Sunrise Foundation	-	40,000	(40,000)	-	-
Nisbet Trust	-	20,000	(20,000)	-	-
Nationwide Foundation	-	10,050	(10,050)	-	-
Waterloo Foundation	-	11,667	(11,667)	-	-
Frontline fund	-	15,594	(15,594)	-	-
<u>Other grants</u>					
Nat Ben Society	-	30,000	(30,000)	-	-
Zurich Community Trust	-	20,000	(20,000)	-	-
Dawe Family Trust	-	1,714	(1,714)	-	-
<u>Z House</u>					
Ashfords Foundation	3,762	-	(3,762)	-	-
Anton Jurgens Charitable Trust	3,000	-	(3,000)	-	-
Pret Foundation	11,250	-	(11,250)	-	-
Imperial Tobacco	10,000	10,000	(10,973)	-	9,027
J&M Britton Charitable Trust	-	2,000	(2,000)	-	-
Denman Charitable Trust	-	5,000	(5,000)	-	-
Portishead Nautical Trust	-	5,000	(1,330)	-	3,670
Singer Foundation	-	5,000	-	-	5,000
<u>Early Doors</u>					
Quartet Foundation	12,322	24,994	(29,793)	-	7,523
Harkness Foundation	10,236	-	(10,236)	-	-
Oak Foundation	-	95,657	(93,863)	-	1,794
Quartet Foundation	-	15,000	(15,000)	-	-
Carried forward	84,528	455,020	(512,534)	-	27,014

CARING IN BRISTOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

Brought forward	84,528	455,020	(512,534)	-	27,014
Bristol Goods					
Bristol City Council	10,000	50,793	(60,793)	-	-
February Foundation	-	5,000	(5,000)	-	-
John James Foundation	-	44,138	(29,447)	-	14,691
Quartet Foundation Express Grant	2,993	-	(2,993)	-	-
Rotary Club Chipping Sodbury	-	1,750	(1,750)	-	-
	97,521	556,701	(612,517)	-	41,705
Total funds	863,825	996,015	(1,109,167)	-	750,673

14 Analysis of net assets between funds

	Tangible fixed assets £	Other net assets £	2023 Total £
Unrestricted funds			
Designated funds			
Trustee Deep Reserve Fund	-	80,000	80,000
Reserves Buffer fund	-	312,171	312,171
Total	-	392,171	392,171
General funds	12,865	363,751	376,616
Total Unrestricted funds	12,865	755,922	768,787
Restricted funds			
Project Z	-	5,451	5,451
Other grants	-	375	375
Z House	-	20,000	20,000
Early Doors	-	3,746	3,746
Bristol Goods	-	26,369	26,369
Total restricted funds	-	55,941	55,941
Total funds	12,865	811,863	824,728

Analysis of net assets between funds - Prior Year

	Tangible fixed assets £	Other net assets £	2022 Total £
Unrestricted funds			
Designated funds			
Trustee Deep Reserve Fund	-	80,000	80,000
Reserves Buffer fund	-	269,228	269,228
Total	-	349,228	349,228
General funds	16,700	343,040	359,740
Total Unrestricted funds	16,700	692,268	708,968
Restricted funds			
Z House	-	17,697	17,697
Early Doors	-	9,317	9,317
Bristol Goods	-	14,691	14,691
Total restricted funds	-	41,705	41,705
Total funds	16,700	733,973	750,673

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

15 Transactions with trustees and related parties

None of the Trustees have been paid any remuneration or benefits during the year.
 No trustees were reimbursed for expenses incurred during the year (2022: £nil).
 Total donations to the Charity by Trustees during the year were £nil (2022: £nil).

16 Taxation

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

17 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2023	2022
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	74,055	(113,152)
Adjustments for:		
Depreciation charges	8,972	7,973
Dividends, interest and rents from investments	(4,992)	(617)
(Increase)/decrease in debtors	15,945	(19,083)
Increase/(decrease) in creditors	57,446	42,230
Net cash provided by/(used in) operating activities	<u>151,426</u>	<u>(82,649)</u>

Analysis of cash and cash equivalents

	2023	2022
	£	£
Cash in hand	<u>975,134</u>	<u>823,853</u>

18 Operating leases

At 31 March 2023 the organisation had total minimum commitments under non-cancellable operating leases payable as set out below:

	2023		2022	
	Equipment	Property	Equipment	Property
	£	£	£	£
Payments due:				
Within one year	2,750	44,003	8,844	37,238
Between two and five years	-	-	2,200	15,516
	<u>2,750</u>	<u>44,003</u>	<u>11,044</u>	<u>52,754</u>

CARING IN BRISTOL

England & Wales - Charity number 1151645

Accounts



Caring in Bristol

CARING IN BRISTOL LIMITED

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

CHARITY REGISTRATION NUMBER: 1151645

COMPANY REGISTRATION NUMBER: 08419424

BURTON SWEET LIMITED

THE CLOCK TOWER
5 FARLEIGH COURT
OLD WESTON ROAD
FLAX BOURTON
BRISTOL, BS48 1UR

CARING IN BRISTOL LIMITED

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CARING IN BRISTOL LIMITED

LEGAL AND ADMINISTRATION INFORMATION

Constitution

Caring in Bristol Limited is a company limited by guarantee and a registered charity governed by its Articles of Association.

Charity number 1151645

Company number 08419424

Trustees and directors

The trustees of the charity who were in office during the year and up to the date of signing the financial statements were:

Nigel Harradine	Chair
James Eldred	Vice-Chair
Felicity Clark	Trustee & Treasurer
Iheanyi Ibe	Trustee [resigned April 2021]
Jennifer Harris	Trustee
Matthew Morrison	Trustee
Joanna Strong	Trustee
Mark Williams	Trustee
Philip Parry	Trustee [appointed February 2022]
Bejide Kafele	Trustee [appointed February 2022]
Allan Freeman	Trustee [appointed March 2022]

Solicitors

Bevan Brittan
1 Queen Street
Bristol, BS2 0HQ

Bankers

Unity Trust Bank plc
Nine Brindleyplace
Birmingham, B1 2HB

The Affirmative Deposit Fund
9 Bonhill Street
London, EC2A 4PE

Julian Hodge Bank Limited
29 Windsor Place
Cardiff, CF10 3BZ

Triodos Bank
Deanery Road
Bristol, BS1 5AS

Nationwide Building Society
Nationwide House
Pipers Way
Swindon SN38 1NW

Monmouthshire Building Society
Monmouthshire House
John Frost Square
Newport NP20 1PX

Staff Management Team

Ben Richardson	Charity Director
Lisa Spice	Assistant Director [to 4.3.22]
Edd Smith	Head of Income Generation [to 14.1.22]
Glyn Berwick	Head of Finance & Administration

Registered address

The Night Shelter
14 Little Bishop Street
St Pauls
Bristol, BS2 9JF

Independent examiner

Joshua Kingston BSs., ACA
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol, BS48 1UR

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

INTRODUCTION FROM DIRECTOR BEN RICHARDSON

The last 12 months have been an extraordinary period of transition and renewal for Caring in Bristol. In April 2021, we launched our new strategy "A Blueprint for Change", which had been delayed because of COVID19. It sets out our bold and ambitious vision for empowering our city to make change.

We emerged from the COVID19 public health lockdowns of the spring and were able to put in place radical new approaches to supporting those in need in our city, while gradually phasing out our hugely successful 'Cheers Drive' emergency food provision at the end of July 2021. Our Early Doors Project collaboration with CHAS, a local advice and housing charity, launched in the summer, piloting new co-production work and homelessness prevention in communities in east and south Bristol. We launched 'Bristol Goods' as a response to the ongoing need for post-crisis healthy food support for the hundreds of single people who were moved out of hotels into a large office studio-flat conversion in south Bristol. We were able to expand the staffing and scope of our Project Z youth project, while making some start and stop progress in developing ideas around a new youth shelter. Our Caring at Christmas project was able to safely operate despite the arrival of the Omicron variant at the worst possible moment and reach hundreds more people at an already difficult time of year.

With the gradual ending of COVID restrictions, we were finally able to fully move into our new office premises, which includes a dedicated youth hub for engagement with our clients. We also received various awards and recognition, including 'Charity of Year' in the Bristol Life awards.

Despite all these achievements, the ongoing external uncertainties with COVID19 and the war in Ukraine have compounded a cost-of-living crisis and forced us to make some very difficult financial choices in advance of a predicted difficult trading year ahead. The ending of our restricted funding for the Bristol Nightstop project meant a reluctant end to the work, and a mini-restructure within the staff team saw the departure of a couple of members of our senior staff.

Many of the people we work with have been supported into safer, more stable accommodation, better connected to community and more meaningful and effective support. This remains at the core of our vision and mission, and I'm confident that our achievements and ability to change and innovate over these difficult past couple of years will continue to enable us to deliver even more for our city in future years.

QUOTES FROM THE YEAR

"We have always found Caring in Bristol to be a reactive, responsive and dedicated organisation, always willing to take our feedback on board and adapt to service user needs." **Victoria Diakou, Service Manager - Bristol Floating Support, Salvation Army**

"Thanks so much for your help, I don't know where I'd be without you guys!" **Bristol Goods Member**

"This initiative is really helping me maintain my social and mental well-being" **Bristol Goods Member**

CARING IN BRISTOL LIMITED

"Sitting in the cinema with eleven guests, watching their faces entranced by the action film on the TV. It felt cosy and I was really touched by how engaged they were. Bit of a magical experience that TV might be something very special for homeless and vulnerably-housed." **Caring at Christmas Volunteer**

"Anything is possible if you have the right support available to you. If I ever need anything the help is there. I wouldn't have been able to do this without them." **P, Project Z client, aged 24**

"So many of the young people we support are currently living in inadequate temporary accommodation- these institutional spaces can be so dehumanising. Supporting our young people to find alternative accommodation where they can feel like anyone else in their local community and not a 'homeless young person' is one of our biggest challenges but also one of the most rewarding." **Holly Bigwood, Youth Practitioner**

"Thanks for the bag of food it's the best one yet... big tub of natural yogurt so I can make a delicious aloo gobi curry... loving all the fresh veg too. At least one good [thing] about me is that I'm eating healthy as eating healthy grub.. on the support front, will fill you in over the next week or so in what I believe may help my situation or at least so I can walk in the right direction, so to speak. One comforting thought is that I know I'm not alone and help's there if I need it. Thank you, your help means a lot." **Bristol Goods Member who works during the service time**

"There are some very happy people out there because of the efforts of the Caring at Christmas team.... Well done to you for your planning and perseverance... against all the challenges... you have prevailed and succeed... Celebrate a job well done!!!" **Caring at Christmas Volunteer**

AIMS AND OBJECTIVES

PURPOSES

The charitable purposes of Caring in Bristol are restricted to the following:

'The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.'

THE AIMS OF CARING IN BRISTOL – THIS CITY CAN

Our vision is creating a city empowered to solve homelessness

Our mission is to work in imaginative and creative ways with people experiencing or at risk of homelessness, with the public and with community partners, to bring about lasting change in Bristol and beyond.

Our three core values drive our strategy, services, behaviour and culture:

We collaborate:

We learn, share and work alongside everyone in our community to create services that achieve our vision. Our clients and communities inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. We generously share our resources, time, skills and learnings.

CARING IN BRISTOL LIMITED

We put people first:

We develop relationships around strengths and take positive risks. We challenge ourselves to be better and are fearless in looking at our own biases as we seek to create a more inclusive and fairer city. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our clients. The voices and experiences of our clients, supporters, communities and co-collaborators are vital towards achieving our vision.

We focus on the end goal:

We work with our clients, volunteers, and staff to achieve their ambitions. We are here to make ourselves no longer needed and believe Bristol can be the first major city to end homelessness. Every decision we make is based on creating a future where we no longer need to exist.

ENSURING CARING IN BRISTOL'S WORK DELIVERS OUR AIMS

Trustees consider how planned activities will contribute to our aims and objectives and sit against our Business Plan. Trustees receive update reports from senior members of staff at board meetings, which take place each quarter.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

All charitable activities focus on the prevention or relief of poverty, specifically though directly working with adults and young people at risk of or experiencing homelessness. Many of our projects also engage a significant number of volunteers from the local community, and our campaigns and communications work are aimed at changing public perceptions and expectations of homelessness services locally, including increasing the effectiveness of prevention. All Caring in Bristol services are free at the point of access, with the exception of Bristol Goods that charges £3.50 a week to its members as part of a food club model.

In our '**A Blueprint for Change: Empowering our city to make change by 2025**' strategy document, we committed to four promises to Bristol – which set out how our activities seek to deliver our public benefit:

- 1. Early intervention to prevent crisis** – work that targets single individuals at early risk before crisis results in loss of accommodation or stability.
- 2. Effective crisis support** – work that targets single individuals in immediate risk of losing accommodation, or to provide relief or support to single individuals experiencing an immediate homelessness crisis.
- 3. Build a movement** – work that amplifies the voices of our clients, community members and volunteers, with a view to influencing positive collective action within the broader system.
- 4. Develop evidence to mobilise change** – work that creates accessible and objective evidence to understand how best to act.

EARLY INTERVENTION TO PREVENT CRISIS

Early Doors

In 2021 we launched our Early Doors project, which aims to deliver early interventions which prevent homelessness before it occurs. We recruited two knowledgeable and committed new staff to deliver this work in conjunction with CHAS Bristol, our housing advice expert partners. The team have set up community

CARING IN BRISTOL LIMITED

co-production groups in our focus areas of East and South Bristol, engaging 31 individuals so far. By engaging with members of our communities this way, we're able to identify key housing issues they are experiencing while building up the knowledge of the group's participants and empowering them to signpost others to support.

This co-production approach means that the development of Early Doors services is led by our target beneficiaries. As an example of how this plays out, the team is currently busy designing training workshops that will help attendees tackle the specific local difficulties that have been highlighted by the community groups. Our objective is to build an outreach training programme that creates a network of "community ambassadors" who spread knowledge of housing rights and support options across Bristol.

Once someone at risk of a housing crisis is signposted to the Early Doors project, they can access either brief support (39 people supported this way from launch in October 2021 until March 2022) or targeted ongoing casework for people with more complex issues (26 people October-March). Alongside this grass roots work, we have commissioned a Homeless Link research team to evaluate and refine our project model.

Housing Support Handbook

Building on the successful roll-out of Caring in Bristol's first Housing Support Handbook in 2020, this important tool has been incorporated into the deliverables of the Early Doors project. The team utilise the handbook to spark conversations when conducting outreach work and distribute them to our community ambassadors; empowering Bristolians with the knowledge to support friends, colleagues, neighbours and anyone they meet with information about how to access housing support and advice before they reach a homelessness crisis. Since October 2021, the Early Doors team have circulated over 1,500 copies via outreach conversations. A new edition is in the planning stage and due for publication late summer 2022.

Survival Handbook

Our original 'Caring Handbook' is still a strong asset of the charity. In the past year our Covid emergency edition of the book has remained in circulation but as we emerge into a post-pandemic world, a new version is now in development. The handbook is an important resource for people who have reached crisis point, detailing up-to-date information on provisions they can access and signposting to longer term support.

As a sector, we are still adapting to the lasting effects of the Covid-19 pandemic on homelessness services. Concerns around infection risk have caused significant changes in the way organisations can help, including the ongoing block on dormitory-style night shelter accommodation. It is therefore critical to ensure the correct information is being circulated to those who may need to seek out support.

Producing a new edition entails reaching out to many organisations across the city and coordinating their responses with care. This work was completed by the end of March 2022, and we plan for the new edition of the handbook to be available from summer 2022, with a plan to proactively circulate 5,000 copies to key contacts who interact with people experiencing or at risk of homelessness across the city.

Organisations we liaised with in the production of the new the handbook include – Bristol City Council, BDP, Mungos, InHope, Homeless Health, B.O.S.H, Roots, Off the Record, Bristol Mind and many others.

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EFFECTIVE CRISIS SUPPORT

Nightstop Bristol

Project Z is Caring in Bristol's team of dedicated Youth Practitioners who offer the city's only bespoke floating support service for young people experiencing or at risk of homelessness in Bristol. Their goal is for the young people they support to live fulfilled lives independently. The work they carry out is long-term, relational, and client-led, focusing on supporting complex young people aged 16- 25 in areas such as mental health, supporting healthier relationships, finances, tenancy start-up and sustainment, employment, education, and pre- and post-natal support.

Nightstop successfully relaunched this year following it's Covid-related hiatus in 2020, our amazing specially-trained volunteers hosted young people for a total of 173 nights from March 2021 until February 2022. However, with finite funding for the service, and led by feedback from some young people that staying in host households was a barrier to them accessing the service, our leadership team made the tough decision to close Bristol Nightstop and re-design our accommodation provision for young people

We ensured that Nightstop was wound down in a mindful and compassionate way, with staff meeting key volunteers and referral partners individually to explain the news. We are hopeful that these relationships have been handled sensitively enough to retain them for other projects where there is appropriate crossover. An independent consultant was engaged to interview hosts and young people as part of an evaluation of the project to ensure learnings were captured and built upon in our future work.

Project Z

Caring in Bristol's team of dedicated Youth Practitioners offer longer term floating support to young people experiencing multiple disadvantage that puts them at risk of homelessness. With young people deeply affected by the impacts of the pandemic, the team supported 51 clients this year, helping them navigate subjects including housing, employment, benefits, immigration, housing, physical and mental health needs.

In November 2021 we received an injection of new funding, allowing us to expand the team, offering increased capacity to support more young people. We also took the opportunity to introduce a management post, creating stronger line management support for the frontline staff doing this challenging work.

Youth Practitioner, Shanta, reflects on the past year: "As Covid restrictions lifted, services began to come back online, meaning we have seen more movement for our young people in terms of progress with housing solutions. This in turn means we are needing to provide a different type of support, helping our clients make their new accommodation a home and adapt to independent life".

Z House

We worked throughout the year on a new shelter concept using a smaller residential setting, hoping to replace Nightstop with a new model. This model was planned to break down the barriers that existed in Nightstop where some young people felt uncomfortable staying in volunteers' homes, as well as mitigating the risks posed by Covid in shared sleeping spaces.

After a proactive campaign seeking an appropriate property, we were approached by the landlord of a 4-bedroom house in summer 2021, and entered a lengthy process to secure planning permission to use it for the project. This was successfully granted in March 2022. Unfortunately, the project has since been shelved

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for a number of reasons around the viability of the property and inflating costs due to the external environment. Our plan is to further develop the theory of change and operational plan for the project so that it can launch at a later date.

Snacks

This is a new service designed in response to a dramatic increase in pressures and isolation for young people in Bristol as a result of the pandemic and resulting lockdowns. Statutory providers reached out to us to ask if we could support lower demand clients who were often experiencing long waits for help or falling through the cracks as they had not yet reached crisis point. Caring in Bristol stepped in, and in August 2021 we launched a simple referral pathway to allow our sector colleagues to make appointments for young people at our office youth hub on Thursday afternoons. Our staff and trained volunteers provided accessible short-term work without waiting lists. To date we have supported 36 young people this way.

Bryony, who has been integral to launching and running the Snacks sessions:

"Snacks was a perfect service for its time, supporting Bristol's youth homeless services with a space where young people could get quick and friendly support and guidance to complete tasks such as benefits claims and council housing list applications at a time when services were overstretched and under resourced with the lifting of Covid restrictions. For Caring in Bristol, Snacks has provided the perfect space to test and develop a user-led conversation structure for volunteers to deliver 121 support to young people".

Cheers Drive

Caring in Bristol's Covid emergency food project worked closely with Bristol City Council in their response to the 'Everyone In' initiative up until July 2021, supporting people in temporary hotel accommodation with fresh hot nutritious meals. Between April-July we delivered over 5,000 meals to 140+ individuals.

From February-May 2021, we were tasked by Bristol City Council to expand Cheers Drive to cater for clients with no recourse to public funds who were moved from hotels into HMOs across the city while their move-on options were considered. After feedback from this cohort that they would prefer to make their own meals with the facilities in their new temporary accommodation, we adapted the service to create and deliver tailored food parcels. The Cheers Drive team sought out culturally appropriate food working with specialist partners in the voluntary sector allowing these service users to cook for themselves with autonomy.

As 'Everyone In' drew to a close, our focus turned to capitalising on the impact of Cheers Drive and how we could continue to support the same group of individuals, who had been experiencing homelessness at the beginning of the pandemic and emerged from it into unfamiliar new housing situations.

Bristol Goods

As Covid restrictions began to lift and the need for Cheers Drive's service came to an end, we co-commissioned a piece of research that highlighted how Bristol's food insecurity support was highly concentrated on crisis support, providing food to those currently street homeless. Whilst this is vitally

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important there was an opportunity: food support has the potential to go beyond meeting peoples' immediate needs and become a way of helping people facing homelessness regain their independence.

"When I was homeless, I felt more community and then when I was housed, I felt more alone..."

"Being housed feels like you are just a tick in someone's box. It's like being housed they've achieved a goal, but they've not listened to you or heard you at all"

This conversation between two members of our co-production groups illustrates our concerns about previously homeless individuals who were moved from hotel accommodation into housing during the pandemic. We knew this cohort of former rough sleepers would experience difficulties adapting to their new lives and their tenancies could be at risk as a result. The Cheers Drive team began to develop a concept for how we could utilise food as an avenue for lasting change in people's lives. resulting in Bristol Goods, a weekly food club with a small membership fee providing access to nutritious food accompanied by wrap-around support and community building activities by our skilled staff.

As a direct result of our success with Cheers Drive, Bristol City Council agreed to fund the first 9 months of the new project. They tasked us with supporting the new residents of Imperial Apartments, a privately managed re-purposed office block which had recently opened and now houses many previously homeless tenants. Working in this environment posed some major challenges, but the need for the work was obvious from the moment we arrived on site. Many Imperial Apartments residents experience hardship, isolation and mistrust of support services. Partnering with existing support workers from Salvation Army and Live West, we set up a referral system to ensure our members were those most in need. From launch until the end of March 2022, Bristol Goods has supported 50+ members, fed 150+ guests at social eating events and distributed over 1800kg of fresh fruit and vegetables.

Caring at Christmas

After successfully transforming our traditional Caring at Christmas to a Covid-safe delivery model in 2020, we were closely monitoring national guidance throughout 2021 with a view to our plans for December. A key element of our meticulous planning process was liaising with public health professionals from September, ensuring adequate mitigations were in place to minimise infection risks to our staff, volunteers and vulnerable service users. As a result of ongoing restrictions, we were unable to run a dormitory night shelter as we had pre-2020, but we were happy to be able to reinstate the day centre for Caring at Christmas 2021 while retaining the meal delivery element.

We employed a multi-skilled team that drew on their diverse experience to recruit and train volunteers, implement new safety measures and plan over 1,500 meals to be served from 24th-30th December. On Christmas Eve morning the doors of the Trinity Centre opened, and over the week our staff and volunteers greeted a total of 338 guests, serving hot meals and festive snacks, providing entertaining (Covid-safe) activities and offering floating support when needed. Our public campaign for donations of clothing and toiletries meant we could give everyone who attended fresh socks, warm coats and hygiene essentials.

CARING IN BRISTOL LIMITED

One huge success was our socially distanced cinema, which had a regular following each day and its success inspired one of the temporary Caring at Christmas staff to instigate a monthly free film club at Trinity Centre which will be accessible to the same audience. We also partnered with Sirona Health who administered a fantastic 34 Covid vaccinations during their visits to the centre.

Alongside the day centre, Caring in Bristol's fleet of volunteer delivery drivers brought 525 restaurant-standard meals and 185 tailored gift hampers to the homes of people referred to us by our many partners across the city including St Mungos, One25, Salvation Army, Addiction Recovery Agency and 1625 Independent People.

"I had some amazing feedback from those who were referred. This has meant some very isolated and vulnerable individuals have felt connection and Christmas spirit at a very challenging time for them."

BUILD A MOVEMENT

Bristol Homeless Forum

We have worked closely with key local stakeholders as a lead partner in revisioning the Bristol Homelessness Forum, to develop its membership and structure, and to create an independent and sustainable resource for the city. Working with several key partners and funders, we were able to jointly commission a substantial piece of research at the end of the financial year, due to report in summer 2022. We are hopeful this will lead to a renewed homelessness forum for the city.

Campaigns/Communications Approach

This financial year the defining moment of our external communications was creating, designing and launching our 'Blueprint for Change'. Caring in Bristol's vision, mission and strategy packaged in a pragmatic, activist and highly usable format. Driven by a desire to make sure the strategy did not just become a 'dusty document on a shelf' the Blueprint is readable and engaging, and itself is a tool for change.

The Blueprint for Change also supported Caring in Bristol in its first strategic attempt at micro-influencing within the community. The Wish You Were Here Appeal asked supporters and Bristolians to imagine Bristol as the first major UK city to solve homelessness; coinciding with the May 2021 local elections, Caring in Bristol sent every newly elected councillor and member of the Bristol cabinet a hard copy of the Blueprint alongside an invitation to work with us to create a city empowered to solve homelessness. This was supported by a panel event discussing the strategy and its effective efforts at creating change.

A notable communications and campaigns achievement was the successful PR campaign, targeted in a small area of Kingswood, to receive planning permission and community approval for potential new projects expanding into the area. Working alongside local councillors Caring in Bristol were able to influence and work alongside members of this community, supporting them to change their perceptions to 'positive' after interacting with the team.

Moving forward, Caring in Bristol's strategy will be to pivot towards a more 'needs-based' marketing orientation, focusing on becoming experts at telling our stories through the eyes of our clients and frontline staff. This will be a key focus of the organisation as it engages the Bristol public with why it is so needed.

CARING IN BRISTOL LIMITED

DEVELOP EVIDENCE TO MOBILISE CHANGE

Research and Impact

This year, Reuleaux, a supply chain consultancy company in Bristol, have supported us on a pro-bono basis to develop the monitoring and evaluation of our services. They have provided service led data analysis for Caring in Bristol projects, including Project Z. With these findings we have been able to learn more about the young people we are reaching, the most effective areas of support and areas for development. We're excited about the opportunities this data provides for more in-depth evaluation of our work.

Thanks to our collaboration with Reuleaux, we are learning to better understand the impact of our project work and will be developing more effective ways to record and measure outcomes.

BUILD A BEST PRACTICE CHARITY ORGANISATION

Diversity

Caring in Bristol has taken the first steps of its journey towards a more diverse, and representative organisation. It has a lot to learn, grow and develop and recognises that it needs to be energetically proactive to catch up with what the community it serves and works alongside deserves.

The launch of the People and Culture Strategy group has seen a collective of staff assess the organisations approach to recruitment, steps have been made to adapt the hiring process and application form that now collects a broader range of equalities data. Job adverts are now posted in a greater selection of places and efforts have been made to use community notice boards, local newspapers, radio adverts and partners emailing lists to welcome a wider range of applicants. A future strategy will be to develop training around this and advance this process further with direction from outside organisations.

Only 10% of Caring in Bristol's trustee board is non-white and only 10% of our trustees have lived experience. 9% of Caring in Bristol's staff are non-white. The organisation will be working alongside Babbassa and the Diversity Trust moving forward to remain proactive around this. Babbassa have already undertaken a diversity audit of the organisation and the results of this will shape the strategy groups next steps towards diversity and inclusion.

Caring in Bristol is also committed to making the organisation more accessible to those with disabilities, and a commitment to hybrid and remote working moving forward remains a part of this strategy.

Reflection

We have been able to run three staff away days over the course of the year, giving the team a full opportunity to review their work. All staff have access to group clinical supervision, and individual external clinical supervision. This has been further supplemented by a weekly all staff meeting which features a 30-minute spotlight on different elements of our work, giving all staff an opportunity to contribute to new thinking about our work.

Governance

We ran a successful recruitment drive for three new trustees over the course of the year, and have added skillsets that encompass strategy, fundraising, and diversity and inclusion.

CARING IN BRISTOL LIMITED

Back Office Systems

Further work has taken place during the past year in order to further improve the efficiency of our back office systems, most notably the appointment of a new IT Support Service provider, Orchard Computers, who we very much look forward to working with in the future.

KEEP OUR INCOME SUSTAINABLE AND INDEPENDENT

Fundraising approach

Caring in Bristol's fundraising strategy continues to develop, adhering to an integrated approach with our wider marketing, communications and influencing strategy. Relationships with funders, supporters, volunteers and wider stakeholders are at the forefront of our work.

This year Caring in Bristol has worked hard to remain independent and creative in its approach despite one of the trickiest external environments since its inception. The Income Generation team have employed a full time Corporate and Community Partnership Coordinator and worked hard to develop this offering, establishing an exciting Caring Corporates and Caring Local partnership programme and partnering alongside 12 local businesses.

This year the organisation ran two public fundraising appeals that also aimed to educate the Bristol public on its service offering and the state of homelessness in Bristol. The plan moving forward will be to increase this output and advance our segmentation practices and stewardship approach with each audience, building a community of supporters that supports our organisational goals.

PARTNERSHIPS

THANK YOU

We would like to thank all our supporters who without their support we would not be able to provide the care and support to those people who need it. Our volunteers are the life blood of the organisation and their dedication, skills and compassion help make our projects the success that they are. As an organisation we are incredibly lucky to have the support of experts as well, from the amazing catering professionals who have supported us extensively this year through to other supporters who offer pro-bono services. We also wish to thank all our supporters and funders who financially support our work. We would especially like to thank the following:

Beatrice Laing Trust	Spielman Charitable Trust
Bristol City Council	St Martin in the Fields Charity
Bristol Rotary Breakfast Club	St Pauls Mission House Trust
DePaul UK	TAP for Bristol - Bristol City Centre BID & Redcliffe and Temple BID
Desmond Harris Charitable Trust	The 29th May 1961 Charitable Trust
February Foundation	The Albert Hunt Trust
G F Eyre Charitable Trust	The Dame Violet Wills Will Trust
Garfield Weston Foundation	The Dawe Family Trust
GT Pearce Charitable Trust	The Denman Charitable Trust
Irwin Mitchell Charities Foundation	The Grace Trust
J&M Britton Trust	The Harkness Family Foundation
John James Bristol Foundation	The National Lottery Community Fund
National Benevolent Charity	The Portishead Nautical Trust

CARING IN BRISTOL LIMITED

Nationwide Colleagues Grant	The Raindance Trust
Nisbet Trust	The Rotary Club of Chipping Sodbury
Oak Foundation	The Souter Charitable Trust
PWC Foundation	The Sunrise Foundation
Quartet Community Foundation	The Thompson Charitable Trust
Singer Foundation	Waterloo Foundation
Sir Jules Thorn Trust	Zurich Community Trust
Social bite	

CARING CORPORATES

Launched in November 2021, Caring Corporates is our partnership programme that creates mutually beneficial partnerships with businesses in Bristol and beyond. The support provided by our Caring Corporates varies from direct financial donations to service aid, depending on the motivations of the business to give and what their company can offer. All of the support we have received has been spectacular, making a truly remarkable difference to the charity.

The success of our Caring Corporates partnership programme led to the income generation team thinking about how we can use the programme to further support the City of Bristol, leading to the development of Caring Local – a branch of the programme that focusses on win-win partnerships with local independent businesses, encouraging people in the city to choose local when purchasing products. The new Caring Local programme has already seen one local business join and we are excited to see this develop with businesses across the city.

Some examples of this great collaboration work in our city includes:

Pizzarova have donated make-your-own pizza kits to our Bristol Goods service and ran fundraising marketing campaigns including Feed You Feed Two in February that raised £1,400 in what was the businesses' busiest week to date.

Burges Salmon donated items that were included in our gift hampers given out across Bristol over Christmas, whilst Taziker lent Caring in Bristol a van to use for this purpose.

Mercedes-Benz of Bristol organised a sleep-out called 'Sleep Under The Stars' raising a staggering £2,500 which was then match funded by the company to make a £5,000 donation.

Assured Digital Technologies have provided on-going service support by supplying our young clients from Project Z and Bristol Nightstop with laptops donated by their customers, providing one young woman with a laptop which she can use for University.

Pizzarova (Caring Local)	Mercedes Benz – Bristol (Caring Corporate)
Unleashed Software (Caring Corporate)	Taziker (Caring Corporate)
Burges Salmon (Caring Corporate)	Assured Digital Technologies Ltd (Caring Corporate)
Bell Group UK (Caring Corporate)	Runway East (Caring Corporate)
The Stable Pizza (Caring Corporate)	Reuleaux Ltd (Caring Corporate)
Rolls-Royce Apprentice Association (Charity of the Year)	Nexus Planning (Caring Corporate)

CARING IN BRISTOL LIMITED

COMMUNITY PARTNERS

Caring in Bristol is exceptionally fortunate to have numerous community partners providing some outstanding support in various ways. From traditional fundraising to community events to generous donations; our community partners have gone above and beyond to help Caring in Bristol.

Redmaids High School and Queen Elizabeth's Hospital School ran some tremendous fundraisers for the charity in December.

Neighbourhood (nbhd), a community-based events team ran a fantastic event in Zed Alley with all profits coming to Caring in Bristol, raising £900 for the charity.

We have additionally received incredible support from various churches and religious organisations in the form of donations. Including from Parish of Kingswood Mission, Chew Magna and Yeo Baptist Church, Holy Trinity Church Kingswood, Nailsea Methodist Church, St. Mary's Church Leigh Woods and Knowle Methodist Church.

Caring in Bristol feels very privileged to be working with All Aboard Water Sports who have provided some outstanding sessions for our Project Z clients.

Redmaids High School	Queen Elizabeth's Hospital School
Neighbourhood (nbhd)	Parish of Kingswood Mission
Chew Magna and Yeo Baptist Church	Holy Trinity Church Kingswood
Nailsea Methodist Church	St. Mary's Church Leigh Woods
Knowle Methodist Church	All Aboard Water Sports
Bristol Rovers Community Trust	

FINANCIAL REVIEW

Following the financial success of the previous financial year, as reported last year, it is pleasing to note that the Charity was able to make a significant investment into new services. As a result a planned deficit was approved by the Board.

Despite the challenges of a year where the fundraising climate continued to be difficult, the Trustees note a satisfactory financial performance for the year under review with a deficit generated of £113,152 (2021: £499,617 surplus). We remain so grateful to our core supporters who have continued to support during a difficult year.

The Trustees have continued to monitor the Charity's financial position, and at the time of writing this report, the Board are satisfied that Caring in Bristol can continue operating as a going concern in the long term. In addition to needing to maintain an adequate financial reserve, the Board has also been pleased to approve additional service investments for the new financial year.

INVESTMENT POLICY

Caring in Bristol seeks to maintain the capital value of its assets, maintain liquidity and produce the best financial return within an acceptable level of risk, whilst acting in accordance with its ethical standards.

CARING IN BRISTOL LIMITED

As Caring in Bristol has a small asset base, capital volatility cannot be tolerated and therefore all investments are held in the form of cash. Cash deposits are split so that no one institution holds all of the charity's total cash balance. All cash balances are deposited in institutions regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The charity manages its own cash deposits. We monitor the cash position and prospective cashflow reporting this to the Finance and Income Generation Committee and through them to the board.

RESERVES POLICY

The trustees have given consideration to appropriate levels of reserves retained for safe financial management and are of the continuing view that Caring in Bristol should hold between three and six months of total running costs as a free reserves which equates to £277,292 - £554,584.

Reasons for reserves

The key continuing financial risks facing the charity are decreasing donations and not securing grants to continue existing projects and commitments – and at the time of writing this report, all against a backdrop of a substantial rise in the cost of living. As a result, the Board continue to be mindful of ensuring adequate reserves are held to cover the following 3 main risks:

- Continuity of Service: As a charity working with vulnerable people, we have an obligation to ensure any withdrawal or reduction in services as a result of insufficient funding is carefully managed to minimise any negative impact for our beneficiaries.
- Income Flow: Income is received unevenly and sporadically over the course of a year leaving the charity exposed to being unable to meet its ongoing commitments
- Fixed Employment Costs: As an employer we recognize the obligation to maintain sufficient income to pay our staff. The Charity has grown substantially over the last 12 months and we have added to our employment base over the last 2 years.

A reasonable reserves balance is therefore required to mitigate these risks and to provide flexibility to develop and pilot new areas of work when opportunities arise.

Current Reserves position

As shown in the balance sheet to the accounts, the total funds balance at 31st March 2022 is £750,673.

Of this £41,705 are restricted fund balances not available for the general purposes of the charity. The balance of free reserves as 31 March 2022 is £343,040. This is considered to be unrestricted general funds less funds held as tangible fixed assets which are not readily realisable (see note 14).

In order to mitigate the risks described above, and as further acknowledgment of the Charity's continued growth and level of organizational complexity, the Trustees continue to maintain 2 designated funds for the following specific purposes:

Fund 1: Trustee Deep Reserve Fund: monies held to ensure an orderly and proper shutdown of the Charity should it ever be required.

Fund 2: 3 Month Floating Reserve Buffer Fund: monies held to ensure short term liquidity thereby smoothing out short term deficits caused by fluctuating income levels.

CARING IN BRISTOL LIMITED

During the year under review, a previous 3rd Designated Fund, the 'Project Development and Innovation Fund' was deemed to be no longer required. Approval was given by the Board in January 2022 to close the fund and release the fund into General Funds.

Any unrestricted income received in excess of this reserves policy, will be used for furthering the aims and objectives of the charity.

PLANS FOR FUTURE PERIODS

In FY22-23 we plan the following key pieces of work:

- Further expand the reach of our Project Z youth team, including the development of short and long interventions
- Explore options for launching a Z House shelter model
- Expand and sustainably fund our Bristol Goods project
- Further expand the reach of our Caring at Christmas project
- Consolidate our Early Doors work across east and south Bristol
- Consolidate our overall income generation strategy, and increase the diversity of our income
- Create a staff handbook, and make significant further headway on revising our internal policies and procedures, and support around people and HR.
- Develop clear internal and external impact reporting.

STRUCTURE, MANAGEMENT AND GOVERNANCE

Governing document

Caring in Bristol Limited is a company limited by guarantee and has charitable status. The charity is governed by its Articles of Association dated 26 February 2013. Caring at Christmas operated as a registered charity from 1989 until the charity was incorporated in 2013 and the name subsequently changed to Caring in Bristol.

BOARD OF TRUSTEES

At 31 March 2022 the trustee board consists of ten trustees who have a wide range of skills and experience. A term is three years and trustees can serve two consecutive terms after which they must step down for at least two years. The trustees, together with the Charity Director, identify the skills and experience required of the trustees to ensure that the board reflects this need.

The induction for prospective board members includes documentation, meeting other trustees and staff, and attending a board meeting where the detailed work of the charity and discussions concerning trustees' roles and responsibilities are covered. Information on governance training opportunities is circulated periodically to trustees. Whilst the trustees are responsible for governance, they have delegated day-to-day running of the charity to the Charity Director, who, in turn is accountable to the board.

STAFF STRUCTURE

The team (end of March 2022) comprised 15 members of staff.

The Charity Director oversees all Caring in Bristol's work and line manages the senior managers: the Head of Finance and Administration, Head of Operations and Impact, Head of Trusts and Foundations, Head of Fundraising, Communications and Marketing

CARING IN BRISTOL LIMITED

VOLUNTEER SUPPORT

Early in 2021 a new Volunteering Steering Group was instigated by a group of staff who were passionate about Caring in Bristol, providing a gold standard experience for our volunteers. The group set about devising a volunteering strategy for the organisation and an early outcome of their work was a formalised volunteer agreement and updated code of conduct. This group also developed a new training programme for volunteers across all Caring in Bristol projects.

The return of the Caring at Christmas day centre meant we needed many more volunteers for Christmas 2021 and our community delivered. With 347 volunteers returning to make our festive plans possible:

"Processing hundreds of applications, I was taken aback by the overwhelming quantity of people who wanted to spend their Christmas helping others. Seeing the event finally happen, working with kind and dedicated volunteers and seeing the results of everyone's efforts come together was a fantastic experience. It was a privilege to be a part of this community, and of the remarkable team effort that made Caring at Christmas 2021 happen!" **Roberto, Caring at Christmas Volunteer Coordinator**

Our newer projects are in the process of developing a volunteer offer which will ensure the sustainability of the services. This is integral to the development of our operations and an area of focus for the next 12 months.

RISK MANAGEMENT

The trustees continue to monitor the risk register as a standing item and make incremental improvements. The trustees seek to manage such risks to an acceptable level, and this remains an important area for attention.

The senior management team reviews the risks to which the charity is exposed before every board meeting. The top risks are highlighted in the Charity Director's report to board. This allows the board to focus their attention on the most relevant and strategic risks.

Particular risks the organisation faces include our fundraising performance being impacted by economic turbulence, the fluctuation of public and political interest in homelessness, and our staff, trustee and volunteers teams not being sufficiently inclusive to reflect the diversity of the beneficiaries and communities that we work within. We continue to monitor and assess the risk to brand reputation considering our own communications as well as external events that may have an impact. The management of data and breaches to data protection legislation is another area of potential risk with a group set up, inclusive of both staff and trustees, tasked with mitigating this risk.

The trustees will continue to review the major risks to which the charity is exposed, and systems will continue to be evolved, adapted and reviewed to manage those risks.

ORGANISATIONAL STRUCTURE

The board of trustees meet regularly (each quarter) including one trustee away session and trustees are invited to attend staff away sessions. These sessions allow time for fuller discussion of strategic development and other important issues. The board delegates certain responsibilities to the Finance and Income Generation (FING) Committee, including detailed review and monitoring of the annual budget and management accounts; monitoring of income generation performance; and assessment of the remuneration policy and approval of any annual salary increases. The FING Committee also meets quarterly and reports back to the board.

CARING IN BRISTOL LIMITED

The Charity Director, Assistant Director, Head of Income Generation and Head of Finance submit written reports and attend all board meetings. The Charity Director is held to account through regular reports to the board on progress against objectives and through one-to-one meetings with the Chair.

CHARITY GOVERNANCE CODE 2017

Whilst not a legal requirement to be compliant, the trustees aim to follow the seven principles of the Code and are committed to good governance and a desire to contribute to the charity's continued improvement.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also directors of Caring in Bristol for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company [and the group] and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CARING IN BRISTOL LIMITED

MEMBERS OF THE TRUSTEE BOARD

Members of the Management Committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 3.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's independent examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

The trustees submit their annual report and independently examined financial statements for the year ended 31 March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019 in preparing the annual report and financial statements of the charity. The legal and administration information on page 3 forms part of this report.

Approved by the trustees on 16th August 2022 and signed on their behalf by

Nigel Harradine
Chair of Trustees
Caring in Bristol Limited

CARING IN BRISTOL LIMITED

Independent examiner's report to the trustees of Caring In Bristol Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

CARING IN BRISTOL LIMITED

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.

Joshua Kingston BSc., ACA
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 16th August 2022

CARING IN BRISTOL LIMITED

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

	Note	Unrestricted Funds £	Restricted Income Funds £	Total Funds 2022	Total Funds 2021 £
Income from:					
Donations and legacies	4	436,657	556,701	993,358	1,585,467
Other income	4	2,657	-	2,657	1,882
Total income		<u>439,314</u>	<u>556,701</u>	<u>996,015</u>	<u>1,587,349</u>
Expenditure on:					
Raising funds	5	356,180	8,165	364,345	262,126
Charitable activities	5	140,470	604,352	744,822	825,606
Total expenditure		<u>496,650</u>	<u>612,517</u>	<u>1,109,167</u>	<u>1,087,732</u>
Net income/(expenditure)	6	(57,336)	(55,816)	(113,152)	499,617
Transfers between funds	13	-	-	-	-
Net movement in funds		<u>(57,336)</u>	<u>(55,816)</u>	<u>(113,152)</u>	<u>499,617</u>
Total funds brought forward	13	766,304	97,521	863,825	364,208
Total funds carried forward	13	<u>708,968</u>	<u>41,705</u>	<u>750,673</u>	<u>863,825</u>

*Details of the allocation of 2021 total funds between unrestricted and restricted are shown in Note 3

The Charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 26 to 37 form part of these financial statements

CARING IN BRISTOL LIMITED

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	9	<u>16,700</u>	<u>9,827</u>
Current assets			
Debtors and prepayments	10	30,364	11,281
Cash at bank	11	<u>823,853</u>	<u>920,731</u>
Total current assets		854,217	932,012
Creditors: Amounts due within one year	12	(120,244)	(78,014)
Net current assets		<u>733,973</u>	<u>853,998</u>
Total net assets		<u>750,673</u>	<u>863,825</u>
Funds of the Charity			
Unrestricted funds			
General funds	14	359,740	81,849
Designated funds	14	349,228	684,455
Restricted income funds	14	41,705	97,521
Total funds		<u>750,673</u>	<u>863,825</u>

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the Company to obtain an audit of its accounts in accordance with section 144(2) of the Charities Act 2011:

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of the accounts and

The accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

The Company's registration number is 08419424.

These financial statements were approved by the Trustees on 16th August 2022, and are signed on their behalf by:

N Harradine
Chair of Trustees

FAS Clark
Treasurer

The notes on pages 26 to 37 form part of these financial statements

CARING IN BRISTOL LIMITED

CASHFLOW STATEMENT
YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flows from operating activities	17	(82,649)	562,282
Cash flows from investing activities:			
Dividends, interest and rents from investments		617	1,334
Purchase of fixed assets		(14,846)	(12,174)
Net cash provided by/(used in) investing activities		(14,229)	(10,840)
Change in cash and cash equivalents in the reporting period		(96,878)	551,442
Cash and cash equivalents at the beginning of the reporting period		920,731	369,289
Cash and cash equivalents at the end of the reporting period	11/17	823,853	920,731

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 26 to 37 form part of these financial statements

1 Basis of preparation**1.1 Basis of accounting**

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

The Charity constitutes a public benefit entity as defined by FRS 102.

1.2 Going concern

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by the worldwide COVID-19 crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations and reserves in the coming months and years, the charity has sufficient reserves to be able to meet these challenges. Please refer to the Trustees' Report for further details of how the charity has been affected by the Covid pandemic.

2 Accounting policies**2.1 INCOME****a) Recognition of income**

These are included in the Statement of Financial Activities (SoFA) when:

- i) The Charity becomes entitled to the resources;
- ii) It is more likely than not that the Trustees will receive the resources;
- iii) The monetary value can be measured with sufficient reliability.

When donors specify that donations given to the Charity must be used in future accounting periods, or impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred to those periods.

b) Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

c) Grants and donations

Grants, including government grants are accounted for as receivable and are allocated to income from donations and legacies. Other grants which are received subject to the charity providing a specific level of service are included within income from charitable activities.

d) Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

2 Accounting policies (continued)**2.1 INCOME (continued)****f) Donated goods**

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Gifts in kind for use by the Charity are included in the SoFA as income from donations when receivable.

g) Volunteer help

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

h) Interest received

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

2.2 EXPENDITURE AND LIABILITIES**a) Expenditure and liability recognition**

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to the identified charitable activities and the costs of generating income directly, where applicable.

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the Charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

b) Support costs have been allocated between charitable activities undertaken and expenditure on raising funds. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and have been included within support costs.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by the time spent and other costs by their usage.

e) Creditors

The Charity has creditors which are measured at settlement amounts less any trade discounts.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

2 Accounting policies (continued)**2.3 ASSETS****a) Tangible fixed assets for use by the Charity**

New items are capitalised if they can be used for more than one year and cost more than £1,000.

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, on a straight line basis, as follows:-

Computer equipment	33%
Other equipment	33%

b) Debtors

Debtors are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the Charity. Subsequently, they are measured at the cash or other consideration expected to be received.

c) Cash at bank

Cash at bank includes all cash and 90-day notice deposit accounts.

d) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

e) Funds

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the Trustees. Designated funds are funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

3 Statement of Financial Activities for year ended 31 March 2021 (for comparative purposes)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income			
Donations and legacies	533,370	1,052,097	1,585,467
Other income	1,882	-	1,882
Total income	535,252	1,052,097	1,587,349
Expenditure			
Raising funds	69,987	192,139	262,126
Charitable activities	35,719	789,887	825,606
Total expenditure	105,706	982,026	1,087,732
Net income	429,546	70,071	499,617
Transfers between funds	1,300	(1,300)	-
Net movement in funds	430,846	68,771	499,617
Total funds brought forward	335,458	28,750	364,208
Total funds carried forward	766,304	97,521	863,825

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

4 Income

	Unrestricted Funds	Restricted Income Funds	Total Funds 2022
	£	£	£
Donations and legacies			
Donations and gifts	312,829	341,733	654,562
Gift Aid	34,706	-	34,706
Grant income	84,932	214,968	299,900
Donated goods	4,190	-	4,190
	<u>436,657</u>	<u>556,701</u>	<u>993,358</u>
Other income			
Interest received	617	-	617
Other income	2,040	-	2,040
	<u>2,657</u>	<u>-</u>	<u>2,657</u>
TOTAL INCOME	<u>439,314</u>	<u>556,701</u>	<u>996,015</u>

Prior year

	Unrestricted Funds	Restricted Income Funds	Total Funds 2021
	£	£	£
Donations and legacies			
Donations and gifts	427,085	206,295	633,380
Gift Aid	51,522	-	51,522
Grant income	51,463	737,873	789,336
Donated goods	3,300	107,929	111,229
	<u>533,370</u>	<u>1,052,097</u>	<u>1,585,467</u>
Other income			
Interest received	1,334	-	1,334
Other income	548	-	548
	<u>1,882</u>	<u>-</u>	<u>1,882</u>
TOTAL INCOME	<u>535,252</u>	<u>1,052,097</u>	<u>1,587,349</u>

Donated goods reflect the fair value to the Charity of stores and equipment donated by the public.

During the year, the charity received government grants of £74,393 (2021: £245,932), providing support to young people.

5 Expenditure

Total costs	Wages & salaries	Other direct costs	Support costs	Total costs 2022
	£	£	£	£
Fundraising	239,671	77,629	47,045	364,345
Effective Crisis Support	374,985	86,142	124,430	585,557
Early Intervention to Prevent Crisis	58,961	79,054	21,250	159,265
	<u>673,617</u>	<u>242,825</u>	<u>192,725</u>	<u>1,109,167</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

5 Expenditure (continued)

Support costs	Wages & salaries £	Other support costs £	Total support costs 2022 £
Fundraising	13,556	33,489	47,045
Effective Crisis Support	37,957	86,473	124,430
Early Intervention to Prevent Crisis	5,422	15,828	21,250
	<u>56,935</u>	<u>135,790</u>	<u>192,725</u>

Prior year total costs	Wages & salaries £	Other direct costs £	Support costs £	Total costs 2021 £
Fundraising	152,582	73,442	36,102	262,126
Effective Crisis Support	255,290	374,037	38,635	667,962
Early Intervention to Prevent Crisis	86,985	33,185	37,474	157,644
	<u>494,857</u>	<u>480,664</u>	<u>112,211</u>	<u>1,087,732</u>

Prior year support costs	Wages & salaries £	Other support costs £	Total support costs 2021 £
Fundraising	23,502	12,600	36,102
Effective Crisis Support	13,866	24,769	38,635
Early Intervention to Prevent Crisis	12,791	24,683	37,474
	<u>50,159</u>	<u>62,052</u>	<u>112,211</u>

6 Net income for the year

This is stated after charging:

	2022 £	2021 £
Auditor's remuneration	-	4,680
Independent examiner's fees - current year	1,140	-
over-accrued in prior year	-	(22)
Other financial services	1,800	1,200
Depreciation	<u>7,973</u>	<u>2,347</u>

7 Paid employees

	2022 £	2021 £
7.1 Staff costs		
Salaries and wages	618,654	480,424
Social security costs	60,754	41,372
Pension costs	30,728	23,220
Redundancy & termination payments	11,880	-
	<u>722,016</u>	<u>545,016</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

7 Paid employees (continued)

No employees received employee benefits (excluding employer pension costs) of more than £60,000.

Total employee benefits paid to key management personnel during the year were £204,312 (2021: £163,974). There were no employee benefits paid to Trustees during the year.

7.2 Average head count in the year

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

	2022	2021
	No.	No.
Raising funds	4.5	5.8
Charitable activities	14.2	11.8
Support	2	1.6
	<u>20.7</u>	<u>19.2</u>

8 Defined contribution pension scheme

	2022	2021
	£	£
Contributions recognised in the SOFA as an expense	<u>30,728</u>	<u>23,220</u>

The liability and expense of the defined contribution pension scheme is allocated between activities according to the employee's role within the Charity.

9 Tangible fixed assets

	Computer equipment £	Other equipment £	2022 Total £
9.1 Cost			
As at 1 April 2021	21,111	1,500	22,611
Additions	14,846	-	14,846
As at 31 March 2022	<u>35,957</u>	<u>1,500</u>	<u>37,457</u>
9.2 Depreciation (on a straight line basis)			
As at 1 April 2021	11,284	1,500	12,784
Charge for the period	7,973	-	7,973
As at 31 March 2022	<u>19,257</u>	<u>1,500</u>	<u>20,757</u>
9.3 Net book value			
As at 31 March 2022	<u>16,700</u>	<u>-</u>	<u>16,700</u>
As at 31 March 2021	<u>9,827</u>	<u>-</u>	<u>9,827</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

10 Debtors and prepayments

	2022	2021
	£	£
Prepayments and accrued income	26,759	11,281
Other debtors	3,605	-
	<u>30,364</u>	<u>11,281</u>

11 Cash at bank and in hand

	2022	2021
	£	£
Short term deposits	451,439	315,135
Cash at bank and on hand	372,414	605,596
	<u>823,853</u>	<u>920,731</u>

12 Creditors and accruals: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	2,542	6,933
Accruals	15,690	6,416
Other creditors	1,485	5,527
Deferred income	100,527	59,138
	<u>120,244</u>	<u>78,014</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

13 Movement in funds	1 April 2021 £	Income £	Expenditure £	Transfers £	31 March 2022 £
Unrestricted funds					
Designated funds:					
Trustee Deep Reserve Fund	80,000	-	-	-	80,000
Reserves Buffer fund	365,603	-	-	(96,375)	269,228
Project Development fund	238,852	-	-	(238,852)	-
General funds	81,849	439,314	(496,650)	335,227	359,740
	766,304	439,314	(496,650)	-	708,968
Restricted funds					
<u>Caring at Christmas</u>					
Eyre Charitable Trust	-	1,550	(1,550)	-	-
Caradon Property Services	-	250	(250)	-	-
Desmond Harris Trust	-	3,000	(3,000)	-	-
GT Pearce Charitable Trust	-	3,000	(3,000)	-	-
Irwin Mitchell Charities Foundation	-	2,500	(2,500)	-	-
Quartet Community Foundation	-	5,000	(5,000)	-	-
Suez Recycling & Recovery UK	-	250	(250)	-	-
The Social Bite Fund	-	1,000	(1,000)	-	-
Quartet Community Foundation	-	1,000	(1,000)	-	-
Bristol City Council	-	9,600	(9,600)	-	-
<u>Bristol Nightstop</u>					
National Lottery Community Fund	25,939	89,694	(115,633)	-	-
De Paul UK	-	1,500	(1,500)	-	-
<u>Infrastructure Support</u>					
Bristol City Council	-	14,000	(14,000)	-	-
Lloyds Bank Foundation	8,019	-	(8,019)	-	-
Bristol Homelessness Research Fund	-	11,000	(11,000)	-	-
<u>Project Z</u>					
Sunrise Foundation	-	40,000	(40,000)	-	-
Nisbet Trust	-	20,000	(20,000)	-	-
Nationwide Foundation	-	10,050	(10,050)	-	-
Waterloo Foundation	-	11,667	(11,667)	-	-
Frontline fund	-	15,594	(15,594)	-	-
<u>Other grants</u>					
Nat Ben Society	-	30,000	(30,000)	-	-
Zurich Community Trust	-	20,000	(20,000)	-	-
Dawe Family Trust	-	1,714	(1,714)	-	-
<u>Z House (Youth Shelter)</u>					
Ashfords Foundation	3,762	-	(3,762)	-	-
Anton Jurgens Charitable Trust	3,000	-	(3,000)	-	-
Pret Foundation	11,250	-	(11,250)	-	-
Imperial Tobacco	10,000	10,000	(10,973)	-	9,027
J&M Britton Charitable Trust	-	2,000	(2,000)	-	-
Denman Charitable Trust	-	5,000	(5,000)	-	-
Portishead Nautical Trust	-	5,000	(1,330)	-	3,670
Singer Foundation	-	5,000	-	-	5,000
<u>Early Doors (Prevention)</u>					
Quartet Foundation	12,322	24,994	(29,793)	-	7,523
Harkness Foundation	10,236	-	(10,236)	-	-
Oak Foundation	-	95,657	(93,863)	-	1,794
Quartet Foundation	-	15,000	(15,000)	-	-
Carried forward	84,528	455,020	(512,534)	-	27,014

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

13 Movement in funds (continued)

	1 April 2021 £	Income £	Expenditure £	Transfers £	31 March 2022 £
Brought forward	84,528	455,020	(512,534)	-	27,014
<u>Bristol Goods</u>					
Bristol City Council	10,000	50,793	(60,793)	-	-
February Foundation	-	5,000	(5,000)	-	-
John James Foundation	-	44,138	(29,447)	-	14,691
Quartet Foundation Express Grant	2,993	-	(2,993)	-	-
Rotary Club Chipping Sodbury	-	1,750	(1,750)	-	-
	97,521	556,701	(612,517)	-	41,705
Total Funds	863,825	996,015	(1,109,167)	-	750,673

Designated Funds:

Trustee Deep Reserve Fund - monies held to ensure an orderly and proper shutdown of the Charity should it ever be required.

3 Month Floating Reserve Buffer Fund - monies held to ensure short term liquidity thereby smoothing out short term deficits caused by fluctuating income levels

Project Development and Innovation Fund - fund set up in previous financial year to enable 'pump priming' of new service projects which otherwise would remain unfunded. During the year under review the Board reviewed the use of the fund and agreed that it was no longer required. Fund was therefore closed on 2 February 2022.

Restricted income funds:

Caring at Christmas - funds received towards providing day and night shelter, food, warmth, company and activities alongside professional support for a ten day period over Christmas.

Bristol Nightstop - funds received to help provide temporary and emergency accommodation for young people facing homelessness.

Infrastructure support - funds received to assist with the general running of the charity.

Project Z - funds received to assist with our service supporting young people who are, or are at risk of becoming homeless.

Other grants consist of funds received in the year for supporting the salaries of project/service delivery staff and service costs across projects as well as funds received for the direct and practical benefit for beneficiaries.

Z House (previously known as youth shelter) - funds received to help the charity open Bristol's only youth shelter.

Early Doors (previously known as prevention) - funds received to help scope and start a new homelessness prevention service, finding new ways to reach people at risk of becoming homeless and provide the advice they need to keep their home.

Bristol Goods (previously known as Cheers Drive) - funds received to help us respond to the immediate need for meals for those in emergency accommodation as a result of the covid - 19 pandemic.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

13 Movement in funds- Prior Year

	1 April 2020 £	Income £	Expenditure £	Transfers £	31 March 2021 £
Unrestricted funds					
Designated funds:					
Trustee Deep Reserve Fund	-	-	-	80,000	80,000
Reserves Buffer fund	-	-	-	365,603	365,603
Project Development fund	-	-	-	238,852	238,852
General funds	335,458	535,252	(105,706)	(683,155)	81,849
	335,458	535,252	(105,706)	1,300	766,304
Restricted funds					
<u>Caring at Christmas</u>					
CBS Consulting Ltd	-	1,200	(1,200)	-	-
Mango Consulting	-	4,800	(4,800)	-	-
<u>Bristol Nightstop</u>					
National Lottery Community Fund	-	87,081	(61,142)	-	25,939
<u>Infrastructure Support</u>					
Quartet Foundation	-	40,020	(38,720)	(1,300)	-
National Benevolent Society	-	20,000	(20,000)	-	-
Homeless Link	-	63,000	(63,000)	-	-
Lloyds Bank Foundation	-	33,000	(24,981)	-	8,019
Oak Foundation	-	77,000	(77,000)	-	-
<u>Project Z</u>					
Nisbet Trust	-	20,000	(20,000)	-	-
Ovo Foundation	-	10,000	(10,000)	-	-
Waterloo Foundation	-	20,000	(20,000)	-	-
<u>Research</u>					
Jabez Trust	-	5,000	(5,000)	-	-
<u>Beneficiary Support</u>					
Buttle Trust	-	965	(965)	-	-
Dawes Family Trust	-	1,598	(1,598)	-	-
<u>Z House (Youth shelter)</u>					
Ashfords Foundation	-	5,000	(1,238)	-	3,762
Anton Jurgens Charitable Trust	-	3,000	-	-	3,000
Pret Foundation	11,250	-	-	-	11,250
Imperial Tobacco	-	10,000	-	-	10,000
Homeless Link	-	30,000	(30,000)	-	-
Tesco - mobile phones	-	5,800	(5,800)	-	-
<u>Early Doors (Prevention)</u>					
Quartet Foundation	-	24,944	(12,622)	-	12,322
Harkness Foundation	-	20,000	(9,764)	-	10,236
<u>Bristol Goods (Cheers Drive)</u>					
Bristol City Council (4 grants)	-	58,500	(48,500)	-	10,000
Julian Trust	17,500	32,500	(50,000)	-	-
Crisis	-	5,000	(5,000)	-	-
Sunrise Foundation	-	46,524	(46,524)	-	-
February Foundation	-	4,000	(4,000)	-	-
Greggs Foundation	-	500	(500)	-	-
Eyre Charitable Trust	-	750	(750)	-	-
Waterloo Foundation	-	20,000	(20,000)	-	-
John James Foundation	-	33,322	(33,322)	-	-
National Lottery Community Fund	-	169,802	(169,802)	-	-
Ovo Foundation	-	10,000	(10,000)	-	-
DEFRA	-	39,412	(39,412)	-	-
Quartet Community Foundation	-	20,000	(20,000)	-	-
Quartet Foundation Express Grant	-	5,000	(2,007)	-	2,993
Bristol City Council	-	15,000	(15,000)	-	-
Carried forward	28,750	942,718	(872,647)	(1,300)	97,521

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

Brought forward	28,750	942,718	(872,647)	(1,300)	97,521
Pink Elephant Club	-	1,250	(1,250)	-	-
Groundwork/Tesco	-	500	(500)	-	-
John Lewis	-	2,000	(2,000)	-	-
Merchant Venturers	-	1,000	(1,000)	-	-
Cabot Circus CSS	-	2,000	(2,000)	-	-
Gifts in Kind	-	102,129	(102,129)	-	-
DWF Foundation	-	500	(500)	-	-
	28,750	1,052,097	(982,026)	(1,300)	97,521
Total funds	364,208	1,587,349	(1,087,732)	-	863,825

Prior year fund descriptions:

Research - we received funds to assist with researching ways of helping people at risk.

Beneficiary support - funds received to help support users of our services.

14 Analysis of net assets between funds

	Tangible fixed assets £	Other net assets £	2022 Total £
Unrestricted funds			
Designated funds			
Trustee Deep Reserve Fund	-	80,000	80,000
Reserves Buffer fund	-	269,228	269,228
Total	-	349,228	349,228
General funds	16,700	343,040	359,740
Total Unrestricted funds	16,700	692,268	708,968
Restricted funds			
Z House (Youth Shelter)	-	17,697	17,697
Early Doors (Prevention)	-	9,317	9,317
Bristol Goods (Cheers Drive)	-	14,691	14,691
Total restricted funds	-	41,705	41,705
Total funds	16,700	733,973	750,673

Analysis of net assets between funds - Prior Year

	Tangible fixed assets £	Other net assets £	2021 Total £
Unrestricted funds			
Designated funds			
Trustee Deep Reserve Fund	-	80,000	80,000
Reserves Buffer fund	-	365,603	365,603
Project Development fund	-	238,852	238,852
Total	-	684,455	684,455
General funds	9,827	72,022	81,849
Total Unrestricted funds	9,827	756,477	766,304
Restricted funds			
Bristol Nightstop	-	25,939	25,939
Infrastructure Support	-	8,019	8,019
Z House (Youth Shelter)	-	28,012	28,012
Early Doors (Prevention)	-	22,558	22,558
Bristol Goods (Cheers Drive)	-	12,993	12,993
Total restricted funds	-	97,521	97,521
Total funds	9,827	853,998	863,825

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

15 Transactions with trustees and related parties

None of the Trustees have been paid any remuneration or benefits during the year.
 No trustees were reimbursed for expenses incurred during the year (2021: £nil)
 Total donations to the Charity by Trustees during the year were £nil (2021: £nil).

16 Taxation

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

17 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2022 £	2021 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	(113,152)	499,617
Adjustments for:		
Depreciation charges	7,973	2,347
Dividends, interest and rents from investments	(617)	(1,334)
(Increase)/decrease in debtors	(19,083)	3,294
Increase/(decrease in creditors)	42,230	58,358
Net cash provided by/(used in) operating activities	<u>(82,649)</u>	<u>562,282</u>

Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	<u>823,853</u>	<u>920,731</u>

18 Operating leases

At 31 March 2022 the organisation had total minimum commitments under non-cancellable operating leases payable as set out below:

	2022		2021	
	Equipment £	Property £	Equipment £	Property £
Payments due:				
Within one year	8,844	37,238	4,488	37,238
Between two and five years	2,200	15,516	2,244	52,754
	<u>11,044</u>	<u>52,754</u>	<u>6,732</u>	<u>89,992</u>

Accounts



Caring in Bristol

CARING IN BRISTOL LIMITED

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

CHARITY REGISTRATION NUMBER: 1151645

COMPANY REGISTRATION NUMBER: 08419424

BURTON SWEET LIMITED

THE CLOCK TOWER
5 FARLEIGH COURT
OLD WESTON ROAD
FLAX BOURTON
BRISTOL, BS48 1UR

CARING IN BRISTOL LIMITED

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CARING IN BRISTOL LIMITED

LEGAL AND ADMINISTRATION INFORMATION

Constitution

Caring in Bristol Limited is a company limited by guarantee and a registered charity governed by its Articles of Association.

Charity number 1151645

Company number 08419424

Trustees and directors

The trustees of the charity who were in office during the year and up to the date of signing the financial statements were:

Nigel Harradine	Chair
James Eldred	Vice-Chair
Felicity Clark	Trustee & Treasurer
Iheanyi Ibe	Trustee [resigned April 2021]
George Perry	Trustee [resigned February 2021]
Jennifer Harris	Trustee [appointed May 2020]
Matthew Morrison	Trustee [appointed October 2020]
Joanna Strong	Trustee [appointed May 2020]
Mark Williams	Trustee [appointed May 2020]
Paul Hale	Trustee [resigned May 2020]
John Nelson-Smith	Trustee [resigned May 2020]

Solicitors

Bevan Brittan
1 Queen Street
Bristol, BS2 0HQ

Bankers

Unity Trust Bank plc
Nine Brindleyplace
Birmingham, B1 2HB

The Affirmative Deposit Fund
9 Bonhill Street
London, EC2A 4PE

Julian Hodge Bank Limited
29 Windsor Place
Cardiff, CF10 3BZ

Triodos Bank
Deanery Road
Bristol, BS1 5AS

Nationwide Building Society
Nationwide House
Pipers Way
Swindon SN38 1NW

Monmouthshire Building Society
Monmouthshire House
John Frost Square
Newport NP20 1PX

Staff Management Team

Ben Richardson	Charity Director
Lisa Spice	Assistant Director
Edd Smith	Head of Income Generation
Glyn Berwick	Head of Finance

Registered address

The Night Shelter
14 Little Bishop Street
St Pauls
Bristol, BS2 9JF

Auditors

Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol, BS48 1UR

CARING IN BRISTOL LIMITED

REPORT OF THE TRUSTEES

REFLECTION ON THE COVID-19 PANDEMIC FROM DIRECTOR BEN RICHARDSON

Caring in Bristol has witnessed those in extremely vulnerable and exposed situations meet ever more challenging external environments, political obstacles, personal challenges and funding cliffs. But March 2020 brought a crisis in the form of a pandemic, threatening lives, the economy, our way of living, working and communicating. Our services and the systems they are a part of had to adapt overnight and protecting our clients, volunteers and staff from harm became paramount.

Whilst people sought sanctuary in their home, our work in Bristol became ever more poignant, highlighting stark inequalities between what is available in our city and what was accessible to our clients.

It would be easy to riff ‘that nothing could prepare you for the past year’ but that simply wouldn’t be true. Caring in Bristol had a uniquely successful year, and it wasn’t down to chance. This year is testament to our amazing community, passionate volunteers, committed and creative staff, inspiring businesses and local leaders. Every supporter who donated time, effort, money, resources and concern.

This year we made big, bold and brave decisions that impacted lives, and the future of our organisation. I am humbled we did so whilst keeping our clients, vision and mission at the forefront of our mind throughout.

QUOTES FROM THE YEAR

“One of our clients has been able to break free from the cycle of street drinking and drugs since being in hotel accommodation and has gained five stone in weight through eating healthy, nutritious meals from Cheers Drive. He looks and feels amazing!” **Bristol Outreach Services for the Homeless**

“You’re doing an incredible job; it makes a real difference to people’s lives. You should all be proud” **Caring at Christmas client**

“[Volunteering has given me] a sense of pride in myself and my community... An inspired vision of what is possible” **Cheers Drive volunteer**

“We’d have been living off pot noodles and cuppa soups if it wasn’t for you lot” - **Cheers Drive client**

“One of our clients who received the packages from you was very very grateful and described it as a life saver – not just the food but seeing the friendly faces too!” **Recovery for All**

“You’ve kept me alive!” **Caring in Bristol client**

“The best bit is... hearing the positive feedback from clients about the quality of the food they get. That’s a real tribute to the chain of brilliant people who make Cheers Drive work” - **Cheers Drive volunteer**

“It’s important for us to flip the switch for local charities like us to be seen as needed, not needy. We’re forward thinking, proactive and incredibly motivated to solve homelessness.” **Antonia, Campaigns and Communications Manager**

“The responsibility for protecting our vulnerable clients was our highest priority, which is also why it is imperative we continue being present for them throughout this harsh Winter.” **Lisa Spice, Assistant Director**

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*"We wanted to maintain the magic of being a part of our volunteering family at Christmas, so we hosted online social opportunities for volunteers to connect. It was important for us to make sure everyone knew they were a part of something incredibly special." **Claire Coleman, Project Coordinator***

*"Before we started, I was sceptical and unsure but after our first meeting you helped me realise that there is help out there as long as I go looking for it." **Project Z client***

*"I'm just so thankful to you all. I try and tell the volunteers every day. You're all just brilliant people." **Caring in Bristol client***

AIMS AND OBJECTIVES

PURPOSES

The charitable purposes of Caring in Bristol are restricted to the following:

'The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.'

THE AIMS OF CARING IN BRISTOL – THIS CITY CAN

Our vision is creating a city empowered to solve homelessness

Our mission is to work in imaginative and creative ways with people experiencing or at risk of homelessness, with the public and with community partners, to bring about lasting change in Bristol and beyond.

Our three core values drive our strategy, services, behaviour and culture:

We collaborate:

We learn, share and work alongside everyone in our community to create services that achieve our vision. Our clients and communities inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. We generously share our resources, time, skills and learnings.

We put people first:

We develop relationships around strengths and take positive risks. We challenge ourselves to be better and are fearless in looking at our own biases as we seek to create a more inclusive and fairer city. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our clients. The voices and experiences of our clients, supporters, communities and co-collaborators are vital towards achieving our vision.

We focus on the end goal:

We work with our clients, volunteers, and staff to achieve their ambitions. We are here to make ourselves no longer needed and believe Bristol can be the first major city to end homelessness. Every decision we make is based on creating a future where we no longer need to exist.

CARING IN BRISTOL LIMITED

ENSURING CARING IN BRISTOL'S WORK DELIVERS OUR AIMS

Trustees consider how planned activities will contribute to our aims and objectives and sit against our Business Plan. Trustees receive update reports from senior members of staff at board meetings, which take place each quarter.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

All charitable activities focus on the prevention or relief of poverty, specifically though directly working with adults and young people at risk of or experiencing homelessness. Many of our projects also engage a significant number of volunteers from the local community, and our campaigns and communications work are aimed at changing public perceptions and expectations of homelessness services locally, including increasing the effectiveness of prevention. All Caring in Bristol services are free at the point of access.

We divide our activities into three categories:

- **Emergency Intervention** – intervenes to prevent people rough sleeping, or to provide relief or support to someone experiencing an immediate homelessness crisis.
- **Early Intervention** – intervenes with specific individuals as at risk before crisis results in loss of accommodation or stability.
- **Education and Prevention** - targets the behaviour of groups with a view to influencing individual actions and the broader system.

The Charity is a public benefit entity as defined under FRS102.

EMERGENCY INTERVENTION

Cheers Drive

During the global pandemic it became clear that those without homes were extremely exposed to Covid-19 and represented a massive health vulnerability within Bristol and the UK. With this it became increasingly apparent traditional ways of providing emergency food provision to those in need had become unsafe, and out of date.

From Monday 23rd March 2020 all those who were rough sleeping legally had to be provided with “self-contained accommodation spaces”, practically speaking that meant traditional emergency shelters in Bristol, including our 365 Shelter that ran a dormitory style system, were no longer safe. In an unprecedented show of collaboration, the local authority and partner charities supported hundreds of Bristol's communities of people sleeping rough, and homeless in shelters to be temporarily housed in hotels, hostels and B&B's within the city.

Remaining agile to the needs of our community and responding to the immediate concerns of our beneficiaries, we used our robust infrastructure from our pioneering Caring at Christmas project, this included a mailing list of over 4000 volunteers and strong business partnerships within the community to set up Cheers Drive, 'The Future of Food Aid', within weeks. Styled like a takeaway delivery service Cheers Drive would 'deliver' food to those temporarily placed in hotels and hostels, alongside providing food for partner charities, shelters and vulnerably housed individuals in Bristol.

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Every homeless person who was placed by Bristol City Council into isolation accommodation was provided for by Cheers Drive. Each individual received one Cheers Drive delivery per day, including one freshly cooked hot meal, as well as a packed lunch and breakfast, delivered to their door. People supporting the project were encouraged to buy a takeaway for someone who is homeless.

The Cheers Drive food is provided by the brains behind Bristol hospitality legends Emmeline, Pasta Loco, Salt and Malt, Pony and Trap, The Hatch and Bianchi's. Josh Eggleton of Pony and Trap, Salt and Malt and Channel 4 managed the three kitchens producing food for the project across Bristol, including his own at The Kensington Arms. He was helped by Shona Graham of Emmeline and the Hatch at Spike Island alongside Dominic Borel of Pasta Loco. Ingredients were provided by FareShare South-West and local restaurant donations.

In one year, Cheers Drive delivered 161,198 meals and supported 850 individual people. Clients reported a 93% satisfaction rate with the service. It worked with 248 volunteers all living within a 20-mile radius of the city across every postcode, providing 22,500 hours of their time. It was collaborative, working alongside five community food groups, eleven local restaurants and caterers, and collaborated with nine referral partners including Bristol City Council and St Mungo's.

The Cheers Drive model was also used to form the basis of a safe, socially distanced Christmas service - across the 25, 26, and 27th of December they delivered restaurant-grade (including a twelve-ingredient Christmas lunch) food as well as activity packs and gifts to 397 adults in temporary accommodation across Bristol.

Caring at Christmas

The theme of Caring in Bristol's Christmas campaign was 'This City Can.' That community spirit and proactive attitude powered 2020's ground-breaking Caring at Christmas project. Being there for our clients at an acutely difficult time of year, against a backdrop of a global pandemic, an economic recession, and rising pressure on public services and the voluntary sector, all fuelled by over-demand and increasingly scarce resources was tough but non-negotiable.

This was the biggest challenge we've faced in 31 years running this project, but the people of Bristol don't give up on the most vulnerable in our community, and neither do we. We are proud that when faced with the challenge of supporting our clients, in a Covid safe way, Caring in Bristol rose to the challenge - partnered with, and supported by - thousands of members of our community.

We had two strong desires leading the design of this project. One, to create the social interaction that is so valuable for the mental wellbeing of our clients. And two, to curate a project that supported their immediate needs, whilst protecting their vulnerable health, with many suffering chronic health conditions leaving them highly exposed to the virus.

Stretching from Christmas Eve to the 27th we teamed up with chefs, restaurants and our community to create a three-day programme of Michelin quality food, individual gift packages, presents, mental health support and importantly care. Using volunteers, each meal and care package would be hand-delivered to everyone we supported, reaching over 75 locations across Bristol, the largest reach the project has ever had. Whilst in previous years clients had come to us, this year it was vital we went directly to them.

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The project delivered food and care to clients working with more than 10 local organisations supporting homeless and vulnerable people in Bristol including Bristol City Council, St Mungo's, Salvation Army, Bristol Refugee Rights, One25, Golden Key, Second Step, BOSH and more. This level of community collaboration is a great step towards solving homelessness in Bristol.

The project supported more clients than it ever had before totalling 397 vulnerable people. And for the first time it reached and cared for vulnerable young families. In summary, Caring at Christmas supported 77% men, 23% women, 22 children and 6 dogs.

Each client was provided with a hot meal and food for each day throughout the three-day period, this included 911 hot meals, 300 puddings and 400 chocolate oranges. Alongside 350 beautiful handmade Christmas wellbeing packs delivered, including Christmas cards, health and wellbeing products, crafting activities, hand sanitizer, personalised gingerbread men and facemasks. Alongside these 50 meals per day supplied to BOSH to support people rough sleeping.

We would love to thank all the chefs and restaurants who donated their time and effort; Toby at The Pumphouse, Matt at Tare, Adrian & Kalpna from St Monica's Trust and 91 Ways, Shona and Mike from Emmeline, Nick from The Lazy Dog, Jen and Ian from Poco, Alexis John, Maya Indelicato and Candice Bryant, Aidan from The Lock Up, all the team at Pasta Loco and Bianchis, Josh Eggleton and the Pony & Trap team, Salt & Malt, Kate's Kitchen, ABM Catering, Gopal's Curry Shack, Pearly King Cakes, Chandos Atelier, The Community Farm, and BOSH.

Nightstop Bristol

Covid-19 created many challenges for Nightstop Bristol, which temporarily places vulnerable young people at risk of homelessness in the homes of community host volunteers. A number of our hosts were in the 'vulnerable/at risk' category, there was high anxiety around transmission and the project was paused in late March 2020. It did not re-open again until March 2021.

In the interim, the two, dedicated Nightstop staff members worked hard to evolve the delivery model, with the objective of reopening the service safely, at the earliest opportunity. One of the Nightstop staff found alternative employment in August 2020.

A number of key changes were identified, longer hosting periods and 'host bubbles' were introduced to minimise the risk of spreading Covid-19 between households, whilst ensuring that our volunteers had regular respite from hosting. Some hosts offered daytime provision for young people in their homes, in addition to overnight hosting. Our risk assessment processes around volunteer and beneficiary exposure to Covid-19 were made more vigorous and both hosts and the young people staying with them agreed to self-isolate together as one household, in the event that any of them exhibited Covid-19 symptoms, or were in close contact with someone who had tested positive. Staff worked very closely with Depaul (the Nightstop accrediting body), Bristol City Council and Public Health England to take advice and keep abreast of the changing Covid-19 situation.

Nightstop Bristol staff also spent time stewarding and nurturing active hosts, as well as recruiting and training new hosts, in readiness for the project reopening. Three new volunteer hosts and one new volunteer driver had successfully completed their training by April 2021. Ten of the existing volunteer hosts and drivers received refresher training and staff hosted an on-line 'Covid Hour' to explain the new guidance and respond to any of their queries or concerns.

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After a year of being 'paused' and six months of hard work to get Nightstop Bristol operational again, we reopened on the 29th March 2021, using the new, revised model.

365 Shelter

The shelter was run in partnership with St Mungo's Street Outreach Team (who referred in rough sleepers) and the Quakers, who offered their Central Meeting House as a shelter venue. It was open 365 days of the year, providing bed and breakfast to a maximum of 15 people who could not access other, emergency housing options. Only those who were assessed to have no/low support needs were accepted because the shelter was manned overnight by two, trained volunteers. The shelter remained open until the end of March 2020 when dormitory-style shelters were deemed to be unsafe. On the night it closed, staff escorted the 15 residents to a local hotel, where they remained during lockdown in self-contained rooms, under the government's 'Everyone In' campaign. Staff and volunteers from our Cheers Drive project continued to provide support to them and others, delivering three meals per day, providing welfare checks, toiletries, books/puzzles and support with laundry and room repairs.

The shelter staff team spent the year researching new, alternative models to safely provide emergency accommodation for people facing homelessness.

During the pandemic, the 365 Shelter staff were redeployed to the Cheers Drive project to utilise their transferrable skills around volunteer management and client support. They also kept in regular contact with our 365 Shelter volunteers, many of whom gave up their time to volunteer for Cheers Drive.

EARLY INTERVENTION

COVID-19 Emergency Handbook

This special Covid-19 edition of the Caring Handbook created within two weeks of national lockdown provided practical information to those experiencing street homelessness and empowered community action groups and caring individuals with the knowledge to signpost and help throughout this crisis.

The handbook includes information about:

- Accommodation advice
- Day centres
- Food – details of agencies and organisations which supply food to homeless and vulnerable people
- Health – medical, dental and other health services including drug, alcohol and mental health support services
- Public toilets
- Advice and support
- Benefit advice
- Employment and training
- Seasonal support
- Charity shops
- Helplines
- Map of the city centre showing location of services
- Animal welfare
- Locations which are welcoming, non-institutional and vibrant.

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In order to assure the directory and services information listed was up to date we produced two versions, a Spring and Autumn version. In total 4,000 physical copies of the handbook were sent out and the digital copy was downloaded over 2,500 times direct from our website.

Organisations provided with the handbook include - BDP, St Mungo's, people staying in the hotels via Cheers Drive, Golden Key, ASCC, InHope, Homeless Health, BOSH, Roots, the Trinity Centre and Temple Street Job Centre.

Housing Support Handbook

In a survey undertaken by Caring in Bristol in June 2020 only 22% of people polled told us they felt confident they would know where to go for support and advice if they were made homeless, and 65% said they would not know where to go for support if they could not pay their rent next month.

As an agile and reactive response to this the Housing Support Handbook provided current, local, and accessible advice for anyone facing money problems or the prospect of losing their home in Bristol. It was a free resource both for people seeking support and organisations supporting people in the community.

The handbook is a collaboration between Caring in Bristol, Bristol housing advice experts CHAS, and the comprehensive city-wide advice network ACFA.

We created two version of the Housing Support handbook, to ensure the information was consistently relevant and to reflect the changing nature of advice at the time. Work began on the first version of the Housing Support Handbook and we received the first physical print in August 2020. The Spring 2021 addition was ready for distribution and began in earnest during the first week of April 2021, ending the year on a high.

The handbook includes up to date information on:

- Housing law and tenancy rights
- Financial support options available
- Immigration advice
- Job availability, employment schemes, and furloughing law
- Where to find free, expert, and personalised advice on all of the above

Caring in Bristol distributed 3000 copies of the original version created in August 2020 to partner organisations and grassroots support groups around the city, and 1000 copies of the second edition. Organisations supported include Bristol Law Centre, Bristol Northwest Food bank, Avon and Wiltshire Mental Health Partnership, National Food Service, Avon and Somerset Police, DWP, CHAS and Recoop.

Project Z (formerly The Common)

Project Z is Bristol's only bespoke floating service for young people who are experiencing, or at risk of, homelessness. Their work is long-term, relational and client-led, supporting complex young people aged 18-25 to improve their mental health, build healthier relationships and better manage their finances. The Youth Practitioners assist with tenancy start-up and sustainment, employment, education and offer pre- and post-natal support. Covid-19 and the subsequent lockdown presented new issues for the vulnerable young people we work with. Shanta, a Project Z Youth Practitioner, reflected on the impact of lockdown on her young clients:

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“It has been incredibly difficult for some of the young people I work with – they have really missed face-to-face contact and struggled without that. They so looked forward to catching up weekly, to talk about how things are going, sometimes you are the only person they have to talk to. Having time to ruminate about their problems caused massive anxiety for some of them, so we created a wellbeing tool to help them with grounding and mindfulness techniques. We were unable to see clients face-to-face so we continued to support them in any way we could, FaceTime, texts, phone calls, emails. It wasn’t ideal but it was important to keep the momentum going. We didn’t stop working during the pandemic, we continued to support our young people as best we could.”

“Despite the pandemic, six of my clients have moved into new accommodation and our amazing supporters have helped them to furnish their new homes. It’s been difficult for young people to access EET options (education, employment and training), I have young people who want to learn new skills. Colleges and training venues were closed, most training courses were online and not all young people have the luxury of owning a laptop or access to Wi-Fi. Before lockdown they could access Wi-Fi in libraries and other public spaces. Not being able to distract themselves with meaningful activities was very difficult. I am so proud of the young people I work with, they have shown such strength in the face of adversity.”

Throughout the pandemic, Project Z has remained a point of security and consistency for the young people who rely on it. The service supported 36 young people between April 2020 and March 2021, all of whom were experiencing complex and unique life challenges and many of whom have a long history of non-engagement with services. Together we have helped them to navigate their issues, whether that be housing insecurity, addiction or unemployment, and achieve positive outcomes in almost every instance.

Project Z consists of two full-time Youth Practitioners each with a maximum caseload of twelve people. A member of the staff team went on maternity leave in January 2021 and her position has been covered by a new staff member on a temporary 1-year contract.

During lockdown, Project Z staff re-designed and improved their referral packs, they now accept referrals from 11 organisations: Off The Record, BDP and DHI (ROADS), SARI, Bristol Foyer (Live West), Creative Youth Network, Social Services, 1625ip (MAPS and St Georges House), BCC Missing from care team, YOT, Probation and ARA. Demand for the service is high and there is currently a small waiting list.

Youth Shelter

The pandemic is a multiplier of inequalities, and few are experiencing the pressure more acutely than Bristol’s population of young people experiencing homelessness, which has risen sharply under Covid-19. The number of people aged under 25 at risk of homeless presenting to the Local Authority in Bristol tripled from 425 in 2019 to 1,318 in 2020.

This crisis, along with our experience supporting young people to avoid homelessness and find secure long-term accommodation, contributed to our decision this year to open a new youth shelter in 2021. The shelter will be Bristol’s only dedicated youth shelter, which will provide young people with the stability they deserve to study, work, and move towards independence, supported by trained staff, volunteers and wraparound support.

The shelter will be a rented four-bedroom residential property, with the rooms offered on a short-stay basis to the vulnerable young people referred to us. It will be open in the evenings and overnight enabling young people to work or attend education during the day.

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Whenever clients are at the property, the shelter will be run by highly trained volunteers who will also stay overnight. Those that need it will receive specialist support in areas essential to finding and keeping their own home, such as bidding on council property, understanding tenancy agreements, accessing benefits and managing utilities.

This year, we received seed funding to explore the viability and operation of the shelter and identify a potential property. We made an appeal to the city for property – particularly to landlords - but experienced for ourselves the lack of good quality, affordable accommodation in Bristol. We viewed three properties but they were either not ideally located, of poor quality or beyond our budget.

We also used this period to investigate other crucial aspects of the shelter including liaising with partners around referral processes and criteria, drawing up operational procedures, researching the legalities and licenses required and sourcing a waiting list of volunteers who are ready to support the young people who will use the service.

We are confident the shelter will open in 2021, bringing much needed capacity to the city with an innovative new model we believe better supports young people. Shanta Foley, who is a practitioner on Caring in Bristol's youth team working directly with young people experiencing homelessness explains:

'It's essential that our Youth Shelter provides more than just a bed and a hot meal for the people we work with. They all have so much potential and show such strength in the face of adversity, and by providing them with wraparound care in a welcoming space we can help them to lead more fulfilled, independent lives and get on with studying and working.'

EDUCATION AND PREVENTION

Bristol Homelessness Prevention Partnership

This ambitious new project, which has already gained community, funder and local authority backing, combines the expertise of Caring in Bristol with CHAS Bristol (Housing Advice Service) to transform housing advice provision, particularly in city wards where people are at risk of homelessness or face other housing problems.

The project aims to reach people who would not usually seek housing advice, despite being en-route to a housing crisis, and has become even more needed considering the economic threats presented by the pandemic.

The project will empower citizen-led groups in Hartcliffe and Withywood, Easton, and Ashley to self-organise and develop their understanding of the benefits of housing advice in their communities, helping more people to access quality advice to avoid homelessness and improve their housing situation.

Using the evidence of success gathered, the project will also help build an evidence-led movement to address the systematic and policy-related failures which perpetuate housing crises instead of preventing it in the first place. The project is advised by a forum of industry, local authority and academic experts from across the city.

The project received 'seed funding' this year to build the partnership between our organisations, research and design the project and obtain 'scale-up' funding. It has since been part-funded for three years to 'scale-up' the project, which begins in earnest in May '21.

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INCOME GENERATION

Fundraising approach

Caring in Bristol's fundraising approach continues to develop adhering to an integrated approach with our wider communications strategy. Relationships with funders, supporters, volunteers and wider stakeholders are at the forefront of our work.

The year under review was to be a year like no other. We started the year in a lockdown situation and very quickly it became apparent we would need to adapt and respond to the changing fundraising landscape.

This crisis brought opportunity however and at the end of March 2020 we launched an emergency appeal, in response to the creation of the Cheers Drive Project. The results were incredible raising £80,000 of unrestricted income in April alone.

This campaign footing continued throughout the year as we developed an approach of remaining active, bold, relevant and visible. The Appeal was coupled with an external campaign in which we utilised poster sites throughout the City Centre. This was dubbed 'Our Biggest Campaign Ever, But No-one Will See It' and included the statement, 'Just because you're safe indoors, doesn't mean everyone is'. This highlighted the difficulties our clients faced in finding a safe place to stay. These posters were used for social media assets, promoting our appeal online.

We followed this up with our 'Community Cares' campaign, which highlighted the amazing lengths Bristolians had been going to for Caring in Bristol and other organisations. Income continued to be generated through the summer months, a traditionally quiet time for the organisation.

Seasonal giving continued to play a crucial role across our overall income profile, with our traditional Christmas appeal being particularly significant. This year's campaign, 'The Little City that Can' involved an animation, a warm mailing, a cold mailing and further investment into our social media promotion. It was hugely successful achieving an income over the period (Nov-Jan) of £270,985. The campaign, in particular the animation, transcended the organisation and was seemingly adopted by many in the city as a piece to show their civic pride.

Our Trust and Grants function took incredible strides this year and responded to the challenge incredibly. The hiring of a Grant Manager in April made a big impact and ensured we were able to secure funding from specially created 'emergency' grants. Over 50 grants were secured throughout the year from existing funders such as The Big Lottery, National Benevolent Charity, The Nisbet Trust, Quartet Foundation, Sunrise Foundation and the Waterloo Foundation as well as new funders such as Bristol City Council, OVO Foundation and many others. Relationships have been strengthened with our funders aided by an increase in engagement opportunities such as webinars and a greater quality of project reports. Over £1m in grants were received during the financial year.

The Income Generation team has developed over the year. We employed a new, full time Supporter Engagement Coordinator to further our relationship with supporters and a Digital Communications Coordinator. This role was created in response to the growing development and activity digitally, brought on by the pandemic.

All in all, it was a year of significant growth within income generation with an overall income of £1,587,349. Income from grant giving organisations was our major income stream this year with individual giving the next highest area of income.

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We are committed to fundraising ethically and are registered with the Fundraising Regulator.

In the coming year we plan to continue to build our donor base, sustaining our unrestricted donations, as well as building new relationships with grant giving organisations. We aim to ensure a sustainable and diverse funding portfolio. With a return to 'normality' hoped for and anticipated we will look to proactively seek support from corporate and community organisations. We will also undertake a year of research to ensure our communications with supporters and the wider community enables sustainable growth.

THANK YOU

We would like to thank all our supporters. Without their support we would not have been able to provide the care to those people who needed it. Our volunteers are the life blood of the organisation and their dedication, skills and compassion help make our projects the success that they are. As an organisation we are incredibly lucky to have the support of experts as well, from the amazing catering professionals who have supported us extensively this year through to other supporters who offer pro-bono services. We also wish to thank all our supporters and funders who financially support our work. We would especially like to thank the following trusts and foundations:

National Benevolent Charity	The Sunrise Foundation
Quartet Community Foundation	Nisbet Trust
Waterloo Foundation	The National Lottery Community Fund
Ashfords Foundation	Bristol City Council
DEFRA	Ministry of Housing, Communities and Local Government
Crisis	The Harkness Family Foundation
OVO Foundation	John James Bristol Foundation
Lloyds Bank Foundation	The February Foundation
Homeless Link	The Julian Trust
Zurich Community Trust	The Anton Jurgens Charitable Trust
Albert Hunt Trust	Irwin Mitchell Charities Foundation
Thompson Charitable Trust	29th May 1961 Charitable Trust
Parmenion Capital	The Raindance Trust
The Oak Foundation	Jabez Trust
Cabot Circus Community Support Scheme	J&M Britton Trust
GT Pearce Charitable Trust	Desmond Harris Charitable Trust

COMMUNICATIONS APPROACH

After beginning to plan the year in advance we moved fast to adapt our communications strategy in preparation for the trying year ahead. Our crisis communications strategy focused on four pillars: to remain active, responsive, bold and relevant. This resulted in demonstrable success for the organisation throughout the year. We were awarded 'Regional Campaign of the year' for our Christmas appeal 2019 at the Institute of Fundraising Awards 2020 and our Covid-19 response campaign received highly commended for the 'Jacqui McCluskey Communicating for Change Award' at the Homeless Link Excellence Awards 2020.

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Highlights of our year include:

‘Our biggest campaign ever... but you won’t see it’

Launched on March 23rd, a week after lockdown, our campaign utilised, direct email to our 5000-member mailing list with a call to action to donate and letting supporters know that “We believe it’s important as a charity to become more visible than ever and rise to the needs of our community, but we require your help to achieve this. By supporting vulnerable people in your community, you will be saving lives.”

The integrated campaign also featured online advertising as well as 200 poster and billboard sites across Bristol. The posters directed viewers to a web page with a call to action encouraging the Bristol community to donate or to mark the location of those who were rough sleeping on StreetLink, providing valuable information in the effort to support the governments ‘Everyone In’ initiative. The posters also told those in crisis that they could approach us for emergency shelter, daily food and medical care.

‘The Little City That Can’ film and ‘This City Can’ Campaign

The emotive film took the form of an illustrated poem, following the curious journey of Dad and Daughter questioning how Father Christmas would visit those who are sleeping rough, in temporary or emergency accommodation, or in destitute housing and tents. Dad comes up with a genius answer, that Father Christmas uses the community to reach everyone. This captured the local activist and collaborative spirit so prominent throughout lockdown, where mutual aid and neighbourly pride provided optimism in hard times.

The film supported us achieving a record appeal income of £104,932 and record overall quarterly unrestricted income of £212,774. Digital income increased 51.5% compared to 2019. This was the most successful individual giving campaign the organisation has ever achieved.

A main objective of the film was to secure earned media, as this had a demonstrably higher impact on our fundraising. We aided this by securing well known local actor Joe Sims from Totterdown to narrate the film and this helped us secure a primetime slot on ITV Westcountry in the week before Christmas and a prominent feature on the BBC News website, with a potential viewership of 1m people. We procured both local and national media. In total, figures show the video was viewed over 114,000, was shared over 5,000 times and reached 174,000 people – in total 37% of Bristol.

PARTNERSHIPS

The initial urgency brought by Covid-19 has transformed our partnership working this year, supported by the appointment of a Partnerships & Grants Manager bringing more capacity to broker and manage relationships. In those first months of the pandemic, organisational boundaries were cast aside to create solutions for people experiencing homelessness. We really were ‘in it together’ and a sense of this still endures today, which we are working hard to carry forward.

In particular, the Cheers Drive service forged closer relationships with Bristol City Council, Bristol’s catering and restaurant industry, other homelessness charities, national and local funders and community and activist organisations. This collaboration has since led to the creation of a Food in the Homelessness Sector Steering Group, which is building tangible ways homelessness organisations can improve the impact of food in homelessness services.

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We have also created new forums and dialogues with funders, enabling better quality two-way conversations which allows needs, information and expertise to be shared.

Our partnership with CHAS Bristol on the new prevention project has also been a focus for the year, and for the first time Caring in Bristol will 'share' a project brand with another organisation. The learnings gained through this will help us build a partnership approach for the future.

Looking forward, our vision is to become a charity with blended lines between ourselves and stakeholders, making us more responsive to the needs of external parties/communities and more able to build effective alliances for change. In 2021, our focus will be on creating a partnership strategy and how we can make this goal a reality.

FINANCIAL REVIEW

The Trustees note a satisfactory financial performance for the year under review with a surplus generated of £499,617. Despite the overall uncertainty of working to deliver an emergency service throughout the pandemic, we have been heartened to see an upturn in both our restricted and unrestricted funds – we remain so grateful to our core supporters who have continued to support during a difficult year.

The Trustees have continued to monitor the Charity's financial position, and at the time of writing this report, the Board are satisfied that Caring in Bristol can continue operating as a going concern in the long term. In addition to needing to maintain an adequate financial reserve, the Board has also been pleased to approve additional service investments for the new financial year.

INVESTMENT POLICY

Caring in Bristol seeks to maintain the capital value of its assets, maintain liquidity and produce the best financial return within an acceptable level of risk, whilst acting in accordance with its ethical standards.

As Caring in Bristol has a small asset base, capital volatility cannot be tolerated and therefore all investments are held in the form of cash. Cash deposits are split so that no one institution holds all of the charity's total cash balance. All cash balances are deposited in institutions regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The charity manages its own cash deposits. We monitor the cash position and prospective cashflow reporting this to the Finance and Income Generation Committee and through them to the board.

RESERVES POLICY

The trustees have given consideration to appropriate levels of reserves retained for safe financial management and are of the continuing view that Caring in Bristol should hold between three and six months of running costs as a free reserve.

Reasons for reserves

The key financial risks facing the charity are decreasing donations and not securing grants to continue existing projects and commitments. As a result, the Board are very mindful of ensuring adequate reserves are held to cover the following 3 main risks:

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- Continuity of Service: As a charity working with vulnerable people, we have an obligation to ensure any withdrawal or reduction in services as a result of insufficient funding is carefully managed to minimise any negative impact for our beneficiaries.
- Income Flow: Income is received unevenly and sporadically over the course of a year leaving the charity exposed to being unable to meet its ongoing commitments
- Fixed Employment Costs: As an employer we recognize the obligation to maintain sufficient income to pay our staff. The Charity has grown substantially over the last 12 months and we have continued to add to our employee base. Last year 70% of the Charity's expenditure were fixed salary costs.

A reasonable reserves balance is therefore required to mitigate these risks and to provide flexibility to develop and pilot new areas of work when opportunities arise.

Current Reserves position

As shown in the balance sheet to the accounts, the total funds balance at 31st March 2021 is £863,825.

Of this £97,521 are restricted fund balances not available for the general purposes of the charity. The balance of free unrestricted reserves within the General Fund is £756,477.

In order to mitigate the risks described above, and as further acknowledgment of the Charity's continued growth and level of organizational complexity, during the year under review the Trustees approved the creation of 3 new designated funds for the following specific purposes:

Fund 1: Trustee Deep Reserve Fund: monies held to ensure an orderly and proper shutdown of the Charity should it ever be required

Fund 2: 3 Month Floating Reserve Buffer Fund: monies held to ensure short term liquidity thereby smoothing out short term deficits caused by fluctuating income levels

Fund 3: Project Development and Innovation Fund: a special fund to enable 'pump priming' of new and exciting service projects which otherwise would remain unfunded

Any unrestricted income received in excess of this reserves policy, will be used for furthering the aims and objectives of the charity.

PLANS FOR FUTURE PERIODS

The launch of our new business plan for 2020-23 was delayed by the pandemic and will be belatedly launched in early April 2021 – as our Blueprint for Change 2025 with some minor modifications. It set out our future strategic direction. It consists of four core operational themes of our vision for a city empowered to solve homelessness:

1. Develop our work further to help more people in immediate homelessness crisis.
2. Develop new work that intervenes early to help prevent people reaching homelessness crisis.
3. Develop work to shift local attitudes and understandings that leads to changed decision making
4. Develop our evidence base for the impact of work.

CARING IN BRISTOL LIMITED

It also consists of two core supporting themes of our vision

1. Secure sustainable income to deliver our work
2. Build a best practice charity organisation

STRUCTURE, MANAGEMENT AND GOVERNANCE

Governing document

Caring in Bristol Limited is a company limited by guarantee and has charitable status. The charity is governed by its Articles of Association dated 26 February 2013. Caring at Christmas operated as a registered charity from 1989 until the charity was incorporated in 2013 and the name subsequently changed to Caring in Bristol.

BOARD OF TRUSTEES

At 31 March 2021 the trustee board consists of eight trustees who have a wide range of skills and experience. A term is three years and trustees can serve two consecutive terms after which they must step down for at least two years. The trustees, together with the Charity Director, identify the skills and experience required of the trustees to ensure that the board reflects this need.

The induction for prospective board members includes documentation, meeting other trustees and staff, and attending a board meeting where the detailed work of the charity and discussions concerning trustees' roles and responsibilities are covered. Information on governance training opportunities is circulated periodically to trustees. Whilst the trustees are responsible for governance, they have delegated day-to-day running of the charity to the Charity Director, who, in turn is accountable to the board.

STAFF STRUCTURE

The team (end of March 2021) consisted of 19 members of staff.

The Charity Director oversees all Caring in Bristol's work and line manages the senior managers: the Assistant Director, Head of Income Generation, and Head of Finance.

VOLUNTEER SUPPORT

Caring in Bristol's vision is creating a city empowered to solve homelessness, therefore harnessing the power of volunteering and community collaboration is a central focus of our work. Our genesis story places volunteers at the very core of our work. Caring in Bristol was formed in 1987 by a group of ordinary Bristolians who were horrified by the sight of people sleeping rough on cold winter streets. The solution was simple - use as many volunteers as possible, source everything for free, and bring everyone together to make the biggest possible difference for people experiencing homelessness. The services we provide can only be achieved through the dedication of our ever-expanding team of volunteers, making increased professionalisation of volunteer management and volunteer communication a high priority.

Throughout Covid-19 we expanded our volunteer mailing lists and networks to over 5,000 people, situating from every postcode in Bristol. 125 active volunteers donated their time to Caring at Christmas, 248 active volunteers donated their time to Cheers Drive and over 10 active hosts support Nightstop Bristol. To support our volunteer community growth, investment was made in updating our volunteer contact details and a Volunteer Steering Group was formed to make sure our volunteers felt held and central to our work. The

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Steering Group will also be tasked with promoting the diversity of our volunteers and making sure they are all appropriately thanked and considered throughout our work and planning.

Covid-19 protocols were instituted in order to protect clients, volunteers and staff. These included online training, volunteer bubbles, vaccines promoted to volunteers in close contact with clients, contacts details for track and trace, enhanced sick policies and protocols, strict social distancing measures, protective equipment and face masks, deep cleaning procedures and an enhanced risk register process.

Volunteers told us:

“Loved the online training [on creating] safe and inclusive spaces. It was very useful, and I felt more prepared to deal with potential difficult situations.” **Caring in Bristol volunteer**

“It was ace! Everything seemed to run smoothly and easy. The staff at CiB are always lovely and friendly too.” **Caring in Bristol volunteer**

“The project is really well organised and coordinated and everyone works really hard. Everyone is also really friendly and nice.” **Caring in Bristol volunteer**

Volunteers gave their experience with us an average score of 9.5/10 and 85% of volunteers said they felt ‘very well prepared’ with the remaining 15% feeling ‘well prepared’ for their role with us. 22 volunteers completed Golden Key training on ‘Creating Safe and Inclusive Spaces’.

RISK MANAGEMENT

The trustees continue to monitor the risk register as a standing item and make incremental improvements. The trustees seek to manage such risks to an acceptable level, and this remains an important area for attention.

The senior management team reviews the risks to which the charity is exposed before every board meeting. The top risks are highlighted in the Charity Director’s report to board. This allows the board to focus their attention on the most relevant and strategic risks.

Particular risks the organisation faces include our fundraising performance being impacted by economic turbulence, the fluctuation of public and political interest in homelessness, and our staff, trustee and volunteers teams not being sufficiently inclusive to reflect the diversity of the beneficiaries and communities that we work within. We continue to monitor and assess the risk to brand reputation considering our own communications as well as external events that may have an impact. The management of data and breaches to data protection legislation is another area of potential risk with a group set up, inclusive of both staff and trustees, tasked with mitigating this risk.

The trustees will continue to review the major risks to which the charity is exposed, and systems will continue to be evolved, adapted and reviewed to manage those risks.

ORGANISATIONAL STRUCTURE

The board of trustees meet regularly (each quarter) including one trustee away session and trustees are invited to attend staff away sessions. These sessions allow time for fuller discussion of strategic development and other important issues. The board delegates certain responsibilities to the Finance and Income Generation (FING) Committee, including detailed review and monitoring of the annual budget and management accounts; monitoring of income generation performance; and assessment of the remuneration policy and approval of any annual salary increases. The FING Committee also meets quarterly and reports back to the board.

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The Charity Director, Assistant Director, Head of Income Generation and Head of Finance submit written reports and attend all board meetings. The Charity Director is held to account through regular reports to the board on progress against objectives and through one-to-one meetings with the Chair.

CHARITY GOVERNANCE CODE

Whilst not a legal requirement to be compliant, the trustees aim to follow the seven principles of the Code and are committed to good governance and a desire to contribute to the charity's continued improvement.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also directors of Caring in Bristol for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company [and the group] and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

MEMBERS OF THE TRUSTEE BOARD

Members of the Trustee Board, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 3.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's independent examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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Auditors

Burton Sweet were appointed as the Charity's auditors in January 2021, following many years' service to the Charity as independent examiners.

The trustees submit their annual report and independently audited financial statements for the year ended 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011 in preparing the annual report and financial statements of the charity. The legal and administration information on page 3 forms part of this report.

Approved by the trustees on 14 September 2021 and signed on their behalf by

Nigel Harradine

Chair of Trustees

Caring in Bristol Limited

CARING IN BRISTOL LIMITED

Independent auditor's report to the members of Caring in Bristol

Opinion

We have audited the financial statements of Caring in Bristol (the "Charity") for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our

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opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

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

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the charity, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the charity's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of those charge with governance and other management and the inspection of regulatory and legal correspondence, if any.

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Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Joshua Kingston BSc ACA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Limited, Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 14 September 2021

CARING IN BRISTOL LIMITED

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

	Note	Unrestricted Funds £	Restricted Income Funds £	Total Funds 2021	Total Funds 2020 £
Income from:					
Donations and legacies	4	533,370	1,052,097	1,585,467	633,927
Other income	4	1,882	-	1,882	1,980
Total income		535,252	1,052,097	1,587,349	635,907
Expenditure on:					
Raising funds	5	69,987	192,139	262,126	136,046
Charitable activities	5	35,719	789,887	825,606	453,855
Total expenditure		105,706	982,026	1,087,732	589,901
Net income/(expenditure)	6	429,546	70,071	499,617	46,006
Transfers between funds		1,300	(1,300)	-	-
Total funds brought forward	13	335,458	28,750	364,208	318,202
Total funds carried forward	13	766,304	97,521	863,825	364,208

*Details of the allocation of 2020 total funds between unrestricted and restricted are shown in Note 3

The Charity has no recognised gains or losses other than the results for the year as set out above.

The notes on pages 29 to 40 form part of these financial statements

CARING IN BRISTOL LIMITED

**BALANCE SHEET
AS AT 31 MARCH 2021**

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	9	<u>9,827</u>	<u>-</u>
Current assets			
Debtors and prepayments	10	11,281	14,575
Cash at bank	11	<u>920,731</u>	<u>369,289</u>
Total current assets		932,012	383,864
Creditors: Amounts due within one year	12	(78,014)	(19,656)
Net current assets		<u>853,998</u>	<u>364,208</u>
Total net assets		<u>863,825</u>	<u>364,208</u>
Funds of the Charity			
Unrestricted funds			
General funds	14	81,849	335,458
Designated funds	14	684,455	-
Restricted income funds	14	97,521	28,750
Total funds		<u>863,825</u>	<u>364,208</u>

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts; and

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

The Company's registration number is 08419424.

These financial statements were approved by the Trustees on 14 September 2021 , and are signed on their behalf by:

N Harradine
Chair of Trustees

FAS Clark
Treasurer

The notes on pages 29 to 40 form part of these financial statements

CARING IN BRISTOL LIMITED

CASHFLOW STATEMENT
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities	17	562,282	50,980
Cash flows from investing activities:			
Dividends, interest and rents from investments		1,334	1,741
Purchase of fixed assets		(12,174)	-
Net cash provided by/(used in) investing activities		(10,840)	1,741
Change in cash and cash equivalents in the reporting period		551,442	52,721
Cash and cash equivalents at the beginning of the reporting period		369,289	316,568
Cash and cash equivalents at the end of the reporting period	11/17	920,731	369,289

The notes on pages 29 to 40 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021**1 Basis of preparation****1.1 Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and with the Charities Act 2011.

The Charity constitutes a public benefit entity as defined by FRS 102.

1.2 Going concern

All of the activities of the Charity are classed as continuing.

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by the worldwide COVID-19 crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations and reserves in the coming months and years, the charity has sufficient reserves to be able to meet these challenges. Please refer to the Trustees' Report for further details of how the charity has been affected by the Covid pandemic.

2 Accounting policies**2.1 INCOME****a) Recognition of income**

These are included in the Statement of Financial Activities (SoFA) when:

- i) The Charity becomes entitled to the resources;
- ii) It is more likely than not that the Trustees will receive the resources;
- iii) The monetary value can be measured with sufficient reliability.

When donors specify that donations given to the Charity must be used in future accounting periods, or impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred to those periods.

b) Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

c) Grants and donations

Grants, including government grants are accounted for as receivable and are allocated to income from donations and legacies. Other grants which are received subject to the charity providing a specific level of service are included within income from charitable activities.

d) Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

2 Accounting policies (continued)**2.1 INCOME (continued)****f) Donated goods**

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Gifts in kind for use by the Charity are included in the SoFA as income from donations when receivable.

g) Volunteer help

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

h) Interest received

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

2.2 EXPENDITURE AND LIABILITIES**a) Expenditure and liability recognition**

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to the identified charitable activities and the costs of generating income directly, where applicable.

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the Charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

b) Support costs have been allocated between charitable activities undertaken and expenditure on raising funds. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and have been included within support costs.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by the time spent and other costs by their usage.

e) Creditors

The Charity has creditors which are measured at settlement amounts less any trade discounts.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

2 Accounting policies (continued)**2.3 ASSETS****a) Tangible fixed assets for use by the Charity**

New items are capitalised if they can be used for more than one year and cost more than £1,000.

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, on a straight line basis, as follows:-

Computer equipment	33%
Other equipment	33%

b) Debtors

Debtors are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the Charity. Subsequently, they are measured at the cash or other consideration expected to be received.

c) Cash at bank

Cash at bank includes all cash and 90-day notice deposit accounts.

d) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

e) Funds

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the Trustees. Designated funds are funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

3 Statement of Financial Activities for year ended 31st March 2020 (for comparative purposes)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Income			
Donations and legacies	388,250	245,677	633,927
Other income	1,980	-	1,980
Total income	<u>390,230</u>	<u>245,677</u>	<u>635,907</u>
Expenditure			
Raising funds	132,375	3,671	136,046
Charitable activities	164,890	288,965	453,855
Total expenditure	<u>297,265</u>	<u>292,636</u>	<u>589,901</u>
Net income	92,965	(46,959)	46,006
Total funds brought forward	242,493	75,709	318,202
Total funds carried forward	<u>335,458</u>	<u>28,750</u>	<u>364,208</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

4 Income

	Unrestricted Funds	Restricted Income Funds	Total Funds 2021
	£	£	£
Donations and legacies			
Donations and gifts	427,085	206,295	633,380
Gift Aid	51,522	-	51,522
Grant income	51,463	737,873	789,336
Donated goods	3,300	107,929	111,229
	<u>533,370</u>	<u>1,052,097</u>	<u>1,585,467</u>
Other income			
Interest received	1,334	-	1,334
Other income	548	-	548
	<u>1,882</u>	<u>-</u>	<u>1,882</u>
TOTAL INCOME	<u>535,252</u>	<u>1,052,097</u>	<u>1,587,349</u>

Prior year

	Unrestricted Funds	Restricted Income Funds	Total Funds 2020
	£	£	£
Donations and legacies			
Donations and gifts	324,479	30,205	354,684
Gift Aid	29,571	-	29,571
Grant income	15,542	215,472	231,014
Donated goods	18,658	-	18,658
	<u>388,250</u>	<u>245,677</u>	<u>633,927</u>
Other income			
Trading income	239	-	239
Interest received	1,741	-	1,741
	<u>1,980</u>	<u>-</u>	<u>1,980</u>
TOTAL INCOME	<u>390,230</u>	<u>245,677</u>	<u>635,907</u>

Donated goods reflect the fair value to the Charity of stores and equipment donated by the public.

During the year, the charity received government grants of £245,932 (2020: £29,854), providing support to young people.

5 Expenditure

Total costs	Wages & salaries	Other direct costs	Support costs	Total costs 2021
	£	£	£	£
Fundraising	152,582	73,442	36,102	262,126
Emergency response	255,290	374,037	38,635	667,962
Early intervention	81,268	15,513	28,568	125,349
Education and prevention	5,717	17,672	8,906	32,295
	<u>494,857</u>	<u>480,664</u>	<u>112,211</u>	<u>1,087,732</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

5 Expenditure (continued)

Support costs	Wages & salaries	Other support costs	Total support costs 2021
	£	£	£
Fundraising	23,502	12,600	36,102
Emergency response	13,866	24,769	38,635
Early intervention	10,131	18,437	28,568
Education and prevention	2,660	6,246	8,906
	<u>50,159</u>	<u>62,052</u>	<u>112,211</u>

Prior year total costs	Wages & salaries	Other direct costs	Support costs	Total Costs 2020
	£	£	£	£
	Restated	Restated	Restated	Restated
Fundraising	84,667	43,065	8,314	136,046
Emergency response	179,231	67,213	64,432	310,876
Early intervention	48,934	13,370	21,824	84,128
Education and prevention	36,951	12,547	9,353	58,851
	<u>349,783</u>	<u>136,195</u>	<u>103,923</u>	<u>589,901</u>

Prior year support costs	Wages & salaries	Other support costs	Total support costs 2020
	£	£	£
Fundraising	3,702	4,612	8,314
Emergency response	28,693	35,739	64,432
Early intervention	9,719	12,105	21,824
Education and prevention	4,165	5,188	9,353
	<u>46,279</u>	<u>57,644</u>	<u>103,923</u>

6 Net income for the year

This is stated after charging:

	2021	2020
	£	£
Auditor's remuneration	4,680	-
Independent examiner's fees - current year	-	1,128
over-accrued in prior year	(22)	(126)
Other financial services	1,200	1,140
Depreciation	<u>2,347</u>	<u>395</u>

7 Paid employees

	2021	2020
	£	£
7.1 Staff costs		
Salaries and wages	480,424	349,704
Social security costs	41,372	29,067
Pension costs	23,220	17,291
	<u>545,016</u>	<u>396,062</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

7 Paid employees (continued)

No employees received employee benefits (excluding employer pension costs) of more than £60,000.

Total employee benefits paid to key management personnel during the year were £163,974 (2020: £104,779). There were no employee benefits paid to Trustees during the year.

7.2 Average head count in the year

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

	2021	2020
	No.	No.
Raising funds	5.8	1.2
Charitable activities	11.8	11.5
Support	1.6	2.3
	<u>19.2</u>	<u>15.0</u>

8 Defined contribution pension scheme

	2021	2020
	£	£
Contributions recognised in the SOFA as an expense	<u>23,220</u>	<u>17,291</u>

The liability and expense of the defined contribution pension scheme is allocated between activities according to the employee's role within the Charity.

9 Tangible fixed assets

	Computer equipment £	Other equipment £	2021 Total £
9.1 Cost			
As at 1st April 2020	8,937	1,500	10,437
Additions	12,174	-	12,174
As at 31st March 2021	<u>21,111</u>	<u>1,500</u>	<u>22,611</u>
9.2 Depreciation (on a straight line basis)			
As at 1st April 2020	8,937	1,500	10,437
Charge for the period	2,347	-	2,347
As at 31st March 2021	<u>11,284</u>	<u>1,500</u>	<u>12,784</u>
9.3 Net book value			
As at 31st March 2021	<u>9,827</u>	<u>-</u>	<u>9,827</u>
As at 1st April 2020	<u>-</u>	<u>-</u>	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

10 Debtors and prepayments

	2021	2020
	£	£
Prepayments and accrued income	11,281	4,003
Other debtors	-	10,572
	<u>11,281</u>	<u>14,575</u>

11 Cash at bank and in hand

	2021	2020
	£	£
Short term deposits	315,135	281,038
Cash at bank and on hand	605,596	88,251
	<u>920,731</u>	<u>369,289</u>

12 Creditors and accruals: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	6,933	3,220
Accruals	6,416	3,348
Other creditors	5,527	13,088
Deferred income	59,138	-
	<u>78,014</u>	<u>19,656</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

13 Movement in funds	1 April 2020 £	Income £	Expenditure £	Transfers £	31 March 2021 £
Unrestricted funds					
Designated funds:					
Trustee Deep Reserve Fund	-	-	-	80,000	80,000
Reserves Buffer fund	-	-	-	365,603	365,603
Project Development fund	-	-	-	238,852	238,852
General funds	335,458	535,252	(105,706)	(683,155)	81,849
	335,458	535,252	(105,706)	1,300	766,304
Restricted funds					
<u>Caring at Christmas</u>					
CBS Consulting Ltd	-	1,200	(1,200)	-	-
Mango Consulting	-	4,800	(4,800)	-	-
<u>Bristol Nightstop</u>					
National Lottery Community Fund	-	87,081	(61,142)	-	25,939
<u>Infrastructure Support</u>					
Quartet Foundation	-	40,020	(38,720)	(1,300)	-
National Benevolent Society	-	20,000	(20,000)	-	-
Homeless Link	-	63,000	(63,000)	-	-
Lloyds Bank Foundation	-	33,000	(24,981)	-	8,019
Oak Foundation		77,000	(77,000)	-	-
<u>Project Z</u>					
Nisbet Trust	-	20,000	(20,000)	-	-
Ovo Foundation	-	10,000	(10,000)	-	-
Waterloo Foundation	-	20,000	(20,000)	-	-
<u>Research</u>					
Jabez Trust	-	5,000	(5,000)	-	-
<u>Beneficiary Support</u>					
Buttle Trust	-	965	(965)	-	-
Dawes Family Trust	-	1,598	(1,598)	-	-
<u>Youth shelter</u>					
Ashfords Foundation	-	5,000	(1,238)	-	3,762
Anton Jurgens Charitable Trust	-	3,000	-	-	3,000
Pret Foundation	11,250	-	-	-	11,250
Imperial Tobacco	-	10,000	-	-	10,000
Homeless Link	-	30,000	(30,000)	-	-
Tesco - mobile phones	-	5,800	(5,800)	-	-
<u>Prevention</u>					
Quartet Foundation	-	24,944	(12,622)	-	12,322
Harkness Foundation	-	20,000	(9,764)	-	10,236
<u>Cheers Drive</u>					
Bristol City Council (4 grants)	-	58,500	(48,500)	-	10,000
Julian Trust	17,500	32,500	(50,000)	-	-
Crisis	-	5,000	(5,000)	-	-
Sunrise Foundation	-	46,524	(46,524)	-	-
February Foundation	-	4,000	(4,000)	-	-
Greggs Foundation	-	500	(500)	-	-
Eyre Charitable Trust	-	750	(750)	-	-
Waterloo Foundation	-	20,000	(20,000)	-	-
John James Foundation	-	33,322	(33,322)	-	-
National Lottery Community Fund	-	169,802	(169,802)	-	-
Ovo Foundation	-	10,000	(10,000)	-	-
Carried forward	28,750	863,306	(796,228)	(1,300)	94,528

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

13 Movement in funds (continued)

	1 April 2020 £	Income £	Expenditure £	Transfers £	31 March 2021 £
Brought forward	28,750	863,306	(796,228)	(1,300)	94,528
DEFRA	-	39,412	(39,412)	-	-
Quartet Community Foundation	-	20,000	(20,000)	-	-
Quartet Foundation Express Grant	-	5,000	(2,007)	-	2,993
Bristol City Council	-	15,000	(15,000)	-	-
Pink Elephant Club	-	1,250	(1,250)	-	-
Groundwork/Tesco	-	500	(500)	-	-
John Lewis	-	2,000	(2,000)	-	-
Merchant Venturers	-	1,000	(1,000)	-	-
Cabot Circus CSS	-	2,000	(2,000)	-	-
Gifts in Kind	-	102,129	(102,129)	-	-
DWF Foundation	-	500	(500)	-	-
	<u>28,750</u>	<u>1,052,097</u>	<u>(982,026)</u>	<u>(1,300)</u>	<u>97,521</u>
Total Funds	<u>364,208</u>	<u>1,587,349</u>	<u>(1,087,732)</u>	<u>-</u>	<u>863,825</u>

Designated Funds:

Trustee Deep Reserve Fund - monies held to ensure an orderly and proper shutdown of the Charity should it ever be required.

3 Month Floating Reserve Buffer Fund - monies held to ensure short term liquidity thereby smoothing out short term deficits caused by fluctuating income levels

Project Development and Innovation Fund - fund to enable 'pump priming' of new and exciting service projects which otherwise would remain unfunded

Restricted income funds:

Caring at Christmas - funds received towards providing day and night shelter, food, warmth, company and activities alongside professional support for a ten day period over Christmas.

Bristol Nightstop - funds received to help provide temporary and emergency accommodation for young people facing homelessness.

Infrastructure support - funds received to assist with the general running of the charity.

Project Z - funds received to assist with our service supporting young people who are, or are at risk of becoming homeless.

Research - we received funds to assist with researching ways of helping people at risk.

Beneficiary support - funds received to help support users of our services.

Youth shelter- funds received to help the charity open Bristol's only youth shelter.

Prevention - funds received to help scope and start a new homelessness prevention service, finding new ways to reach people at risk of becoming homeless and provide the advice they need to keep their home.

Cheers Drive - funds received to help us respond to the immediate need for meals for those in emergency accommodation as a result of the covid - 19 pandemic.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

13 Movement in funds- Prior Year

	1 April 2019 £	Income £	Expenditure £	Transfers £	31 March 2020 £
Unrestricted funds					
General funds	242,493	390,230	(297,265)	-	335,458
Restricted funds					
Caring at Christmas	-	22,900	(22,900)	-	-
- Zurich Community Fund	-	5,000	(5,000)	-	-
Bristol Nightstop					
- Nationwide	3,000	-	(3,000)	-	-
- Lottery	-	85,620	(85,620)	-	-
- R Depaul	-	3,000	(3,000)	-	-
Caring at Breakfast					
- Quartet	2,642	-	(2,642)	-	-
- Small grants	-	9,130	(9,130)	-	-
The Common					
- Nisbets Trust	20,000	-	(20,000)	-	-
- Quartet	15,000	-	(15,000)	-	-
- RG Society	-	160	(160)	-	-
- Waterloo	-	20,000	(20,000)	-	-
365 Shelter					
- Pret Foundation	5,250	15,000	(9,000)	-	11,250
- National Benevolent Organisation	10,000	-	(10,000)	-	-
- Rotary Club	-	22,000	(22,000)	-	-
- Imperial	-	10,000	(10,000)	-	-
Prevention					
- Quartet	-	5,000	(5,000)	-	-
Handbook	-	515	(515)	-	-
Room 45					
- Bristol City Council	-	29,852	(29,852)	-	-
Get to Know					
- Sunrise	19,817	-	(19,817)	-	-
Cheers Drive	-	17,500	-	-	17,500
	75,709	245,677	(292,636)	-	28,750
Total funds	318,202	635,907	(589,901)	-	364,208

Prior year fund descriptions:

Caring at Breakfast - funds for early morning support for people experiencing homelessness using our 365 Night Shelter.

The Common - funds received to help provide a day centre drop in and 1:1 keyworker support for vulnerable young people.

365 Shelter - funds for offering a safe alternative to a night on the street for people who would otherwise sleep rough.

Room 45 - funds received to help reduce the number of people accessing supported accommodation, provide support at a critical time to avoid unsafe choices, and, where possible, enable a young person to return home.

Get to Know - funds to provide a personalised educational experience for companies, schools, community and activist groups which helps to break down stigma and provide an evidence based understanding of the key homelessness and prevention issues locally.

Handbook - funds enabling us to provide practical points of reference for those at risk of becoming homeless, with a comprehensive directory of local information and advice provision.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

14 Analysis of net assets between funds

	Tangible fixed assets £	Other net assets £	2021 Total £
Unrestricted funds			
Designated funds			
Trustee Deep Reserve Fund	-	80,000	80,000
Reserves Buffer fund	-	365,603	365,603
Project Development fund	-	238,852	238,852
Total	-	684,455	684,455
General funds	9,827	72,022	81,849
Total Unrestricted funds	9,827	756,477	766,304
Restricted funds			
Bristol Nightstop	-	25,939	25,939
Infrastructure Support	-	8,019	8,019
Youth shelter	-	28,012	28,012
Prevention	-	22,558	22,558
Cheers Drive	-	12,993	12,993
Total restricted funds	-	97,521	97,521
Total funds	9,827	853,998	863,825

Analysis of net assets between funds - Prior Year

	Tangible fixed assets £	Other net assets £	2020 Total £
Unrestricted funds			
General funds	-	335,458	335,458
Restricted funds			
365 Shelter			
- Pret Foundation	-	11,250	11,250
Cheers Drive	-	17,500	17,500
Total restricted funds	-	28,750	28,750
Total funds	-	364,208	364,208

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

15 Transactions with trustees and related parties

None of the Trustees have been paid any remuneration or benefits during the year.
 No trustees were reimbursed for expenses incurred during the year (2020: £nil)
 Total donations to the Charity by Trustees during the year were £nil (2020: £1,000).

16 Taxation

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

17 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	499,617	46,006
Adjustments for:		
Depreciation charges	2,347	395
Dividends, interest and rents from investments	(1,334)	(1,741)
(Increase)/decrease in debtors	3,294	(3,315)
Increase/(decrease in creditors)	58,358	9,635
Net cash provided by/(used in) operating activities	<u>562,282</u>	<u>50,980</u>

Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand	<u>920,731</u>	<u>369,289</u>

18 Operating leases

At 31 March 2021 the organisation had total minimum commitments under non-cancellable operating leases payable as set out below:

	2021 Equipment £	Property £	2020 Equipment £	Property £
Payments due:				
Within one year	4,488	37,238	4,488	-
Between two and five years	2,244	52,754	5,610	-
	<u>6,732</u>	<u>89,992</u>	<u>10,098</u>	<u>-</u>