

**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

## REPORT OF THE TRUSTEES

### 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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## REPORT OF THE TRUSTEES

### **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.

# CARING IN BRISTOL LIMITED

## REPORT OF THE TRUSTEES

### 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 2<sup>nd</sup> 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 24<sup>th</sup>-30<sup>th</sup> 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 1<sup>st</sup> November 2024-31<sup>st</sup> 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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### 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



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**Felicity Clark**

Chair of Trustees

Caring in Bristol Limited

## **Independent auditors' report**

**To the members of**

### **Caring in Bristol Limited**

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#### **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**

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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**

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#### **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**

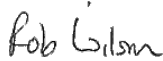
### **Caring in Bristol Limited**

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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](http://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 £
<b>Income from:</b>					
Donations and legacies	3	24,379	451,178	<b>475,557</b>	679,443
Charitable activities	4	701,121	-	<b>701,121</b>	668,699
Other	5	-	34,238	<b>34,238</b>	18,723
<b>Total income</b>		<u>725,500</u>	<u>485,416</u>	<u><b>1,210,916</b></u>	<u>1,366,865</u>
<b>Expenditure on:</b>					
Raising funds		-	314,636	<b>314,636</b>	366,167
Charitable activities		<u>823,825</u>	<u>190,216</u>	<u><b>1,014,041</b></u>	<u>877,335</u>
<b>Total expenditure</b>	7	<u>823,825</u>	<u>504,852</u>	<u><b>1,328,677</b></u>	<u>1,243,502</u>
<b>Net income / (expenditure) and net movement between funds</b>	9	(98,325)	(19,436)	<b>(117,761)</b>	123,363
<b>Reconciliation of funds:</b>					
Total funds brought forward		<u>157,568</u>	<u>953,830</u>	<u><b>1,111,398</b></u>	<u>988,035</u>
<b>Total funds carried forward</b>		<u><u>59,243</u></u>	<u><u>934,394</u></u>	<u><u><b>993,637</b></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 £
<b>Fixed assets</b>				
Tangible assets	12		<b>40,645</b>	66,418
<b>Current assets</b>				
Debtors	13	<b>48,504</b>		13,146
Cash at bank and in hand		<b>958,998</b>		<u>1,126,609</u>
		<b>1,007,502</b>		1,139,755
<b>Liabilities</b>				
Creditors: amounts falling due within 1 year	14	<b>(54,510)</b>		<u>(94,775)</u>
<b>Net current assets</b>			<b>952,992</b>	<u>1,044,980</u>
<b>Net assets</b>	15		<b>993,637</b>	<u>1,111,398</u>
<b>Funds</b>	16			
Restricted funds			<b>59,243</b>	157,568
Unrestricted funds				
General funds			<b>934,394</b>	<u>953,830</u>
<b>Total charity funds</b>			<b>993,637</b>	<u>1,111,398</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 3 October 2025 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 2025**

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

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##### **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

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#### 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

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

**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	<b>369,575</b>
Gift aid	-	47,917	<b>47,917</b>
Grant income	-	45,150	<b>45,150</b>
Donated goods	-	12,915	<b>12,915</b>
<b>Total income from donations and legacies</b>	<b>24,379</b>	<b>451,178</b>	<b>475,557</b>

**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
<b>Total income from donations and legacies</b>	<b>100</b>	<b>679,343</b>	<b>679,443</b>

## Caring in Bristol Limited

### Notes to the financial statements

#### For the year ended 31 March 2025

#### 4. Income from charitable activities

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

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

#### 5. Other income

	<b>2025</b>	2024
	<b>Total</b>	Total
	£	£
Interest received	<b>16,736</b>	16,326
Other income	<b>17,502</b>	2,397
	<b>34,238</b>	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	<b>806,902</b>
Fundraising costs, marketing and promotion	74,706	462	-	<b>75,168</b>
Food, travel, accommodation and support for beneficiaries	-	61,211	-	<b>61,211</b>
Premises	-	6,899	39,906	<b>46,805</b>
Office and admin costs	96	10,696	42,651	<b>53,443</b>
On call provision: SWEP and Nightshelter	-	42,419	-	<b>42,419</b>
Grants payable (note 8)	-	41,000	-	<b>41,000</b>
Consultancy and evaluation	-	37,636	-	<b>37,636</b>
Project delivery costs	-	36,537	-	<b>36,537</b>
Depreciation	-	-	34,713	<b>34,713</b>
Resources for beneficiaries	-	25,336	-	<b>25,336</b>
Other staff costs recruitment etc	2,672	6,647	10,608	<b>19,927</b>
Volunteers	51	12,652	-	<b>12,703</b>
Clinical supervision	1,045	9,160	1,924	<b>12,129</b>
Trustee expenses and governance costs	-	-	11,289	<b>11,289</b>
Repairs and renewals	20	6,073	3,499	<b>9,592</b>
Travel and subsistence	368	1,305	194	<b>1,867</b>
<b>Sub-total</b>	<b>248,229</b>	<b>849,970</b>	<b>230,478</b>	<b>1,328,677</b>
Allocation of support and governance costs	66,407	164,071	(230,478)	-
<b>Total expenditure</b>	<b>314,636</b>	<b>1,014,041</b>	<b>-</b>	<b>1,328,677</b>

## 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
<b>Sub-total</b>	285,908	687,395	270,199	1,243,502
Allocation of support and governance costs	80,259	189,940	(270,199)	-
<b>Total expenditure</b>	<b>366,167</b>	<b>877,335</b>	<b>-</b>	<b>1,243,502</b>

## 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 £
<b>Cost</b>				
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				
<b>Depreciation</b>				
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				
<b>Net book value</b>				
<b>At 31 March 2025</b>	<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)
<b>Net assets at 31 March 2025</b>	<u><b>59,243</b></u>	<u><b>934,394</b></u>	<u><b>993,637</b></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)
<b>Net assets at 31 March 2024</b>	<u><b>157,568</b></u>	<u><b>953,830</b></u>	<u><b>1,111,398</b></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 £
<b>Restricted funds</b>					
Prevention Services	17,107	123,793	(127,732)	-	<b>13,168</b>
Winter Provision	-	96,940	(96,940)	-	-
Young People Services	140,461	224,267	(318,653)	-	<b>46,075</b>
Other grants	-	280,500	(280,500)	-	-
<b>Total restricted funds</b>	<b>157,568</b>	<b>725,500</b>	<b>(823,825)</b>	-	<b>59,243</b>
<b>Unrestricted funds</b>					
General funds	953,830	485,416	(504,852)	-	<b>934,394</b>
<b>Total unrestricted funds</b>	<b>953,830</b>	<b>485,416</b>	<b>(504,852)</b>	-	<b>934,394</b>
<b>Total funds</b>	<b>1,111,398</b>	<b>1,210,916</b>	<b>(1,328,677)</b>	-	<b>993,637</b>

#### 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 £
<b>Restricted funds</b>					
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
<b>Total restricted funds</b>	<b>182,248</b>	<b>668,799</b>	<b>(611,378)</b>	<b>(82,101)</b>	<b>157,568</b>
<b>Unrestricted funds</b>					
<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
<b>Total unrestricted funds</b>	<b>805,787</b>	<b>698,066</b>	<b>(632,124)</b>	<b>82,101</b>	<b>953,830</b>
<b>Total funds</b>	<b>988,035</b>	<b>1,366,865</b>	<b>(1,243,502)</b>	<b>-</b>	<b>1,111,398</b>

#### 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
	<b>124,675</b>	<b>192,379</b>

#### 18. Related party transactions

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