

HOSPITALITY AND HOPE

England & Wales · Charity number 1159213

Details

Status Registered

Legal form CIO

Registered 2014-11-14

Register [View on the Charity Commission register](#)

Contact

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Hampden Street
South Shields
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Website www.hospitalityandhope.org.uk

Activities

Objects: THE OBJECTS OF THE CIO ARE:4.1.1. THE RELIEF OF POVERTY, SICKNESS AND DISTRESS AMONGST HOMELESS PEOPLE AND THOSE IN NEEDIN SOUTH TYNESIDE BY THE PROVISION OF FUNDS, GOODS, OR SERVICES OF ANY KIND AS THETRUSTEES FROM TIME TO TIME MAY THINK FIT INCLUDING (BUT NOT BY WAY OF LIMITATION) BY THEOPERATION OF A SOUP KITCHEN AND FOOD BANK;4.1.2. THE RELIEF OF THOSE IN NEED BY REASON OF AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP ORANY OTHER SOCIAL OR ECONOMIC DISADVANTAGE IN SUCH WAYS AS THE TRUSTEES FROM TIME TOTIME MAY THINK FIT INCLUDING (BUT NOT BY WAY OF LIMITATION) BY THE PROMOTION ANDPROVISION OF OR ASSISTANCE WITH THE PROVISION OF ACCOMMODATION AND/OR SUPPORTEDACCOMMODATION APPROPRIATE TO THEIR NEEDS; AND4.1.3. TO FURTHER SUCH OTHER PURPOSES BEING EXCLUSIVELY CHARITABLE ACCORDING TO THE LAWS OFENGLAND AND WALES AS THE TRUSTEES FROM TIME TO TIME MAY THINK FIT.

Activities: We are a leading food insecurity, homelessness, and community well-being charity. Our main services aim is to reduce food insecurity by providing a foodbank and network of community shops. Reduce homelessness by providing supported living accommodation. Improve our community's wellbeing by delivering evidence-based interventions and advocating and campaigning alongside our community.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** SOUTH TYNESIDE
- South Tyneside

Finances

Period end	Income	Expenditure	Assets	Employees
2024-10-31	£1,243,168	£972,449	£1,154,448	21
2023-10-31	£251,339	£636,614	£883,729	9
2022-10-31	£422,308	£420,200	-	-
2021-10-31	£487,756	£386,687	-	-
2020-10-31	£371,080	£324,029	-	-

Trustees

Name	Role	Appointed
Louise Lydon	Chair	2021-10-21
Anne Hetherington		2024-11-25
Julie Anne Atkinson-McGregor		2024-11-25
Karen Richardson		2022-08-16
MS SUE CHILTON		2014-12-01
Magnus Peter Robert Willis		2022-07-15
SIR DAVID ROBERT MACGOWAN CHAPMAN BT		2017-02-23

Accounts

Annual Report and Financial Statements

Hospitality and Hope

For the year ending 31 October 2023



Registered Charity Number 1159213

CONTENTS

Trustees Annual Report	I to 20
Independent Examiners Report	21
Statement of Financial Activities	22
Balance Sheet	23
Cash Flow Statement	24
Notes to the Financial Statements	25 to 38

Hospitality and Hope

Annual report: November 2022 to October 2023

Executive Summary

Led by our Strategic Plan and our 'evidence-based approach', Hospitality and Hope has continued to build momentum offering greater depth to service delivery and a holistic approach to supporting individuals and communities in these very challenging times.

The work that we do is strategic. We have seen growth in the charity, an increase in staffing posts, the expansion of services and higher levels of support offered across multiple service areas. The Your Community Shops, our programme of Wellbeing Activities and our Supported Living Accommodation have all seen significant growth. New projects, a Food Sustainability project linked to South Tyneside Council, has also been added to the portfolio. We continue to deliver our South Tyneside Foodbank, our Debt and Welfare Benefit Advice Service and our Community Research and Lobbying.

We are well respected by both the local community and partner organisations. We are active, and challenging, members of the South Tyneside Poverty Group. Bringing our research evidence on the needs of our communities and a sleeves rolled up approach to provide practical solutions to making lives better. Our profile has been heightened: being short-listed in the CJS Awards as North East Charity of the Year; facilitated a news broadcast by Channel 4 Dispatches Programme which interviewed members of our Your Community Shops as part of the powerful story of struggle with hope; improved social media presence and a refreshed website.

Our Your Community Shops are creating neighbourhood hubs, that are successfully bringing residents together in their quest to combat food insecurity in a sustainable way. They are not like normal shops, but offer a hub for friendships, support, advice and building connections with others. Our extensive programme of health and wellbeing activities are now located within each of the community shops. This further strengthens the community connectiveness. We are also supporting the reduction of social isolation and seeing many members volunteering to offer support to this developing community resource and building, truly

'A community within a community'

This year, across all service areas, we have supported 8,587 individuals with the breadth and depth of support offered to individuals significantly increased due to the expansion of services during the year.

I. Objectives and Activities

General

Our vision, values and enablers provide a solid foundation for us to deliver high quality services, high levels of engagement and positive outputs and outcomes.

Our Strategy

The principles on how we	Our Vision				Our Key Activities
We are ambitious We are focused We are collaborative We are connected We are information led	For the Community of South Tyneside to live with an increased sense of hope for a positive and self-reliant future				Your Community Shops
	Our Values				Wellbeing Services
	Compassion	Integrity	Inclusivity	Empowerment	Food Bank
	Our Priorities				Debt and Benefit Advice
	To reduce food poverty	To improve wellbeing	To reduce homelessness	To influence those in power to deliver	Supported Living Engagement and Participation School Uniform Charity Shop

Working in partnership with others

Our success, in part, can be attributed to working effectively with other partner organisations. We have strengthened our working relationships with:

- South Tyneside Council: We have become a go to source for information on the needs of our community.
- Age Concern Tyneside South (ACTS) delivering our Debt and Welfare Benefit Advice Service and a consultation project to inform the opening of our second Your Community Shop.
- Delivery of a joint 'Food Fair project with Women's Health in South Tyneside (WHiST), South Tyneside Council and Apna Ghar.
- We work closely with a network of eight primary schools in the Borough on a range of projects including distribution of the Household Support Fund and our research and advocating service.
- The Trussell Trust have provided grant funding for a number of projects as well as our South Tyneside Foodbank being registered with them. We are regarded as a good practice provider and are regularly co-opted to cascade good practice to other developing Foodbank charities.
- We have offered some retail space to a local community group, The Andrew's Group, to support them in offering free school uniforms to the local community.
- University of Sunderland have supported the academic rigor of our research project.
- Oasis Community Housing is an important referral partner in our work with homelessness.

Changes to personnel

Board of Trustees: Our Chair, Pauline Tinnelly, retired in December 2022 after long service with the charity. There was an internal appointment made for her replacement. Sarah Green came to Hospitality and Hope from Virgin Money and has been a Trustee for four years. The board also appointed internally a new role of Vice-Chair. This was to provide some local support as the Chair lived outside of the area although she travelled frequently to the North East.

Brian Thomas, our CEO also retired in October. He leaves an important legacy and the charity with a strong focus and Strategic Plan to support us to continue to offer quality services to the local community. After an open recruitment process using a recruitment agency, Peter Maloney was appointed the new CEO. Peter, an ex-Vodafone Executive was able to hit the ground running as he had been a Trustee with the charity for several years. A new role of Operations Director has been created.

Achievements and Performance

It has been an exceptionally busy year, with the successful securing of Government Levelling Up grants for both the Your Community Shops and our programme of Community Wellbeing activities. This has provided funding over more than two years to upscale both the breadth and depth of the support that we can now offer to our local communities.

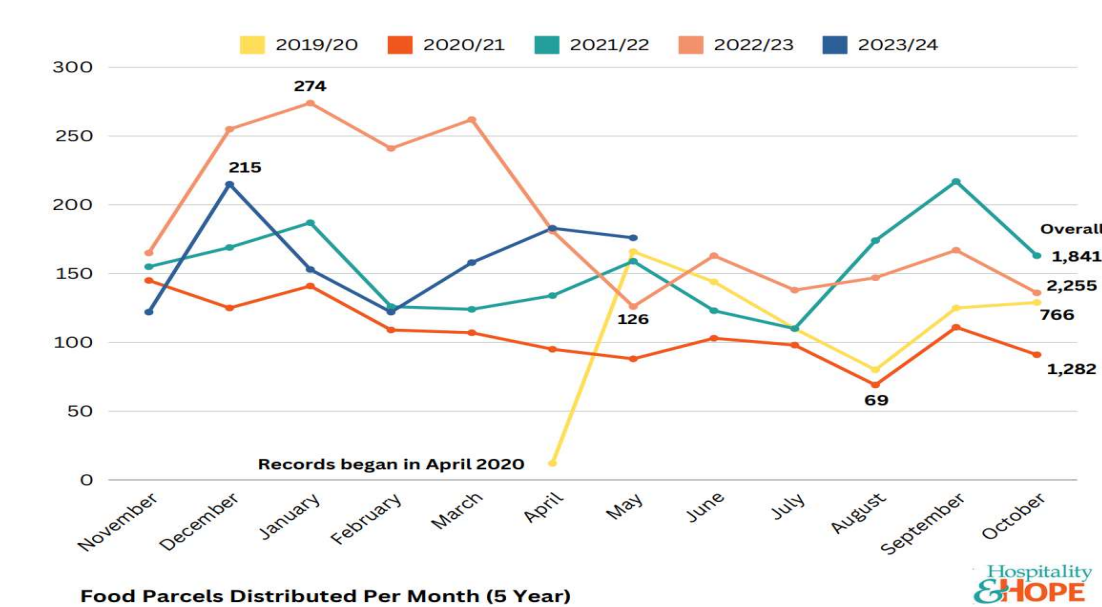
Tackling Food Insecurity

This year, we have extended our portfolio of services that support this priority. We continue to provide emergency support with our South Tyneside Foodbank. An important development is the significant extension of our strategy to provide a more sustainable, medium-term solution with our Your Community Shops.

South Tyneside Foodbank

This year, our Trussell Trust registered Foodbank has seen the highest demand ever, with 2,255 food parcels distributed. National Government support for the Cost-Of-Living Crisis provided up to £900 of financial support for some households otherwise, potentially, demand may have been even higher.

Predictably, January was the peak of the demand, with 274 parcels distributed. At a time when demand for support is high, donations of food decreased. For the first time, the amount of stock going out was higher than that coming in via donations, no doubt as a direct result of the Cost-of Living Crisis. We had to purchase 20% of the food stock for the year. This was possible thanks to grant funding. Stock from collection points in supermarkets donated the highest level of stock (55%), followed by 11% directly from individuals and 9% from colleges and schools. Harvest Festival collections donated more than two tons of food in October.



Over the year, we supported 5,812 individuals (3,419 adults and 2,393 children).

Our newly refurbished meeting rooms at Hampden Street (funded by a grant from Trussell Trust) provides us with a welcoming space and environment to facilitate meaningful conversations with clients so that we can signpost to additional support, both internal and external.

A package of additional support was offered including the distribution of £30,000 of Household Support Fund (HSF) to 180 Foodbank clients. This provided £150 of vouchers paid in three instalments; the issuing of slow cookers to help reduce the cost of cooking meals and free mobile sim cards. At Christmas time, we also distributed gifts including supermarket vouchers, festive food items and gifts for children.

Foodbank Staffing: The support from our volunteer family was more than 1,560 hours of support to sort food and assemble parcels. This is a significant contribution, the equivalent of 0.8 FTE post. We had some changes to staffing in the Foodbank with a new Foodbank Coordinator supported by a Van Driver. In addition, we appointed an Operations Manager (September 2023) with responsibility for the Foodbank and marketing via social media.

Debt and Welfare Benefit Advice Service

We have continued to offer a Debt and Welfare Benefit Advice Service to our Foodbank clients. This specialist service is provided by Age Concern Tyneside South (ACTS) thanks to continued funding from the Trussell Trust. We have had an outstanding year with £921,047 returned into the local community. We were one of the highest performing Financial Inclusion Services in the Trussell Trust family.



Your Community Shops

Hospitality and Hope were one of only eight organisations that were successful in securing substantial funding from national Government Levelling Up funding, UK Shared Prosperity Fund via South Tyneside Council. From January 2023 to March 2025, we will be able to operate a network of three Your Community Shops, employ three staff members and provide volunteering opportunities for members of the local community supporting the growth of confidence and self-esteem, the development of skills and creating a vibrant community hub. At the same time, they offer a longer-term solution to food insecurity located within the communities of highest need. They are a local resource that also acts as a central hub for wider support including health and wellbeing activities.

The new funding builds on the success of our Horsley Hill branch (located within the ward of Harton and Horsley Hill) that was originally funded by a Virgin Money Foundation Grant. Although on a much smaller scale, this project allowed us to demonstrate the need and impact of a longer-term strategy. The additional income will increase capacity to support up to 150 households (circa 450 individuals) each week, averaging 650 visits per month. This is a significant upscaling of the capacity (as illustrated in the diagram below). As well as being able to support more people, the Community Shop model also provides longer-term support for households. Membership to the shop is for six months and allows members to make an average of £16 saving on each shop during that time. This differs from a Food Bank that provides only emergency support with limits of three to four visits over a six-month period.



It looks like a normal shop. Visitors can self-select food and household items as a 'top-up' shop, worth around £20, for a weekly fee of £4. We have a wide range of items available including frozen, tinned goods, fresh bread, fruit and vegetables, and household cleaning products. Supplemented further with free items donated from local supermarkets and allotments. Each shop will be open three days per week (9.30am to 3pm).

The Cost-of-Living Crisis is making it difficult for everyone. Our clients are families, employed people, people accessing Universal Credit and other benefits, elders in the community and single people. Anyone can become a member of the shop by making a self-referral (a move away from agency referral to support a wider range of households to access support) if they:

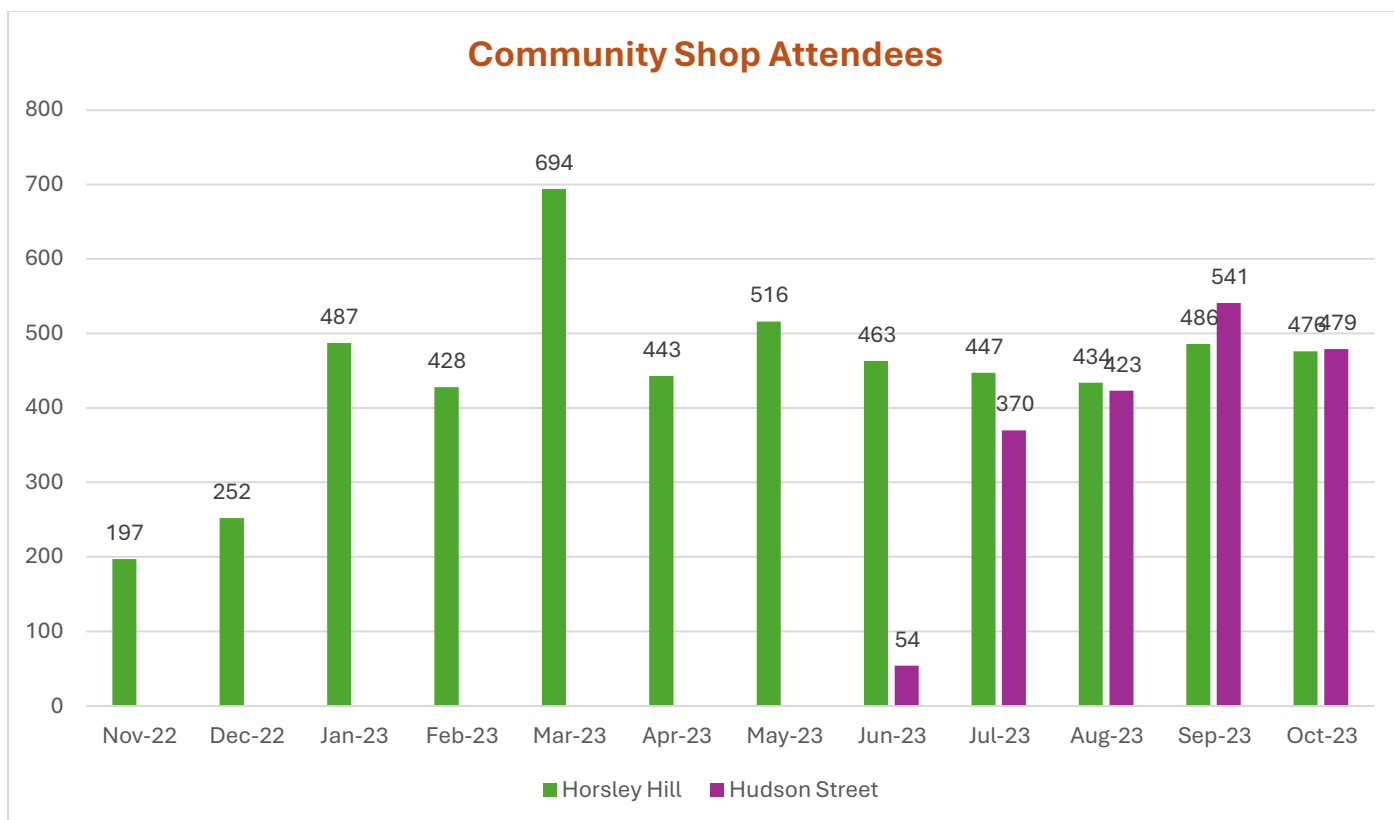
- Live within 1.5 miles.
- Only one membership per household is permitted at any one time.

Our second Your Community Shop: Working in partnership with Age Concern Tyneside South (ACTS), we recruited and trained a group of eight volunteers and local community members to undertake community research on the feasibility of our second Your Community Shop. Our proposal was for it to be located at Hudson Street, Tyne Dock, South Shields. This is in the ward of Simonside and Rekendyke.

The 'Community Researchers' had conversations with a wide range of residents within the location. They collected a range of information using a structured questionnaire which sought to gather insight into the location, opening times and the type of wellbeing activities the community hub should offer.



Utilising the invaluable data gathered, the second Your Community Shop was opened in June 2023 following the recruitment of a paid staff role of Shop Supervisor.



During this year (November 2022 to October 2023), we registered 925 members across the two shops. Households made 7,190 visits which has generated a saving to the local community of £115,040 (the difference between the estimated value of each shop at £20 and the £4 membership fee paid).

The School Uniform Shop in partnership with The Andrews Group (TAG)

Having made the strategic decision to transfer all wellbeing activities and events to the Your Community Shops meant that we had unutilised shop front space in our Chai House building (part of our Supported Living Accommodation building) next to Chichester Metro. At the same time, we received an appeal from a local community group, The Andrews Group, who needed premises for their School Uniform Shop following the closure of premises within the town centre that had offered the service.

We have offered The Andrews Group (TAG) use of the premises for an initial six-month period (June to November 2023) working under the umbrella of Hospitality and Hope. This broadens further the range of support that Hospitality and Hope can offer to their beneficiaries while also supporting a local group and three volunteers.



Community Wellbeing

At the beginning we had offered a limited programme of health and wellbeing activities. This was delivered from a central location, our STEP Project, next to Chichester Metro Station. With the development of our Your Community Shop and funding to develop another two locations before 2025, late in 2022, we amended our delivery strategy for health and wellbeing to align their delivery to the shop locations.

We secured grant funding from The South Tyneside Fund to deliver a pilot project to assess the impact of wellbeing activities on reducing social isolation and increasing volunteering within the local community. This required intensive delivery between February and March 2023.

The 'Activities on the Hill' Project has been transformational in establishing a culture of community ownership and engagement and the fusing of the two key elements of the Your Community Shop which are to offer support for food insecurity and wraparound health and wellbeing activities. Collectively they offer a local resource and act as a hub in the community that is quickly becoming a go to destination for the local people.



The action research project gave Hospitality and Hope and the Your Community Shop Horsley Hill the focus, momentum and funding to implement a long-held desire to fully involve the local community in the design and delivery of the services provided at Your Community Shop. The project has enabled us to test our model of delivery with evidence-based practice and to demonstrate capability for 'scalable and sustainable provision that works to increase regular volunteering and reduce chronic loneliness'.

"I don't have any family or friends, so this was a great way of meeting new people".

Despite the short timescale for delivery of this action research project, we have been overwhelmed by the positive impact – the levels of engagement that have successfully built social capital and has enabled us to:

- **Undertake 350+ conversations:** We undertook extensive consultation with the local community of Horsley Hill including on-going 1:1 conversations throughout (and continuing) with members when visiting the shop as well as opportunities in the local community at partner organisation events, passers-by in the shopping area; and a Focus Group of local residents at the beginning of the project.
- **Deliver a responsive programme of activities which delivered 42 sessions offering 56 hours of enrichment activities and generating a total of 1,389 hours of engagement:** This ranged from arts activities; Family events; the establishment of a Men's Group (not an easy task!); and a series of Health Toolkit sessions.
- **Stimulate 515 attendances at enrichment activities** (against a target of 360): This is 43% above the ambitious target set at the beginning of the project.
- **Engage with 20 volunteers** (against a target of 12): including fifteen new volunteers and the extension of volunteer engagement with a further five. This is a 67% increase above the initial target. In addition, we have initiated work with a further 15 individuals that will transition into volunteers in the next quarter.
- **Support 297 beneficiaries:** Including adults and children.
- **Create value for money:** This was exceptional value for money, with a cost of only £55.08 for each beneficiary: Total number of beneficiaries was 297; £11.78 for each engagement hour: Total number of engagement hours was 1,389,

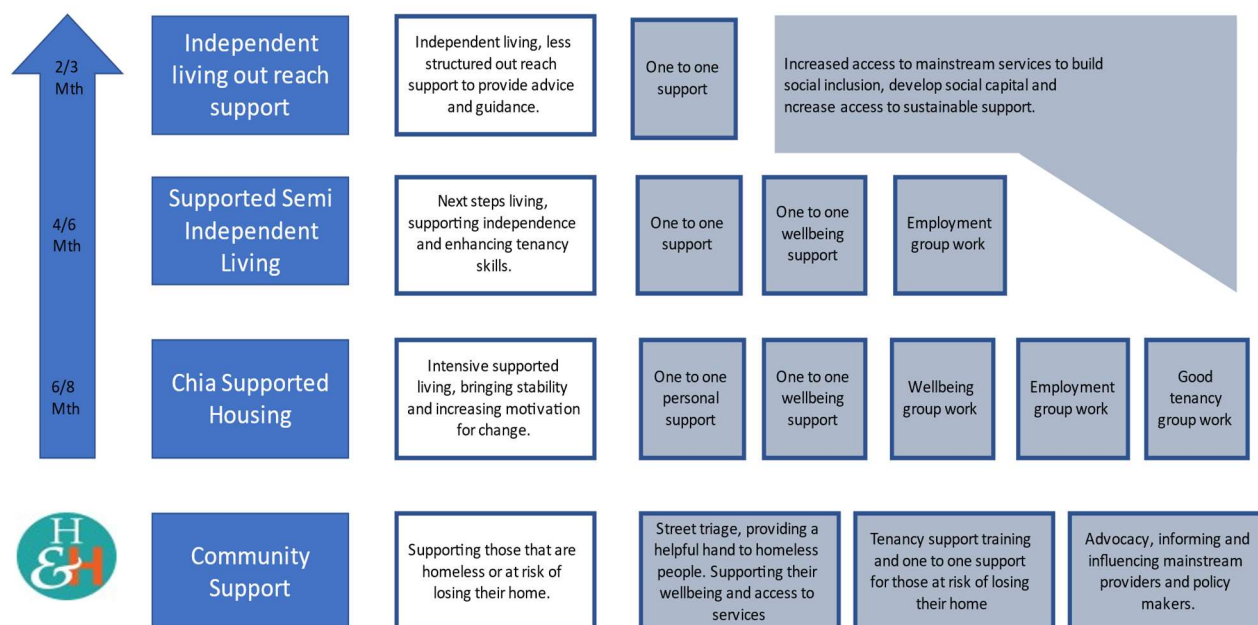
This action research project has enabled us to significantly increase the participation of the local community with the Community Shop and hub. It has provided us with a template to further embed and enrich the offer that we make in true partnership with the local community. Following the successful completion of the pilot project, our application for a continuation of the project was approved. This provided funding from July 2023 to March 2025. The funding enabled us to extend our staffing support for the Wellbeing Team. Two Wellbeing Officers were appointed in October. Both progressed from our volunteer family, bringing with them valuable 'Lived Experience'.

Supported Living Accommodation

Our Supported Living Accommodation (SLA) at Chai House has space for five homeless men. With a staff team of two, we have supported 19 residents during the year.

We continue to implement our 'Passport to Independent Living' model to ensure that our residents are on a successful transition to independent living.

Hospitality and Hope – Passport to Independent Living



Many of the residents have progressed into independent living securing tenancies with Cumbria Housing, Places for People and Local Authorities.

Case study: Mr D came to us following a referral from Emmaus. He is a recovering alcoholic. This was impacting on his ability to maintain his employment as a full-time Trainee Chef. Family relationships had been damaged and had broken down. However, it was clear to the staff team that the client was willing to engage with the aim of moving forward.

Mr D has engaged and enjoyed a photography course, which included days out in Northumberland. This had a huge impact on his wellbeing.

He has now been sober for 42 months.

Mr D has completed relevant training including a Health and Social Care Level 2 and is now working towards the Level 3 qualification. He has also completed other educational training courses and has access to an online learning portal.

Mr D has engaged well and enjoyed building relationships with other peers in Chai House.

He has volunteered within the Foodbank at Hospitality and Hope.

The longer-term plan is to continue support to ensure that Mr D can move into independent living, able to put into practice the broad base of skills that have been developed.

Our work has identified that some residents find the move from Chai House into independent living too great. To address this, we purchased a Move-On property on Western Approach to provide this 'stepping stone' for those clients that would benefit from a two-stage approach. The property can accommodate two residents and increases our capacity from five to seven residents.

“Being a resident within Hospitality and Hope has been very good. Teri is a great manager and cares and helps. Julie has helped me with appointments and cares too and helped me with my PIP application. I have had support with benefits and doctors too. I love it when they organise a day out and have been bowling and out for a meal. They helped me be ready to move to the Hospitality and Hope Move On Flat. I feel happy for once in my life.” Western Approach Resident

Research and lobbying

A Trussell Trust funded project, 'My Voice Speaks', was the beginning of our journey to better understand the needs of our local communities. It focused on working families and sought to tell their stories. The voices of parents and carers who, despite having a job, were just about managing. Identifying the real issues that matter most to families-their daily challenges, their experience of low pay, insecure work and the benefits system. The project listened to and gathered their 'Lived Experience, which have all too often, been ignored in the past.'



A dedicated staff member engaged in community-focused research, invested time and space to build meaningful relationships with members of the local community through visits to our Foodbank, our Your Community Shops and by working in partnership with six primary schools. The schools' exceptional understanding of their families' needs played a vital role in accessing this target group. The University of Sunderland provided academic rigor for the project.

The research facilitated ten workshops and undertook 13 individual interviews with parents. The diverse group comprised of a caretaker, a self-employed textile artist, a pharmacist, carers, shop assistants and individuals working in schools as Classroom Assistants, pastoral staff and School Lunchtime Supervisors. All participants worked in the private, public and third sectors with a combination of full-time, agency, temporary, term time only and zero contract hours. Several individuals had multiple jobs, not out of choice, but out of necessity.

"I am constantly juggling, it's like a battle managing two jobs and family and friends, I don't have a life. I don't tell my friends how much I earn it is embarrassing. I am stressed all the time. I don't know myself anymore."

The project highlighted what we already know, that working families in our community of South Tyneside are struggling. In fact, not just struggling, too many are in desperate financial hardship. The increasing costs of housing and the Cost-of-Living Crisis are just two areas that working families are worried about and for most of the group, low wages and the benefits system are not sufficient.

"I worry about money all the time it makes me feel sick and I don't know how I am going to pay the bills. I have bought electric blankets. That's what our family does now to keep warm its cheaper than putting the heating on."

Hear me speak Positive Change: Although the project hasn't changed individual circumstances, it has at least given some of our working families a real chance to express their opinions and real-life experience. There was a notable shift at the end of the project and a positive sense that the group at least felt listened to.

Key outcomes and themes: The findings of the research were written in a report and published as evidence to the Select Committee for the Benefit UK Enquiry. The work has also been shared with local MP, Emma Lewell-Buck and the Poverty Strategy Group of South Tyneside Council (STC):

Job insecurity, and unpredictable working hours: Parents, especially those on zero-hour contracts, faced challenges with varying work hours, affecting mental health and family stability. One individual working for Amazon shared the physical and mental toll of the job, highlighting the pressure to meet strict targets and the fear of losing employment.

Childcare challenges: The need for more affordable and flexible childcare support was a unanimous concern among parents as initial childcare expenses and the unavailability of services in the local area.

Impact of the benefits system: The benefits system was a significant cause of stress, with parents feeling it was too restrictive and not supportive. The complexity of the system, lack of information and delays in receiving benefits were major challenges. Parents expressed feeling trapped and limited in their choices regarding work and financial decisions.

Negative impact of language and perception: Participants highlighted the negative impact of government and media language on their work and welfare benefits.

Self-Employment: Self-employed individuals, especially single parents, face challenges balancing childcare responsibilities with fluctuating incomes. Navigating the benefit system was particularly challenging for self-employed parents, contributing to mental health struggles.

Support staff and educational system challenges: Support staff in schools faced financial struggles, housing insecurities and emotional health impacts. Low pay, disparities in compensation and inadequate representation in decision-making were significant concerns. Issues in accessing services for children with special needs highlighted challenges in the education and healthcare systems.

Nutritional inequality: Support staff advocated for free school meals for all children, emphasising the financial challenges faced by families to provide nutritious food.

Housing costs and living expenses: Increasing housing costs, the cost-of-living crisis and low wages were major concerns for working families. The group stressed the need for more affordable housing and financial support for families facing housing challenges.

Hospitality and Hope is committed to ensuring that the voices of our working families of South Tyneside are heard by local and national policy makers.

Food sustainability

Again, by successfully working in partnership with other organisations within the borough, we have been able to extend our portfolio of work to include Food Sustainability. As a partner within a second UK Shared Prosperity Fund (UKSPF) project led by Women's Health in South Tyneside (WHiST), Hospitality and Hope now employ a Food Sustainability Manager. The project is leading on the co-ordination of a South Tyneside Council (STC) Project:

“To collaboratively deliver a more sustainable food system for South Tyneside, enabling access to food that is equitable and healthy for residents, organisations and the planet”.

The project is still in the early stages of development but has developed a brand: STOC (South Tyneside Open Collective). It's four key priorities are:

1. Inspiring a local Good Food Movement
2. Tackling Food Poverty and diet related ill-health
3. Promoting a sustainable food economy
4. Food for the Planet: Environment sustainability



Financial Review

The charity's financial position at the end of the year is shown in the attached financial statements.

During the year the charity had an income of £694,477 of which £289,587 was restricted (2022: £422,308 of which £127,727 was restricted) and expenditure of £636,614 of which £293,716 was restricted (2022: £420,200 of which £99,359 was restricted). *These figures include the value of donated and distributed food supplies.

There was an operating surplus in the year of £57,863 of which £5,871 was restricted (2022: surplus £2,108 of which £27,678 was restricted).

On the 31 October 2023 the charity had net assets of £883,729 of which £543,999 was restricted (2022: £825,866 of which £538,128 was restricted).

The net assets of the charity includes £490,295 which is the book value of the freehold land and building at Laygate, which houses our supported living unit and uniform shop and £12,437 which is the book value of food stock of South Tyneside Foodbank.

Staffing 22/23

1 FT Chief Executive Officer
1 FT Operations Director
1 FT Operations Manager
1 FT Housing Support Manager
1 FT Food Sustainability Officer
1 FT Wellbeing Manager
1.6FTE Shop Supervisors
0.6FTE Office Manager
0.6FTE Finance Officer
0.6FTE Housing Support Officer
0.6FTE Participation Officer
0.5FTE Foodbank Officer
0.3FTE Wellbeing Officer
0.2FTE Driver

Annual Reserves Policy

Financial risk reserves	Designated contingency
Income reserve	£142,000
Cessation reserve	£42,000 (Held in disposable fixed tangible assets)
Adversity reserve	£15,000
Opportunity reserves	Designated contingency
Working capital reserve	nil
Opportunity reserve	nil
Total reserves	£199,000

Hospitality and Hope is a Charitable Incorporated Organisation (CIO), its trustees have a legal duty to:

- Act in the interests of the charity and its beneficiaries.
- Protect and safeguard the assets of the charity
- Act with reasonable care and skill.
- Ensure the charity is accountable.

At the end of this financial year the Trustees reviewed their reserves policy & risk appetite to ensure that the Board can robustly;

- Identify and mitigate areas of financial risk, including potential cashflow issues.
- Inform strategic decisions, including whether to fund new activities from reserves.
- Develop the annual budget, including whether excess reserves can be spent.

The Year Ahead - In 2023 to 2024 we will deliver the following priorities:

Priority One: Tackling Food Insecurity

2023/24	• To balance the demand for emergency food support with our resources as families struggle through the peak of economic uncertainty. • To have secured the funding and open a third Your Community Shop. • To have supported 4,800 people in the Your Community Shop network, who are representative of the community make-up and needs. • To have begun work on a report evaluating the positive impact of the Your Community Shop network. • To have launched the Free School Uniform Charity Shop, maximise its profitability and determine the feasibility of opening further shops.
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Priority Two: Reducing Homelessness

2023/24	• To have scoped out potential funding models to scale up our dedicated housing service. • To have scoped the development of an outreach support service that enables people at risk of eviction from social housing to develop the skills to be a good tenant.
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Priority Three: Improving Community Wellbeing

2023/24	• To have secured the funds necessary to maintain our debt advisory service to food bank beneficiaries beyond 2024. • To have delivered £600k (cumulative £1.1m) in recovered benefits or written off debt for those accessing the debt advisory service. • To have secured the funding and developed a one-stop wellbeing hub in our third Your Community Shop. • To have secured the attendance of 1,980 from within our communities at our wellbeing sessions.
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Priority Four: Influence Those in Power to Deliver Change

2023/24	• To extend our reach into the community via enhanced partnership working, particularly enabling us to connect with working poverty households. • To extend our campaign on working poverty by supporting those with lived experience to share publicly their life story. • To undertake a formal research study enabling us to evidence the levels of deprivation, causal factors and geographical difference across South Tyneside. • Secure membership within the Sustainable Food Places Network. • Mobilise and provide momentum for local collaboration across the food system in South Tyneside.
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A BIG thank you to our supporters

Despite it being a tough year for everyone, Hospitality and Hope have continued to receive very generous donations from the local community and many charitable foundations both local and national. We have 'bucked the trend' with increasing levels of donations and grants received. A very big thank you to all our supporters, large and small. Every penny counts in this quest to support the most vulnerable in our borough, all who need our services more than ever.

South Tyneside Council Trussell Trust Barbour Foundation ACTS WHIST
Tyne & Wear & Northumberland Community Foundation Virgin Money Foundation
Screwfix JH Lightfoot Gisela Graham Foundation
County Durham Community Foundation WA Handley CT Greggs Foundation
Hedley Denton CT J Fenwick CF Catherine Cookson CT Percy Hudson 1990 CT
Riverside Foundation Skipton BS Hadrian Trust Sir James Priestman CF Kelly CT
MI Dickson Souter CT Marsh Christian Trust Durham Masons

Heartfelt thanks is also offered to our team of volunteers who tirelessly support us each week in our Community Shops, our Wellbeing Services and of course our Foodbank. We simply could not have delivered the great work demonstrated within this last year without their dedication and commitment to Hospitality & Hope and the communities we serve.

Reference and administrative details of the charity, its trustees and advisors

Registered charity name	Hospitality and Hope
Charity Number	1159213
Registered office	Hampden Street Operations Centre Hampden Street South Shields Tyne & Wear NE33 4JR
Trustees and Members of the Board	Pauline Tinnelly (chair) - resigned 18.1.23 Sarah Green (chair) - resigned 31.12.23 Professor Lynne McKenna MBE (chair) - appointed 21.9.23 Louise Lydon (Vice Chair) Sue Chilton (Treasurer) Sir David Chapman BT Peter Maloney - resigned 11.8.23 Karen Richardson Magnus Willis
Chief Executive/Senior staff member	Brian Thomas - retired 31.10.23
Independent Examiner	Doug Maltman FMAAT Connected Voice Business Services One Strawberry Lane Newcastle Upon Tyne NE1 4BX
Bankers	HSBC 110 Grey Street Newcastle Upon Tyne NE1 6JG

Statement of Trustee Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity SORP 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 incoming resources and application of resources, including the receipts and payments of the charity for that year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They 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.

Approved by the Trustees on 20.08.2024 and signed on their behalf by:

L McKenna
Chair

HOSPITALITY AND HOPE CIO

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

For the year ended 31 October 2023

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2022 ("the Charities Act") and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a Fellow Member of the Association of Accountancy Technicians.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have 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.

Doug Maltman FMAAT
Fellow Member of the Association of Accountancy Technicians
Connected Voice Business Services
One Starwberry Lane
Newcastle upon Tyne
NE1 4BX
Date: 20.08.2024

HOSPITALITY AND HOPE CIO

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 October 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
<u>Income from:</u>					
Donations and legacies	6	121,191	-	121,191	81,587
Charitable activities					
Grants and contracts	7	153,551	289,587	443,138	274,680
Other trading activities	8	130,148	-	130,148	66,041
Total income		404,890	289,587	694,477	422,308
<u>Expenditure on:</u>					
Raising funds	9	11,470	-	11,470	2,985
Charitable activities					
Operation of the charity	10	331,428	293,716	625,144	417,215
Total expenditure		342,898	293,716	636,614	420,200
Net income/(expenditure) before transfers		61,992	(4,129)	57,863	2,108
Transfers between funds		(10,000)	10,000	-	-
Net movement of funds		51,992	5,871	57,863	2,108
<u>Reconciliation of funds</u>					
Total funds brought forward		287,738	538,128	825,866	823,758
Total funds carried forward		339,730	543,999	883,729	825,866

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

BALANCE SHEET

As at 31 October 2023

	Notes	£	Total 2023 £	£	Total 2022 £
<u>Fixed assets</u>					
Tangible assets	17		553,236		504,909
Total fixed assets			553,236		504,909
<u>Current assets</u>					
Stock	18	5,847		1,850	
Donated food stock	19	12,437		15,082	
Debtors	20	41,659		25,257	
Cash at bank and in hand	21	289,189		293,005	
Total current assets		349,132		335,194	
Creditors: amounts falling due within one year	22	(18,639)		(14,237)	
Net current assets			330,493		320,957
Total assets less current liabilities			883,729		825,866
Total net assets or liabilities			883,729		825,866
<u>Funds of the charity</u>					
Unrestricted income funds			339,730		287,738
Restricted income funds			543,999		538,128
Total funds			883,729		825,866

These financial statements were approved by the Board on:

20.08.2024

and are signed on its behalf by:

L McKenna
Chair

STATEMENT OF CASH FLOWS

For the year ended 31 October 2023

	Notes	2023 £	2022 £
<u>Cash flows from operating activities</u>			
Net movement of funds		57,863	2,108
<u>Add back:</u>			
Depreciation		16,126	9,124
Interest expense		369	260
Increase in inventory		(1,352)	13,319
Increase in trade receivables		(16,402)	(17,219)
Increase in trade payables		4,402	(561)
<i>Cash generated from operations</i>		61,006	7,031
<u>Less:</u>			
Interest paid		(369)	(260)
<i>Net cash from operating activities</i>		60,637	6,771
<u>Cash flow from investing activities</u>			
Purchase of property, plant and equipment		(64,453)	(5,857)
<i>Net cash used in investing activities</i>		(64,453)	(5,857)
Decrease in cash and cash equivalents		(3,816)	914
Cash and cash equivalents at start of year		293,005	292,091
Cash and cash equivalents at end of year		289,189	293,005

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

2 Basis of accounting

2.1 Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2022.

Hospitality and Hope CIO meets the definition of a public benefit entity under FRS 102.

2.2 Preparation of the accounts on a going concern basis

The charity reported total unrestricted funds at the year end of £339,730 and has already secured a significant amount of funding for the current year. The trustees are of the view that the immediate future of the charity for the next 12 months is secure and that on this basis the charity is a going concern.

3 Income

3.1 Recognition of income

Income is recognised when the charity has entitlement to the resources, any performance conditions attached to the item(s) of income have been met, it is more likely than not that the resources will be received and the monetary value can be measured with sufficient reliability

3.2 Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by FRS102 SORP or FRS102.

3.3 Grants and donations

Income from 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.

Income received in advance of the provision of a specified service is deferred until the criteria of income recognition are met.

3.4 Volunteer help

The value of volunteer help received is not included in the accounts but is described in the trustees' annual report.

3.5 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.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

3.6 Fund 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.

4 Expenditure and liabilities

4.1 Liability recognition

Liabilities are recognised when 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.

4.2 Charitable activities

Expenditure on charitable activities includes the costs of work and other activities undertaken to further the purposes of the charity and their associated support costs.

4.3 Governance and support costs

Support costs have been allocated between governance cost and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

4.4 Irrecoverable VAT

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

4.5 Creditors

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

4.6 Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

5 Assets

5.1 Tangible fixed assets for use by the charity

Individual fixed assets costing £250 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis.

Vehicle	Straight line over 5 years
Flat	11% straight line
Office and computer equipment	25% straight line
Freehold land and buildings	Straight line over 50 years

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Analysis of income

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
6 Donations and legacies				
Donations and gifts	75,675	-	75,675	48,686
Donated goods for distribution to recipients	43,003	-	43,003	27,593
Other	2,513	-	2,513	5,308
	121,191	-	121,191	81,587
7 Charitable activities				
<u>Income from grants</u>				
Greggs Hardship Grant	-	50	50	100
Gisela Graham Foundation	6,500	-	6,500	13,000
Albert Hunt Trust	-	-	-	5,000
County Durham Community Foundation - Sherburn House Charity	-	3,900	3,900	-
South Tyneside Council - CAF	-	-	-	500
TW&N Community Foundation - Willan	10,000	-	10,000	-
TW&N Community Foundation	4,000	16,361	20,361	2,983
TW&N Community Foundation - Foodbank	-	-	-	9,970
Karbon Homes - Winter Wellbeing	-	1,250	1,250	-
Tenants rent	1,660	-	1,660	800
South Tyneside Council - Foodbank	36,000	-	36,000	49,500
Neighbourly	-	-	-	500
Trussell Trust - ASDA	-	3,287	3,287	5,958
Trussell Trust - OLM	5,598	30,689	36,287	36,586
Trussell Trust - Cost of living	-	-	-	5,000
Trussell Trust - Participation	2,805	18,703	21,508	21,637
Hedley Denton	2,000	-	2,000	1,000
Arnold Clark Auto	-	-	-	1,000
Virgin Money Foundation	-	13,216	13,216	16,535
Trussell Trust HS - Refurbishment	-	-	-	28,500
Royal Warrant Holders	-	-	-	3,000
Joicey Trust	-	-	-	2,100
Grocers Charity	-	-	-	4,800
John Lewis	-	-	-	500
Pease Family	-	-	-	12,500
Riverside Foundation	4,265	-	4,265	-
Barbour Foundation	10,000	-	10,000	-
Screwfix	-	4,675	4,675	-
J Fenwick	16,500	-	16,500	-
Skipton Building Society	-	500	500	-
Hadrian Trust - Foodbank	-	2,000	2,000	-
Virgin Money Foundation - Cost of living	-	2,925	2,925	-
Community Foundation - KYN	3,763	18,347	22,110	-
W A Handley Charitable Trust	5,000	-	5,000	-
Henfry Charitable Trust	1,500	-	1,500	-
Balance C/fwd	109,591	115,903	225,494	221,469

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Income from grants (continued)

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Balance B/fwd	109,591	115,903	225,494	221,469
South Tyneside Council - (Summer) HAF	-	-	-	31,000
Marsh Christian Trust	500	-	500	-
Trussell Trust - Financial inclusion	3,854	19,054	22,908	22,211
Catherine Cookson Charitable Trust	1,000	-	1,000	-
J H Lightfoot	500	-	500	-
Sir James Priestman	5,000	-	5,000	-
Percy Hedley 1990 Charitable Trust	500	-	500	-
The Trussell Trust	-	175	175	-
Durham Masons	-	1,000	1,000	-
Kelly Charity Trust	200	-	200	-
M Dickson	500	-	500	-
Souter Charity Trust	3,000	-	3,000	-
South Tyneside Council - SPF	18,689	99,575	118,264	-
Age Concern	4,194	-	4,194	-
South Tyneside Council - Charis	3,012	34,000	37,012	-
Whist Food Sustainability	3,011	19,880	22,891	-
	<u>153,551</u>	<u>289,587</u>	<u>443,138</u>	<u>274,680</u>

8 Other trading activities

Fundraising events	312	-	312	830
Supported Living Accommodation residents	94,835	-	94,835	61,835
Shop takings	35,001	-	35,001	3,376
	<u>130,148</u>	<u>-</u>	<u>130,148</u>	<u>66,041</u>

Income was £694,477 (2022: £422,308) of which £404,890 was unrestricted or designated (2022: £294,581) and £289,587 was restricted (2022: £127,727)

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Analysis of expenditure on charitable activities

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
9 Raising funds				
Fundraising costs - salary	11,441	-	11,441	2,473
Fundraising costs	29	-	29	512
	<u>11,470</u>	<u>-</u>	<u>11,470</u>	<u>2,985</u>
10 Charitable activities				
<u>Direct costs</u>				
Staff salaries	81,276	81,148	162,424	75,400
Staff NI	11,505	-	11,505	30,914
Pension costs	9,399	-	9,399	6,131
Staff - Other expenses	7,494	-	7,494	275
Donated goods distributed to recipients	43,101	-	43,101	42,762
Food bank core costs:				
- Staff salaries	-	19,184	19,184	16,599
- Staff NI	2,712	-	2,712	1,201
- Pension costs	1,979	-	1,979	517
- Staff - Other expenses	-	37	37	-
- Charis vouchers	-	34,000	34,000	-
- Vehicle costs	2,115	-	2,115	2,679
- Other expenses	-	658	658	597
- Food	-	7,242	7,242	-
<u>Support costs</u>				
Staff training	-	48	48	735
Staff travel	1,143	2,449	3,592	775
Core costs:				
- Literature	35	-	35	-
- Volunteer costs	191	-	191	744
- Office costs	2,861	223	3,084	3,109
- Insurance	3,988	-	3,988	2,784
- Membership fees	200	474	674	481
- Sundry	9,489	-	9,489	1,377
- Equipment	2,958	-	2,958	2,264
- Depreciation	9,952	6,174	16,126	9,125
- Health and Safety	2,860	-	2,860	20
- ICT software	10,024	500	10,524	3,651
- Marketing and communications	2,918	1,441	4,359	2,212
- M&E Consultancy	-	1,000	1,000	900
- HR support	-	-	-	2,526
- Staff recruitment expenses	7,295	-	7,295	384
- Bank charges	369	-	369	260
- Refreshments	333	-	333	195
- Payroll fees	1,473	-	1,473	1,300
Balance C/fwd	215,670	154,578	370,248	209,917

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Support costs continued

Balance B/fwd	215,670	154,578	370,248	209,917
Trussell Trust - Financial Inclusion	-	18,259	18,259	17,729
South Tyneside Council - Holidays, activities and food	-	-	-	24,895
Laygate - Supported living Accommodation core costs:				
- Salary costs	40,074	-	40,074	34,358
- NI costs	3,021	-	3,021	2,683
- Pension costs	1,202	-	1,202	1,068
- Agency staff	-	-	-	284
- Training	-	-	-	370
- Office costs	942	-	942	1,669
- Inspection	557	-	557	230
- Small equipment	435	-	435	350
- Clothing	-	-	-	326
- Premises	8,818	-	8,818	7,101
- Food	2,000	-	2,000	827
- House expenses	3,091	-	3,091	2,053
- Activities	2,685	50	2,735	2,995
- Other expenses	3,268	-	3,268	1,531
Move on flat				
- Premises	3,720	-	3,720	-
- Activities	97	-	97	-
- House expenses	969	-	969	-
- Equipment	324	-	324	-
- Food	118	-	118	-
Wellbeing:				
- Salary costs	-	15,370	15,370	37,025
- NI costs	2,130	-	2,130	2,730
- Pension costs	1,555	-	1,555	810
- Activity costs	2,711	9,088	11,799	-
STEP costs(now Uniform costs):				
- Premises	1,847	-	1,847	2,106
- Janitorial	261	-	261	339
- Inspection	1,104	-	1,104	1,695
- Equipment	85	-	85	250
- Activities	-	-	-	4,541
Hampden core costs:				
- Inspections	852	-	852	444
- Security	-	-	-	1,245
- Premises costs	10,743	-	10,743	10,942
- Building repairs	8,866	4,758	13,624	-
- Refurbishment	-	-	-	28,612
- Janitorial	-	-	-	191
- Small equipment	1,335	-	1,335	285
- Uniforms purchased	286	-	286	-
Grant refunds				
- Trussell Trust	-	-	-	1,770
Balance C/fwd	318,766	202,103	520,869	401,371

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Support costs continued

Balance B/fwd	318,766	202,103	520,869	401,371
Community shops costs:				
- Premises	4,583	16,657	21,240	6,761
- Cleaning	2,212	-	2,212	389
- Telephone	527	120	647	287
- Janitorial	318	-	318	486
- Equipment	776	-	776	156
- Membership	660	-	660	318
- Food	-	60,807	60,807	4,832
- Office costs	59	834	893	301
- Set up costs	666	12,112	12,778	-

Governance costs

Trustees event	1,409	1,083	2,492	802
Independent examiner's fees for reporting on the accounts	1,452	-	1,452	1,512
	<u>331,428</u>	<u>293,716</u>	<u>625,144</u>	<u>417,215</u>

Expenditure on charitable activities was £636,614 (2022: £420,200) of which £342,898 was unrestricted or designated (2022: £320,841) and £293,716 was restricted (2022: £99,359)

11 Fees for examination of the accounts

	2023	2022
	£	£
Independent examiner's fees for reporting on the accounts	1,452	1,512
Other accountancy services paid to the examiner	1,473	1,300
	<u>2,925</u>	<u>2,812</u>

12 Analysis of staff costs and the cost of key management personnel

	2023	2022
	£	£
Salaries and wages	133,791	134,488
Social security costs	19,368	17,528
Pension costs (defined contribution pension plan)	14,135	7,624
	<u>167,294</u>	<u>159,640</u>

No employee received remuneration above £60,000 (2022: nil)

The key management personnel of the charity, comprise the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £48,240 (2022: £46,797).

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

13 Staff numbers

The average monthly head count was 19 staff (2022: 14 staff) and the average monthly number of full-time equivalent employees during the year were as follows:

	2023 Number	2022 Number
The parts of the charity in which the employee's work		
Charitable activities	8.9	8.1
	8.9	8.1

14 Transactions with trustees

None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity.

Trustees' expenses

The following detail the expenses incurred by the trustees.

	2023 £	2022 £
Travel	1,359	-
Accommodation	50	-
	1,409	-

Transaction(s) with related parties

There have been no related party transactions in the reporting period.

Sir David Chapman is also a board member for Chapman Charitable Trust and The Giesla Graham Foundation of which a grant of £6,500 was received (2022: £13,000).

15 Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The employer's pension costs represent contributions payable by the charity to the fund and amount to £14,135 (2022: £7,624). There was £973 outstanding as at 31 October 2023 (2022: £902)

16 Corporation Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objectives.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

	Flat £	Vehicle £	Office and computer equipment £	Freehold land and Buildings £	Total £
17 Tangible fixed assets					
Cost					
Balance brought forward	-	6,770	10,456	524,423	541,649
Additions	62,068	-	2,385	-	64,453
Disposals	-	-	-	-	-
Balance carried forward	62,068	6,770	12,841	524,423	606,102
Depreciation					
Basis	SL	SL	SL	SL	
Rate	11%	25%	25%	50 years	
Balance brought forward	-	2,708	5,592	28,440	36,740
Depreciation charge for year	6,207	1,354	2,877	5,688	16,126
Disposals	-	-	-	-	-
Balance carried forward	6,207	4,062	8,469	34,128	52,866
Net book value					
Brought forward	-	4,062	4,864	495,983	504,909
Carried forward	55,861	2,708	4,372	490,295	553,236

18 Stock

	2023 £	2022 £
Opening stock	1,850	-
Added in period	60,837	6,180
Expensed in period	(56,840)	(4,330)
Impaired	-	-
Closing stock	5,847	1,850

19 Donated food stock

	2023 £	2022 £
Opening stock	15,082	30,251
Added in period	43,003	27,593
Expensed in period	(45,648)	(42,762)
Impaired	-	-
Closing stock	12,437	15,082

20 Debtors and prepayments (receivable within 1 year)

	2023 £	2022 £
Debtors	39,349	22,211
Prepayments	2,310	3,046
	41,659	25,257

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

21 Cash at bank and in hand

	2023 £	2022 £
Cash at bank	289,189	292,555
Cash in hand	-	450
	289,189	293,005

22 Creditors and accruals (payable within 1 year)

	2023 £	2022 £
Accruals		
Independent examination of the accounts	1,452	1,440
Loan repayment	-	10,000
Credit card	3,257	652
Prepaid income	-	-
Other creditors	13,930	2,145
	18,639	14,237

23 Deferred income

Deferred income comprises of advance payments from grants that relate to future periods

	2023 £	2022 £
Balance brought forward	-	44,348
Amount released to income earned from charitable activities	-	(44,348)
Amount deferred in year	-	-
Balance carried forward	-	-

24 Events after the end of the reporting period

No other significant events affecting the Charity since the year end.

25 Analysis of charitable funds

Analysis of movements in unrestricted funds

For the year ended 31 October 2023

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	88,738	404,890	(342,898)	(10,000)	140,730
Designated funds:					
Contingency Fund	199,000	-	-	-	199,000
Totals	287,738	404,890	(342,898)	(10,000)	339,730

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Analysis of movements in unrestricted funds continued For the year ended 31 October 2022

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	89,308	294,581	(320,841)	25,690	88,738
Designated funds:					
Contingency Fund	224,000	-	-	(25,000)	199,000
Totals	313,308	294,581	(320,841)	690	287,738

Purpose of unrestricted funds

General unrestricted fund	The 'free reserves' of the charity
Designated Funds:	
Contingency Fund	To cover unexpected costs incurred.

Analysis of movement in restricted funds For the year ended 31 October 2023

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Building Fund	(10,000)	-	-	10,000	-
Freehold land and Building	495,984	-	(5,688)	-	490,296
Trussell Trust - Financial Inclusion	15,480	19,054	(18,599)	-	15,935
Shop equipment	1,458	-	(486)	-	972
Trussell Trust - ASDA	1,697	1,890	-	-	3,587
Trussell Trust - OLM	8,796	30,689	(34,368)	-	5,117
Trussell Trust - Participation	9,698	18,703	(17,810)	-	10,591
Trussell Trust - Cost of Living	5,000	-	-	-	5,000
Virgin Money Foundation - Shop	7,015	16,141	(23,156)	-	-
Royal Warrant Holders - Shop	3,000	-	(3,000)	-	-
Greggs Foundation - Supported Living Accommodation	-	50	(50)	-	-
Whist Food Sustainability	-	19,880	(19,880)	-	-
South Tyneside Council - Charis	-	34,000	(34,000)	-	-
South Tyneside Council - Community Shops	-	99,575	(99,575)	-	-
TW&N CF Know Your Neighbourhood	-	34,708	(23,458)	-	11,250
County Durham CF - Sherburn House	-	3,900	(3,900)	-	-
Karbon Homes - Winter Wellbeing	-	1,250	-	-	1,250
Screwfix	-	4,675	(4,675)	-	-
Skipton Building Society	-	500	(500)	-	-
Hadrian Trust - Foodbank	-	2,000	(2,000)	-	-
Trussell Trust - Foodbank	-	1,572	(1,572)	-	-
Balance C/fwd	538,128	287,015	(291,145)	10,000	543,999

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Analysis of movement in restricted funds continued

For the year ended 31 October 2023

<i>Balance C/fwd</i>	538,128	287,015	(291,145)	10,000	543,999
Durham Masons - Wellbeing and Support Officer	-	1,000	(1,000)	-	-
Totals	538,128	288,015	(292,145)	10,000	543,999

For the year ended 31 October 2022

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Laygate Supported Living Accommodation	-	100	(100)	-	-
Building Fund	(14,818)	-	-	4,818	(10,000)
Freehold land and Building	501,672	-	(5,688)	-	495,984
Trussell Trust - Financial Inclusion	19,948	18,509	(18,069)	(4,908)	15,480
TW&N Community Foundation - Ringtons	3,648	-	(3,648)	-	-
Shop equipment	-	1,944	(486)	-	1,458
Trussell Trust - ASDA	-	1,697	-	-	1,697
Trussell Trust - OLM	-	30,488	(21,692)	-	8,796
Trussell Trust - Participation	-	18,815	(8,517)	(600)	9,698
Trussell Trust - Hampden refurbishment	-	28,500	(28,500)	-	-
Trussell Trust - Cost of Living	-	5,000	-	-	5,000
Virgin Money Foundation - Shop	-	16,535	(9,520)	-	7,015
Joicey Trust - Shop	-	156	(156)	-	-
Royal Warrant Holders - Shop	-	3,000	-	-	3,000
TW&N Community Foundation - Cooking on a Budget	-	2,983	(2,983)	-	-
Totals	510,450	127,727	(99,359)	(690)	538,128

Purpose of restricted funds

Restricted funds represent income resources used for a specific purpose within the charity as identified by the donor.

Laygate Supported Living Accommodation	Funds to cover costs of Laygate HMO.
Greggs Foundation	Costs of operating Hampden Street.
Barbour Trust	Staffing to develop the charity.
Sir James Knott	Staffing costs.
Building Fund	Funds to cover costs of Laygate property.
Freehold land and buildings	Value of land and building less depreciation.
Asset - Laygate furniture	Value of Laygate furniture less depreciation.
County Durham Community Foundation - Sherburn House	Staffing costs.
Charity	
Greggs Hardship Grant	Clothing for Supported Living Accommodation residents.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Purpose of restricted funds (continued)

TW&N Community Foundation - Co-op Food	Funds for the foodbank.
Coalfields Regeneration Trust	Funds for activities for Supported Living Accommodation residents.
Trussell Trust Financial Inclusion	Funds for Financial inclusion Project.
National lottery community Fund	Funds for the foodbank.
TW&N Community Foundation - Ringtons	Funds for the Supported Living Accommodation.
Shop equipment	Funds for purchasing equipment for Community Shop.
Trussell Trust - ASDA	Funds for purchasing stock for Foodbank.
Trussell Trust - OLM	Funds to bring the lived experience of those suffering deprivation, to the table of statutory organisations to change thinking and inform decision
Trussell Trust - Participation	Funds to deliver our community insight and research, working in the community to identify the root cause of deprivation at a macro level.
Trussell Trust - Hampden refurbishment	Funds to refurbish Hampden Street Operations Centre.
Trussell Trust - Cost of Living	Funds for purchasing stock for the Foodbank.
Virgin Money Foundation - Shop	Funds to develop community shop.
Joicey Trust - Shop	Funds to develop community shop.
Royal Warrant Holders - Shop	Funds to develop community shop.
TW&N Community Foundation - Cooking on a Budget	Funds to deliver Cooking on a Budget courses.
Greggs Foundation - Supported Living Accommodation	Funds to cover costs of Laygate HMO.
Whist Food Sustainability	Funds to develop a food sustainability plan and deliver cooking on a budget courses.
South Tyneside Council - Charis	Funds to provide food or utilities vouchers to foodbank clients.
South Tyneside Council - Community Shops	Funds to develop community shops.
TW&N CF Know Your Neighbourhood	Funds to deliver well-being activities through the community shops.
County Durham - Sherburn House	Funding for food stock for the Community Shop.
Karbon Homes - Winter Wellbeing	Funding for food stock for the Food Bank.
Screwfix	Funds to refurbish the toilets at Hampden Street Operational centre.
Skipton Building Society	Funding for food stock for the Food Bank.
Hadrian Trust - Foodbank	Funding for food stock for the Community Shop.
Trussell Trust - Foodbank	Funds to purchase food for foodbank.
Durham Masons - Wellbeing and Support Officer	Funds towards salary of the Wellbeing Officer.

Transfers between funds As at 31 October 2023

	Reason for transfer	Amount £
Between restricted and unrestricted funds.	Transfer to Building Fund loan.	10,000

Transfers between funds As at 31 October 2022

	Reason for transfer	Amount £
Between restricted and unrestricted funds.	Transfer to Building Fund loan.	4,818
Between restricted and unrestricted funds.	Trussell Trust - Financial Inclusion contribution to core costs.	4,908
Between restricted and unrestricted funds.	Trussell Trust - Participation contribution to core costs.	600

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2023

Transfers between funds continued As at 31 October 2022	Reason for transfer	Amount £
Between unrestricted and designated funds.	Trustee decision to decrease Contingency fund for 2022-23.	25,000

26 Capital commitments

As at 31 October 2023, the charity had no capital commitments (2022 -£nil)

27 Analysis of net assets between funds	Unrestricted	Restricted	Total	Total restated
	Funds	Funds	2023	2022
	£	£	£	£
Tangible fixed assets	58,569	494,667	553,236	504,909
Cash at bank and in hand	239,857	49,332	289,189	293,005
Other net current assets/(liabilities)	41,304	-	41,304	27,952
	339,730	543,999	883,729	825,866

28 Guarantee

There have been no guarantees given by the charity at 31 October 2023.

29 Debt

There is no debt outstanding which is owed by the charity and which is secured by an excess charge on any of the assets of the charity at 31 October 2023.

30 Governing document

The organisation is a Charitable Incorporated Organisation - Foundation registered on 14 November 2014 as a body corporate under part 11 of the Charities Act 2022.

HOSPITALITY AND HOPE

England & Wales - Charity number 1159213

Accounts

Annual Report and Financial Statements

For the year ended 31 October 2022



Registered Charity Number 1159213

South Tyneside's leading food insecurity, homelessness and community wellbeing charity.

Contents

Contents	Page Number
Trustees annual report	1 to 15
Independent examiners report	16
Statement of financial activities (Including income & expenditure)	17
Balance sheet	18
Notes to financial statements	19 to 32

Objectives and Activities

The Trustees are pleased to present their Annual Trustees' Report together with the financial statements of the charity for the year ended the 31 of October 2022.

The financial statements comply with the Charities Act 2011, the Memorandum of Articles of Association, and the Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable to the UK and Republic of Ireland (FRS 102) (effective October 2019).

Hospitality and Hope is a charitable incorporated organisation, it's objective is to bring hope to the local community through;

The relief of poverty, sickness and distress amongst vulnerable people in South Tyneside, including those who are homeless or at risk of homelessness. Delivered by the provision of funds, goods, or services of any kind as the Trustees from time to time may think fit, including (but not by way of limitation) by the operations of a soup kitchen, foodbank and wider support services.

The relief of those in need by reason of age, ill health, disability, financial hardship or any other social or economic disadvantage in such ways as the Trustees from time to time may think fit (but not by way of limitation) by the promotion and provision of or assistance with the provision of accommodation and/or supported accommodation appropriate to their needs: and

To further such other purposes being exclusively charitable according to the laws of England and Wales as the Trustees may from time to time think fit.

During the period 1 of November 2021 to the 31 of October 2022 the regular activities of Hospitality and Hope were.



Achievements and Performance

About us.

Hospitality and Hope is one of South Tyneside's leading food insecurity, homelessness and community wellbeing charities.

We are a Charitable Incorporated Organisation (CIO) and are governed by a Board of Trustees who bring extensive experience and significant influence to our work. Our Chief Executive Officer, Staff Team and Volunteers work tirelessly, every day, to bring positive change to a community who are living in one of the most deprived areas in England.

Our work is focussed on prevention, achieved by supporting our community to develop the skills, experience and social capital needed to live their life, with an increased sense of hope for a positive and self-reliant future.

People sit at the heart of our work; our extensive insights and engagement work means that we truly understand the needs of our community and what will work best to bring positive change; we also bring their lived experience to our conversations alongside others to inform local policy making.

Collaboration, partnership working and our commitment to evidence-based practice are the cornerstones of our work.

We are ambitious.	We want Hospitality & Hope to be the leading charity and the centre of sustainable, long-term change for the community of South Tyneside.
We are focussed.	We know how easy it is to get distracted, that's why we have priorities that we stick to.
We are collaborative.	To have the maximum positive impact, we ensure our services are community driven, designed alongside those with lived experience.
We are connected.	We actively seek out and work with key partners including government, universities, businesses, fellow charities and community groups.
We are information led.	We know that the best decisions are evidence-based, so we prioritise the gathering and deployment of robust data & research.

Summary of our achievements in 2022

Working with the University of Sunderland, and supported by the Trussell Trust, we are **spearheading research** into the drivers of deprivation in South Tyneside; particularly amongst those in our community who are working poor. This work has also extended our reputation and partnership reach. We are now an integrated member of the Council's poverty strategy group, our work is included in the Council's strategic plan and we have also extended our schools partnership network.

Our work in the community has been a critical development enabling us to bring the lived experience to the decision-making table of those in power. We have established a strong reputation as an evidence-based, information led, organisation and this has strengthened our ability to influence how others think and act.

Over the past twelve months we have opened our first **Community Shop** and integrated **Wellbeing Hub**. Our aim being to provide longer term preventative support to those living in food insecurity. With our wellbeing hub delivering services that improve our community's emotional, physical and financial wellbeing. This development has been a significant step change towards our aspiration to bring positive change to our community and build the social capital necessary to bring communities together.

In partnership with South Tyneside Council, we have secured the funding necessary to develop a network of community shops and wellbeing hubs. Over the coming two years we will open a further two shops and are aiming to **support 10,000 people**.

Demand for **emergency food support remains high** and we have seen a reduction in food donations as our community begin to feel the harrowing reality of the financial crisis. We have also seen a change in the demographic of those people seeking support, 6 in 10 of all household's supported are families with children and 4 in 10 are in employment and are working poor. A critical element of our wellbeing service has been the partnership with Age Concern Tyneside South, who provide our Debt and Welfare Benefit Advice Service. This year we have recovered **£500,000** in benefits and written off debt.

We have delivered on the commitment to extend our supported housing service. This year we have commenced the purchase of a **move on property**, increasing the number of people we can support. This will enhance our supported housing offer by enabling residents to 'test out' independent living prior to moving into their own accommodation.

We have strengthened our community wellbeing service by delivering activities that the community have identified as critical to achieving positive change. In the last 12 months, we have delivered structured **wellbeing activities to 756 people**. Our Christmas food campaign provided families with a Christmas day meal and supporting children at risk of hunger during the school holidays.

This report contains more information on the success of Hospitality and Hope over the past twelve months and our ambitions for the future. We hope that our journey inspires you as much as it does for our team of Volunteers, Trustees and Staff.

During the 2021/22 business year we experienced a significant increase in demand. Supporting 2,000 more people than the previous year, and 4,300 more people since 2020.

This work was primarily achieved by responding to increased demand for food support; opening our first Community Shop, extending our wellbeing provision and increasing our community engagement and insights work.

7,500 people supported

4,050 children

3,450 adults

'When I started back at work, I thought things would be better, but they are not. I have less money than before, I am not entitled to free school meals and my wages are nothing really, I am a care worker'.

Community shop member

'I became homeless after my marriage broke down and I lost my home due to not being able to pay the mortgage. I am living in the back of my car. My mental health is poor and my confidence is shot'.

Food bank client



STRATEGIC PLAN 2021 to 2024

OUR VISION

The community of South Tyneside will be able to live without the stigma of disadvantage and inequality, with an increased sense of hope for a positive and self reliant future.

OUR VALUES

COMPASSION

We work with care, understanding and a compelling desire to support vulnerable people.

INTEGRITY

We work with transparency and ensure that our decisions are ethical and morally sound.

INCLUSIVITY

We are inclusive by design, ensuring that our service is accessible to all in our community.

EMPOWERMENT

We believe that people can change and our work will instil self belief and confidence for a better future.

OUR PRIORITIES



Improving Community Wellbeing

We will provide innovative and forward thinking wellbeing services that impact positively on the emotional, financial and physical wellbeing of those most in need, enabling them to live a comfortable, healthy and happy life.



Tackling Food Poverty

We will provide a caring service to those who need a helping hand, supporting them to access essential services so that they can live well without the need for food support.



Reducing Homelessness

We will provide individually tailored housing and support services to vulnerable homeless people, Bringing stability into their life, so that they can develop essential life skills and successfully move into an independent lifestyle.



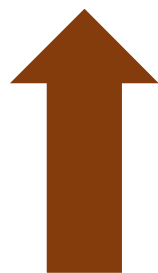
Increasing Employability

We will provide support to those seeking employment by delivering services that enhance their knowledge, skills and qualifications, enabling them to secure work and regain control of their life.

OUR ENABLERS

- We understand the needs of our community and use their lived experience to shape service delivery and ensure our services are accessible to all.
- We work with academic institutions, beneficiaries and partners to develop evidence based approaches and evaluate impact.
- We work in partnership with Statutory, Third Sector and Community Groups, remaining flexible and responsive in our approach.
- We advocate on behalf of those in need, remaining open and honest in our communication in order to positively influence others.
- We have an open and transparent relationship with funders, building trust and mutual respect.

Tackling Food Insecurity – Food Bank



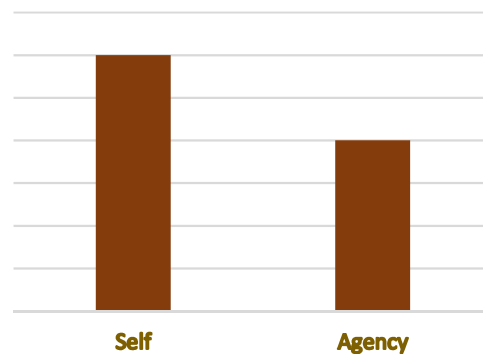
14,000 food parcels distributed

Food insecurity continues to be a daily challenge for our community. In 2021/22 our **South Tyneside Foodbank** experienced another busy year with the number of people needing food support remaining high, as the financial crisis hit household incomes hard. Without the support of our community, supermarket partners (particularly ASDA, Morrisons, Farm Foods, Heron Foods and Tesco Extra) and many local businesses, we would simply not be able to make a difference every day to those who need a helping hand.

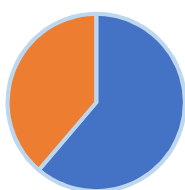
We supported **4,644** people who are living in food insecurity.

We know that needing food support has a social stigma - this is something that our team work hard to help the individual overcome. We also refer people for support to address the issues that impact negatively on their life; including our own wellbeing service and debt advice service. The self-referral route for food support continues to be used well, with 60% of those seeking food support coming via a self-referral.

Referral by type



Adult/Child



■ Adult ■ Child

Family Type



■ Family ■ Single person ■ Couple

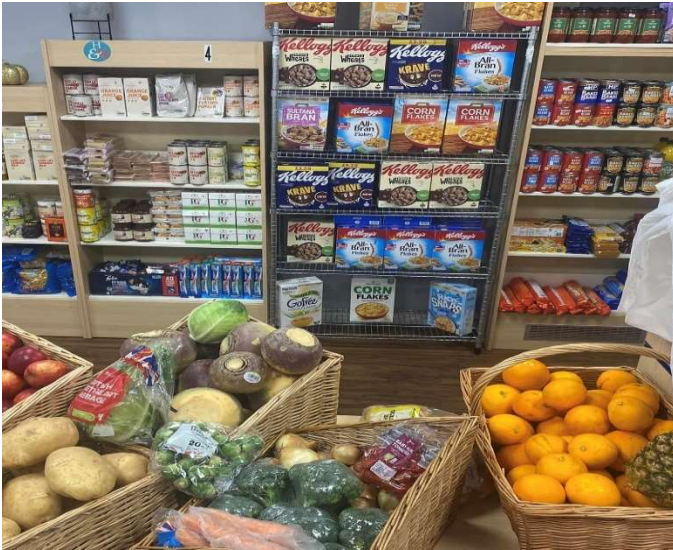
South Tyneside has seen an increase in the number of children living in food insecurity. This has been mirrored in our service with families and children now representing 50% and 40% respectively.

62% of those seeking food support cited low income as the reason for the referral, during this year we supported people across 18 of the ward areas in South Tyneside, however the areas in most need of food support are:

The top ten ward area with highest need for food support in 2021/22

1	Beacon and Bents	6	Whiteleas
2	Simonside and Rekendyke	7	Westoe
3	Biddick and All saints	8	Cleadon Park
4	West Park	9	Horsley Hill
5	Boldon Colliery	10	Harton

Tackling Food Insecurity - Your Community Shop



Delivering on our commitment to take an evidence based and preventative approach to supporting our community out of food insecurity, this year we opened our first community shop on Horsley Hill Square, supported by the Virgin Money Foundation, Joicey Trust and Royal Warrant Holders Association.

The aim is to create a **community anchor**, at which people can receive longer term food support and access to wider services that reduce social isolation, develop skills and build social capital in the community.

We are grateful to our colleagues in Lydon's Pharmacy, Sainsbury's, Morrisons and ASDA for their support by donating regular food supplies and essential household and personal cleaning products.

This extended reach into one of our hardest hit ward areas is enabling us to understand the complex needs of our community and tailor services that will bring positive and long-lasting change.

A survey of the first 100 customers of Your Community Shop has been used to develop wellbeing services that meet their needs.

90% reported as feeling isolated and lonely

70% suffered with their mental health

50% suffered with their physical health

Whilst it is early days, the Horsley Hill shop has developed at pace and is enabling us to help those people who would otherwise have not reached out for support; particularly those over 55 and people in employment. The initial feedback from those using the shop has been encouraging and heartwarming.



Shop volunteer serving a customer.

'Fantastic idea to help the community and to reduce food waste, the volunteers are always friendly and helpful'.

'I can't believe what you actually get for £4, such a help to me and the family'.

'I am so grateful for this service and the lovely people who greet you. A little help goes a long way, thank you'.

In partnership with South Tyneside Council, we have achieved two critical developments this year. The first being a successful bid into the Governments Shared Prosperity Fund to develop two more Your Community Shops, over two years. The second being delivery of the Household Support Fund to 200 families who are hard to reach.

This strengthening of our service offer has enabled us to develop a more holistic approach, supporting those who are in crisis to regain control of their lives, as demonstrated in the following case study.

On a cold and stormy day.

It was the coldest of days when a Mum came unannounced through our doorway with her children in tow.

As she entered the building in a flurry of snow, Mum broke into tears, it was clear that she was in crisis, my colleague quickly took the children into another room. When the children left Mum nearly collapsed, saying that she had reached the end of being able to manage and did not know where to turn. She had walked the children two miles to come to us as she didn't have money for the bus fare and no other support networks to call upon.

Mum explained that both her and her husband work, but they are not managing as their household outgoings virtually now outstripped their collective salary income. They were struggling with money for utility top ups via the meter and food costs. In addition, council tax arrears were about to be taken directly from her husband's salary and she was really worried about the impact of this.

She had been unable to make a referral for food support as she didn't have the money to top up her mobile phone. In any event she didn't think that she could take food away as she couldn't manage the children and the shopping on the walk home.

Mum described a life of immense stress and hunger for both her and her husband, they were typically going without to ensure the children are safe and healthy.

She simply hadn't known what to do but knew about Hospitality and Hope, and had decided to come visit us for help.

Whilst my colleague provided cereal for the children, we put together a package of support for the family.

A referral was made to our benefits and debt advisor. We arranged for a colleague to transport the family home so that we could provide emergency food support. As part of the Household Support Fund, we provided access to support for gas so they could stay warm. In addition, we provided a SIM card that would save money by providing Mum with free calls, text and data for 6 months.

We also signed the family up as a member of the Your Community Shop to provide longer term emotional and food support. As slow cooking is the cheapest way to prepare meals, we also provided the family with a slow cooker.

As a result of kind donations from the community we provided a £30 voucher for the family to have a meal at a Green King Public House and gave the children and parents a Christmas gift.

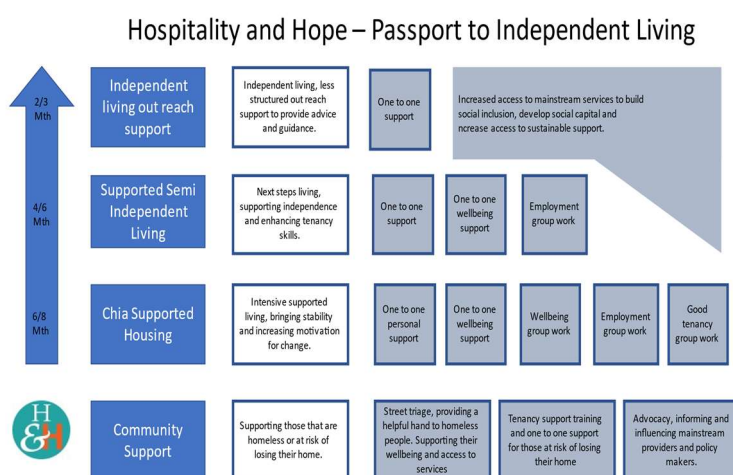
Our community is shifting in a seismic way, working people are entering deprivation at a scale previously unseen. It would be true to say that this young Mother and her sad story impacted on our staff and volunteers. Unfortunately though, this is not an isolated case, we are seeing an increasing number of people similar to this family coming to us for support.

Fast forward 4 months. The lady visited us to say that both her and her husband had secured better paid jobs and a cheaper house rental. In her own words: 'our life is now brilliant, the support and kindness of you and your team gave us, when we needed it most, was brilliant. You helped us out of crisis and into a better life for our us all'.

Reducing Homelessness

Located in Laygate, South Shields, Chai House is a 5 bedroom property regulated by South Tyneside Council as a large House of Multiple Occupancy (HMO), but that is where the similarity ends with other HMO's in the area, as the services provided at Chai House are more representative of a supported living unit. With our team of specialists in the field of supported housing, they provide more than 60 hours support each week, delivered 7 days per week.

The 'Passport to Independent Living' programme continues to be the cornerstone of our work at Chai House. It delivers structured support across the full spectrum of a person's transition from homelessness to full, independent living.



Over the course of this year, we have extended our partnership working. Hospitality and Hope now works as an integrated member of the South Tyneside Homelessness Strategy group, supporting the development of wider services that support homeless people.

During the 2021/2022 financial year, Chai House has supported 17 adult males who required accommodation and housing support due to homelessness, addictions or poor mental health.

Our residents have achieved **19 qualifications**, with one resident securing employment and four moving into their own tenancy.

'During the time I was with Teri at Hospitality and Hope I went from homeless without a job and managed to get back on my feet and find a job, then shortly after find my own place to live again. They helped me when I had fallen on hard times and I couldn't thank them enough for that. Great staff so welcoming, understanding and helpful. So grateful for the help I received from Teri and the team'.



Chai residents working at the allotment.

Over the next three years, one of Hospitality and Hope's strategic priorities is to increase the number of bedspaces available in our supported housing service to nine. During this financial year we commenced the acquisition of a two bedroom **move on property**. Once acquired this will provide a critical steppingstone into independent living for our residents.

Improving Community Wellbeing

During this financial year we have continued to build and extend our wellbeing service, based on what the community tell us is most likely to bring about positive change for them. Much of this focus has been on creating synergy between the Your Community Shop at Horsley Hill and the wellbeing services which is delivered from the same location.

Collectively this has created an anchor for the community, **a symbol of hope and steadfastness** that is valued as a community asset.

Our work is focussed on creating opportunities that break the cycle between deprivation, loneliness and poor wellbeing.

Although still in its infancy our wellbeing service is gaining momentum at pace and has reached more people this year, than at any time in our 20-year history.



Cooking a budget attendees funded by Newcastle Building Society

756 people attended a wellbeing activity.

182 benefited from a cooking on a budget course.

1346 received a Christmas meal.

200 households received support with utility bills.

890 people received debt and benefit advice.

Our partnership with Age Concern Tyneside South continues to deliver astounding and life changing outcomes for people. This year our Financial Inclusion Officer secured **£500,000** in additional benefits and written off debt.

Community involvement is important to us. During the year we have extended our volunteering opportunities. Volunteers now work in our food bank, community shop, deliver wellbeing activities and run an allotment.

In total volunteers donated **2,707** hours of their time to help the community

‘Such a great place to come to, staff are such a help. Thank god for this place’.

‘I love coming here to the activities, for the company. Everyone is so friendly’.

‘I can’t believe how good it is here, makes such a difference talking to people’.

Influencing others

An exciting development from this year has been our inclusion in a project funded by Trussell Trust, to create a local approach to campaigning on the issues which are driving people into food insecurity and deprivation. We want to ensure that local decision makers are **informed on the drivers of deprivation** at a macro level.

Our aspiration is that the community of South Tyneside are supported in raising their voice and bringing their life stories to the people who can make a difference. We want to influence how others use this information to make evidence-based decisions.

This work has moved at a fast pace; in partnership with the University of Sunderland, we have established a community insights and research programme. A team from the University are now working with us to bring academic rigour, research skills and support to our developing evidence-based approaches. The University have also facilitated a one day training programme for our Trustees and staff on evidence based practice, this was following by a Board strategy planning day which brought the fresh learning about evidence based practice into the Trustees development of their three year plan.

Our Community Participation Officer has begun to engage those with lived experience, creating the foundation for supporting them to campaign in the future. We have secured the support of **8 volunteers with lived experience** who have been trained as **community champions**. This group of inspirational people have just completed a community survey of 100 community members; bringing valuable insights into the causes of deprivation and the type of services and support the community need.

During this year we have focused on those living in working poverty and have collated a significant volume of information. This will form the basis of our first stage research.

10 workshops where 26 working people were interviewed.

2 school parent workshops.

13 individual parent interviews face to face, online and in the wider community.

Whilst this worked proved challenging, our ability to bring the **stories from those with lived experience** and our unique ability to provide meaningful data and information has provided the building blocks for a positive partnership with Local Authority colleagues.

We now work as an integrated member of the newly formed Council Poverty Strategy Group, who are supporting the development of a Poverty Truth Commission and have been involved in a review of (and this project is named in) the South Tyneside Council's Strategic Plan.

This work has been focussed on promoting the absolute need for prevention rather than treatment, with a clear focus on doing what works best to support our community to live their life well, accepting this is a long-term strategic imperative.

Financial review

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statement.

During the year the charity had an income of £422,308 of which £127,727 was restricted (2021: £487,756 of which £161,206 was restricted) and expenditure of £420,200 of which £99,359 was restricted (2021: £386,687 of which £166,737 was restricted). *These figures include the value of donated and distributed food supplies.

There was an operating surplus in the year of £2,108 of which £27,678 was restricted (2021: surplus £101,069 of which a deficit of £18,931 was restricted).

On the 31st October 2022 the charity had net assets of £825,866 of which £538,128 was restricted (2021: £823,758 of which £510,450 was restricted).

The net assets of the charity includes £495,983 which is the book value of the freehold land and building at Laygate, which houses our supported living unit; and £15,082 which is the book value of stock in hand held within the South Tyneside Foodbank.

Employees

During the year the Trustees have carefully reviewed the staffing structure to ensure that the charity is resourced to deliver against its strategic priorities.

- 1 Full time Chief Executive Officer
- 1 Full Time Wellbeing Manager
- 1 Full time Operations/Funding Manager
- 0.3 FTE Wellbeing Officer
- 0.5 FTE Office Manager
- 0.5 FTE Finance Officer
- 0.8 FTE Food Logistics Officer
- 0.8 FTE Housing Manager
- 0.6 FTE Housing Officer

Financial risk reserve	Designated contingency
Income reserve (6 months operating cost)	£142,000
Cessation reserve (foreclosure)	£42,000 Held in a tangible fixed asset
Adversity reserve (Unexpected event)	£15,000
Opportunity reserves	Designated contingency
Working capital reserve (Funding planned initiatives)	nil
Opportunity reserve (Funding new initiative)	nil
Total risk reserve 2021/22	£199,000

Annual Reserves Policy

Hospitality and Hope is a Charitable Incorporated Organisation (CIO), its trustees have a legal duty to:

- Act in the interests of the charity and its beneficiaries.
- Protect and safeguard the assets of the charity
- Act with reasonable care and skill.
- Ensure the charity is accountable.

At the end of this financial year the Trustees reviewed their reserves policy & risk appetite to ensure that the Board can robustly;

- Identify and mitigate areas of financial risk, including potential cashflow issues.
- Inform strategic decisions, including whether to fund new activities from reserves.
- Develop the annual budget, including whether excess reserves can be spent.

The year ahead

We are no less ambitious in our future priorities than we have been this year. This is driven by the rising levels of deprivation within our community, a situation we know will remain increasingly complex due to the current fiscal climate and the impact this brings to a community already struggling to make ends meet.

In 2022/23 we will deliver against the following strategic priorities

YOUR COMMUNITY HUBS <i>Objective: To have three Your Community Shops up and running, and demonstrated the positive impact they have had, supporting 10,800 people.</i> - To have secured the funding and open a second Your Community Shop (YCS). - To have supported 3,600 people in the Your Community Shop network, who are representative of the community make-up and needs.
FOODBANK <i>Objective: To meet the demand of the community who are already stretched and are now faced with a cost of living crisis, declining living standards and escalating cost.</i> - To have trained volunteers to act as sign posters and advocates; supporting those in food crisis to seek support and stability. - To have matched the expected 40% increase in referrals, maintaining a balance between supply and demand.
YOUR COMMUNITY HUBS WELLBEING ACTIVITIES <i>Objective: To have completed a total of 4,265 community wellbeing sessions.</i> - To have secured the funding for and developed a one-stop wellbeing hub in both Your Community Shop locations. - To have delivered 1,460 individual community-based wellbeing sessions.
DEBT AND BENEFIT ADVICE <i>Objective: To have secured £1.8m (2023-25) in recovered benefits or written off debt for those accessing the service.</i> - To have secured the funds to extend our debt advisory service so that we can reach more people in need of financial support. - To have delivered £500k in recovered benefits or written off debt for those accessing the debt advisory service.
SUPPORTED LIVING <i>Objective: To have increased the capacity of our housing service to 9 bedspaces.</i> - To establish a Move On property, enabling our residents to be supported in the next stage of their transition into independent living. - To have developed a 'Passport to Independent Living' training programme that equips and accredits our Supported Living residents for mainstream housing.
COMMUNITY ENGAGEMENT AND PARTICIPATION <i>Objective: To meet the demand of the community who are already stretched and are now faced with a cost of living crisis, declining living standards and escalating cost.</i> - To work with the Trussell Trust Organisation and Mobilising Team to deliver a localised approach to campaigning, alongside those with lived experience, to bring about positive change to food insecurity. - To further develop our partnership with Sunderland University to support our data collection and research into the root causes of deprivation, bringing fresh approaches and new thinking around the causal factors of deprivation and what would work best to bring positive change. - To further our development and community ownership of the brand #chatforchange. - To work as an integral and trusted partner in the South Tyneside Council Poverty Strategy Group, working to support the development of a Poverty Truth Commission. - To work at a grass roots level to connect with people living with high levels of deprivation, gaining their support, and building the confidence to share their voice. - To maintain our position as the trusted voice and central intelligence hub for information on the impact of deprivation in our local community. Utilising this to shape thinking amongst policy and strategy makers. - To shape a campaign that brings the plight of those children and families trapped in working poverty.

A big thank you to our supporters.

Our success and the positive impact that we bring to so many in our community is not delivered in isolation.

Without the continued and generous support from our community, funding bodies and charitable foundations we would simply not be able to make a difference every day.

So, on behalf of our Volunteers, Trustees and staff we would like to say a heartfelt thank you.

**‘Alone
We can do so little.
Together
We can do so much’.**

Helen Keller, author and political activist.

Thank You to

The Albert Hunt Trust

Arnold Clark Auto

Community Area Forums, South Tyneside Council

The Gisela Graham Foundation

The Greggs Hardship Grant

The Grocers’ Charity

Hedley Denton Charitable Trust

The Joicey Trust

John Lewis

Neighbourly Community Fund

Royal Warrant Holders

South Tyneside Council

Trussell Trust – ASDA

Trussell Trust – OLM

Trussell Trust – Cost of Living

Trussell Trust – Participation

Trussell Trust HS – Refurbishment

TW & N Community Foundation

Virgin Money Foundation

Barbour Foundation

.....and to all in our community who supported us with donations throughout the year.

Reference and administrative details of the charity, its trustees and advisors

Registered charity name	Hospitality and Hope
Charity number	1159213
Registered office	Hampden Street Operations Centre Hampden Street South Shields Tyne & Wear NE33 4JR
Trustees and Members of the Board	Pauline Tinnelly Sue Chilton (Treasurer) Sir David Chapman BT Peter Maloney Ann Rodgers – resigned 17.02.22 Sarah Green (Chair) Louise Lydon – appointed 21.10.21 Karen Richardson – appointed 16.08.22 Magnus Peter Robert Willis – appointed 15.07.22
Chief Executive and Senior staff members	Brian Thomas
Independent Examiner	Doug Maltman FMAAT Connected Voice Business Services Ltd One Strawberry Lane Newcastle upon Tyne. NE1 4BX.
Bankers	HSBC 110 Grey Street Newcastle Upon Tyne Tyne & Wear NE1 6JG

Structure, governance and management

Recruitment and Appointment of the Board

Board Induction and Training

New Board Members are introduced to the work of the organisation and informed of their legal roles and responsibilities at an induction meeting. The induction and training programme for new Board Members includes:

- A briefing by the Chair or Chief Executive
- An explanation of roles and responsibilities as a Board Member
- Copies of the main charity documents including the Memorandum and Articles of Association and the Financial Statements
- Copy of the business plan and most recent evaluation report
- Copies of recent board papers including budgets and management accounts
- A copy of the Charity Commission publication "How to be an Effective Trustee"
- A copy of the governance structure.

Statement of Trustee Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity SORP 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 incoming resources and application of resources, including the receipts and payments of the charity for that year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They 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.

Approved by the Trustees on 26.07.2023 and signed on their behalf by:

S Green

Chair

HOSPITALITY AND HOPE CIO

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

For the year ended 31 October 2022

I report on the financial statements of Hospitality and Hope CIO for the year ended 31 October 2022, which are set out on pages 15 to 32.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a Fellow Member of the Association of Accountancy Technicians.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have 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.

Doug Maltman FMAAT
Connected Voice Business Services Ltd
One Starwberry Lane
Newcastle upon Tyne
NE1 4BX
Date: 26.07.2023

HOSPITALITY AND HOPE CIO

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 October 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
<u>Income from:</u>					
Donations and legacies	6	81,487	100	81,587	136,916
Charitable activities					
Grants and contracts	7	147,053	127,627	274,680	286,136
Other trading activities	8	66,041	-	66,041	64,704
Total income		294,581	127,727	422,308	487,756
<u>Expenditure on:</u>					
Raising funds	9	2,985	-	2,985	12,870
Charitable activities					
Operation of the charity	10	317,856	99,359	417,215	373,817
Total expenditure		320,841	99,359	420,200	386,687
Net income/(expenditure) before transfers		(26,260)	28,368	2,108	101,069
Transfers between funds		690	(690)	-	-
Net movement of funds		(25,570)	27,678	2,108	101,069
<u>Reconciliation of funds</u>					
Total funds brought forward		313,308	510,450	823,758	722,689
Total funds carried forward		287,738	538,128	825,866	823,758

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

The notes on pages 17 to 32 form an integral part of these accounts.

BALANCE SHEET

As at 31 October 2022

	Notes	£	Total 2022 £	£	Total 2021 £
<u>Fixed assets</u>					
Tangible assets	17		504,909		508,178
Total fixed assets			504,909		508,178
<u>Current assets</u>					
Stock	18	1,850		-	
Donated food stock	19	15,082		30,251	
Debtors	20	25,257		8,036	
Cash at bank and in hand	21	293,005		292,091	
Total current assets		335,194		330,378	
Creditors: amounts falling due within one year	22	(14,237)		(14,798)	
Net current assets			320,957		315,580
Total assets less current liabilities			825,866		823,758
Total net assets or liabilities			825,866		823,758
<u>Funds of the charity</u>					
Unrestricted income funds			287,738		313,308
Restricted income funds			538,128		510,450
Total funds			825,866		823,758

These financial statements were approved by the Board on:

26.07.2023

and are signed on its behalf by:

S Green
Chair

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

2 Basis of accounting

2.1 Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Hospitality and Hope CIO meets the definition of a public benefit entity under FRS 102.

2.2 Preparation of the accounts on a going concern basis

The charity reported total unrestricted funds at the year end of £287,738 and has already secured a significant amount of funding for the current year. The trustees are of the view that the immediate future of the charity for the next 12 months is secure and that on this basis the charity is a going concern.

3 Income

3.1 Recognition of income

Income is recognised when the charity has entitlement to the resources, any performance conditions attached to the item(s) of income have been met, it is more likely than not that the resources will be received and the monetary value can be measured with sufficient reliability

3.2 Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by FRS102 SORP or FRS102.

3.3 Grants and donations

Income from 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.

Income received in advance of the provision of a specified service is deferred until the criteria of income recognition are met.

3.4 Volunteer help

The value of volunteer help received is not included in the accounts but is described in the trustees' annual report.

3.5 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.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

3.6 Fund 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.

4 Expenditure and liabilities

4.1 Liability recognition

Liabilities are recognised when 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.

4.2 Charitable activities

Expenditure on charitable activities includes the costs of work and other activities undertaken to further the purposes of the charity and their associated support costs.

4.3 Governance and support costs

Support costs have been allocated between governance cost and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

4.4 Irrecoverable VAT

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

4.5 Creditors

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

4.6 Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

5 Assets

5.1 Tangible fixed assets for use by the charity

Individual fixed assets costing £250 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis.

Office and computer equipment	25% straight line
Freehold land and buildings	Straight line over 50 years
Vehicle	Straight line over 5 years

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

Analysis of income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
6 Donations and legacies				
Donations and gifts	48,586	100	48,686	55,665
Donated goods for distribution to recipients	27,593	-	27,593	79,937
Other	5,308	-	5,308	1,314
	81,487	100	81,587	136,916
7 Charitable activities				
<u>Income from grants</u>				
Greggs Foundation	-	-	-	20,000
Greggs Hardship Grant	100	-	100	570
Gisela Graham Foundation	13,000	-	13,000	3,000
Albert Hunt Trust	5,000	-	5,000	5,000
County Durham Community Foundation - Sherburn House Charity	-	-	-	6,000
South Tyneside Council - CAF	500	-	500	4,000
South Tyneside Council - Local Restrictions	-	-	-	7,621
TW&N Community Foundation	-	2,983	2,983	8,000
TW&N Community Foundation - Foodbank	9,970	-	9,970	-
TW&N Community Foundation - Ringtons	-	-	-	4,840
Tenants rent	800	-	800	530
South Tyneside Council - Foodbank	49,500	-	49,500	53,500
Neighbourly	500	-	500	-
Trussell Trust - ASDA	4,261	1,697	5,958	-
Trussell Trust - OLM	6,098	30,488	36,586	-
Trussell Trust - Cost of living	-	5,000	5,000	-
Trussell Trust - Participation	2,822	18,815	21,637	-
Hedley Denton	1,000	-	1,000	1,000
Arnold Clark Auto	1,000	-	1,000	-
Virgin Money Foundation	-	16,535	16,535	-
Trussell Trust HS - Refurbishment	-	28,500	28,500	-
Royal Warrant Holders	-	3,000	3,000	-
Joicey Trust	-	2,100	2,100	-
Grocers Charity	4,800	-	4,800	-
John Lewis	500	-	500	-
Pease Family	12,500	-	12,500	-
Garfield Weston Foundation	-	-	-	25,000
TW&N Community Foundation - Co-op Food	-	-	-	5,591
Coalfields Regeneration Trust	-	-	-	9,945
Balance C/fwd	112,351	109,118	221,469	154,597

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

Income from grants (continued)

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Balance B/fwd	112,351	109,118	221,469	154,597
J Fenwick	-	-	-	600
Finn Family Fund	-	-	-	1,000
Archer Trust	-	-	-	2,000
Dr. Tony Trapp	-	-	-	10,000
Roy & Pixie Baker Charitable Trust	-	-	-	2,000
W A Handley Charitable Trust	-	-	-	2,000
Charitable Trust	-	-	-	2,000
South Tyneside Council - (Summer) HAF	31,000	-	31,000	32,400
Sylvia & Colin Shepherd Charitable Trust	-	-	-	500
Trussell Trust - Financial inclusion	3,702	18,509	22,211	45,560
National Lottery Community Fund	-	-	-	27,968
HMRC Job Retention Grant	-	-	-	5,511
	<u>147,053</u>	<u>127,627</u>	<u>274,680</u>	<u>286,136</u>

8 Other trading activities

Fundraising events	830	-	830	140
Room Hire	-	-	-	200
Supported Living Accommodation residents	61,835	-	61,835	64,364
Shop takings	3,376	-	3,376	-
	<u>66,041</u>	<u>-</u>	<u>66,041</u>	<u>64,704</u>

Income was £422,308 (2021: £487,756) of which £294,581 was unrestricted or designated (2021: £326,550) and £127,727 was restricted (2021: £161,206)

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

Analysis of expenditure on charitable activities

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
9 Raising funds				
Fundraising costs - salary	2,473	-	2,473	12,870
Fundraising costs	512	-	512	-
	<u>2,985</u>	<u>-</u>	<u>2,985</u>	<u>12,870</u>
10 Charitable activities				
<u>Direct costs</u>				
Staff salaries	46,546	28,854	75,400	43,899
Staff NI	30,914	-	30,914	3,323
Pension costs	6,131	-	6,131	682
Staff - Other expenses	275	-	275	-
Donated goods distributed to recipients	42,762	-	42,762	80,275
Food bank core costs:				
- Staff salaries	16,599	-	16,599	18,027
- Staff NI	1,201	-	1,201	1,510
- Pension costs	517	-	517	161
- vehicle costs	2,679	-	2,679	7,183
- Other expenses	597	-	597	20
- Activities	-	-	-	3,966
<u>Support costs</u>				
Volunteer Co-ordinator costs:				
- Salary costs	-	-	-	12,159
- NI costs	-	-	-	1,370
- Pension costs	-	-	-	365
Staff training	735	-	735	1,000
Staff travel	775	-	775	390
Core costs:				
- Literature	-	-	-	170
- Volunteer costs	744	-	744	-
- Office costs	1,428	1,021	2,449	5,822
- Insurance	2,784	-	2,784	3,754
- Membership fees	-	481	481	-
- Sundry	1,377	-	1,377	682
- Equipment	2,264	-	2,264	-
- Depreciation	2,951	6,174	9,125	7,709
- Health and Safety	20	-	20	-
- ICT software	3,508	143	3,651	4,901
- Marketing and communications	2,162	50	2,212	2,271
- M&E Consultancy	900	-	900	6,000
- Legal fees	-	-	-	647
- HR support	2,526	-	2,526	2,105
Balance C/fwd	<u>170,395</u>	<u>36,723</u>	<u>207,118</u>	<u>208,391</u>

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

Support costs continued

Balance B/fwd	170,395	36,723	207,118	208,391
- Staff recruitment expenses	384	-	384	-
- Bank charges	260	-	260	-
- Office costs	660	-	660	1,590
- Refreshments	195	-	195	518
- Payroll fees	1,300	-	1,300	2,359
- Other expenses	-	-	-	3,143
Trussell Trust - Financial Inclusion	-	17,729	17,729	12,546
South Tyneside Council - Covid-19	-	-	-	5,852
National Lottery Community Fund	-	-	-	18,534
Greggs Hardship Fund	-	-	-	654
South Tyneside Council - Holidays, activities and food	24,895	-	24,895	22,310
Coalfields Regeneration Trust	-	-	-	2,699
Laygate - Supported living Accommodation core costs:				
- Salary costs	34,358	-	34,358	29,522
- NI costs	2,583	100	2,683	2,536
- Pension costs	1,068	-	1,068	790
- Agency staff	284	-	284	-
- Training	-	370	370	-
- Office costs	1,669	-	1,669	2,652
- Inspection	230	-	230	-
- Small equipment	350	-	350	-
- Clothing	125	201	326	-
- Premises	7,101	-	7,101	5,224
- Food	668	159	827	620
- House expenses	2,053	-	2,053	1,535
- Activities	77	2,918	2,995	554
- Other expenses	1,531	-	1,531	2,064
Wellbeing:				
- Salary costs	37,025	-	37,025	15,277
- NI costs	2,730	-	2,730	1,081
- Pension costs	810	-	810	288
STEP costs:				
- Premises	2,106	-	2,106	-
- Janitorial	339	-	339	-
- Inspection	1,695	-	1,695	-
- Equipment	250	-	250	-
- Activities	1,558	2,983	4,541	-
Hampden core costs:				
- Inspections	444	-	444	869
- Security	1,245	-	1,245	-
- Premises costs	10,942	-	10,942	7,603
- Building repairs	-	-	-	5,005
- Refurbishment	112	28,500	28,612	-
- Janitorial	191	-	191	643
- Small equipment	285	-	285	-
Grant refunds				
- Trussell Trust	1,770	-	1,770	5,240
- Greggs Foundation	-	-	-	10,000
Balance C/fwd	311,688	89,683	401,371	370,099

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

Support costs continued

Balance B/fwd	311,688	89,683	401,371	370,099
- Coalfields Regeneration Trust	-	-	-	2,710
SHOP costs:				
- Premises	1,416	5,345	6,761	-
- Cleaning	389	-	389	-
- Telephone	287	-	287	-
- Janitorial	486	-	486	-
- Equipment	156	-	156	-
- Membership	318	-	318	-
- Food	501	4,331	4,832	-
- Office costs	301	-	301	-

Governance costs

Trustees event	802	-	802	-
Independent examiner's fees for reporting on the accounts	1,512	-	1,512	1,008
	<u>317,856</u>	<u>99,359</u>	<u>417,215</u>	<u>373,817</u>

Expenditure on charitable activities was £420,200 (2021: £386,687) of which £320,841 was unrestricted or designated (2021: £219,950) and £99,359 was restricted (2021: £166,737)

11 Fees for examination of the accounts

	2022	2021
	£	£
Independent examiner's fees for reporting on the accounts	1,512	1,008
Other accountancy services paid to the examiner	1,300	2,359
	<u>2,812</u>	<u>3,367</u>

12 Analysis of staff costs and the cost of key management personnel

	2022	2021
	£	£
Salaries and wages	134,488	123,296
Social security costs	17,528	9,821
Pension costs (defined contribution pension plan)	7,624	2,286
	<u>159,640</u>	<u>135,403</u>

No employee received remuneration above £60,000 (2021: nil)

The key management personnel of the charity, comprise the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £46,797 (2021: £36,902).

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

13 Staff numbers

The average monthly head count was 14 staff (2021: 13 staff) and the average monthly number of full-time equivalent employees during the year were as follows:

	2022 Number	2021 Number
The parts of the charity in which the employee's work		
Charitable activities	8.1	5.6
	8.1	5.6

14 Transactions with trustees

None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity.

Trustees' expenses

No trustee expenses have been incurred in the year.

Transaction(s) with related parties

There have been no related party transactions in the reporting period.

Sir David Chapman is also a board member for Chapman Charitable Trust and The Giesla Graham Foundation of which a grant of £13,000 was received (2021: £3,000).

15 Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The employer's pension costs represent contributions payable by the charity to the fund and amount to £7,624 (2021: £2,286). There was £902 outstanding as at 31 October 2022 (2021: £486)

16 Corporation Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objectives.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

	Vehicle £	Office and computer equipment £	Freehold land and Buildings £	Total £
17 Tangible fixed assets				
Cost				
Balance brought forward	6,770	4,601	524,423	535,794
Additions	-	5,855	-	5,855
Disposals	-	-	-	-
Balance carried forward	6,770	10,456	524,423	541,649
Depreciation				
Basis	SL	SL	SL	
Rate	25%	25%	50 years	
Balance brought forward	1,354	3,510	22,752	27,616
Depreciation charge for year	1,354	2,082	5,688	9,124
Disposals	-	-	-	-
Balance carried forward	2,708	5,592	28,440	36,740
Net book value				
Brought forward	5,416	1,091	501,671	508,178
Carried forward	4,062	4,864	495,983	504,909

	2022 £	2021 £
18 Stock		
Opening stock	-	20
Added in period	6,180	-
Expensed in period	(4,330)	-
Impaired	-	(20)
Closing stock	1,850	-

	2022 £	2021 £
19 Donated food stock		
Opening stock	30,251	30,589
Added in period	27,593	79,937
Expensed in period	(42,762)	(80,275)
Impaired	-	-
Closing stock	15,082	30,251

	2022 £	2021 £
20 Debtors and prepayments (receivable within 1 year)		
Debtors	22,211	4,625
Prepayments	3,046	3,411
	25,257	8,036

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

21 Cash at bank and in hand

	2022 £	2021 £
Cash at bank	292,555	291,891
Cash in hand	450	200
	293,005	292,091

22 Creditors and accruals (payable within 1 year)

	2022 £	2021 £
Accruals		
Independent examination of the accounts	1,440	1,008
Loan repayment	10,000	10,000
Credit card	652	1,370
Prepaid income	-	228
Other creditors	2,145	2,192
	14,237	14,798

23 Deferred income

Deferred income comprises of advance payments from grants that relate to future periods

	2022 £	2021 £
Balance brought forward	-	44,348
Amount released to income earned from charitable activities	-	(44,348)
Amount deferred in year	-	-
Balance carried forward	-	-

24 Events after the end of the reporting period

No other significant events affecting the Charity since the year end.

25 Analysis of charitable funds

Analysis of movements in unrestricted funds

For the year ended 31 October 2022

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	89,308	294,581	(320,841)	25,690	88,738
Designated funds:					
Contingency Fund	224,000	-	-	(25,000)	199,000
Totals	313,308	294,581	(320,841)	690	287,738

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

For the year ended 31 October 2021

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	122,308	326,550	(219,950)	(139,600)	89,308
Designated funds:					
Contingency Fund	71,000	-	-	153,000	224,000
Totals	193,308	326,550	(219,950)	13,400	313,308

Purpose of unrestricted funds

General unrestricted fund	The 'free reserves' of the charity
Designated Funds:	
Contingency Fund	To cover unexpected costs incurred.

Analysis of movement in restricted funds

For the year ended 31 October 2022

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Laygate Supported Living Accommodation	-	100	(100)	-	-
Building Fund	(14,818)	-	-	4,818	(10,000)
Freehold land and Building	501,672	-	(5,688)	-	495,984
Trussell Trust - Financial Inclusion	19,948	18,509	(18,069)	(4,908)	15,480
TW&N Community Foundation - Ringtons	3,648	-	(3,648)	-	-
Shop equipment	-	1,944	(486)	-	1,458
Trussell Trust - ASDA	-	1,697	-	-	1,697
Trussell Trust - OLM	-	30,488	(21,692)	-	8,796
Trussell Trust - Participation	-	18,815	(8,517)	(600)	9,698
Trussell Trust - Hampden refurbishment	-	28,500	(28,500)	-	-
Trussell Trust - Cost of Living	-	5,000	-	-	5,000
Virgin Money - Shop	-	16,535	(9,520)	-	7,015
Joicey Trust - Shop	-	156	(156)	-	-
Royal Warrant Holders - Shop	-	3,000	-	-	3,000
TW&N Community Foundation - Cooking on a Budget	-	2,983	(2,983)	-	-
Totals	510,450	127,727	(99,359)	(690)	538,128

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

For the year ended 31 October 2021

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Laygate café	-	64,364	(40,964)	(23,400)	-
Greggs Foundation	6,237	-	(6,237)	-	-
Barbour Foundation	15,508	-	(15,508)	-	-
Sir James Knott Trust	24,932	-	(24,932)	-	-
Building Fund	(24,818)	-	-	10,000	(14,818)
Freehold land and Building	507,359	-	(5,687)	-	501,672
Asset - Laygate furniture	73	-	(73)	-	-
Durham County Community Foundation - Sherburn House	-	6,000	(6,000)	-	-
Greggs Hardship Grant	90	570	(660)	-	-
TW&N Community Foundation - Co- op Food	-	5,591	(5,591)	-	-
Coalfields Regeneration Trust	-	9,945	(9,945)	-	-
Trussell Trust Financial Inclusion	-	41,928	(21,980)	-	19,948
National Lottery Community Fund	-	27,968	(27,968)	-	-
TW&N Community Foundation - Ringtons	-	4,840	(1,192)	-	3,648
Totals	529,381	161,206	(166,737)	(13,400)	510,450

Purpose of restricted funds

Restricted funds represent income resources used for a specific purpose within the charity as identified by the donor.

Laygate café	Funds to cover costs of Laygate cafe.
Laygate Supported Living Accommodation	Funds to cover costs of Laygate HMO.
Greggs Foundation	Costs of operating Hampden Street.
Barbour Trust	Staffing to develop the charity.
Sir James Knott	Staffing costs.
Building Fund	Funds to cover costs of Laygate property.
Freehold land and buildings	Value of land and building less depreciation.
Asset - Laygate furniture	Value of Laygate furniture less depreciation.
County Durham Community Foundation - Sherburn House Charity	Staffing costs.
Greggs Hardship Grant	Clothing for Supported Living Accommodation residents.
TW&N Community Foundation - Co- op Food	Funds for the foodbank.
Coalfields Regeneration Trust	Funds for activities for Supported Living Accommodation residents.
Trussell Trust Financial Inclusion	Funds for Financial inclusion Project.
National lottery community Fund	Funds for the foodbank.
TW&N Community Foundation - Ringtons	Funds for the Supported Living Accommodation.
Shop equipment	Funds for purchasing equipment for Community Shop.
Trussell Trust - ASDA	Funds for purchasing stock for Foodbank.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

Purpose of restricted funds (continued)

Trussell Trust - OLM	Funds to bring the lived experience of those suffering deprivation, to the table of statutory organisations to change thinking and inform decision
Trussell Trust - Participation	Funds to deliver our community insight and research, working in the community to identify the root cause of deprivation at a macro level.
Trussell Trust - Hampden refurbishment	Funds to refurbish Hampden Street Operations Centre.
Trussell Trust - Cost of Living	Funds for purchasing stock for the Foodbank.
Virgin Money - Shop	Funds to develop community shop.
Joicey Trust - Shop	Funds to develop community shop.
Royal Warrant Holders - Shop	Funds to develop community shop.
TW&N Community Foundation - Cooking on a Budget	Funds to deliver Cooking on a Budget courses.

Transfers between funds As at 31 October 2022	Reason for transfer	Amount £
Between restricted and unrestricted funds.	Transfer to Building Fund loan.	4,818
Between restricted and unrestricted funds.	Trussell Trust - Financial Inclusion contribution to core costs.	4,908
Between restricted and unrestricted funds.	Trussell Trust - Participation contribution to core costs.	600
Between unrestricted and designated funds.	Trustee decision to decrease Contingency fund for 2022-23.	25,000
Transfers between funds As at 31 October 2021	Reason for transfer	Amount £
Between restricted and unrestricted funds.	Transfer to Building Fund loan.	10,000
Between restricted and unrestricted funds.	Laygate Supported living Accommodation surplus moved to unrestricted funds.	23,400
Between unrestricted and designated funds.	Trustee decision to increase Contingency fund for 2021-22.	153,000

26 Capital commitments

As at 31 October 2022, the charity had no capital commitments (2021 -£nil)

27 Analysis of net assets between funds	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total restated 2021 £
Tangible fixed assets	4,062	500,847	504,909	508,178
Cash at bank and in hand	255,724	37,281	293,005	292,091
Other net current assets/(liabilities)	27,952	-	27,952	23,975
	<u>287,738</u>	<u>538,128</u>	<u>825,866</u>	<u>824,244</u>

28 Guarantee

There have been no guarantees given by the charity at 31 October 2022.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2022

29 Debt

There is no debt outstanding which is owed by the charity and which is secured by an excess charge on any of the assets of the charity at 31 October 2022.

30 Governing document

The organisation is a Charitable Incorporated Organisation - Foundation registered on 14 November 2014 as a body corporate under part 11 of the Charities Act 2011.

Accounts

Annual Report and Financial Statements

For the year ended 31st October 2021



Registered Charity Number 1159213

Making a difference every day

Contents

Contents	Page Number
Trustees annual report	1 to 13
Independent examiners report	14
Statement of financial activities (Including income & expenditure)	15
Balance sheet	16
Notes to financial statements	17 to 32

Objectives and Activities

The Trustees are pleased to present their Annual Trustees' Report together with the financial statements of the charity for the year ended the 31st of October 2021.

The financial statements comply with the Charities Act 2011, the Memorandum of Articles of Association, and the Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable to the UK and Republic of Ireland (FRS 102) (effective 1st January 2019).

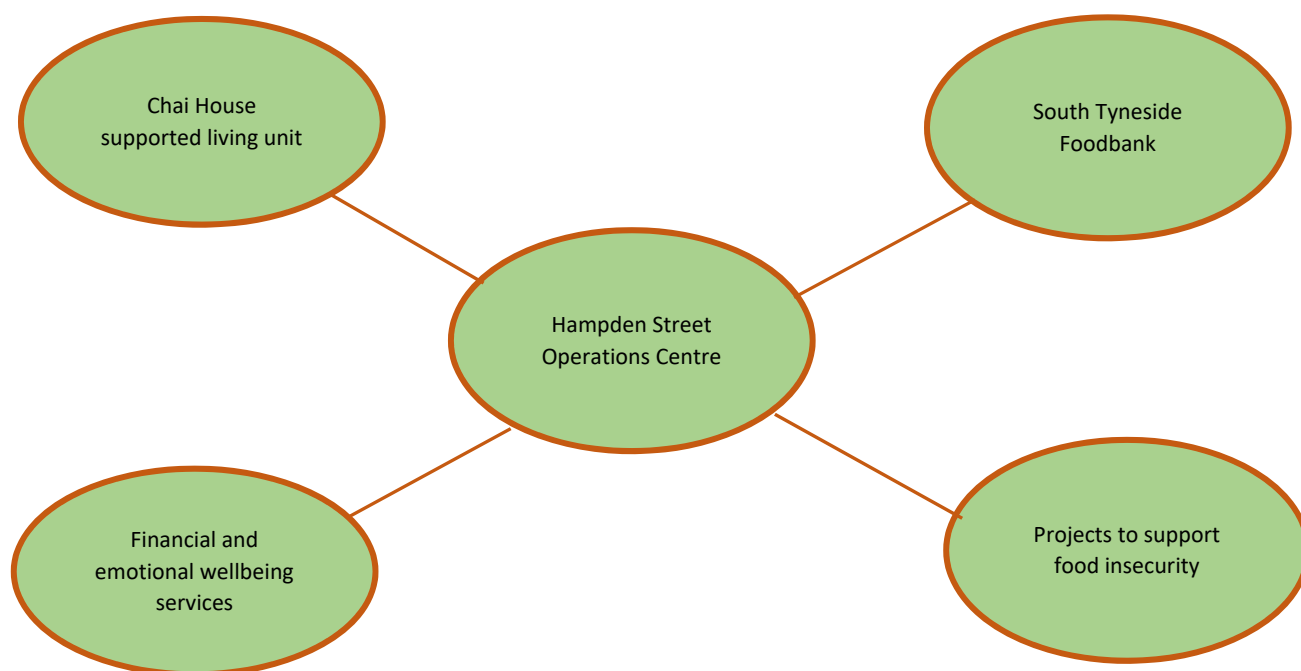
Hospitality and Hope is a charitable incorporated organisation, it's objective is to bring hope to the local community through;

The relief of poverty, sickness and distress amongst vulnerable people in South Tyneside, including those who are homeless or at risk of homelessness. Delivered by the provision of funds, goods, or services of any kind as the Trustees from time to time may think fit, including (but not by way of limitation) by the operations of a soup kitchen, foodbank and wider support services.

The relief of those in need by reason of age, ill health, disability, financial hardship or any other social or economic disadvantage in such ways as the Trustees from time to time may think fit (but not by way of limitation) by the promotion and provision of or assistance with the provision of accommodation and/or supported accommodation appropriate to their needs: and

To further such other purposes being exclusively charitable according to the laws of England and Wales as the Trustees may from time to time think fit.

During the period 1st of November 2020 to the 31st of October 2021 the regular activities of Hospitality and Hope were.



Achievements and Performance

Hospitality and Hope is a home-grown charity. For over 20 years we have focussed on bringing relief to those in the community of South Tyneside who are suffering the effects of living with high levels of deprivation.

With the support of our community, funders and grant making foundations the charity expanded in 2016 with the addition of a supported housing unit and café. Since this time, we have raised over 2 million pounds for the delivery of essential support to over 42,000 people living in one of the most deprived communities in the country.

Following our emergency response to the COVID pandemic, in which we supported our community as they faced increased levels of financial and emotional hardship, we have spent the past twelve months working to develop plans on how we will further support our community as they face a life with increased levels of deprivation and financial hardship.

We have strengthened our **community insight** to better understand those factors that are driving high levels of deprivation in South Tyneside. Using this information, we have developed an **ambitious** and **innovative** three-year strategic plan, with the aim of **bringing sustainable and positive change** for our community.

As we enter our third decade, we want to ensure that Hospitality and Hope remains the **provider of choice** for those who need a helping hand. However, we have also been mindful that our involvement in achieving a positive impact for our community, in South Tyneside, cannot be delivered in isolation. During the past year we have significantly extended our partnerships working; and by collaborating with others we have begun to develop services that bring impact for and make a difference to our community.

Our three year strategic plan provides the foundation stone on which we are building another significant step change in the way we work and the services that we provide. This has brought renewed energy, drive and commitment to take a preventative approach. We are working hard to understand our community's needs, bring lived experience to the design of services and be mindful of what works best to bring long term sustainable change for our community.

Over the past twelve months we have developed the **South Tyneside Empowering People (STEP)** project which is our new wellbeing service that aims to improve our community's emotional, financial and physical wellbeing. A critical element of our wellbeing service has been the partnership with Age Concern Tyneside South who provide our newly established **Debt and Welfare Benefit Advice Service**.

Our supported housing offer has been further developed with the **Passport to Independent Living** programme. This provides individually tailored housing and support services to vulnerable homeless men, bringing stability into their life, so that they can develop essential life skills and successfully move into an independent lifestyle.

Our support to those living in food insecurity has been enhanced by our involvement in the statutory **Holiday and Activities Programme** in which we supported children at risk of hunger, during the school holidays. Additionally our **Christmas food campaigns** provided families with a Christmas day meal. This work will be further strengthened in 2022 with the opening of a **Community Shop** that will provide people with access to food support in a dignified and social way.

This report contains more information on the success of Hospitality and Hope over the past twelve months and our ambitions for the future. We hope that our journey inspires you as much as it does for our team of volunteers, Trustees and staff.

During the 2020/21 business year we met our strategic priority of extending our community reach.

This work was primarily achieved in partnership with local schools who assisted us to identify those families who needed a helping hand and would not necessarily reach out for support.

5,587 people supported

3,059 children

2,528 adults

'Thank you for dropping off the gift vouchers and also thank you and your colleagues so much for all of the support and help that you have given to our families throughout the year'.

It has been such a difficult year for everyone, some more than others, financially and emotionally. Your amazing service makes such an impact and we cannot thank you all enough. Please never underestimate the difference you are making in our community'.

School Teacher.



STRATEGIC PLAN 2021 to 2024

OUR VISION

The community of South Tyneside will be able to live without the stigma of disadvantage and inequality, with an increased sense of hope for a positive and self reliant future.

OUR VALUES

COMPASSION

We work with care, understanding and a compelling desire to support vulnerable people.

INTEGRITY

We work with transparency and ensure that our decisions are ethical and morally sound.

INCLUSIVITY

We are inclusive by design, ensuring that our service is accessible to all in our community.

EMPOWERMENT

We believe that people can change and our work will instil self belief and confidence for a better future.

OUR PRIORITIES



Improving Community Wellbeing

We will provide innovative and forward thinking wellbeing services that impact positively on the emotional, financial and physical wellbeing of those most in need, enabling them to live a comfortable, healthy and happy life.



Tackling Food Poverty

We will provide a caring service to those who need a helping hand, supporting them to access essential services so that they can live well without the need for food support.



Reducing Homelessness

We will provide individually tailored housing and support services to vulnerable homeless people, Bringing stability into their life, so that they can develop essential life skills and successfully move into an independent lifestyle.



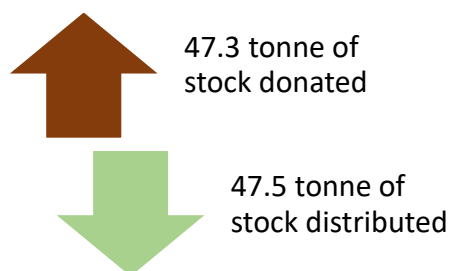
Increasing Employability

We will provide support to those seeking employment by delivering services that enhance their knowledge, skills and qualifications, enabling them to secure work and regain control of their life.

OUR ENABLERS

- We understand the needs of our community and use their lived experience to shape service delivery and ensure our services are accessible to all.
- We work with academic institutions, beneficiaries and partners to develop evidence based approaches and evaluate impact.
- We work in partnership with Statutory, Third Sector and Community Groups, remaining flexible and responsive in our approach.
- We advocate on behalf of those in need, remaining open and honest in our communication in order to positively influence others.
- We have an open and transparent relationship with funders, building trust and mutual respect.

Tackling Food Poverty

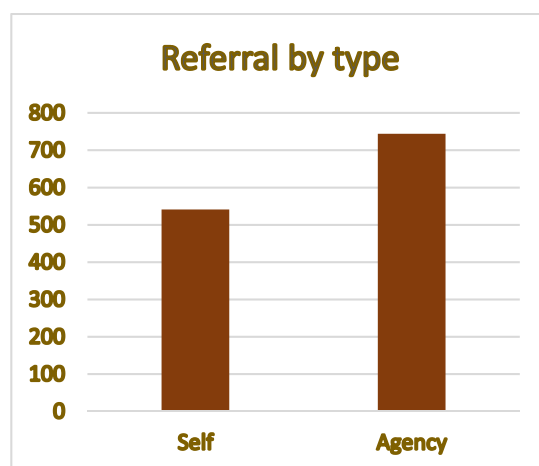


Food insecurity continues to be a daily challenge for our community. In 2020/21 our **South Tyneside Foodbank** experienced another busy year with the number of people needing our help maintaining the increase seen at the beginning of the pandemic. Without the support of our community, supermarket partners (particularly ASDA) and local businesses we would simply not be able to make a difference every day to those who need a helping hand.

We supported **3,800** people who are living in food insecurity.

We know that needing food support brings a stigma that our team work hard to help the individual overcome. We also refer people for support to address the issues that impact negatively on their life; including our own wellbeing service and debt advice service. The self-referral route for food support, implemented during COVID, continues to be used well and this will remain during 2021/22.

It is pleasing to see that as the world returned to work this year, our agency referral levels have increased to pre covid levels.



Thank you for the support I received today it really meant a great deal to me in more ways than been able to put a meal on the table.

With regards to speaking to Ian that is something I will certainly do. It felt so good not having the door shut in my face for the first time in what feels like a long long time.

I felt a genuine feeling for my well-being from the moment I was greeted in the foyer off the lady and the gent on duty. Which has given me faith that I'm moving in a direction needed to get back on track, Thank you ever so much.

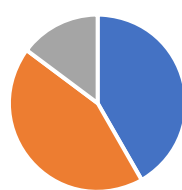
Food bank beneficiary

Adult/Child



■ Adult ■ Child

Family Type



■ Family ■ Single person ■ Couple

South Tyneside has seen an increase in the number of children living in food insecurity. This has been mirrored in our service with families and children now representing 43% and 40% respectively.

Reducing Homelessness

Located in Laygate, South Shields, Chai House is a 5 bedroom property regulated by South Tyneside Council as a large House of Multiple Occupancy (HMO), but that is where the similarity ends with other HMO's in the area.

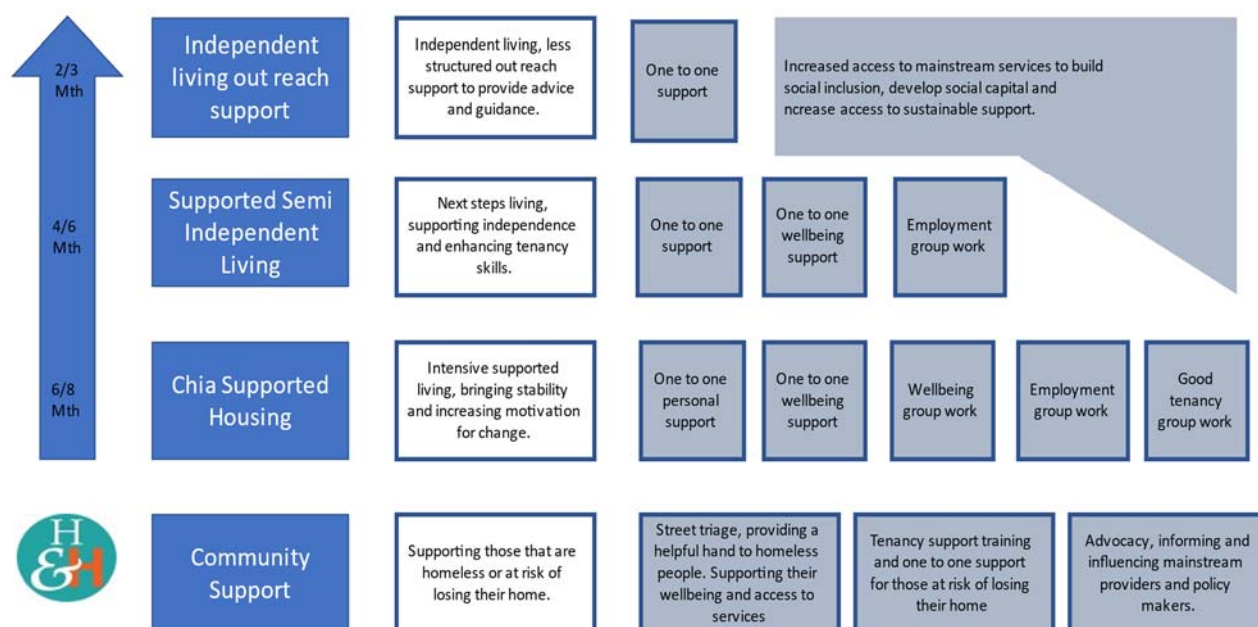
The services provided at Chai House are more representative of a supported living unit and have been enhanced over the past twelve months with the support of grants from the Coalfields Regeneration and the Ringtons Foundation. Our team are specialists in the field of supported housing, they provide more than 60 hours support each week, delivered 7 days per week.

Whilst Chai House has been successful and brought positive impact to some residents, we have found that others find the move from a fully supported living environment into mainstream housing to be a huge leap that can challenge their confidence to live well independently. This has, in the past, led to some regression back into a supported housing environment.

This evidence leads us to believe that we would better serve those in our community who present with long term complex needs if we developed a whole system approach to addressing their homelessness and improving their independent living skills.

To achieve this, we have developed a 'Passport to Independent Living' programme that will expand our service offer and deliver structured support across the full spectrum of a person's transition from homelessness to full independent living.

Hospitality and Hope – Passport to Independent Living



During the 202/21 financial year, Chai House has supported 13 adult males who required support due to homelessness, addictions or poor mental health.

The success of our new approach is clear. In 2020/2021 residents have benefited from both a group work and one to one programme of activity that has improved their emotional, physical and financial wellbeing.

Work has also focussed upon the development of vocation skills and training with **24 vocational qualifications** being achieved in the year.

Residents have also benefited from intensive one to one support sessions. These have been delivered to provide tailored and individualised support that increased residents' personal resilience enabling them to gain the confidence to move forward positively with their lives. Examples include:

- Increased compliance with treatment services.
- Increased parental access visits to children.
- Accessing counselling to address the impact of historical bereavement.
- Accessing services to improve poor mental health.
- Increased financial resilience.



Residents and staff on a photography group work session

The impact of this work is best summed by the words of a resident who had lived a life in prison and temporary accommodation, until successfully completing a stay with us:

‘there is now hope of a normal life ahead of me’.

One of our Success Stories

Mr C came to us in December 2020. He was originally from Liverpool but following a custodial sentence he made the decision not to return to his home area, due to family issues and relationships breakdowns, and moved to South Tyneside.

Mr C showed self-determination and the personal ambition and drive to want to succeed, to get a job and to develop his financial management skills and independent life skills. However, shortly after his tenancy commenced Mr C suffered a close family bereavement. This impacted on his mental health and he was understandably very low. At this time Mr C started reconnecting and repairing relationship with family in Liverpool, which proved to be a positive step in managing his grieving process.

With the help of a grant Coalfields Rgeneration, we were able to provide additional and intensive support for Mr C assisting with self-refer to Lifecycles a mental health and bereavement support group. Staff also spent a huge amount of time supporting Mr C emotionally and promoting his emotional wellbeing.

With support Mr C attended educational courses developing a career pathway through health and safety, moving and handling, and numeracy and literacy. As a result of the Coalfield grant we secured support for Mr C in preparing job applications, developing interview skills and provided a suit. This gave Mr C the confidence to apply for a job vacancy, in the local area.

On the 28th May 2021 Mr C entered employment, having been selected from a group of 42 applicants. This gave Mr C the belief that his life was changing for the better and he then decided he was ready to move into his own accommodation and start a fresh chapter in his life.

Mr C continues to benefit from distant outreach support and remains in touch with staff.

Improving Community Wellbeing

We know that living with multiple levels of deprivation impacts negatively on an individual's health and wellbeing, increasing their social isolation and creating a disconnect with their community support networks.

The COVID pandemic has impacted significantly on our community who are already suffering the effects of long term deprivation.

In 2021 the Trustees invested in the delivery of their priority to improve community wellbeing. In July we appointed a Wellbeing Manager with the aim of accelerating the development of our wellbeing strategy.

Improving Community Wellbeing

We will provide innovative and forward-thinking wellbeing services that impact positively on the emotional, financial and physical wellbeing of those most in need, enabling them to live a comfortable, healthy and happy life.

Much work has been undertaken to develop our **South Tyneside Empowering People (STEP)** project, with our first wellbeing hub being opened in Chichester in November 2021. Following consultation with the community, local schools and other agencies we commenced our first Chatty Café providing support for those who are isolated and in need of social support, and a cooking on a budget programme for parents who have asked for support to better manage their finances and cook healthily. The impact of this work has been significant and reinforces the need for such services within our community.

'This has been a brilliant and life changing experience. Before attending the cooking on a budget and the café I was receiving weekly support from Talking Therapies. The skills that I have gained and friendships that I made have given me the confidence to say I don't need the support of Talking Therapies. Thank you, Kerry Bell and the team at Hospitality and Hope, you are all truly brilliant'.

Wellbeing beneficiary

- Reduced social isolation
- Increase community connectivity
- Reduce debt
- Increase household finance
- Reduce isolation
- Increase social capital
- Reduce food insecurity
- Increase healthy eating

Linked to our wellbeing strategy, during 2021 we have been talking to people about the best way we can assist them to live free from food insecurity and provide the support they need to feel connected with their own community.

This work led us to identify the need for a **Community Shop** that will provide a dignified way to receive food support and establish an anchor in the community at which people can connect together and develop the support services that meet their needs.

With the support of the Virgin Money Foundation, we will open our first Community Shop in 2022 and a second one in 2023.

Making a difference everyday - Projects

This year has proved to be particularly exciting as we worked to bring our three-year strategic plan and priorities to life.

A critical development has been the partnership working with our local schools, who serve some of the most deprived areas in South Tyneside. They have enabled us to target our support to those families who need it most. This has extended our community reach and strengthened our reputation as a provider of choice.

Our achievements span four core projects:

In partnership with the Community Foundation, Dicksons Family Butchers and Fresh and Fruity Grocers we provided 100 families with a Christmas meat and vegetable voucher. This enabled families, 180-adults and 340 children, to enjoy a Christmas day meal.

In partnership with the National Lottery Community Fund (COVID-19) we delivered a £50 Asda voucher to support 200 families with their weekly shop. This was targeted at those families who did not receive an Easter school holiday voucher and supported 424 adults and 499 children.

In partnership with South Tyneside Council, we delivered a Holiday Activities and Food Programme during the school holidays. We supported 216 children with a weekly food hamper and activities. Over the 6 weeks we distributed 12 tonnes of food and provided 6,480 hot lunches.

Working with the Trussell Trust and in partnership with Age Concern Tyneside South we established a welfare benefit and debt advisory service. This service achieved a high take up rate, demonstrating the seriousness of financial deprivation in our area, and recovered £202,000 in lost benefit and written off debt. This project returned £20 in community benefit for each £1 invested.

1787 beneficiaries supported

1055 Children

732 adults

'Can I just say on behalf of myself, my two sons and my mam a massive thank you to you and your team. You really made our Christmas special and took away the worry of how we were going to afford Christmas dinner and the treats that go with it. We had a lovely day and hope that your team did too. You are doing an outstanding job and I will always be grateful for the help you gave my family'.

(Beneficiary)

'It has been such a difficult year for everyone, some more than others, financially and emotionally. Your amazing service makes such an impact and we cannot thank you all enough. Please never underestimate the difference you are making in our community'

(Head Teacher)

£202,000 recovered in
benefit payments & written off
debt

Financial review

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statement.

During the year the charity had an income of £487,756 of which £161,206 was restricted (2020: £371,080 of which £208,949 was restricted) and expenditure of £386,687 of which £166,737 was restricted (2020: £324,029 of which £224,064 was restricted). *These figures include the value of donated and distributed food supplies.

There was an operating surplus in the year of £101,069 of which a deficit of £18,931 was restricted (2020: surplus £47,051 of which of a deficit of £15,115 was restricted).

On the 31st of October 2021 the charity had net assets of £823,758 of which £510,450 was restricted (2020: £722,689 of which £529,381 was restricted). * The 2020 total net asset has been revised to include the value of donated stock held in the South Tyneside foodbank.

The funds of the charity includes £501,671 which is the book value of the freehold land and building at Laygate, which houses our supported living unit; and £30,251 which is the book value of stock in hand held within the South Tyneside Foodbank.

Employees

At the start of this financial year, the Trustees appointed a new Chief Executive Officer, who brings significant senior leadership experience to Hospitality and Hope.

During the year the Trustees have carefully reviewed the staffing structure to ensure that the charity is resourced to deliver against its strategic priorities.

1 Full time Wellbeing Manager
0.3 FTE Wellbeing Officer
0.6 FTE Food Service/Volunteer Co-ordinator
0.5 FTE Foodbank Administrator
0.8 FTE Food Logistics Officer
0.3FTE Administrator
0.8 FTE Housing Manager
0.6 FTE Housing Officer

Annual Reserves Policy

Hospitality and Hope is a Charitable Incorporated Organisation (CIO), its trustees have a legal duty to:

- Act in the interests of the charity and its beneficiaries.
- Protect and safeguard the assets of the charity
- Act with reasonable care and skill.
- Ensure the charity is accountable.

At the end of this financial year the Trustees reviewed their reserves policy & risk appetite to ensure that the Board can robustly;

- Identify and mitigate areas of financial risk, including potential cashflow issues.
- Inform strategic decisions, including whether to fund new activities from reserves.
- Develop the annual budget, including whether excess reserves can be spent.

Financial risk reserve	Designated contingency
Income reserve (6 months operating cost)	£142,000
Cessation reserve (foreclosure)	£52,000
Adversity reserve (Unexpected event)	£15,000
Opportunity reserves	Designated contingency
Working capital reserve (Funding planned initiatives)	£15,000
Opportunity reserve (Funding new initiative)	nil
Total risk reserve 2021/22	£224,000

The year ahead

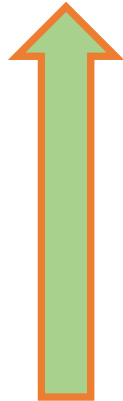
Energy prices

Food costs

Taxation

Fuel

Household bills



We are no less ambitious in our future priorities; this is driven by the rising levels of deprivation within our community. A situation we know will become increasingly complex due to the current fiscal climate and the impact this brings to a community already struggling to make end meet.

"It horrifies me that we have people who are really struggling and will increasingly struggle in the coming year, I think we will see more and more of a demand for food support in our own communities.

Cllr Ruth Berkley – East Shields and Whitburn Community Area Forum

In 2021/22 we will deliver against the following strategic priorities

Improving Community Wellbeing

- Secure the funds to extend our debt advisory service so that we can reach more people in need of financial support.
- Explore the potential of partnering with others to take a preventative approach to aged person loneliness.
- Extend our structured and client centred wellbeing programmes within areas of high need.

Reducing Homelessness

- Developing a 'good tenant' training programme that equips and accredits our supported living residents for mainstream housing.
- Further expand our supported living accommodation.
- Develop the 'good tenant' programme for those in the community struggling to maintain their tenancy and at risk of homelessness.

Tackling Food Poverty

- Explore the potential of partnering with others to take a preventative approach to aged person food poverty.
- To act as signposters and advocates; supporting those in food crisis to seek support and stability in their life.
- Seeking the funding and creating the partnerships necessary to open a second community shop.
- Increasing our community reach via enhanced community engagement and social media, bringing the lived experience to service design.
- Expand our understanding of the drivers of deprivation and by working in partnership with others we will bring this intelligence to local strategy and policy makers; and bring influence to commissioning frameworks and service design.

A big thank you to our supporters.

Our success and the positive impact that we bring to so many in our community is not delivered in isolation.

Without the continued and generous support from our community, funding bodies and charitable foundations we would simply not be able to make a difference every day.

So, on behalf of our Volunteers, Trustees and staff we would like to say a heartfelt thank you.

**'Alone
We can do so little.
Together
We can do so much'.**

Helen Keller, author and political activist.

Thank You to

The Trussell Trust	TW & N Community Foundation
South Tyneside Council	The Finn Family Fund
The Grocers' Charity	The WA Handley Charity Trust
The Money Saving Expert Charity	Roy and Pixie Baker Charitable Trust
Coalfields Regeneration Trust	Archer Trust
The Hedley Denton Charitable Trust	Sir James Knott Trust
Greggs Foundation NE	South Tyneside Holiday Activity and Food Programme
Gisela Graham Foundation	The Sylvia and Colin Shepherd Charitable Trust
National Lottery Community Fund	The 1989 Willan Charitable Trust
Durham Community Foundation	The Joicey Trust
Sherburn House Charity	Sir John Priestman Charitable Trust
Albert Hunt	J.M. Kennair
Garfield Weston Foundation	The CO-OP food fund
Ringtons Foundation Limited	The Ballinger Charitable Trust
Dr Tony Trapp	South Tyneside Community Area Forums
The Mirianog Trust	The WO Street Charitable Trust
SERCO Foundation	Muckle LLP
William Webster Charitable Trust	J Fenwick

.....and to all in our community who supported us with donations throughout the year.

Reference and administrative details of the charity, its trustees and advisors

Registered charity name	Hospitality and Hope
Charity number	1159213
Registered office	Hampden Street Operations Centre Hampden Street South Shields Tyne & Wear NE33 4JR
Trustees and Members of the Board	Pauline Tinnelly (Chair) Sue Chilton (Treasurer) Sir David Chapman BT Peter Maloney Ann Rodgers – resigned 17.02.22 Sarah Green David Wheatley – resigned 5.11.20 Louise Lydon – appointed 21.10.21
Chief Executive and Senior staff members	Brian Thomas
Independent Examiner	Doug Maltman FMAAT Connected Voice Business Services Ltd Higham House Higham Place Newcastle upon Tyne. NE1 8AF.
Bankers	HSBC 110 Grey Street Newcastle Upon Tyne Tyne & Wear NE1 6JG

Structure, governance and management

Recruitment and Appointment of the Board

Board Induction and Training

New Board Members are introduced to the work of the organisation and informed of their legal roles and responsibilities at an induction meeting. The induction and training programme for new Board Members includes:

- A briefing by the Chair or Chief Executive
- An explanation of roles and responsibilities as a Board Member
- Copies of the main charity documents including the Memorandum and Articles of Association and the Financial Statements
- Copy of the business plan and most recent evaluation report
- Copies of recent board papers including budgets and management accounts
- A copy of the Charity Commission publication "How to be an Effective Trustee"
- A copy of the governance structure.

Statement of Trustee Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity SORP 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 incoming resources and application of resources, including the receipts and payments of the charity for that year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They 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.

Approved by the Trustees on 25.07.2022 and signed on their behalf by:

P Tinnelly
Chair

HOSPITALITY AND HOPE CIO

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

For the year ended 31 October 2021

I report on the financial statements of Hospitality and Hope CIO for the year ended 31 October 2021, which are set out on pages 15 to 32.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a Fellow Member of the Association of Accountancy Technicians.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have 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.

Doug Maltman FMAAT
Connected Voice Business Services Ltd
Higham House
Higham Place
Newcastle upon Tyne
NE1 8AF
Date: 26.07.2022

HOSPITALITY AND HOPE CIO

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 October 2021

	Notes	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020 restated
		£	£	£	£
Income from:					
Donations and legacies	6	136,916	-	136,916	107,543
Charitable activities					
Grants and contracts	7	189,294	96,842	286,136	178,367
Other trading activities	8	340	64,364	64,704	85,170
Total income		326,550	161,206	487,756	371,080
Expenditure on:					
Raising funds	9	12,870	-	12,870	-
Charitable activities					
Operation of the charity	10	207,080	166,737	373,817	324,029
Total expenditure		219,950	166,737	386,687	324,029
Net income/(expenditure) before transfers		106,600	(5,531)	101,069	47,051
Transfers between funds		13,400	(13,400)	-	-
Net movement of funds		120,000	(18,931)	101,069	47,051
Reconciliation of funds					
Total funds brought forward		193,308	529,381	722,689	675,638
Total funds carried forward		313,308	510,450	823,758	722,689

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

The notes on pages 17 to 32 form an integral part of these accounts.

BALANCE SHEET

As at 31 October 2021

	Notes	£	Total 2021 £	£	Total 2020 restated £
<u>Fixed assets</u>					
Tangible assets	17		508,178		507,663
<i>Total fixed assets</i>			508,178		507,663
<u>Current assets</u>					
Stock	18	-		20	
Donated food stock	19	30,251		30,589	
Debtors	20	8,036		14,715	
Cash at bank and in hand	21	292,091		250,600	
<i>Total current assets</i>		330,378		295,924	
Creditors: amounts falling due within one year	22	(14,798)		(70,898)	
<i>Net current assets</i>			315,580		225,026
<i>Total assets less current liabilities</i>			823,758		732,689
Creditors: amounts falling due after more than one year	23	-		(10,000)	
<i>Total net assets or liabilities</i>			823,758		722,689
<u>Funds of the charity</u>					
Unrestricted income funds			313,308		193,308
Restricted income funds			510,450		529,381
<i>Total funds</i>			823,758		722,689

These financial statements were approved by the Board on:

25.07.2022

and are signed on its behalf by:

P Tinnelly
Chair

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

2 Basis of accounting

2.1 Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities 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 Charities Act 2011.

Hospitality and Hope CIO meets the definition of a public benefit entity under FRS 102.

2.2 Preparation of the accounts on a going concern basis

The charity reported total unrestricted funds at the year end of £313,308 and has already secured a significant amount of funding for the current year. The trustees are of the view that the immediate future of the charity for the next 12 months is secure and that on this basis the charity is a going concern.

The COVID-19 pandemic, has put pressure on all businesses in 2020-21. It should be noted that the trade debtors have been received and the creditors are being paid when the payments are falling due. With the deferred income being held for the activities during 2020-21. No other significant events affecting the Charity since the year end.

3 Income

3.1 Recognition of income

Income is recognised when the charity has entitlement to the resources, any performance conditions attached to the item(s) of income have been met, it is more likely than not that the resources will be received and the monetary value can be measured with sufficient reliability

3.2 Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by FRS102 SORP or FRS102.

3.3 Grants and donations

Income from 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.

Income received in advance of the provision of a specified service is deferred until the criteria of income recognition are met.

3.4 Volunteer help

The value of volunteer help received is not included in the accounts but is described in the trustees' annual report.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

3.5 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.

3.6 Fund 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.

4 Expenditure and liabilities

4.1 Liability recognition

Liabilities are recognised when 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.

4.2 Charitable activities

Expenditure on charitable activities includes the costs of work and other activities undertaken to further the purposes of the charity and their associated support costs.

4.3 Governance and support costs

Support costs have been allocated between governance cost and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

4.4 Irrecoverable VAT

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

4.5 Creditors

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

4.6 Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

5 Assets

5.1 Tangible fixed assets for use by the charity

Individual fixed assets costing £250 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis.

Office and computer equipment	25% straight line
Laygate property furniture	25% straight line
Freehold land and buildings	straight line over 50 years

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

Analysis of income

	Unrestricted	Restricted	Total	Total restated
	Funds	Funds	2021	2020
	£	£	£	£
6 Donations and legacies				
Donations and gifts	55,665	-	55,665	42,012
Donated goods for distribution to recipients	79,937	-	79,937	62,530
Gift Aid	-	-	-	745
Other	1,314	-	1,314	2,256
	<u>136,916</u>	<u>-</u>	<u>136,916</u>	<u>107,543</u>

7 Charitable activities

Income from grants

Greggs Foundation	20,000	-	20,000	15,000
Greggs Hardship Grant	-	570	570	-
Gisela Graham Foundation	3,000	-	3,000	10,000
Albert Hunt Trust	5,000	-	5,000	-
County Durham Community Foundation - Sherburn House Charity	-	6,000	6,000	-
South Tyneside Council - CAF	4,000	-	4,000	-
South Tyneside Council - Local Restrictions	7,621	-	7,621	-
TW&N Community Foundation	8,000	-	8,000	-
	-	-	-	2,871
TW&N Community Foundation - Cookery Course				
TW&N Community Foundation - Ringtons	-	4,840	4,840	-
Tenants rent	530	-	530	-
South Tyneside Council - Foodbank	53,500	-	53,500	41,000
MSE - Foodbank	-	-	-	9,790
CAF - Foodbank	-	-	-	5,366
Cultural Spring	-	-	-	843
Muckle LLP - Café	-	-	-	1,525
Sir John Priestman	-	-	-	5,000
Hedley Denton	1,000	-	1,000	1,000
Ballinger Charitable Trust - Staffing	-	-	-	5,500
Sir James Knott Trust - Staffing	-	-	-	7,000
1989 Willian Charitable Trust - Café	-	-	-	10,000
Miranog Trust	-	-	-	1,000
Joicey Trust	-	-	-	4,500
Grocers Charity	-	-	-	12,500
South Tyneside Council - Business Continuity	-	-	-	20,000
Serco Foundation	-	-	-	2,000
William Webster Charitable Trust	-	-	-	2,000
Community Foundation - Covid-19	-	-	-	10,000
J Kennair	-	-	-	1,000
WO Street Charitable Trust	-	-	-	5,000
Garfield Weston Foundation	25,000	-	25,000	-
TW&N Community Foundation - Co-op Food	-	5,591	5,591	-
Coalfields Regeneration Trust	-	9,945	9,945	-
Balance C/fwd	<u>127,651</u>	<u>26,946</u>	<u>154,597</u>	<u>172,895</u>

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

Income from grants (continued)

	Unrestricted	Restricted	Total	Total restated
	Funds	Funds	2021	2020
	£	£	£	£
Balance B/fwd	127,651	26,946	154,597	172,895
J Fenwick	600	-	600	-
Finn Family Fund	1,000	-	1,000	-
Archer Trust	2,000	-	2,000	-
Dr. Tony Trapp	10,000	-	10,000	-
Roy & Pixie Baker Charitable Trust	2,000	-	2,000	-
W A Handley Charitable Trust	2,000	-	2,000	-
Charitable Trust	2,000	-	2,000	-
South Tyneside Council - (Summer) HAF	32,400	-	32,400	-
Sylvia & Colin Shepherd Charitable Trust	500	-	500	-
Trussell Trust - Financial inclusion	3,632	41,928	45,560	-
National Lottery Community Fund	-	27,968	27,968	-
HMRC Job Retention Grant	5,511	-	5,511	5,472
	<u>189,294</u>	<u>96,842</u>	<u>286,136</u>	<u>178,367</u>

8 Other trading activities

Fundraising events	140	-	140	1,545
Room Hire	200	-	200	200
Supported Living Accommodation residents	-	64,364	64,364	61,740
Laygate café	-	-	-	21,685
	<u>340</u>	<u>64,364</u>	<u>64,704</u>	<u>85,170</u>

Income was £487,756 (2020: £371,080) of which £326,550 was unrestricted or designated (2020: £162,131) and £161,206 was restricted (2020: £208,949)

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

Analysis of expenditure on charitable activities

	Unrestricted	Restricted	Total	Total
	Funds	Funds	2021	restated
	£	£	£	2020
				£
9 Raising funds				
Fundraising costs - salary	12,870	-	12,870	-
	<u>12,870</u>	<u>-</u>	<u>12,870</u>	<u>-</u>
10 Charitable activities				
<u>Direct costs</u>				
Staff salaries	-	43,899	43,899	59,556
Staff NI	787	2,536	3,323	4,458
Pension costs	-	682	682	2,396
Soup kitchen	-	-	-	80
Donated goods distributed to recipients	80,275	-	80,275	62,530
Food bank core costs:				
- Staff salaries	7,331	10,696	18,027	34,749
- Staff NI	727	783	1,510	899
- Pension costs	161	-	161	155
- Office costs	-	-	-	332
- Activity	-	-	-	11,048
- vehicle costs	3,506	3,677	7,183	6,834
- Other expenses	20	-	20	137
Activities/events	-	3,966	3,966	1,141
<u>Support costs</u>				
Volunteer Co-ordinator costs:				
- Salary costs	11,957	202	12,159	13,000
- NI costs	1,370	-	1,370	589
- Pension costs	257	108	365	390
Training	1,000	-	1,000	-
Travel	390	-	390	222
Hospitality	-	-	-	183
Literature	170	-	170	41
Telephone	-	-	-	332
Laygate - Supported living Accommodation core costs:				
- Salary costs	-	29,522	29,522	33,780
- NI costs	-	2,536	2,536	3,170
- Pension costs	-	790	790	933
-Office costs	-	2,652	2,652	1,015
- Premises	-	5,224	5,224	3,474
- Food	-	620	620	321
- House expenses	-	1,535	1,535	1,768
- Activities	-	554	554	436
- Other expenses	-	2,064	2,064	1,204
Balance C/fwd	<u>107,951</u>	<u>112,046</u>	<u>219,997</u>	<u>245,173</u>

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

	Unrestricted	Restricted	Total	Total
	Funds	Funds	2021	restated
	£	£	£	2020
				£
Support costs (continued)				
Balance B/fwd	107,951	112,046	219,997	245,173
Membership fees	-	-	-	1,500
Sundry	634	48	682	1,725
Laygate - Café/Wellbeing Hub core costs:				
- Salary costs	11,370	3,907	15,277	14,738
- NI costs	1,081	-	1,081	2,165
- Pension costs	288	-	288	812
- Redundancy payments	-	-	-	2,002
- Janitor	643	-	643	2,395
- Office costs	1,590	-	1,590	766
- Premises costs	2,182	-	2,182	4,028
- Leases	-	-	-	2,004
- Food and drink	274	-	274	7,622
- Activities	-	-	-	671
- Inspection	-	-	-	1,622
- Other expenses	-	-	-	268
Equipment	-	-	-	1,974
Depreciation	1,948	5,761	7,709	8,986
Stationery	-	-	-	3
ICT software	4,901	-	4,901	2,131
Marketing and communications	2,271	-	2,271	4,240
Building repairs	3,845	1,160	5,005	5,856
Greggs Foundation core costs				
- Activities	-	-	-	290
- Refreshments	244	-	244	457
- Inspections	869	-	869	559
- Office costs	5,503	319	5,822	2,262
- Premises costs	3,609	1,812	5,421	4,847
- Insurance	3,754	-	3,754	2,874
- Payroll fees	2,359	-	2,359	1,016
- Licences	-	-	-	35
- Other expenses	3,143	-	3,143	-
Trussell Trust - Financial Inclusion	655	11,891	12,546	-
South Tyneside Council - Covid-19	5,852	-	5,852	-
National Lottery Community Fund	-	18,534	18,534	-
Greggs Hardship Fund	654	-	654	-
M&E Consultancy	6,000	-	6,000	-
Legal fees	-	647	647	-
HR support	2,092	13	2,105	-
Grant refunds				
- Trussell Trust Large	50	5,190	5,240	-
- Greggs Foundation	10,000	-	10,000	-
- Coalfields Regeneration Trust	-	2,710	2,710	-
South Tyneside Council - Holidays, activities and food	22,310	-	22,310	-
Coalfields Regeneration Trust	-	2,699	2,699	-

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

Governance costs

Independent examiner's fees for reporting on the accounts

1,008	-	1,008	1,008
<u>207,080</u>	<u>166,737</u>	<u>373,817</u>	<u>324,029</u>

Expenditure on charitable activities was £386,687 (2020: £324,029) of which £219,950 was unrestricted or designated (2020: £99,965) and £166,737 was restricted (2020: £224,064)

11 Fees for examination of the accounts

	2021	2020
	£	restated £
Independent examiner's fees for reporting on the accounts	1,008	1,008
Other accountancy services paid to the examiner	2,359	1,016
	<u>3,367</u>	<u>2,024</u>

12 Analysis of staff costs and the cost of key management personnel

	2021	2020
	£	restated £
Salaries and wages	123,296	150,351
Redundancy payments	-	2,002
Social security costs	9,821	11,281
Pension costs (defined contribution pension plan)	2,286	4,686
	<u>135,403</u>	<u>168,320</u>

No employee received remuneration above £60,000 (2020: nil)

The key management personnel of the charity, comprise the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £36,902 (2020: £39,679).

13 Staff numbers

The average monthly head count was 13 staff (2020: 9 staff) and the average monthly number of full-time equivalent employees during the year were as follows:

	2021	2020
	Number	restated Number
The parts of the charity in which the employee's work		
Charitable activities	5.6	6.5
	<u>5.6</u>	<u>6.5</u>

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

14 Transactions with trustees

None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity.

Trustees' expenses

No trustee expenses have been incurred in the year.

Transaction(s) with related parties

There have been no related party transactions in the reporting period.

Sir David Chapman is also a board member for Chapman Charitable Trust and The Giesla Graham Foundation of which a grant of £3,000 was received (2020: £10,000).

15 Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The employer's pension costs represent contributions payable by the charity to the fund and amount to £2,286 (2020: £4,686). There was £486 outstanding as at 31 October 2021 (2020: £644)

16 Corporation Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objectives.

	Vehicle	Office and computer equipment	Laygate property furniture	Freehold land and Buildings	Total
	£	£	£	£	£
17 Tangible fixed assets					
Cost					
Balance brought forward	-	3,147	10,165	524,423	537,735
Additions	6,770	1,454	-	-	8,224
Disposals	-	-	-	-	-
Balance carried forward	6,770	4,601	10,165	524,423	545,959
Depreciation					
Basis	SL	SL	SL	SL	
Rate	25%	25%	25%	50 years	
Balance brought forward	-	2,916	10,092	17,064	30,072
Depreciation charge for year	1,354	594	73	5,688	7,709
Disposals	-	-	-	-	-
Balance carried forward	1,354	3,510	10,165	22,752	37,781
Net book value					
Brought forward	-	231	73	507,359	507,663
Carried forward	5,416	1,091	-	501,671	508,178

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

18 Stock

	2021	2020 restated
	£	£
Opening stock	20	1,476
Added in period	-	20
Expensed in period	-	-
Impaired	(20)	(1,476)
Closing stock	-	20

19 Donated food stock

	2021	2020 restated
	£	£
Opening stock	30,589	30,589
Added in period	79,937	62,530
Expensed in period	(80,275)	(62,530)
Impaired	-	-
Closing stock	30,251	30,589

20 Debtors and prepayments (receivable within 1 year)

	2021	2020 restated
	£	£
Debtors	4,625	2,200
Credit card	-	2,393
Prepayments	3,411	176
Gift Aid	-	9,946
	8,036	14,715

21 Cash at bank and in hand

	2021	2020 restated
	£	£
Cash at bank	291,891	250,450
Cash in hand	200	150
	292,091	250,600

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

22 Creditors and accruals (payable within 1 year)

	2021	2020 restated
	£	£
Accruals		
Independent examination of the accounts	1,008	1,008
Loan repayment	10,000	10,000
Credit card	1,370	2,013
Deferred income		
National Lottery Community Fund	-	27,968
Trussell Trust	-	16,380
Prepaid income	228	-
Other creditors	2,192	13,529
	14,798	70,898

23 Creditors and accruals (payable after more than 1 year)

	2021	2020 restated
	£	£
Long Term Loan	-	10,000
	-	10,000

24 Deferred income

Deferred income comprises of advance payments from grants that relate to future periods

	2021	2020 restated
	£	£
Balance brought forward	44,348	-
Amount released to income earned from charitable activities	(44,348)	-
Amount deferred in year	-	44,348
Balance carried forward	-	44,348

25 Events after the end of the reporting period

The COVID-19 pandemic, has put pressure on all businesses in 2020-21. It should be noted that the trade debtors have been received and the creditors are being paid when the payments are falling due. No other significant events affecting the Charity since the year end.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

26 Analysis of charitable funds

Analysis of movements in unrestricted funds For the year ended 31 October 2021

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	122,308	326,550	(219,950)	(139,600)	89,308
Designated funds:					
Contingency Fund	71,000	-	-	153,000	224,000
Totals	193,308	326,550	(219,950)	13,400	313,308

For the year ended 31 October 2020 (restated)

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	92,914	162,131	(67,376)	(65,361)	122,308
Designated funds:					
Contingency Fund	-	-	-	71,000	71,000
Totals	92,914	162,131	(67,376)	5,639	193,308

Purpose of unrestricted funds

General unrestricted fund	The 'free reserves' of the charity
Designated Funds:	
Contingency Fund	To cover unexpected costs incurred.

Analysis of movement in restricted funds For the year ended 31 October 2021

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Laygate Supported Living Accommodation	-	64,364	(40,964)	(23,400)	-
Greggs Foundation	6,237	-	(6,237)	-	-
Barbour Foundation	15,508	-	(15,508)	-	-
Sir James Knott Trust	24,932	-	(24,932)	-	-
Building Fund	(24,818)	-	-	10,000	(14,818)
Freehold land and Building	507,359	-	(5,687)	-	501,672
Asset - Laygate furniture	73	-	(73)	-	-
Balance C/fwd	529,291	64,364	(93,401)	(13,400)	486,854

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
<i>Balance B/fwd</i>	529,291	64,364	(93,401)	(13,400)	486,854
Durham County Community Foundation - Sherburn House Charity	-	6,000	(6,000)	-	-
Greggs Hardship Grant	90	570	(660)	-	-
TW&N Community Foundation - Co- op Food	-	5,591	(5,591)	-	-
Coalfields Regeneration Trust	-	9,945	(9,945)	-	-
Trussell Trust Financial Inclusion	-	41,928	(21,980)	-	19,948
National Lottery Community Fund	-	27,968	(27,968)	-	-
TW&N Community Foundation - Ringtons	-	4,840	(1,192)	-	3,648
<i>Totals</i>	<u>529,381</u>	<u>161,206</u>	<u>(166,737)</u>	<u>(13,400)</u>	<u>510,450</u>

For the year ended 31 October 2020 (restated)

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Laygate café	-	27,157	(27,157)	-	-
1989 William Charitable Trust - café	-	10,000	(10,000)	-	-
Muckle LLP - café	-	1,525	(1,525)	-	-
Laygate Supported Living Accommodation	-	61,740	(46,101)	(15,639)	-
Foodbank	-	54,156	(54,156)	-	-
Greggs Foundation	3,077	15,500	(12,340)	-	6,237
William Webster Charitable Trust	-	2,000	(2,000)	-	-
Barbour Foundation	15,508	-	-	-	15,508
Ballinger Charitable Trust	2,416	5,500	(7,916)	-	-
Sir James Knott Trust	17,932	7,000	-	-	24,932
Building Fund	(34,818)	-	-	10,000	(24,818)
Freehold land and Building	513,047	-	(5,688)	-	507,359
Asset - Laygate furniture	2,614	-	(2,541)	-	73
TW&N Community Foundation - Cookery course	4,095	2,871	(6,966)	-	-
Chapman Charity	1,224	-	(1,224)	-	-
Hilden Charitable Trust	5,000	-	(5,000)	-	-
Various funders - Staffing	3,950	-	(3,950)	-	-
M Stephenson	2,500	-	(2,500)	-	-
Hadrian Trust	1,000	-	(1,000)	-	-
Durham County Community Foundation - Sherburn House Trust	2,000	-	(2,000)	-	-
	2,500	-	(2,500)	-	-
<i>Balance C/fwd</i>	<u>548,045</u>	<u>187,449</u>	<u>(200,564)</u>	<u>(5,639)</u>	<u>529,291</u>

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

Restricted funds (continued)	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Balance B/fwd	548,045	187,449	(200,564)	(5,639)	529,291
W A Handley Charitable Trust	5,000	-	(5,000)	-	-
RW Mann Trust	1,000	-	(1,000)	-	-
Archer Trust	2,000	-	(2,000)	-	-
Gisela Graham Foundation	-	10,000	(10,000)	-	-
Sir John Priestman	-	5,000	(5,000)	-	-
Miranog Trust	-	1,000	(1,000)	-	-
Joicey Trust	-	4,500	(4,500)	-	-
J Kennair	-	1,000	(1,000)	-	-
Greggs Hardship Grant	90	-	-	-	90
Totals	550,135	208,949	(224,064)	(5,639)	529,381

Purpose of restricted funds

Restricted funds represent income resources used for a specific purpose within the charity as identified by the donor.

Laygate café	Funds to cover costs of Laygate cafe.
1989 Willian Charitable Trust - café	Funds to cover costs of Laygate cafe.
Muckle LLP - cafe	Funds to cover costs of Laygate cafe.
Laygate Supported Living Accommodation	Funds to cover costs of Laygate HMO.
Foodbank	Running costs of foodbank service.
Greggs Foundation	Costs of operating Hampden Street.
William Webster Charitable Trust	Resurfacing of Hampden Street car park
Barbour Trust	Staffing to develop the charity.
Ballinger Charitable Trust	Staffing costs.
Sir James Knott	Staffing costs.
Building Fund	Funds to cover costs of Laygate property.
Freehold land and buildings	Value of land and building less depreciation.
Asset - Laygate furniture	Value of Laygate furniture less depreciation.
TW&N Community Foundation - Cookery course	Cooking on a budget.
Chapman Charity	Staffing costs.
Hilden Charitable Trust	Staffing costs.
M Stephenson	Staffing costs.
Hadrian Trust	Staffing costs.
County Durham Community Foundation - Sherburn House Charity	Staffing costs.
Roy and Pixie Baker Charitable Trust	Staffing costs.
W A Handley Charitable Trust	Staffing costs.
RW Mann Trust	Staffing costs.
Archer Trust	Staffing costs.
Gisela Graham Foundation	Staffing costs.
Sir John Priestman	Staffing costs.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

Purpose of restricted funds (continued)

Miranog Trust	Staffing costs.
Joicey Trust	Staffing
J Kennair	Staffing
Greggs Hardship Grant	Clothing for Supported Living Accommodation residents.
TW&N Community Foundation - Co-op Food	Funds for the foodbank.
Coalfields Regeneration Trust	Funds for activities for Supported Living Accommodation residents.
Trussell Trust Financial Inclusion	Funds for Financial inclusion Project.
National lottery community Fund	Funds for the foodbank.
TW&N Community Foundation - Ringtons	Funds for the Supported Living Accommodation.

Transfers between funds	Reason for transfer	Amount £
Between restricted and unrestricted funds.	Transfer to Building Fund loan.	10,000
Between restricted and unrestricted funds.	Laygate Supported living Accommodation surplus moved to unrestricted funds.	23,400
Between unrestricted and designated funds.	Trustee decision to increase Contingency fund for 2021-22.	153,000

27 Capital commitments

As at 31 October 2021, the charity had no capital commitments (2020 -£nil)

28 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total restated 2020 £
Tangible fixed assets	6,507	501,671	508,178	507,663
Cash at bank and in hand	283,312	8,779	292,091	250,600
Other net current assets/(liabilities)	23,975	-	23,975	(25,574)
Long term assets/(liabilities)	-	-	-	(10,000)
	313,794	510,450	824,244	722,689

29 Guarantee

There have been no guarantees given by the charity at 31 October 2021.

30 Debt

There is no debt outstanding which is owed by the charity and which is secured by an excess charge on any of the assets of the charity at 31 October 2021.

31 Governing document

The organisation is a Charitable Incorporated Organisation - Foundation registered on 14 November 2014 as a body corporate under part 11 of the Charities Act 2011.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2021

32 Restated accounts for 2019-20

	£
Unrestricted funds as at 31.10.2020	162,719
Donated food stock	30,589
Restated unrestricted funds as at 31.10.2020	193,308

The accounts for the year ended 31 October 2020 have been restated due to missing opening stock for donated goods of £30,589.

HOSPITALITY AND HOPE

England & Wales - Charity number 1159213

Accounts

HOSPITALITY AND HOPE CIO

REPORT AND FINANCIAL STATEMENTS
For the year ended 31 October 2020

Charity Number 1159213

HOSPITALITY AND HOPE CIO

ANNUAL REPORT AND FINANCIAL STATEMENTS

For the year ended 31 October 2020

Contents	Page
Trustees annual report	1 to 14
Independent examiners report	15
Statement of Financial Activities (including income and expenditure account)	16
Balance sheet	17
Notes to the financial statements	18 to 30

HOSPITALITY AND HOPE CIO
TRUSTEES ANNUAL REPORT
For the year ended 31 October 2020

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity for the year ended 31 October 2020.

The financial statements comply with the Charities Act 2011, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)

1. Objectives and Activities

The objectives of the charitable incorporated organisation (CIO) are to bring hope to the local community through:

- the relief of poverty, sickness and distress amongst vulnerable people in South Tyneside, including those who are homeless or at risk of homelessness. Delivered by the provision of funds, goods, or services of any kind as the trustees from time to time may think fit, including (but not by way of limitation) by the operation of a soup kitchen, food bank and wider supported services.
- the relief of those in need by reason of age, ill-health, disability, financial hardship or any other social or economic disadvantage in such ways as the trustees from time to time may think fit including (but not by way of limitation) by the promotion and provision of or assistance with the provision of accommodation and/or supported accommodation appropriate to their needs; and
- to further such other purposes being exclusively charitable according to the laws of England and Wales as the trustees from time to time may think fit.

During the period 1 November 2019 to 31 October 2020 the regular activities of Hospitality and Hope were

- Delivery of the South Tyneside Food Bank by a team of volunteers.
- Management of the Hampden Street Centre, the operational base for the charity.
- Management of the Supported Living Accommodation (HMO).
- Provision of health and wellbeing activities

The following activities were operational until March 20 when they were suspended in line with Government guidelines related to Covid 19.

- Delivery of a soup kitchen by teams of volunteers.
- Delivery of a clothes bank by a team of volunteers.
- Management of the Community Café.

2. Achievements and performance

We have been working at grassroots level for more than 18 years and are embedded within the local community. Addressing the immediate impact of poverty for individuals and families is our main focus. We are also working hard to extend services and support to provide a more holistic approach, which will contribute towards the longer term changes needed to improve beneficiaries' quality of life and future prospects.

Hospitality and Hope has worked tirelessly during 2019/20 to maintain the provision of essential support to our local community. In addition to historically high levels of deprivation, the community has been ravaged by the impact of the COVID-19 pandemic. Like many charities, we continued to support our community by responding with pace and flexibility to the changing needs brought about by high levels of financial poverty resulting from Furlough and the loss of employment.

Notwithstanding the challenges faced by delivering frontline services during a period of substantial national emergency, the Trustees of Hospitality and Hope consider their charitable objectives have been met.

A summary of our key achievements for the year 2019 to 2020

Increased demand for our Food Bank:

- Between November 2020 and October 2021, our Food Bank received 1,822 requests for support. This was to support 4,782 people (3232 adults and 1,550 children) and represents a 36% increase on the previous year.
- The peak in demand was at the start of Covid-19 restrictions (April to June 2020) when we supported a 50% increase in the number of requests for support.

Meeting Community Need:

- Established a self-referral system for easy access to support from our Food Bank.
- Increased our Food Bank operation to five days per week to meet increased demand.
- Introduced a fresh fruit and vegetables project to improve the nutritional value of our Food Bank offer.
- Launched a debt advisory service in partnership with Age Concern Tyneside South (ACTS) to improve the financial wellbeing of those accessing our Food Bank.
- Offered a wellbeing programme for all clients (November 2019 to March 2020) and then a reduced offer for the remainder of the year while in Covid-19 restrictions;
- Supported five Supported Living Accommodation residents to successfully move into fully independent living accommodation.

Improving Operational Effectiveness:

- Strengthened our digital capability to improve reach into the community.
- Conducted a comprehensive charity-wide risk assessment analysis and action plan
- Became an affiliated member of the Trussell Trust.
- Implemented a new Food Bank data collection system to improve our efficiency and effectiveness.
- Commenced a feasibility study for move on property for our Supported Living residents.
- Developed and deepened our partnerships with local authorities and partnership agencies.
- Established a new Finance Steering Group.
- Appointed a new Trustee.

OUR ACHIEVEMENTS IN DETAIL**Context: A Year Like No Other**

For most of this financial year, we have been delivering services during the Covid-19 pandemic. There were only five months when our full portfolio of services were offered. The first National Lockdown in March 2020 saw us suspending our Soup Kitchen and Community Cafe services in compliance with Covid-19 restrictions and regulations.

Between April and October 2020, we focused on the delivery of the:

- Food Bank
- Supported Living Accommodation (SLA)

With a streamlined:

- Health and Wellbeing offer

Strong Governance

The Board of Trustees continue to provide strong leadership and robust governance for the charity. At the start of Lockdown in March 2020, they increased the frequency of Trustee meetings, to weekly, to ensure that our work responded quickly and flexibly to the changing demands during a worldwide pandemic. These meetings were held virtually and continue to in this way until Government advice allows for in person meetings. The Treasurer updated cashflow projections regularly to inform the strategic planning process as well as the performance and financial management of the charity.

The Funding Steering Group continued to meet monthly under the direction of the board, to manage funding applications and the monitoring of funded programmes. A new Finance Steering Group was established in May 2020 to further strengthen our financial robustness.

Our Service Delivery

We offer a portfolio of services developed over time in response to beneficiaries changing needs: Food Bank, Supported Living Accommodation (SLA), Wellbeing Activities, Soup Kitchen and Community Café.

Supporting Food Poverty: South Tyneside Food Bank

Our Food Bank is a key component to our crisis relief service. In response to Covid-19 and with the support of national and local emergency funding from Charities Aid Foundation (CAF), Money Saving Expert, The National Lottery Community Fund, Community Foundation Tyne and Wear and South Tyneside Council this service was scaled up:

- Launch of a Food Bank 'Self-Referral' process for those in need but without the formal mechanisms of a Key Worker to access support. This was the highest ranking referral route to Food Bank services this year
- Activation of the Trussell Trust membership and transfer from paper-based to their national electronic data collection system
- Extension of the space for the Food Bank and the installation of new storage facilities: shelving, storage and refrigerators
- Extension in Food Bank opening hours from two to five days per week
- Appointment of a Food Bank Coordinator in February 2020, initially for 20 hours but increased to 37 hours per week
- Leasing of a van to support Food Bank collections and home deliveries to isolated beneficiaries
- Stock levels were quadrupled from 5 tonnes of food in May to 20 tonnes by October through increases in food donations from a number of large supermarkets and the general public during the pandemic
- Trussell Trust membership also provided a volunteer partnership with British Gas who delivered food and volunteered in the Food Bank during the first lockdown when our volunteers were shielding
- The introduction of a new 'Fresh Fruit and Vegetables Project' to improve the nutritional value of our standard food parcel in October 2020. This will be offered until March 2021.

Between November 2020 and October 2021, our Food Bank received 1,822 requests for support from both self-referrals and a wide range of referral partners including Social Care, HMO's, schools and health organisations. This was to support 4,782 people (3232 adults and 1,550 children). The main reasons for referrals were benefit changes; debt and low income. This is an increase of 36% on the previous year when 1,337 request for support 3,601 people (2,041 adults and 1,559 children). Our peak was at the beginning of Covid-19 (March to May 2020) when we saw a 50% increase on the same period in the previous year. To meet this increased demand, 37 tonnes of food was given out, an increase of 12 tonnes on the previous year (a 48% increase).

The new Food Bank data collection systems provided access to on-going, consistent, high-quality data and intelligence on client referrals and stock movements at a more granular level. It has highlighted that the profile of those needing support with food is changing due to the impact of Covid-19. We have plans to increase partnership working and adapt our marketing to engage with them more effectively to offer support in the coming year.

We have worked hard to further develop a partnership approach to providing emergency food to families and individuals. We have been working closely with local community groups, charities and schools to distribute support directly to their beneficiaries. As well as offering a direct route to some groups that would otherwise not access our Food Bank, this route also removes the stigma of collecting from a Food Bank.

Reducing Homelessness

Our Supported Living Accommodation (Chai House) provides a supportive and active environment for five vulnerable homeless men. During their time as a resident, each person has a personalised support plan with individual goals and milestones to address their need and progress them towards independent living. Each resident makes a commitment to contribute positively to the community through volunteering. Prior to Covid-19, the residents were volunteering regularly in our community café and our Food Bank.

This year, we have supported a total of 14 residents providing a home and on-going support to ensure that they could address their individual issues and prepare them for mainstream services. As individuals, they addressed issues of alcohol or substance misuse contributing to homelessness (9 residents); Mental health interventions (5 residents); made significant progress towards improving their employability including volunteering (10 residents); found employment as a direct result of the support given (3 residents); made significant progress to moving towards an independent home (6 residents) with four more making the transition. All residents addressed multiple issues.

“The charity has helped me in all sorts of ways, having a good night’s sleep and someone to talk to has made all the difference, it’s changed my life.”

“The support at Chai House and the café has massively helped my mental health, giving me purpose and hope, having someone to talk to on bad days without judging me, having a laugh with staff who accept me for who I am and being able to look forward to another day. This is a world away from where I was, depressed, lonely and feeling like I had no future”.

During this year we commenced research and a feasibility study on acquiring an additional property to house residents as part of their structured move on. The data collated from previous residents’ shows that there is a high percentage of regression when independent living is secured. The leap from supported housing into independent is just too big. A ‘semi-supported’ option to bridge the gap would be highly beneficial to residents and be a valuable component of their journey into independent living. This work will be taken forward into our plans for 2020/21.

Improving Health and Wellbeing

Improving the emotional, financial and physical wellbeing of our community remains a core priority for us. Prior to Covid-19, our Support Worker: Wellbeing offered a programme of health and wellbeing activities for our clients. During the spring, we began a series of four-week ‘Cooking on a Budget’ sessions using the kitchen at Hampden Street, which previously had been at the heart of our Soup Kitchen operation.

From April, we continued wellbeing support for the residents of our Supported Living Accommodation (SLA) and a small number of vulnerable Soup Kitchen clients. We provided weekly online support to assist with their mental health and emotional resilience. As restrictions were eased during the summer, a wellbeing resilience programme was developed for the residents including a community garden project.

To support financial wellbeing and to move clients away from the need for emergency food provision, we introduced an onsite Debt Worker in partnership with Age Concern Tyneside South (ACTS). This will be operational until August 2021.

Services offered in the period before the Covid-19 pandemic included:

Soup Kitchen

Our volunteer-run soup kitchen was able to operate for the first half of the financial year but sadly had to cease due to lockdown restrictions. During this time, support was provided to vulnerable and homeless people within the area with the provision of a safe place to eat a hot meal, onsite support through our volunteers and signposting to any deeper support required through other local agencies. From November 2019 to March 2020, we engaged with a total of 79 clients, providing over 200 meals.

During the first few weeks of lockdown the soup kitchen operated a take-out meal option, online/telephone support and attempted to contact many with offers of support via the Food Bank.

Clothing Bank

The extension of our Food Bank was achieved by scaling back our Clothing Bank to an essentials only service in Spring 2020. The removal of this service freed up significant floor space to extend stock holding capability of the Food Bank. A clothing drop off facility in partnership with the Salvation Army was placed in our car park, to allow our supporters to continue to donate clothing to those in need.

Chai Café

Our Community Cafe has provided a quality hub for the local community while also being a resource for training and volunteering for two and a half years. The residents from our Supported Living Accommodation, and lately students from partner organisations have gained invaluable volunteering and on the job training using this community resource.

“Jake progressed from Chai Café into a placement in Newcastle, four days a week. In the past few weeks he has shown enough ability to potentially be offered paid employment if his performance continues as a Kitchen Porter. Although only a short time was spent at Chai Café, the experience of working within a professional environment, and the support he received has enabled Jake to quickly progress to where he has secured a paid position. He was challenged within the placement, enough to build on his core skills in catering, gaining knowledge around a breakfast service and barista training that he can now take to further his career”. NHS Placement Feedback: Nathan Baxter, Project Choice Co-ordinator.

Sadly, our community café was unable to continue trading in a financially viable way as a result of Covid-19 restrictions and decreased footfall in the area. Staff were initially furloughed and then made redundant in July 2020 when the Trustees took the difficult decision to permanently close the facility

Increasing our efficiency

Our digital agenda continued to gather momentum during the year with further strengthening of our website presence, supported by digital communications across social media including Facebook, LinkedIn, Twitter and a new Instagram account.

Throughout the year, we have continued to build upon our success in further developing our digital systems in relation to accounting software, information systems and systems to support remote working. In addition, we secured infrastructure support via an outsourced arrangement that ensures our systems are secure, safe, reliable and legislatively compliant.

Charity income

Income for the charity rose to £371k during the year, a rise of 26% on the previous year. £209k of this was secured as restricted income from various trusts and funders, which contributed towards core costs and specific projects. A General Appeal for staffing costs was successful. Increased supporter engagement, particularly online grew by £21k. We have recently engaged the expertise of a Consultant to lead a Winter Campaign to extend community engagement while raising the profile of the charity and generating 15 tonnes of stock for the Food Bank and a target to raise £15k in donations.

Staffing

At the start of the year, Hospitality and Hope employed nine staff members (5.3FTE). The CEO (f/t) has overall responsibility for the operational delivery of the charity. Our central office hosted four staff: Volunteer Coordinator (0.5 FTE); Administrative Assistant (0.5 FTE); Support Worker: Wellbeing (0.25FTE) and Funding Officer (0.4 FTE)). In addition, our Community Cafe had three staff members (Coffee House Manager (f/t); two Cafe Assistants (0.5 FTE); and our Supported Living Accommodation one full time worker.

A large part of our success can be attributed to the dedication and time given by our family of volunteers. Again, this service was severely impacted by the COVID-19 restrictions as our volunteers followed national COVID-19 restrictions and shielding advice. As restriction eased over the summer and autumn months, we introduced a bubble shift system that enabled some volunteers to return to support the Food Bank.

Throughout the year, sometimes in response to the Covid-19 pandemic, there have been some staff changes:

- The appointment of a Food Bank Coordinator, as a paid staff post, in February 2020.
- Most staff worked from home at the beginning of the pandemic, maintaining only skeleton staff at our Hampden Street headquarters.
- In response to the pandemic, our Volunteer Coordinator transferred support for our family of volunteers to telephone and online with online zoom quizzes, cards and telephone calls.
- Volunteer engagement was significantly reduced during the year, as many were a high risk of infection due to age and health reasons.
- Cafe staff were furloughed in March and then made redundant in July 2020 when the Community Cafe was closed.
- A new Trustee was recruited, David Wheatley, who provided expertise in strategy and digital transformation to the board.
- Paul Oliver, our CEO since June 2018, will be leaving us at the end of November. We have initiated the appointment of a replacement to commence in January 2021.

3. Financial review

Review of the year

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

During the year the Charity had income of £371,080 of which £208,949 was restricted (2019: £294,709 of which £270,072 was restricted) and expenditure of £324,029 of which £224,064 was restricted (2019: £248,355 of which £236,974 was restricted). The income and expenditure include £62,530, which is the value of the donated stock distributed through the food bank in the year. There was an operating surplus of £47,051 of which a deficit of £20,754 was restricted (2019: surplus £ 46,354 of which a surplus of £11,772 was restricted).

At 31 October 2020, the Charity had net assets of £692,100 of which £529,381 was restricted (2019 £645,049 of which £563,439 was restricted). The funds of the Charity includes £507,359, which is the book value of the freehold land and building at Laygate, which houses our supported living accommodation and community café.

Reserves policy

The Trustees consider the level of reserves £162,719 (2019:£94,914) to be prudent, this includes a designated contingency fund of £71,000 to cover emergency repairs to our properties which are vital to the delivery of our services, and potential liabilities in the event that the charity ceases. Our Reserves Policy is reviewed annually.

4. Plan for future - Our ambition for the next 12 months

Hospitality and Hope provides services within a community that continues to be challenged by high levels of deprivation. Many of the people in South Tyneside are living in an area that is within the 10% most deprived in the country and **significantly below the 10% most deprived** for low income, unemployment, health and education, & skills.

As we plan for the next year, holding onto our charitable roots is of paramount importance as this enables us to learn from the lived experience of our community and shape services that are truly informed by need. Allied to this is our renewed commitment to take an evidence-based approach to developing services that are proven to bring about positive change and have impact.

To ensure that Hospitality and Hope remains at the forefront of delivering local services, especially to those in or community who need a helping hand, the Board of Trustees have approved an ambitious three year strategic plan.

OUR VISION

The community of South Tyneside will be able to live without the stigma of disadvantage and inequality, with an increased sense of hope for a positive and self reliant future.

OUR VALUES

COMPASSION

We work with care, understanding and a compelling desire to support vulnerable people.

INTEGRITY

We work with transparency and ensure that our decisions are ethical and morally sound.

INCLUSIVITY

We are inclusive by design, ensuring that our service is accessible to all in our community.

EMPOWERMENT

We believe that people can change and our work will instil self belief and confidence for a better future.

OUR PRIORITIES



Improving Community Wellbeing

We will provide innovative and forward thinking wellbeing services that impact positively on the emotional, financial and physical wellbeing of those most in need, enabling them to live a comfortable, healthy and happy life.



Tackling Food Poverty

We will provide a caring service to those who need a helping hand, supporting them to access essential services so that they can live well without the need for food support.



Reducing Homelessness

We will provide individually tailored housing and support services to vulnerable homeless people, Bringing stability into their life, so that they can develop essential life skills and successfully move into an independent lifestyle.



Increasing Employability

We will provide support to those seeking employment by delivering services that enhance their knowledge, skills and qualifications, enabling them to secure work and regain control of their life.

OUR ENABLERS

- We understand the needs of our community and use their lived experience to shape service delivery and ensure our services are accessible to all.
- We work with academic institutions, beneficiaries and partners to develop evidence based approaches and evaluate impact.
- We work in partnership with Statutory, Third Sector and Community Groups, remaining flexible and responsive in our approach.
- We advocate on behalf of those in need, remaining open and honest in our communication in order to positively influence others.
- We have an open and transparent relationship with funders, building trust and mutual respect.

Whilst upholding the values that are important to us, we will be more innovative and forward thinking, designing and delivering services that meet our community's highest levels of need which are Health and Wellbeing, Food Poverty, Homelessness and Employment.

During the 2020/21 year we will implement 'phase one' of our plan and we will endeavour to increase our positive contribution in the following;

Priority One: Tackling Food Poverty.

Year	We will take a preventative approach to food poverty by;
2021/22	Increasing our foodbank reach by partnering with schools to identify families at risk of food crisis. Supporting people to acquire the skills and equipment to feed their family on a budget, developing their understanding of the benefits of fresh healthy food. Exploring the benefits of opening an affordable food shop/Pantry, preventing families entering food crisis.

Priority Two; Reducing Homelessness.

Year	We will prevent homelessness by;
2021/22	Exploring the potential to expand our supported living accommodation. Considering expansion of our housing support service by developing a street triage for homeless people.

Priority Three: Improving Community Wellbeing.

Year	We will take a preventative approach to community wellbeing by;
2021/22	Employing a full-time wellbeing Manager. Taking an evidence-based approach to the development of our wellbeing strategy. In partnership with others, developing our Chai coffee house into a wellbeing anchor, creating a 'one stop' support network for those in need of support for their emotional, financial or physical wellbeing. Deliver a wellbeing programme for our supported living residents.

Priority four: Increasing Employability.

Year	We will increase community employability by;
2021/22	Delivering an employability programme for our Chai House residents so that they enter mainstream housing equipped to secure and maintain employment.

Business development opportunities.

We will support the delivery of our strategic priorities by;

Connecting with and learning from organisations supporting seldom hear communities.

Increasing our community reach via enhanced community engagement and social media.

Seeking to increase the membership of our Board of Trustees.

Measuring Our Success.

As we move through the next year, we will demonstrate impact and measure our success across 4 core areas.



Understanding the needs of our community and having increased reach.



Measuring the success and impact of individual projects.



Evaluating and tracking the positive impact on people that our services brings.



Tracking how effectively we meet our strategic priorities.

5. Reference and administrative details of the charity, its trustees and advisors

Registered charity name Hospitality and Hope

Charity number 1159213

Registered office Hampden Street Centre
Hampden Street
South Shields
Tyne and Wear.
NE33 4JR

Trustees and Members of the Board

Pauline Tinnelly (Chair)
Sue Chilton (Treasurer)
Sir David Chapman BT
Peter Maloney
Avril Robinson (resigned 22.11.19)
Ann Rodgers
Sarah Green
David Wheatley (appointed 22.11.19)

Chief Executive and Senior staff members Paul Oliver

Independent Examiner Doug Maltman FMAAT
Connected Voice
Business Services Ltd
Higham House
Higham Place
Newcastle upon Tyne
NE1 8AF

Bankers HSBC
110 Grey Street
Newcastle Upon Tyne
Tyne & Wear
NE1 6JG

6. Structure, governance and management

Governing Document

The organisation is a Charitable Company Limited by Guarantee. The Company was established under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association. In the event of a winding up any member (who is a director) undertakes to contribute to the payment of liabilities, such amount as may be required not exceeding the total of £1.

Recruitment and Appointment of the Board

The Directors of the Company are also Trustees for the purposes of charity law and under the company's Articles are also its members. Under the requirements of the Memorandum and Articles of Association, at the Annual General Meeting one-third of the Directors, who are subject to retirement by rotation, shall retire. Retiring Directors can be re-appointed at the Annual General Meeting.

Trustees are selected on the basis of specialist skills and commitment to the objectives and aims of the organisation.

Board Induction and Training

New Board Members are introduced to the work of the organisation and informed of their legal roles and responsibilities at an induction meeting. The induction and training programme for new Board Members includes:

- A briefing by the Chair or Chief Executive
- An explanation of roles and responsibilities as a Board Member
- Copies of the main company documents including the Memorandum and Articles of Association and the Financial Statements
- Copy of the business plan and most recent evaluation report
- Copies of recent board papers including budgets and management accounts
- A copy of the Charity Commission publication "How to be an Effective Trustee"
- A copy of the governance structure.

7. Statement of Trustee Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity SORP 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 incoming resources and application of resources, including the receipts and payments of the charity for that year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They 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.

Approved by the Trustees on 26.05.2021 and signed on their behalf by:

Pauline Tinnelly
Chair

HOSPITALITY AND HOPE CIO

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

For the year ended 31 October 2020

I report on the financial statements of Hospitality and Hope CIO for the year ended 31 October 2020, which are set out on pages 16 to 30.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a Fellow Member of the Association of Accountancy Technicians.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have 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.

Doug Maltman FMAAT
Connected Voice Business Services Ltd
Higham House
Higham Place
Newcastle upon Tyne
NE1 8AF
Date: 26.05.2021

HOSPITALITY AND HOPE CIO

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 October 2020

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
<u>Income from:</u>					
Donations and legacies	6	107,043	500	107,543	22,537
Charitable activities					
Grants and contracts	7	53,343	125,024	178,367	150,008
Other trading activities	8	1,745	83,425	85,170	122,164
Total income		162,131	208,949	371,080	294,709
<u>Expenditure on:</u>					
Raising funds	9	-	-	-	230
Charitable activities					
Operation of the charity	10	99,965	224,064	324,029	248,125
Total expenditure		99,965	224,064	324,029	248,355
Net income/(expenditure) before transfers		62,166	(15,115)	47,051	46,354
Transfers between funds		5,639	(5,639)	-	-
Net movement of funds		67,805	(20,754)	47,051	46,354
<u>Reconciliation of funds</u>					
Total funds brought forward		94,914	550,135	645,049	598,695
Total funds carried forward		162,719	529,381	692,100	645,049

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

The notes on pages 18 to 30 form an integral part of these accounts.

BALANCE SHEET

As at 31 October 2020

	Notes	£	Total 2020 £	£	Total 2019 £
<u>Fixed assets</u>					
Tangible assets	17		507,663		516,603
Total fixed assets			507,663		516,603
<u>Current assets</u>					
Stock	19	20		1,476	
Debtors	19	14,715		10,405	
Cash at bank and in hand	20	250,600		153,316	
Total current assets		265,335		165,197	
Creditors: amounts falling due within one year	21	(70,898)		(16,751)	
Net current assets			194,437		148,446
Total assets less current liabilities			702,100		665,049
Creditors: amounts falling due after more than one year	22	(10,000)		(20,000)	
Total net assets or liabilities			692,100		645,049
<u>Funds of the charity</u>					
Unrestricted income funds			162,719		94,914
Restricted income funds			529,381		550,135
Total funds			692,100		645,049

These financial statements were approved by the Board on:

26.05.2021

and are signed on its behalf by:

P Tinnelly
Chair

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

2 Basis of accounting

2.1 Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities 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 Charities Act 2011.

Hospitality and Hope CIO meets the definition of a public benefit entity under FRS 102.

2.2 Preparation of the accounts on a going concern basis

The charity reported total unrestricted funds at the year end of £162,719 and has already secured a significant amount of funding for the current year. The trustees are of the view that the immediate future of the charity for the next 12 months is secure and that on this basis the charity is a going concern.

The COVID-19 pandemic, has put pressure on all businesses in 2020. It should be noted that the trade debtors have been received and the creditors are being paid when the payments are falling due. With the deferred income being held for the activities during 2020-21. No other significant events affecting the Charity since the year end.

3 Income

3.1 Recognition of income

Income is recognised when the charity has entitlement to the resources, any performance conditions attached to the item(s) of income have been met, it is more likely than not that the resources will be received and the monetary value can be measured with sufficient reliability

3.2 Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by FRS102 SORP or FRS102.

3.3 Grants and donations

Income from 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.

Income received in advance of the provision of a specified service is deferred until the criteria of income recognition are met.

3.4 Volunteer help

The value of volunteer help received is not included in the accounts but is described in the trustees' annual report.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

3.5 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.

3.6 Fund 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.

4 Expenditure and liabilities

4.1 Liability recognition

Liabilities are recognised when 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.

4.2 Charitable activities

Expenditure on charitable activities includes the costs of work and other activities undertaken to further the purposes of the charity and their associated support costs.

4.3 Governance and support costs

Support costs have been allocated between governance cost and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

4.4 Irrecoverable VAT

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

4.5 Creditors

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

4.6 Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

5 Assets

5.1 Tangible fixed assets for use by the charity

Individual fixed assets costing £250 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis.

Office and computer equipment	25% straight line
Laygate property furniture	25% straight line
Freehold land and buildings	straight line over 50 years

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

Analysis of income

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
6 Donations and legacies				
Donations and gifts	41,512	500	42,012	20,320
Donated goods for distribution to recipients	62,530	-	62,530	-
Gift Aid	745	-	745	2,136
Other	2,256	-	2,256	81
	107,043	500	107,543	22,537

7 Charitable activities

Income from grants

Greggs Foundation - Hampden Street	-	15,000	15,000	15,000
Gisela Graham Foundation - Staffing	-	10,000	10,000	17,500
Hilden Charitable Trust - Staffing	-	-	-	5,000
Awards for all - Staffing	-	-	-	9,838
Barbour Trust - Staffing	-	-	-	30,000
Sir David Chapman - Staffing	-	-	-	10,000
Chapman Charity - Staffing	-	-	-	2,000
Community Foundation - Cookery course	-	2,871	2,871	6,000
Various funders - Staffing	-	-	-	19,950
Tenants grant	-	-	-	220
South Tyneside Council - Foodbank	2,000	39,000	41,000	-
MSE - Foodbank	-	9,790	9,790	-
CAF - Foodbank	-	5,366	5,366	-
Cultural Spring	843	-	843	-
Muckle - Café	-	1,525	1,525	-
J Priestman	-	5,000	5,000	-
Hendley Denton	1,000	-	1,000	-
Ballinger Charitable Trust - Staffing	-	5,500	5,500	7,500
Sir James Knott Trust - Staffing	-	7,000	7,000	27,000
Willian Trust - Café	-	10,000	10,000	-
Miranog Trust	-	1,000	1,000	-
Joicey Trust	-	4,500	4,500	-
Grocers Charity	12,500	-	12,500	-
South Tyneside Council - Business Continuity	20,000	-	20,000	-
Serco Foundation	2,000	-	2,000	-
William Webster CF	-	2,000	2,000	-
Community Foundation - Covid	10,000	-	10,000	-
J Kinnair	-	1,000	1,000	-
WO Street CT	5,000	-	5,000	-
HMRC Job Retention Grant	-	5,472	5,472	-
	53,343	125,024	178,367	150,008

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

8 Other trading activities

Fundraising events	1,545	-	1,545	1,500
Room Hire	200	-	200	600
Supported Living Accommodation residents	-	61,740	61,740	65,091
Laygate café	-	21,685	21,685	54,973
	<u>1,745</u>	<u>83,425</u>	<u>85,170</u>	<u>122,164</u>

Income was £371,080 (2019: £294,709) of which £162,131 was unrestricted or designated (2019: £24,637) and £208,949 was restricted (2019: £270,072)

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

Analysis of expenditure on charitable activities

	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
	£	£	£	£
9 Raising funds				
Fundraising costs	-	-	-	230
	-	-	-	230
10 Charitable activities				
<u>Direct costs</u>				
Staff salaries	13,031	46,525	59,556	60,603
Staff NI	4,448	10	4,458	6,461
Pension costs	2,396	-	2,396	2,009
DBS costs	-	-	-	65
Soup kitchen	80	-	80	573
Donated goods distributed to recipients	62,530	-	62,530	-
Food bank core costs:				
- Staff salaries	-	34,749	34,749	-
- Staff NI	-	899	899	-
- Pension costs	-	155	155	-
- Office costs	-	332	332	160
- Activity	-	11,048	11,048	43
- vehicle costs	-	6,834	6,834	-
- Other expenses	-	137	137	561
Activities/events	46	1,095	1,141	-
<u>Support costs</u>				
Volunteer Co-ordinator costs:				
- Salary costs	-	13,000	13,000	12,567
- NI costs	-	589	589	430
- Pension costs	-	390	390	-
Training	-	-	-	1,014
Travel	222	-	222	-
Hospitality	183	-	183	43
Literature	41	-	41	124
Telephone	196	136	332	382
Loss on disposal of asset	-	-	-	155
Laygate - Supported living Accommodation core costs:				
- Salary costs	-	33,780	33,780	30,422
- NI costs	-	3,170	3,170	2,072
- Pension costs	-	933	933	616
-Office costs	-	1,015	1,015	5,030
- Premises	-	3,474	3,474	2,624
- Food	-	321	321	129
- House expenses	-	1,768	1,768	650
- Activities	-	436	436	122
- Other expenses	-	1,204	1,204	780

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Support costs (continued)				
Laygate - Café core costs:				
- Salary costs	-	14,738	14,738	37,477
- NI costs	-	2,165	2,165	1,684
- Pension costs	-	812	812	616
- Redundancy payments	-	2,002	2,002	-
- Janitor	-	2,395	2,395	2,347
- Office costs	-	766	766	980
- Premises costs	-	4,028	4,028	7,898
- Leases	-	2,004	2,004	2,439
- Food and drink	411	7,211	7,622	17,687
- Activities	-	671	671	2,302
- Inspection	-	1,622	1,622	1,246
- Other expenses	-	268	268	538
Membership fees	1,500	-	1,500	-
Sundry	1,603	122	1,725	1,310
Equipment	1,283	691	1,974	3,296
Depreciation	757	8,229	8,986	9,018
Tenants	-	-	-	130
Stationery	3	-	3	349
ICT software	2,131	-	2,131	389
Marketing and communications	4,240	-	4,240	10,241
Building repairs	3,856	2,000	5,856	180
Greggs Foundation core costs				
- Staff expenses	-	-	-	1,914
- Activities	-	290	290	31
- Refreshments	-	457	457	512
- Inspections	-	559	559	590
- Office costs	-	2,262	2,262	1,204
- Premises costs	-	4,847	4,847	9,664
- Insurance	-	2,874	2,874	411
- Payroll fees	-	1,016	1,016	884
- Licences	-	35	35	-
- Other expenses	-	-	-	1,526
Cultural Spring	-	-	-	849
Police Commissioners Fund	-	-	-	1,819

Governance costs

Independent examiner's fees for reporting on the accounts

1,008	-	1,008	960
99,965	224,064	324,029	248,125

Expenditure on charitable activities was £324,029 (2019: £248,355) of which £99,965 was unrestricted or designated (2019: £11,381) and £224,064 was restricted (2019: £236,974)

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

11 Fees for examination of the accounts

	2020 £	2019 £
Independent examiner's fees for reporting on the accounts	1,008	960
Other accountancy services paid to the examiner	1,016	884
	2,024	1,844

12 Analysis of staff costs and the cost of key management personnel

	2020 £	2019 £
Salaries and wages	150,351	141,069
Redundancy payments	2,002	-
Social security costs	11,281	10,647
Pension costs (defined contribution pension plan)	4,686	3,241
	168,320	154,957

Due to Café closure during the Covid 19 restrictions three staff were made redundant.

No employee received remuneration above £60,000 (2019: £nil)

The key management personnel of the charity, comprise the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £39,679.

13 Staff numbers

The average monthly head count was 9 staff (2019: 8 staff) and the average monthly number of full-time equivalent employees during the year were as follows:

	2020 Number	2019 Number
The parts of the charity in which the employee's work		
Charitable activities	6.5	6.5
	6.5	6.5

14 Transactions with trustees

None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity.

Trustees' expenses

No trustee expenses have been incurred in the year.

Transaction(s) with related parties

There have been no related party transactions in the reporting period.

Sir David Chapman is also a board member for Chapman Charitable Trust and The Giesla Graham Foundation.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

15 Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The employer's pension costs represent contributions payable by the charity to the fund and amount to £4,686 (2019: £3,241). There was £644 outstanding as at 31 October 2020 (2019: £0)

16 Corporation Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objectives.

17 Tangible fixed assets

	Office and computer equipment £	Laygate property furniture £	Freehold land and Buildings £	Total £
Cost				
Balance brought forward	3,147	10,165	524,423	537,735
Additions	-	-	-	-
Disposals	-	-	-	-
Balance carried forward	3,147	10,165	524,423	537,735
Depreciation				
Basis	SL	SL	SL	
Rate	25%	25%	50 years	
Balance brought forward	2,205	7,551	11,376	21,132
Depreciation charge for year	711	2,541	5,688	8,940
Disposals	-	-	-	-
Balance carried forward	2,916	10,092	17,064	30,072
Net book value				
Brought forward	942	2,614	513,047	516,603
Carried forward	231	73	507,359	507,663

18 Stock

	2019 £
Opening stock	1,476
Added in period	20
Expensed in period	-
Impaired	(1,476)
Closing stock	20

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

19 Debtors and prepayments (receivable within 1 year)

	2020 £	2019 £
Debtors	2,200	565
Credit card	2,393	-
Prepayments	176	638
Gift Aid	9,946	9,202
	14,715	10,405

20 Cash at bank and in hand

	2020 £	2019 £
Cash at bank	250,450	153,166
Cash in hand	150	150
	250,600	153,316

21 Creditors and accruals (payable within 1 year)

	2020 £	2019 £
Accruals		
Independent examination of accounts	1,008	960
Loan repayment	10,000	10,000
Credit card	2,013	-
Deferred income		
National Lottery Community Fund	27,968	-
Trussell Trust	16,380	-
Other creditors	13,529	5,791
	70,898	16,751

22 Creditors and accruals (payable after more than 1 year)

	2020 £	2019 £
Long Term Loan	10,000	20,000
	10,000	20,000

23 Deferred income

Deferred income comprises of advance payments from grants that relate to future periods

	2020 £
Balance brought forward	-
Amount released to income earned from charitable activities	-
Amount deferred in year	44,348
Balance carried forward	44,348

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

24 Events after the end of the reporting period

The COVID-19 pandemic, has put pressure on all businesses in 2020. It should be noted that the trade debtors have been received and the creditors are being paid when the payments are falling due. With the deferred income being held for the activities during 2020-21. No other significant events affecting the Charity since the year end.

25 Analysis of charitable funds

Analysis of movements in unrestricted funds

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Unrestricted funds					
General unrestricted fund	94,914	162,131	(99,965)	(65,361)	91,719
Designated funds:					
Contingency Fund	-	-	-	71,000	71,000
Totals	94,914	162,131	(99,965)	5,639	162,719

Purpose of unrestricted funds

General unrestricted fund	The 'free reserves' of the charity
Designated Funds:	
Contingency Fund	To cover unexpected costs incurred.

Analysis of movement in restricted funds

	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Restricted funds					
Laygate café	-	27,157	(27,157)	-	-
Willian Trust - café	-	10,000	(10,000)	-	-
Muckle - café	-	1,525	(1,525)	-	-
Laygate Supported Living Accommodation	-	61,740	(46,101)	(15,639)	-
Foodbank	-	54,156	(54,156)	-	-
Greggs Foundation	3,077	15,500	(12,340)	-	6,237
William Webster CF	-	2,000	(2,000)	-	-
Barbour Foundation	15,508	-	-	-	15,508
Ballinger Charitable Trust	2,416	5,500	(7,916)	-	-
Sir James Knott Trust	17,932	7,000	-	-	24,932
Building Fund	(34,818)	-	-	10,000	(24,818)
Freehold land and Building	513,047	-	(5,688)	-	507,359
Asset - Laygate furniture	2,614	-	(2,541)	-	73
Community Foundation - Cookery course	4,095	2,871	(6,966)	-	-
Chapman Charity	1,224	-	(1,224)	-	-
Hilden Charitable Trust	5,000	-	(5,000)	-	-

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

Restricted funds (continued)	Fund balances brought forward £	Incoming resources £	Resources expended £	Transfers £	Fund balances carried forward £
Various funders - Staffing	3,950	-	(3,950)	-	-
M Stephenson	2,500	-	(2,500)	-	-
Hadrian Trust	1,000	-	(1,000)	-	-
CDCF	2,000	-	(2,000)	-	-
Roy and Pixie Baker	2,500	-	(2,500)	-	-
WA Handley	5,000	-	(5,000)	-	-
RW Mann Trust	1,000	-	(1,000)	-	-
Archer Trust	2,000	-	(2,000)	-	-
Gisela Graham Foundation	-	10,000	(10,000)	-	-
J Priestman	-	5,000	(5,000)	-	-
Miranog Trust	-	1,000	(1,000)	-	-
Joicey Trust	-	4,500	(4,500)	-	-
J Kinnair	-	1,000	(1,000)	-	-
Tenants Grant	90	-	-	-	90
Totals	550,135	208,949	(224,064)	(5,639)	529,381

Purpose of restricted funds

Restricted funds represent income resources used for a specific purpose within the charity as identified by the donor.

Laygate café	Funds to cover costs of Laygate cafe.
Willian Trust - café	Funds to cover costs of Laygate cafe.
Muckle - cafe	Funds to cover costs of Laygate cafe.
Laygate Supported Living Accommodation	Funds to cover costs of Laygate HMO.
Foodbank	Running costs of foodbank service.
Greggs Foundation	Costs of operating Hampden Street.
William Webster CF	Resurfacing of Hampden Street car park
Barbour Trust	Staffing to develop the charity.
Ballinger Charitable Trust	Staffing costs.
Sir James Knott	Staffing costs.
Building Fund	Funds to cover costs of Laygate property.
Freehold land and buildings	Value of land and building less depreciation.
Asset - Laygate furniture	Value of Laygate furniture less depreciation.
Community Foundation - Cookery course	Cooking on a budget.
Chapman Charity	Staffing costs.
Hilden Charitable Trust	Staffing costs.
M Stephenson	Staffing costs.
Hadrian Trust	Staffing costs.
CDCF	Staffing costs.
Roy and Pixie Baker	Staffing costs.
WA Handley	Staffing costs.
RW Mann Trust	Staffing costs.
Archer Trust	Staffing costs.
Gisela Graham Foundation	Staffing costs.
J Priestman	Staffing costs.

HOSPITALITY AND HOPE CIO

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 October 2020

Purpose of restricted funds (continued)

Miranog Trust	Staffing costs.
Joicey Trust	Staffing
J Kinnair	Staffing
Tenants Grant	tenants.

Transfers between funds	Reason for transfer	Amount £
Between restricted and unrestricted funds.	Laygate Supported living Accommodation surplus funds transferred to Unrestricted funds.	15,639
Between restricted and unrestricted funds.	Transfer to Building Fund loan.	10,000

26 Capital commitments

As at 31 October 2020, the charity had no capital commitments (2019 -£nil)

27 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Tangible fixed assets	231	507,432	507,663	516,603
Cash at bank and in hand	228,651	21,949	250,600	153,316
Other net current assets/(liabilities)	(56,163)	-	(56,163)	(4,870)
Long term assets/(liabilities)	(10,000)	-	(10,000)	(20,000)
	162,719	529,381	692,100	645,049

28 Guarantee

There have been no guarantees given by the charity at 31 October 2020.

29 Debt

There is no debt outstanding which is owed by the charity and which is secured by an excess charge on any of the assets of the charity at 31 October 2020.

30 Governing document

The organisation is a Charitable Incorporated Organisation - Foundation registered on 14 November 2014 as a body corporate under part 11 of the Charities Act 2011.