



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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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

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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**

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"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.

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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 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

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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.

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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.

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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.

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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

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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)

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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	<u>(82,649)</u>	<u>562,282</u>
Cash flows from investing activities:			
Dividends, interest and rents from investments		617	1,334
Purchase of fixed assets		<u>(14,846)</u>	<u>(12,174)</u>
Net cash provided by/(used in) investing activities		<u>(14,229)</u>	<u>(10,840)</u>
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	<u><u>823,853</u></u>	<u><u>920,731</u></u>

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	<u>535,252</u>	<u>1,052,097</u>	<u>1,587,349</u>
Expenditure			
Raising funds	69,987	192,139	262,126
Charitable activities	35,719	789,887	825,606
Total expenditure	<u>105,706</u>	<u>982,026</u>	<u>1,087,732</u>
Net income	429,546	70,071	499,617
Transfers between funds	1,300	(1,300)	-
Net movement in funds	<u>430,846</u>	<u>68,771</u>	<u>499,617</u>
Total funds brought forward	335,458	28,750	364,208
Total funds carried forward	<u>766,304</u>	<u>97,521</u>	<u>863,825</u>

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>