CARRIERS OF HOPE, COVENTRY

England & Wales · Charity number 1180105

Details

Other names	CARRIERS OF HOPE COVENTRY
Status	Registered
Legal form	CIO
Registered	2018-09-27
Register	View on the Charity Commission register

Contact

Address	Unit 4b Lythalls Lane Industrial Estate Lythalls Lane Coventry West Midlands CV6 6FL
Phone	02476667008
Email	admin@carriersofhope.org.uk
Website	www.carriersofhope.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE PRIMARILY FOR THE BENEFIT OF ASYLUM SEEKERS, REFUGEES AND NEW MIGRANTS LIVING IN COVENTRY IN PARTICULAR, BUT NOT EXCLUSIVELY, THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND RELIEF OF POVERTY AND TO PROVIDE OR ASSIST IN THE PROVISION OF FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION OR OTHER LEISURE TIME OCCUPATION OF INDIVIDUALS WHO HAVE NEED OF SUCH FACILITIES BY REASON OF THEIR YOUTH AGE INFIRMITY OR DISABILITY, FINANCIAL HARDSHIP OR SOCIAL CIRCUMSTANCES WITH THE OBJECT OF IMPROVING THEIR CONDITIONS OF LIFE.

Activities: We work with asylum seekers, refugees and migrants in the Coventry area that experience extreme poverty and lack the most basic personal and household facilities. We provide food, clothing, furniture and other key items donated by the public. We hold weekly outreach events attended by 150 families to build relationships and identify pathways that will support them and rehabilitate their lives.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Other Defined Groups

Geography

- Coventry City

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£345,432	£528,248	-	-
2023-12-31	£528,248	£533,480	£402,863	6
2022-12-31	£497,502	£523,863	-	-
2021-12-31	£541,474	£485,595	£296,790	6
2020-12-31	£441,741	£320,351	-	-

Trustees

Name	Role	Appointed
Dr Peter O'Brien	Chair	2024-09-11
Andrew Sayers		2024-09-11
Dillion Duma		2024-09-11
Elizabeth Ann Thomson		2023-09-06
Guteh Blandine Babey		2024-02-21
Hava Foric		2024-02-21
Patricia Towner		2024-02-21
Valerie Lewis		2024-09-11
Yaqoub Imran		2025-07-08

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CARRIERS OF HOPE, COVENTRY

England & Wales - Charity number 1180105

Accounts

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity **1180105**

A charitable incorporated organisation

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS

Year ending 31 December 2024

The Queen's Award for Voluntary Service

CARRIERS OF HOPE
Circle of Friends
AND DELIVERERS OF HELP

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REPORT OF THE TRUSTEES

for the year ending 31st December 2024

MESSAGE FROM THE TRUSTEES

In 2024 Carriers of Hope faced a bigger task than ever, but the mission remained the same – to welcome, support and empower people coming to Coventry as asylum seekers, refugees and migrants.

To face the challenges, we had to increase the size and the complexity of our organisation; we have taken on more staff and increased our use of information technology. While doing this we have constantly reminded ourselves of our underlying values. We are only getting bigger and more organised so that we can continue to offer friendship and compassion to more people. We must always treat the people we support with respect, and we must befriend the people we are seeking to empower.

Crucial to keeping us focussed on our basic mission and our core values are the many people who first came to know us as clients and who are now supporters, volunteers and even members of staff. Their experiences of coming to Coventry seeking refuge and asylum underpin all the work that we do.

Because the focus of our activities is so grounded and so practical, many organisations have trusted us with their support again in 2024. We are grateful for the grants we receive from Coventry City Council, the National Lottery Community Fund, the West Midlands Development Agency and others.

We are also grateful to large numbers of people in and around Coventry who continue to support us, especially with donations of food, furniture and household equipment.

Getting through the Covid years has been a challenge for us. Reaching a stage where we are confident that our services are thriving has not been simple. Many people have been important in this, but I would like to mention three. Sue Sampson, our founder, gave us a clear vision and a strong set of principles; Andrew Sayers stepped in to give us wise leadership – on a voluntary basis – at a time of huge change and uncertainty; Steffi Price, our new Operations Director coming to us from outside Coventry, has embraced our values and invigorated the whole organisation. We are very appreciative of all they have done.

This Annual Report will give you a lot of detail about what we have been doing over the past year. May I just add one personal observation; being part of the Carriers of Hope family is a joyful and life-enhancing experience!

Peter O'Brien (Chair of Trustees)

Report of the trustees continued

OBJECTS

The objects of the charity as set out in the constitution are:

To promote any charitable purpose, primarily for the benefit of Asylum Seekers, Refugees and New Migrants living in Coventry, in particular but not exclusively the advancement of education, the protection of health and relief of poverty and to provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age, infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life.

PUBLIC BENEFIT

The charity constitutes a public benefit entity as defined by the accounting standard FRS 102.

The trustees have paid due regard to the Charity Commission's guidance on public benefit. The Charity meets its public benefit obligations by responding to requests from refugees, asylum seekers and migrants for support for themselves and their families. The support is provided either financially, in foodstuffs, household requirements, baby requirements, education or support advice.

VISION, MISSION AND VALUES

OUR VISION
That Coventry is a place where Asylum Seekers, Refugees and Migrant Families are welcomed and inspired to rebuild their lives for a better future.
OUR MISSION
To provide a warm welcome, practical support and care to Asylum Seekers, Refugees and Migrant families in need. To befriend and empower individuals to be active citizens. To engage in Coventry's vision to become a Migrant Friendly City by working in partnership with other organisations.
OUR VALUES
Carriers of Hope offers: Friendship and Acceptance and treats everyone with: Respect and Dignity, Love and Compassion, Honesty and Integrity, carried out in a spirit of Peace and Harmony.

CHARITABLE ACTIVITIES AND ACHIEVEMENTS

A Year of Growth and Progression

In 2024, we proudly marked the 15th anniversary of Carriers of Hope Coventry, reflecting on our incredible journey from a humble nappy drive to a vital lifeline supporting thousands of families with their practical needs.

We welcomed our new Director of Operations, Steffi Price, who succeeded Interim CEO, Andrew in leading and taking Carriers of Hope forward. Our new Food Hub Leader, Dani,

Report of the trustees continued

implemented significant changes to our membership strategy, while our new Child Well-Being Worker, Liz, elevated the *Let's Play* program, providing even greater support to young families. Carriers of Hope has grown and expanded not just as a team but in our focus.

This year, our focus has been on growth and progression — both in empowering our clients to achieve independence and in strengthening our organisation to meet rising demand and evolving needs with agility.

We also refined our approach to data collection, ensuring the information we gather from clients is both relevant and comprehensive. This has enabled us to make more evidence-based decisions regarding project eligibility, helping us navigate increasing demand effectively and work more successfully with partner organisations to support our clients ever increasingly complex needs.

In 2024, one of our biggest challenges was the sharp rise in demand for our services. This surge was driven by the government's accelerated processing of asylum applications and the growing number of people choosing to stay in Coventry, drawn by the city's exceptional support services.

As a result, our client base expanded significantly. We received 378 referrals from professionals—an increase of 24% compared to 2023—and registered 600 more client families than the previous year. This rapid growth underscored the increasing need for our support and the vital role we play in helping families settle and thrive in their new community.

Securing funds has also been a major challenge in 2024. With the conclusion of EU funding for other organisations, more groups are now competing for a shrinking pool of available grants. Meanwhile, the cost-of-living crisis has placed greater strain on our clients while also reducing charitable donations from our community.

Client Facing Events 2024:
In 2024, we continued to host three weekly client-facing community events, each designed to meet a specific need. These events were developed with a focus on progression, bringing in more professionals to support clients in a safe environment. With the added benefit of volunteer translators, we improved communication and removed barriers to access. This was made possible by our continued work on partnership that began in 2023. Beyond providing essential support, our events also fostered a sense of community, giving clients the opportunity to build social networks and enhance their well-being.

Our Weekly events:
Community Drop In:
During 2024 we transitioned our drop-in sessions to a fortnightly system, alternating between two distinct services. One week, we offer stalls and collections of essential household and children's items, while the following week focuses on community, connection, and registration.

Report of the trustees continued

Our community registration sessions provide clients with social activities, time to register for our services, and direct access to our team. Partner organisations also attend with their own stalls, offering essential support. These organisations are supported by volunteer translators, who are available to help bridge language and cultural gaps, ensuring meaningful engagement. This approach improves accessibility, removes barriers such as transportation challenges, and provides direct support—going beyond simple signposting, which is often ineffective due to the challenges mentioned above. In 2024, our Community Drop-In was visited 2,334 times, distributing 1,739 crates of essential items to our clients—helping to alleviate the effects of poverty and isolation.

World Foods Food Hub:
The cost-of-living crisis in 2024 led to an increasing demand for food support. In response, we adapted our membership structure, introducing three levels: weekly support (for those with no income), fortnightly support and monthly support.

To further empower our clients, we partnered with Mosaic Hope Centre to offer budgeting and cooking courses, helping individuals prepare nutritious meals. Additionally, through our collaboration with the Household Support Fund, we provided clients with access to public funds for ad-hoc support during difficult times.

We also strengthened partnerships with local charities and shops, rescuing perfectly edible food from Coventry's landfill. This initiative not only reduced food waste but also enabled us to offer high-quality fresh food to all our members and grow our membership to 150 families.

In 2024, our Food Hub was visited 1902 times providing a week's worth of food to 5,924 individuals. Through the Food Hub we also delivered to our clients, 52 rails of clothes, 670 dental packs, 210 blankets, 648 packs of cleaning wipes, 2,440 toilet rolls, 3,000 soaps and shampoos, 400 toys and 368 Sim Cards supporting digital inclusion.

Like all our client events, partner organisations attend with their own advice stations supported by our client volunteers; these include Watch Digital Inclusion, Citizens Advice, St Francis Employability and others.

Let's Play:
With the introduction of our new Children's Wellbeing Worker, *Let's Play* has flourished, with attendance increasing by 170%. We now offer specialised education sessions on key topics such as potty training and collaborate with family support organisations, including Women's Law specialists, Family Hubs, libraries, and health professionals. These partnerships help break down barriers our clients face, empowering families to build brighter futures for their children.

We have also developed a singing program that encourages both mothers and children to learn English, alongside craft sessions designed to introduce essential classroom skills from an early age

Report of the trustees continued

PROJECTS AND SERVICES PROVIDED IN 2024:

Furniture Project:

House to Home, our furniture project, focuses on repurposing high-quality furniture, appliances, and household items to support clients as they move into their first homes in the UK.

Our dedicated team of volunteers and drivers collects large items from the local community, while donors also deliver goods directly to our warehouse. In 2024, we furnished 304 homes, delivering 2,551 items to families in need.

To help clients settle in quickly, we provide emergency packs containing essential items:

- Something to sleep on
- Something to sit on
- Something to cook on
- Bedding and a kitchen pack with pots, pans, plates, and cutlery

Through this initiative, we ensure that every household starts with the comfort and dignity they deserve.

Baby Project:

Our Baby Project supports mums and babies from pregnancy through to toddlerhood, providing seamless care in collaboration with our *Let's Play* event. As children grow, we connect families with *Let's Play* to ensure ongoing support and engagement.

We provide our well-known *yellow bag*, packed with everything a mum might need for giving birth in the hospital. Beyond that, we supply essential equipment for every stage of early childhood, including cots, highchairs, baby baths, bottles, and nappies.

Working closely with the Asylum Seeker and Refugee Midwife, we ensure that every mum has a safe car seat to bring her baby home for the first time.

In 2024, our project helped welcome 141 newborns and supported an additional 157 families, delivering a total of 864 essential items.

School Uniform Project:

This year we used the detail on our database to ensure we invited the parents of every child changing schools for our uniform support. 215 families in total were invited and 102 families collected. We distributed £2,705 to enable pupils to attend school with pride and build a bright future.

Christmas Project:

This year, we reimagined our Christmas project as two separate events—a festive party and a dedicated toy collection—creating an even stronger sense of community during the Christmas season.

Report of the trustees continued

The party was a tremendous success, bringing families together with multicultural food, Santa's grotto, games, live entertainment, and engaging children's activities, all fostering the warmth of one big family celebration.

Using our database, we carefully identified families in need with children aged 0-18 and reached out directly, ensuring that support went to those who needed it most and that no child went without a gift. In total, we supported 396 children from 173 families.

This was all made possible thanks to the incredible generosity of *Mission Christmas*, which supplied 600 gifts for our young clients. Additionally, extra gifts for teenagers were donated to the *Positive Youth Foundation*, ensuring their clients also felt the generosity of the season.

Community Allotment:
Our community allotment continues to offer volunteering and wellbeing opportunities for our clients and food for our World Foods Food Hub.

HARP:
This year, we proudly took part in the citywide *Health Access for Refugees Programme*, a vital initiative designed to connect our clients with GPs — the essential gateway to the NHS— by breaking down the barriers they face in accessing healthcare.

Through this project, we provided hands-on support, helping families understand medical letters, register with GP practices, navigate the NHS app, and book appointments. Our work extended beyond one-on-one assistance, as we also offered guidance through a dedicated help desk and by being present at *Let's Play* and *Baby Massage* sessions for young mothers.

In total, this initiative made a meaningful impact on 212 families, ensuring they could access the healthcare they need with confidence.

OTHER WORK / ACTIVITIES:

Client Connection Team:
This year, we expanded our client connection work, focusing on ensuring we collect meaningful data to better support and empower our clients as they build bright, independent futures in their new home.

Collaborating with partners across the city, we developed clear referral pathways to essential services, ensuring families could access support for legal, educational, financial, and health-related challenges.

We registered over 1,700 families, representing more than 4,500 individuals, strengthening our ability to connect them with the resources they need to thrive.

Report of the trustees continued

Volunteers:
In 2024, we strengthened our volunteer training programs, equipping our team with essential employability skills. This included a five-week, in-person volunteer training program and access to *Flick Training*, an online platform offering accredited workplace courses. These courses provided foundational English support through both written content and narrated guidance, ensuring accessibility for all.

We also enhanced our induction process by introducing structured sessions and one-on-one buddy support, fostering a welcoming and supportive environment for new volunteers. Additionally, through our membership of the *Voluntary Action Coventry* network, we expanded our reach, creating a more inclusive and diverse volunteer team that brings a wealth of skills and knowledge to support one another.

By the end of 2024, we proudly had 128 dedicated volunteers, including 90 client-volunteers, all playing a crucial role in our mission.

Circular Economy:
We actively participated in the *WMCA Circular Economy* project, aligning with Coventry's environmental goals to reduce waste through our *House to Home* project, *Baby Project*, *World Foods Food Hub*, and *Drop-In* events.

A standout achievement was our collaboration with *Warwick University*, where we repurposed kitchenware, food, and household items from outgoing international students. This initiative led to a *Pay-What-You-Feel* sale for incoming students, raising £6,000 for our services, diverting 8.5 tonnes of waste from landfill, and ensuring surplus items were distributed to our clients.

This partnership has now evolved into a year-round initiative, with Warwick University donating useful but unneeded items to *Carriers of Hope*, further supporting our families while promoting sustainability.

Partnerships:
In 2024, we proudly joined the *Our Coventry* project, a new initiative bringing together key support services for refugees and asylum seekers across the city. By streamlining our support, we are ensuring that clients have greater opportunities to progress and build bright, independent futures.

We also remained active in the *Migration Network* and *Coventry Food Network*, strengthening partnerships with like-minded organisations. Through networking and outreach, we extended our reach to engage additional services eager to connect with our client base. This collaboration has also provided opportunities for agencies to benefit from our dedicated volunteer translators, further enhancing support for those who will benefit.

Accommodation:
Our main premises remain at Unit 4B, Lythalls Lane Industrial Estate, Lythalls Lane, Coventry CV6 6FL. This site serves as our central hub, providing storage for food and

Report of the trustees continued

essential items for our clients, as well as housing our offices. In 2024, funding for this site utilised all our designated premises reserves; however, moving into 2025, we have secured grants that will cover the full costs for the next 18 months, allowing us to rebuild these reserves.

Our responsibility for Clothing Coventry's Warehouse at 19 Napier Street continued in 2024 and the lease was formally transferred on October 26th, 2024.

We continue to host *Let's Play* and the *Community Drop-In* at Hillfields Church, Waterloo Street. Our partnership with St Mark's Church and YWAM also continues, where we deliver the *World Foods Food Hub* at St Mark's Church, Bird Street. Thanks to the generous provision of these spaces by the churches, we can offer support to our clients right in the heart of their community, making our services highly accessible across the city.

Leadership and governance:
In 2024, we appointed a new Director of Operations and Partnerships, along with a Client Response & Warehouse Manager and a Food Project Leader, in line with the plans we set out in 2023. We also recruited a new Child Wellbeing Worker following the resignations of our Children's Team Leader, Alysia Cannock, and our Education, Training, and Employment Worker, Dr Lin Armstrong.

Andrew, our interim CEO, stepped back to allow the Director of Operations to take on full leadership. Additionally, Sue Sampson, who founded *Carriers of Hope* 15 years ago, retired from the organisation.

By the end of 2024, our team had included 14 paid staff members. The structure of our team at the close of the year is outlined below, their employment accounts for 6.2 FTE:

OUR PLANS FOR THE FUTURE
The needs of our client base and the environment in which we operate continue to evolve rapidly. In 2025, our focus will be on strengthening the organisation through enhanced financial, physical, and human resources; while building greater agility to ensure we can quickly respond to changes and better support our clients.

Money and Funds:
Our Director of Operations continues to actively identify and secure large grants and will begin a community fundraising focus in 2025.

Strengthening our Team and Leadership:
In 2025 we will undergo a full strategic restructure of our team, ensuring all our roles still actively support our mission and current client needs. We will look to place our current staff in positions where their skills will be most valuable to the organisation and recruit new skills. We will place an active preference on our client volunteers and lived experience when recruiting for new roles improving progression opportunities within Carriers of Hope.

Report of the trustees continued

Pathways to Progression:
With the successful allocation of a 3-year grant from the National Lottery's *Reach Communities Fund*, we will place greater emphasis on our pathways to progression work. This will involve strengthening our client connection team, incorporating a focus on progression into the design of all our projects, developing stronger partnerships, and inviting more relevant organisations to our client-facing events to provide additional support.

Client Volunteers:
We will continue to enhance our volunteer programme for our clients, incorporating employability skills to support them in securing paid employment and achieving greater independence.

Database of Local Support Services:
We will centralise the information our team members gather through individual networking, sharing our knowledge clearly and simply, allowing each client to get the best support available in Coventry, whatever their issues and whichever team member they approach.

Active donor funding agreements: receipts during the period.

Fund	Amount	Purpose
National Lottery – Community Fund (Cost of Living Fund)	£75,000	Grant to support families with Food
Coventry Food Network	£26,854	Food at World Foods Food Hub
WMCA Environmental Fund	£25,000	Circular Economy Project
Alan Higgs Fund	£15,000	Children's Well Being Worker
Coventry City Council HARP	£15,000	Health services access for our clients
St Marks Church	£5,750	General project support
Coventry Building Society	£5,000	Food at World Foods Food Hub
Coventry City Council	£3,333	Our Coventry Migration Project
Voluntary Action Coventry	£3,000	Volunteering fairs and events
Soothern & Cranor	£2,500	School Uniforms project for girls
Balsall Common Lions	£650	World Foods Food Hub Support

APPRECIATION

The trustees wish to record their very grateful thanks to all our staff and volunteers, our partners, our business supporters, the City Council, the funders and the regular donors, without whom we couldn't do this work. These people make the charity the success that it is.

The trustees are also indebted to all the volunteers who have generously given their time to carry out the charity's activities.

Report of the trustees continued

FINANCIAL REVIEW

Comparative data for the previous year are (bracketed)

The result for the year was net expenditure £132,812 (net expenditure £5,232) Although income was around £183,000 lower than the previous year, we managed to cushion the effect on charitable expenditure which fell by around £65,000. The overall net expenditure of £132,812 was largely attributable to costs which, in the absence of specific funding receipts during the year, had to be covered by reserves brought forward, namely salaries £107,100 (50% of total salaries) of which 29% was covered by specific restricted funds brought forward, and warehouse rent £32,686. This is the first year for which warehousing costs were not funded by specific restricted donations.

Total Income was made up of cash-based sources £263,308 (£443,819) supplemented by receipts of donations-in-kind, both of used household items £53,074 (£52,525) and foodstuffs received under an arrangement with FareShare £29,050 (£31,904). Note that the receipts-in-kind are in turn expensed in the accounts at the same value.

The majority of the cash income was donations £235,500 (£422,038), of which £165,241 (£297,232) was restricted. The remaining cash income comprised £10,232 (£17,017) arising from voluntary nominal contributions made by beneficiaries for food donated to them, trading income £11,729 (explained in note 3 to the accounts) and investment income £5,847.

Total expenditure was £478,244 (£533,480) of which cash spend accounted for £384,261 (£449,051). The remaining expenditure comprised donations of amounts-in-kind described earlier, depreciation £3,535 (£12,227) plus fund-raising costs of £131 (£2,348) borne by being netted off the income received. The overall expenditure on charitable activities was £466,385 (£531,132).

Closing funds totalled £270,051 (£402,863), of which bank and cash balances amounted to £239,973 (£339,263).

Risks

The trustees have examined the major risks which the charity faces and confirm that through a combination of public liability insurance, the development of internal policies especially on child protection and health and safety, internal financial controls and prudent investment policy, exposure to those risks is minimised.

Reserves Policy: The Finance, Risk and Audit Committee of the Board of Trustees (FRA) keeps the reserves policy under review to ensure it meets the charity's changing needs. The breakdown of funds can be found in note 11 to the accounts on pages 23 and 24.

Restricted funds: Almost half the funds carried forward are restricted, therefore obliging trustees to apply them only to specific purposes. Much of the remainder is designated by the trustees in recognition of the need to protect the ongoing capability of the charity against a background of uncertain income streams.

Report of the trustees continued

Designated reserves: Only 5% or so of monetary income is on a structured, recurrent basis. The remaining 95% arises from trustees/staff making opportunistic applications for funding, and general appeals for donations, plus the spontaneous initiative of generous donors who support the charity. The consequence is that the financial structure is not as robust as we would like for a charity on which so many people are dependent.

Most of the charity's beneficiaries are critically dependent on its ongoing support, so the charity feels vulnerable to the unpredictability of its sources of income. It aims to safeguard its ability to meet critical spend by designating certain reserves. Given the central role of staff, we wish to protect our ability to meet payroll costs, which amount to £220,000 annually. In addition, our storage premises, with annual overheads of over £58,000, are also critical to our operations. Whilst restricted donations do cover some of these costs, we have therefore designated reserves to protect our ability to meet six months of that amount to allow a measured approach to identifying a means of recovery. To that end the designated reserves fund at the end of 2024 was £90,000. This will be reviewed and topped up from general unrestricted funds during 2025 if needed.

New funds: In the face of the risks and challenges described above to maintain the existing level of operations, trustees need to seek new sources of significantly incremental income. In late 2024 a three-year funding arrangement was secured with The National Lottery starting in 2025.

Going Concern: The trustees consider that there are no material uncertainties about the charity's ability to continue to meet its financial obligations during the 2025 financial year through to the issue of the next Annual Report in 2026. The comments above under *Reserves Policy* explain the trustees' concern over the risk associated with the charity's dependence on uncertain income streams and includes an explanation of how they manage that risk.

INVESTMENT POLICY

There are no restrictions on the trustees' powers to invest. The investment strategy is prudent. Other than working capital requirements, funds are placed on interest-earning deposit.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Carriers of Hope, Coventry CIO is constituted as a Charitable Incorporated Organisation under the Charities Act 2011 and a registered charity, number 1180105. The charity originally commenced its activities in 2011 as a charitable trust, which continued until the end of 2019 after which the CIO, newly created for the purpose, assumed all its activities, assets and liabilities.

The charity was created by Mrs S M Sampson, now retired; to assist asylum seekers and in its re-constituted form it also embraced the needs of refugees and new migrants living in Coventry with a primary aim of improving their conditions of life through donations of household requisites, furniture and equipment. More recently those aims have been supplemented by helping families based on home visits to assess their needs. In the 15 years since its formation it has steadily grown, enabling it to support more and more refugees and asylum seekers.

Report of the trustees continued

The trustees are co-opted and serve for a term of 3 years after which period they may put themselves forward for re-appointment. Newly appointed trustees undertake induction and are familiarised with trustee responsibilities by reference to the publications of the Charity Commission and to the latest Annual Report of the Trust.

The full board of trustees meet at least four times each year and determine the broad strategy and areas of activity of the charity. They approve all expenditure except that spent for one off items by the Treasurer under delegated authority up to £500. In addition, sub-committees of the board exist for both HR and Finance Risk & Audit and each of them meet quarterly ahead of the board meetings. Operational activities such as fundraising and charitable activities are performed by voluntary helpers who themselves include beneficiaries of the charity. All trustees give their time voluntarily and receive no benefit from the charity.

REFERENCE and ADMINISTRATIVE INFORMATION

Registration details

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission under the name of Carriers of Hope, Coventry, registration number 1180105.

Trustees who served during 2024

Name of Trustee	Date of appointment	Current Term expires
Elizabeth Ann Thomson	6 September 2023	6 September 2026
Val Lewis	29 September 2021	11 September 2027
Dillion Duma	29 September 2021	11 September 2027
Peter O'Brien	29 September 2021	11 September 2027
Andrew Sayers	29 September 2021	11 September 2027
Lucinda Croft	19 September 2022	09 September 2025
Hava Foric	21 February 2024	21 February 2027
Patricia Towner	21 February 2024	21 February 2027
Gloria Adusu	4 March 2024	4 March 2027
Guteh Blandine Babey	21 February 2024	21 February 2027
Alvaro Grana	27 September 2021	Resigned September 2024
Kirsty Mabbott	29 September 2021	Resigned September 2024

TRUSTEES' RESPONSIBILITIES IN RESPECT TO FINANCIAL STATEMENTS

This annual report and statement of financial activities have been prepared on an accruals basis and satisfy the requirements of the *Charities SORP 2015, Accounting and Reporting by charities in accordance with the Financial Reporting Standard 102.*

The trustees

- have selected suitable accounting policies and intend to apply them consistently
- have made judgements and estimates which are reasonable and prudent
- confirm that the attached statement of accounts has been prepared on a going concern basis and complies with applicable accounting standards and statements of recommended accounting practice

The financial statements have been independently examined; they have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed and the Charities Act 2011.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud or other irregularities.

Approved by the trustees and signed on their behalf by

..... Date....31st MAY 2025.....

Andrew Sayers, trustee

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARRIERS OF HOPE, COVENTRY CIO

I report to the charity trustees on my examination of the accounts of the charity for the 12 months ending 31 December 2024 on pages 17 to 24 following, which have been prepared on the basis of the accounting policies set out on page 20.

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

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

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

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

1. accounting records were not kept in respect of the CIO as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed .....

Date ..... 21 May 2025

Michael Perry BA Hons, FCA, Chartered Accountant,
1 Beechwood Croft, Kenilworth, Warwickshire CV8 1GX

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

STATEMENT OF FINANCIAL ACTIVITIES
12 months ending 31st December 2024

31 December 2023					31 December 2024		
£ Unrestricted	£ Restricted	£ Total		Note	£ Unrestricted	£ Restricted	£ Total
			INCOME from:				
124,806	297,232	**422,038**	Monetary donations		70,259	165,241	**235,500**
			Non-monetary donations:				
52,525	-	**52,525**	-used goods	1c	53,074	-	**53,074**
31,904	-	**31,904**	-foodstuffs (FareShare)		29,050	-	**29,050**
-	17,017	**17,017**	Other Charitable Activities		-	10,232	**10,232**
324	-	**324**	Trading income	3	11,729	-	**11,729**
4,440	-	**4,440**	Investment Income:		5,847	-	**5,847**
213,999	**314,249**	**528,248**	**Total Income**		**169,958**	**175,473**	**345,432**
			EXPENDITURE on:				
188,642	342,490	**531,132**	Charitable activities	2	235,635	230,750	**466,385**
2,348	-	**2,348**	Fund raising costs		131	-	**131**
			Trading costs	3	11,729	-	**11,729**
19,990	**342,490**	**533,480**	**Total Expenditure**		**247,494**	**230,750**	**478,244**
£23,009	**(£28,241)**	**(£5,232)**	**Net (expenditure) / income during the year**		**(77,535)**	**(55,277)**	**(132,812)**
-	131,666	**131,666**	Add: Release of income deferred from 2022	5	-	-	-
-£23,009	**£103,425**	**£126,434**	**Total (decrease) / increase in funds during the year**		**(77,535)**	**(55,277)**	**(132,812)**

STATEMENT OF FUNDS

31 December 2023				31 December 2024		
Unrestricted £	Restricted £	Total £		Unrestricted £	Restricted £	Total £
23,009	103,425	**126,434**	Net (decrease) / increase in funds reported above	**(77,535)**	**(55,277)**	**(132,812)**
146,933	129,496	**276,429**	Add total Funds brought forward at beginning of the ear	**169,942**	**232,921**	**402,863**
£169,942	**£232,921**	**£402,863**	**Total Funds carried forward at end of the year** 11	**£92,407**	**£177,644**	**£270,051**

(minor discrepancies in additions are due to rounding)

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

BALANCE SHEET
at 31st December 2024

31 December 2023		Note	31 December 2024	
£			£	£
4,129	**TANGIBLE FIXED ASSETS**	10		**593**
	Current assets			
67,067	Prepayments & Debtors	4	40,859	
		10.5		
103,325			*116,136*	
104,267	Redwood Bank deposit account		*47,279*	
81,415	NatWest Bank Current Account		*52,151*	
49,876	Reliance Bank Current Account		*24,351*	
379	Cash in Hand		*56*	
339,263	Total Bank and Cash		239,973	
406,330	Total current assets		**280,833**	
(7,596)	Current liabilities: creditors	6	(11,375)	
398,734	**Net current assets**			**269,458**
£402,863	**TOTAL ASSETS**			**£270,051**
	FUNDS OF THE CHARITY	11		
276,429	Balance at beginning of the year			402,863
131,666	Release of deferred income	5		-
(5,232)	Net (decrease) in funds during the year: -			(132,812)
£402,863	**TOTAL ACCUMULATED FUND CARRIED FORWARD**			**£270,051**

Approved on behalf of the trustees, signed

.....

Andrew Sayers, trustee

Date 31st MAY 2025

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

STATEMENT OF CASH FLOWS
12 months ending 31 December 2024

31 December 2023	Cash provided by Operating Activities	31 December 2024
£		£
(5,232)	Net (expenditure) during the year as reported in the Statement of Financial Activities	(132,812)
	Adjustments to eliminate non-operating activities from the above result:	
(4,440)	Investment activity: bank interest	(5,847)
(8,894)	Change in debtors	26,208
(6,596)	Change in creditors	3,779
12,227	Non-cash transactions: fixed assets, depreciation	3,535
(12,935)	**Net cash (consumed) / provided by Operating Activities**	**(105,137)**

Reconciliation of net income to net cash flow from all activities

31 December 2023	Cash flows arising from all activities	31 December 2024
£		£
(12,935)	Net cash (consumed) by operating activities (as above)	(105,137)
	Additional cash flows during the year:	
4,440	- from investing activities: bank interest income	5,847
(8,495)	**(Decrease) in cash during the period**	**(99,290)**
347,758	Add cash brought forward from previous year	339,263
£339,263	**Total cash at the end of the year**	**£239,973**

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

1. Principal accounting policies

a) Basis of preparation

The financial statements are prepared under the historic cost convention. The accounts have been prepared in accordance with the requirements of the Charities SORP (FRS 102) effective January 2019, the Charities Act 2011 and with the charity's founding constitution.

b) Resources received and expended

Income and expenditure are included on an accruals basis except for voluntary donations income which is accounted for only when received or pledged / contractually owed to the charity at the end of the financial year and is known to have been received subsequently.

c) Donated Goods

Used furniture, equipment and other household goods received from donors for onward distribution to beneficiaries are in the accounts as both income and expenditure at an estimate of their open market purchase cost.

Donations received of bags of foodstuffs, toiletries and other personal requirements for onward distribution are likewise included in the accounts, at an estimated replacement cost of £15.

Income from the above donations is recognised in the accounts at the time of onward distribution, so there is no carrying value for goods still on hand at the balance sheet date.

d) Resources Expended

Expenditure is included on an accrual's basis inclusive of irrecoverable VAT.

Expenditure on charitable activities comprises costs incurred in the delivery of its activities and services for its beneficiaries.

e) Governance and support costs

These costs are apportioned to charitable expenditure proportionate to expenditure on each charitable activity.

f) Fixed assets

Capital items costing £1,000 or over are written off over 4 years.

Notes forming part of the financial statements

2. Charitable Expenditure

31 December 2023	Charitable Activity	Total	Support Costs *	Donations				Staff Costs	Storage costs		Venue Hire	Volunteer Costs	Other Costs
				Bought Goods	Food-stuffs	Cash	Used House-Hold Goods		Rent & Assoc. costs	Depreciation			
£		£	£	£	£	£	£	£	£	£	£	£	£
182,998	Furniture Project	**188,328**	29,360	1,937	-	-	53,074	40,356	45,396	3,535	-	1,071	13,598
178,237	Food Hub & Assoc. costs	**131,002**	20,423	52,529	29,050	-	-	22,002	2,488	-	-	1,672	2,839
66,683	Client Contact /Home Visits	**105,825**	16,498	3,406	-	2,770	-	74,128	-	-	5,600	2,018	1,405
51,638	Children's Work	**38,803**	6,049	6,803	-	-	-	25,831	-	-	-	-	119
46,012	Clothing Coventry	-		-	-	-	-	-	-	-	-	-	-
847	Learning / Training	**2,427**	378	-	-	-	-	-	-	-	-	50	1,998
4,260	Other Cash Donations	-	-	-	-	-	-	-	-	-	-	-	-
457	City Arcade meeting centre	-	-	-	-	-	-	-	-	-	-	-	-
531,132	**TOTAL**	**466,385**	**72,709***	**64,676**	**29,050**	**2,770**	**53,074**	**162,317**	**47,884**	**3,535**	**5,600**	**4,811**	**19,960**

Minor discrepancies in additions are due to rounding

* **Analysis of support costs**	£
Salaries: Management & Administration	56,873
Other costs	15,836
TOTAL	72,709

3. Trading

A payroll service is provided to a local charity and is invoiced at cost. The charity was created in 2021 to carry out clothing collection and distribution activities originally performed by Carriers of Hope CIO. The charity is otherwise totally independent of Carriers of Hope CIO and does not share trustees.

4. Prepayments & Debtors

	2024	**2023**
	£	**£**
Accrued income (received January/March 2025)	**35,298**	55,271
HMRC Gift Aid	**3,916**	4,678
Prepayments- insurances	**1,645**	2,118
Reimbursement	**-**	5,000
TOTAL	**£40,859**	£67,067

Notes forming part of the financial statements

5. Deferred income: release in prior year (2023)

A new office of paid Chief Executive was created in 2022. The role was funded by a specific donation, received in 2022, which was restricted to the purpose of covering approximately the first three years' costs of the incumbent. The position was taken up by a probationary appointee but was vacant at the end of 2022. With no prospective candidate in sight the amount of unspent funding at the end of 2022, £131,666, was deferred in the 2022 accounts until such time as the fund could be capable of being spent in accordance with the terms of the restriction.

With the appointment of a new Chief Executive in 2023 the deferred balance was released to that year's income, but on a separate line to enable the underlying net income for that year to be distinguished.

6. Creditors

	2024	2023
	£	£
HMRC NI & Smart Pensions: December 2024 payroll	5,477	3,851
Clothing Coventry Charity: clothing supplies	3,000	
St Marks Church: cleaning	1,237	
M Perry: Independent Examination fee	950	950
Daisy Communications Ltd: mobile phone	356	
Mosaic Brew Café: catering	275	
Tom White Waste Ltd: skip service	80	
Coventry City Council: rent		2,795
	£11,375	£7,596

7. Remuneration, Independent Examiner fee and staff costs

The Charity employed an average full-time equivalent headcount of 6.2 (2023: 5.1) during the period for a total cost, including employer costs, of £219,190 (2023: £223,287). All individuals worked in supporting the charitable activities of the Trust. No other salaries and no employee benefits were paid in either period. The independent examiner's fee was £950.

8. Payments to trustees

Three trustees claimed reimbursements of expenses totalling £935 (2023: 4 trustees £1,996) which were incurred in the performance of the charity's charitable activities. The amounts were reimbursed for purchases of goods on behalf of the charity and for travel costs.

Notes forming part of the financial statements

9. Volunteers

The Charity has a pool of approximately 128 volunteers (2023: 153) whose role is fully described on page 9.

10. Fixed Assets

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
	£	£	£	£	£
COST					
Fixed Assets at beginning and end of the year	**48,914**	**21,054**	**24,502**	**2,219**	**1,140**
DEPRECIATION					
Provisions at beginning of the year	**(44,786)**	(20,700)	(20,729)	(2,218)	(1,139)
Additions to provisions during the year	**(3,535)**	(352)	(3,183)	-	-
Total provisions at end of the year	**(48,321)**	(21,053)	(23,912)	(2,218)	(1,139)
Net Book Value 31 December 2023	4,129	353	3,774	1	1
Net Book Value 31 December 2024	**593**	**1**	**590**	**1**	**1**

FUNDING OF FIXED ASSETS

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
NET BOOK VALUE	£	£	£	£	£
Restricted Funds	296	-	295	-	1
Unrestricted Funds	297	1	295	1	-
Total 31 December 2024	**593**	**1**	**590**	**1**	**1**

11. Funds

The reserves policy of the charity and explanation of the designated fund is set out above on pages 12 and 13.

	Unrestricted		Restricted	TOTAL
	General	Designated		
	£	£	£	£
Funds b/f 1 January 2024	56,011	124,000	222,852	**402,863**
Net (expenditure) during the year	(77,535)		(55,277)	**(132,812)**
Transfers	34,000	(34,000)	-	-
Subtotals Unrestricted funds	**12,477**	**90,000**		
Funds c/f 31 December 2024	**102,477**		**167,574**	**270,051**

Notes forming part of the financial statements

Summary by fund

FUND	Opening balance 1 January 2024	Net Income (Expenditure) in 2024	Capital : Depreciation charge	Transfers In (Out)	Funds c/fwd 31 December 2024
Unrestricted Funds	£	£	£	£	£
General	**56,011**	(75,062)	(2,473)	34,000	**12,477**
Designated	**124,000**			(34,000)	**90,000**
Subtotal: unrestricted funds	**180,011**	**(75,062)**	**(2,473)**	**-**	**102,477**
Restricted Funds					
A E Higgs		4,689			**4,689**
ARM Trust	**100,593**	(31,966)	(590)		**68,037**
Benefactor: Warehouse/Shop costs	**9,163**	(9,163)			**0**
Baby Bags appeal	**6,167**	(1,116)			**5,051**
Big Lottery Community Fund	**321**	(321)			0
Carriers Befriending	**11,226**	(9,252)			**1,974**
Christmas Appeal	**5,285**	(1,931)			**3,354**
Cost of Living Community	**377**	2,319			**2,696**
Coventry City Council HARP	**3,680**	2,518			**6,198**
Coventry City Council Our Coventry	**-**	27,123			**27,123**
Clothing Coventry	**354**	(354)			**0**
Eveson Trust	**5,001**	(5,001)			**0**
Food Hub	**66,886**	(26,286)	(150)		**40,450**
National Grid - Fuel Poverty	**8,690**	(8,690)			**0**
Start for Life (Car seat project)	**2,598**	(595)			**2,003**
Travel Support Fund	**422**	525			**947**
Uniforms appeal	**2,088**	(1,400)			**688**
WMCA Circular Economy Project	**-**	4,365			**4,365**
Subtotal restricted funds	**222,852**	**(54,536)**	**(740)**	**0**	**167,574**
Memo: net expenditure, restricted funds		(55,277)			
TOTAL FUNDS	**402,863**	**(129,598)**	**(3,213)**	**0**	**270,051**
Memo: net income restricted funds		(132,812)			

Minor discrepancies in additions are due to rounding

CARRIERS OF HOPE, COVENTRY

England & Wales - Charity number 1180105

Accounts

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity **1180105**

A charitable incorporated organisation

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS

Year ending 31 December 2023

The Queen's Award for Voluntary Service

CARRIERS OF HOPE
Circle of Friends
AND DELIVERERS OF HELP

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REPORT OF THE TRUSTEES
for the year ending 31st December 2023

BACKGROUND
This charity, a Charitable Incorporated Organisation, became active on 1 January 2019 when it took over all the functions, assets and liabilities of Carriers of Hope Coventry, a charitable Trust, through which all the charity's work had been conducted since its creation in 2011. There was no change in the objects and scope as between the CIO and its predecessor charity, which immediately became dormant and was removed from the register of charities in January 2019.

OBJECTS
The objects of the charity as set out in the constitution are:

To promote any charitable purpose, primarily for the benefit of Asylum Seekers, Refugees and New Migrants living in Coventry, in particular but not exclusively the advancement of education, the protection of health and relief of poverty and to provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age, infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life.

PUBLIC BENEFIT
The charity constitutes a public benefit entity as defined by the accounting standard FRS 102.

The trustees have paid due regard to the Charity Commission's guidance on public benefit. The Charity meets its public benefit obligations by responding to requests from refugees, asylum seekers and migrants for support for themselves and their families. The support is provided either financially, in foodstuffs, household requirements, baby requirements, education or advice.

CHARITABLE ACTIVITIES AND ACHIEVEMENTS
Transitional Year: In 2023 we saw a change to our Organisational leadership. Several main long-term grants completed, and some team members took the opportunity to move on, making it a transitional year. We were still feeling the aftereffects of the Covid pandemic so took action to revert to a pre pandemic position whist taking the opportunity to make improvements to our operations. One major change was to utilise the new client database and request all Clients to register their information. We collected much more detailed family information and issued out membership cards. This greatly speeded up client access to our events and allowed more accurate understanding of which Clients were attending the events. Using the new information, we were now able to identify and prioritise families for other types of support such as those with school age children for our Uniform and Christmas projects.

During 2023 the charity pursued its charitable objects through a variety of activities and Projects:

Report of the trustees

Client Facing Events: We run three weekly community events, explained below, which bring our clients together to meet specific needs. Common to all our events is making professionals available via numerous partners offering their advice and services. Our aim on relieving the impacts of poverty means that we focus on creating partnerships with agencies and organisations that provide help and access to education, health and financial advice and information.

Also, our events create safe social spaces that Clients can enjoy time meeting up together, make friendships and enjoying tea and coffee from the cafe.

Our three events are: -

Community Drop In: In 2023 our monthly event reverted to a weekly in September. Stalls were set up in the venue for clients to come to collect the essential items they need. With a Community Cafe on site this created a setting for Clients to socialise. Themed events with a specific focus on distribution of items such as clothes, household items or toys took place throughout the year. Returning to this more regular Client face to face operation meant that we reduced the requests activity via the dedicated helpline.

WorldFoods Food Hub: 2023 saw our culturally relevant social supermarket exceed its maximum capacity of 100 members. The Cost-of-Living crisis brought new Clients as well as ones returning who we had helped to move on. The net cash cost of each bag of food is now £30 thanks to food donations that help us keep it down. Currently, we are spending over £1,500 per week on food, on top of the other costs of running this project. Fortunately, we secured a community organisations cost of living grant which meant we could maintain this capacity whilst making improvement plans for 2024. Overall, 3,365 families benefited from a weekly shopping bag from our Food Hub event along with an additional 250 families receiving bags outside the event. Clothes, provided by our partner charity, Clothing Coventry, were also distributed at the Food Hub along with toiletries, cleaning and hygiene essential items.

Let's Play: This is a weekly play group for parents and their pre-school children to Learn English Together Through Play. Singing plays a big part in the children's learning along with parental support around child behaviour, child development, child caring skills e.g. potty training, breast feeding, and general caring for baby.

Projects in 2023

Furniture Project: Two to three times each week the Furniture Project team collect donated furniture and household items and distribute them to families in need. New items are bought in special cases where the required item may be more specialist and has not been donated to us. More than 1,800 items were delivered in 2023.

Emergency Project: When we are contacted about families moving into empty properties we provide an emergency pack in order to enable them to settle in their new homes quickly,

containing something to sleep on, something to sit on, something to cook on, plus bedding and a kitchen pack of pots, pans, plates and cutlery.

Baby Bags Project: These are delivered to expectant mothers at their homes, and they contain everything they need for themselves and their baby when going into hospital and for when they return home. They include everything that new babies need – pushchair, car seat, cot etc. A return visit is carried out after 3 to 6 months to promote Let's Play and deliver items relevant to that age and stage of development. During 2023 170 babies were supported by our project.

School Uniform Project: The annual distribution of money to purchase uniform items took place in July and September, to promote their entry into their new school education. 193 children were supported in 2023 through this project.

Community Allotment: The children involved in Let's Play, together with their older siblings, have benefitted greatly from attending time in the outdoors at a Children's Community Allotment. In 2023 we raised funds and erected a large polytunnel which meant more activities could be undertaken with the children despite the weather. Allotment produce has been donated to families and to the WorldFoods Food Hub. The partnership with the local primary school means that Carriers' children and Earlsdon children can form friendships, in support of community cohesion.

Christmas Project: Donated Christmas presents were distributed to over 800 children, along with Christmas "goodies" to around 300 families. 75 Christmas food parcels donated by the Quakers were also distributed via the Food Hub.

Client Processes

Client Helpline Text Service: Our dedicated Client helpline established for the Pandemic saw a large reduction in activity in 2023, from 791 calls in 2022 to 163 calls in 2023 as clients connect with us more and more in person. It is now intended to be in place just for emergency use.

Client Contact Interviews (CCI): Families deemed to be at risk, who are new to the city or have reported difficulties, are invited to attend a client Contact Interview to assess needs and to create an action plan for them. These interviews were carried out by two of the paid staff, recently OISC level 1 qualified, and three members of the board of trustees at our events. Additional team members, volunteers and trustees were also trained during 2023 to collect and register basic client information at our events. Where families were identified as high risk then these were passed on to the CCI team for specialised support. This meant we were able to interview a larger number of families and allow the CCI team to specialise on the high-risk cases. We registered over 1100 families in that way and the CCI interviewed 658 families up from 246 in 2022.

Waste recycling: We are always aiming to be more environmentally conscious. By disposing of surplus goods in more thoughtful ways we aim to reduce the amount going to

Report of the trustees

landfill. It enables other charities to benefit from our surplus, saves money on rubbish collections and re-uses items which could generate income to benefit more families. In 2023 we formed a partnership with Warwick University which saw us work together to collect the discarded items from the student residences. Several van loads of kitchen and bedroom items were retrieved and those items in a good condition were sold back to the next year's students, raising vital funds, whilst the remaining items were cleaned up and offered to our families.

Partnerships: During 2023 we focussed more energy on creating partnerships with organisations and agencies that would benefit our families. Our ability to connect with our client base is an attractive feature for organisations trying to provide specialist support to this hard-to-reach group. We were awarded commissioned work from Public Health via the city council to deliver the Health Access for Refugees Programme. This is to make sure our families connect and engage with the health services available. Another partnership with the Family Hubs allows us to manage and provide a baby car seat service for Mothers leaving hospital after childbirth.

We responded and dealt with 293 referrals from 34 different agencies during 2023.

We are key members of various networks in Coventry that allow the sharing of vital information regarding potential impacts being faced by our families and working together in collaboration to respond to these risks. These are the Coventry Migration Network and the Coventry Food Network made up of like-minded organisations.

Leadership and Governance

New Leadership: A board trustee took up the position of unpaid Interim CEO through the period of transition to cover the management gaps whilst the board re-evaluated the Leadership requirements for the organisation. A review of staffing and management arrangements was carried out during the year and the organisation design completed.

Using the revised strategy with a renewed focus on Client Progression, Volunteers and Partnerships a new manager was recruited into the role of Client Progression and Volunteer Manager. This allowed us to improve our volunteering processes and co-ordination., increasing the number of Volunteering opportunities.

Recruitment activities were also prepared to source Director of Operations and Partnerships, a Client Response Manager and Food Project Leader roles in early 2024.

The Carriers Team: There were 14 paid employees working with the charity during the year. Except for two full time posts, all of these were part-time with the number of hours ranging from 6 to 25 per week.

Report of the trustees

At the end of 2023 we have the following staff team in post:

Role	Person
Interim CEO (unpaid), also covering the Food Project	Andrew Sayers, Board Trustee and Treasurer
Assistant to the CEO	Sue Sampson
Client Progression and Volunteer Team managing the following two members of that team.	Bose Olajide
Client Contact Worker	Lorena Aires
Admin Assistant at WorldFoods Food Hub, Client Contact Worker (and Arabic Translation)	Rinan Fatayer
Children's Team, managing the following two members of staff.	Alysia Cannock
Volunteer Co-ordinator for the Baby Project; and Community Drop in Events	Michelle McHikoma
Education, Training and Employment Worker.	Dr Lin Armstrong
Project Leader of the Furniture Project, managing the following member of staff.	Dawn Probert
Volunteer Co-ordinator for the Furniture Project	Neal Probert
Office and Finance Manager, managing the following member of staff.	Jayne Davies
Volunteer Coordinator at the Warehouse	Namrine Robert
The following members of staff left the organisation during 2023: Nicolas Faraday, Pip Martin, Karen Everitt	

Volunteers

We are very proud of our track record in recruiting and retaining volunteers, especially those clients who have progressed on to become volunteers. Altogether during 2023 we have a pool of approximately 153 volunteers, 102 of whom are the most actively involved and the remainder of whom are involved in occasional activities such as the Donors of the Week or being Carriers of Hope's representatives. 61% of the most active volunteers (68 people) are recruited from the charity's clients. They are involved in a varied range of activities: at the Community Drop in events around 30 help with distributing goods; the Furniture Project requires 2 volunteers each time the van goes out to collect and distribute donated goods; around 50 people volunteer at the Food Hub (with around 25 there every week); and 10 are actively involved in the children and baby projects; electrical testing of donated equipment is carried out by volunteers each week; and IT equipment donated to the charity is checked, repaired and delivered to families by a volunteer specialist. Other volunteers provide regular support at the warehouse, sorting donations of household items and food and preparing items for the following week's event. Another volunteer works with the Admin. Team to support our database. Recruitment of a Volunteer Manager in 2023 has improved the process of sourcing volunteers. We have formed an active partnership with Voluntary Action Coventry and increased our use of corporate volunteers especially at our FoodHub and

Report of the trustees

Warehouse and also at our Community Allotment. These included Nat West, Good Gym, Guardian Ballers along with several local schools.

Accommodation

Our main accommodation is a warehouse unit on Lythalls Lane Industrial Estate in Coventry. It provides a storage bank for all the goods that we give away and is the base for our main office. The lease has been generously funded by a local businessman, but this support ended in November 2023 upon renewal of the lease. We started to fund-raise for this drop in income and the rent increase added onto the new lease, for which we have secured cover for 2024. The accommodation arrangements at Hillfields Church in Coventry remain in place for the Let's Play groups event. In addition to Hillfields Church, we use St Mark's Church in Hillfields as the venue for WorldFoods Food Hub in a three-way partnership between Carriers of Hope, St Marks Church and YWAM (Youth with a Mission).

Refresh the Weekly Client Community Event: It was decided that a fresh start with a new "look and feel" was required for the weekly event that took place pre-pandemic. For our clients, the weekly event will be a combination of a marketplace, an information point and a social occasion. One of the main drivers of the change was for us to make better connections with our clients, more deeply understand their circumstances and therefore be in a better position to provide support.

We partnered with a city centre church to relocate our weekly event into their newly established community hub. Along with being the usual venue to collect items, we set up a dedicated space for registering new clients, a quiet space available for more in-depth conversations with clients and a creche to allow parents to take part in the event. The new venue will encourage Partner organisations to bring in additional support / advice / services for our clients.

The shop premises at 26, City Arcade in Coventry that served to hold meetings, training and as a collection point for clients requested items, closed in January 2023 as it was to be demolished as part of wider City Centre redevelopment.

The trustees wish to record their immense gratitude to the local businessman and his wife who helped to fund the rental costs of both the shop and our warehouse over the previous five years. This level of generosity is above and beyond all we could have hoped for.

Our responsibility for Clothing Coventry's warehouse at Napier Street continued throughout 2023, but it will transfer fully to the separate charity during 2024. (see also Note 5a, page 22)

Report of the trustees

Active donor funding agreements: receipts during the period

Multi Year Grant Receipts (note: all have terminated in 2023)

Fund	Amount	Purpose
National Lottery – Community Fund (Reaching Communities)	£32,078	Final Year Payment Distribution Volunteers' Project
National Lottery – Community Fund (Reaching Communities)	£17,000	Final payment for Clothing Coventry, income received under custodian trusteeship (see note 5a on page 22)
National Lottery – Community Fund via Mosaic Church Coventry Project	£51,395	Final payment running costs of World Foods Food Hub Social Supermarket.
Household Support Fund via Coventry City Council	£30,019	Final Year Payment for Food at WorldFoods Food Hub
Local businessman	£23,424	Final payment for accommodation and warehouse

One off / Single Year Receipts

Fund	Amount	Purpose
Forrester Family Trust	£40,000	One off grant to support families
J.H.H Rausing Trust	£18,820	Food at World Foods Food Hub
National Grid	£10,000	Fuel poverty family support
Anonymous donation	£9,358	Progression and improving lives advice for families and volunteers
Charities Trust (Nat West Foundation)	£7,000	Organisational Support
29th May Charitable Trust	£5,000	Essential emergency items for people in need
The Eveson Trust	£5,000	Children's Project
Soothern & Cranor	£3,800	School Uniforms project
Health Watch	£3,700	Research into ante-natal and birth experiences of refugees
Coventry City Council	£3,500	Baby Car Seat Project
St Marks Church	£4,600	For School Uniforms and Christmas projects
Balsall Common Lions	£1,475	Food at WorldFoods Food Hub
Kenilworth Lions	£1,000	Essential items for people in need

Report of the trustees

PLANS FOR THE FUTURE

As an organisation we are constantly evolving, and as things change, we are always looking ahead to limit any impact and put us in a stronger position to improve the circumstances of our clients. Activities planned for 2024 include the following: -

Money and Funds: Continued efforts will be made to identify and secure sufficient funds to finance the continuation of our services and activities.

Strengthening the Organisation: Building on previous years' improvements, a Strategic review was undertaken, facilitated by Cranfield Trust via Lloyds Foundation, involving Trustees, Managers and Staff. We identified the areas to strengthen so that we could better serve our increasing client base and target our finite resources in the most effective way.

Our priorities for action:
1. *Clients* – Increase their empowerment, reduce their dependency on us and other agencies, develop pathways for families to increase their self-sufficiency and integration.
2. *Client Volunteers* – often being a first stage for progression, find, train, manage and then support volunteers to become engaged in our delivery projects.
3. *Organisation and Infrastructure* – Enhance leadership with new appointments, undertake Client Response team technical training and continue to upgrade / refresh our database of Centralised family information.
4. *Creating new partnerships* – we will continue our partnership efforts to provide access for our families to services, particularly regarding education, health, employment and financial support; provided by other organisations and agencies.

Core Activities: the list of Charitable Activities listed on pages 4 to 6 will continue, with the following additions.

Our key priority of incorporating external specialist partner organisations into all three of our weekly events will continue. This holistic initiative will offer our families vital access to services in Coventry providing real opportunities for them to build a positive, self-sufficient future, complementing our vital practical support services.

An overhaul of the Client information we hold was undertaken during 2023 with extra resource applied to conducting client interviews and home visit assessments. In 2024 we will enhance the database and configure it to enable to show how our clients are performing along their journey to empowerment, giving us the Client metrics that ensures we keep our focus on improving the outlook of the families we support.

We plan to move our Let's Play event to a Thursday to reduce the clash with other events meaning that resources can be made more readily available for the mothers and their children.

The Environment has always been a priority at Carriers through our household items and food recycling and in 2024 we plan to become more actively engaged within the Circular Economy in Coventry and the West Midlands as part of an initiative with West Midlands Development Authority.

Report of the trustees

APPRECIATION

The trustees wish to record their very grateful thanks to all our staff and volunteers, our partners, our business supporters, the City Council, the funders and the regular donors, without whom we couldn't do this work. These people make the charity the success that it is.

The trustees are also indebted to the volunteers who have generously given their time to carry out the charity's activities.

FINANCIAL REVIEW

Comparative data for the previous year are (bracketed)

The result for the year was net expenditure £5,232 (net expenditure £26,361). Year on year, expenditure increased by almost 2% whereas income grew by 6%.

Total Income was £528,248 (£497,502) made up of cash-based sources £443,819 (£416,198) supplemented by receipts of donations-in-kind, both of used household items £52,525 (£56,929) and foodstuffs received under an arrangement with FareShare £31,904 (£24,375). The receipts-in-kind are in turn expensed in the accounts at the same value.

The majority of the cash income was donations £422,038 (£387,322), of which £297,232 (£357,650) was restricted. The remaining cash income comprised £17,017 (£16,942) arising from voluntary nominal contributions made by beneficiaries for food donated to them. Trading income was only £324 in contrast with the previous year's £11,516, owing to vacating in early 2023 the City Arcade premises where the activity was held. Bank interest added £4,440 (£418), an improved result year on year thanks to more funds in a higher yielding deposit account.

Total expenditure was £533,480 (£523,863) of which cash spend accounted for £449,051 (£442,559). The remaining expenditure comprised onward donations of amounts-in-kind described earlier, depreciation £12,227 (£13,075) plus fund-raising costs of £2,348 (£5,047) borne by being netted off income received. Expenditure on charitable activities was £531,132 (£518,816) and is explained more fully in note 2 to the accounts on page 21.

Closing funds totalled £402,863 (£276,429), of which bank and cash balances amounted to £339,263 (£347,758). The contrast with the lower funds at the end of 2022 is explained by the release to income in 2023 of certain receipts in 2022 which were suspended from reported income for that year; it is explained more fully in note 4 to the accounts on page 22. The charity's reserves policy is explained below.

Risks: The trustees have examined the major risks which the charity faces and confirm that through a combination of public liability insurance, the development of internal policies especially on child protection and health and safety, internal financial controls and prudent investment policy, exposure to those risks is minimised.

Report of the trustees

Reserves Policy: The Finance, Risk and Audit Committee of the Board of Trustees (FRA) keeps the reserves policy under review to ensure it meets the charity's changing needs. The breakdown of funds can be found in note 10 to the accounts on pages 23 and 24.

Restricted funds: Almost half the funds carried forward are restricted, therefore obliging trustees to apply them only to specific purposes. Much of the remainder is designated by the trustees in recognition of the need to protect the ongoing capability of the charity against a background of uncertain income streams.

Designated reserves: Only 5% or so of monetary income is on a structured, recurrent basis. The remaining 95% arises from trustees making opportunistic applications for funding, and general appeals for donations, plus the spontaneous initiative of generous donors who support the charity. The consequence is that the financial structure is not as robust as we would like for a charity on which so many people are dependent.

Most of the charity's beneficiaries are critically dependent on its ongoing support, so the charity feels vulnerable to the unpredictability of its sources of income. It aims to safeguard its ability to meet critical spend by designating certain reserves. Given the central role of staff we wish to protect our ability to meet payroll costs. Whilst restricted donations cover some of the costs, the remainder amounts to £190,000 annually. We have therefore designated reserves to protect our ability to meet six months of that amount in order to allow a measured approach to identifying a means of recovery. In addition, our storage premises, with annual overheads of over £29,000, are critical to our operations. To that end the designated fund is held at £124,000 made up of two elements: payroll costs £95,000 and Storage costs £29,000.

New funds: In the face of the risks and challenges described above it is clear that in order to maintain the existing level of operations trustees need to seek new sources of significantly incremental income.

Going Concern: The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The comments above under *Reserves Policy* explain the trustees' concern over the risk associated with the charity's dependence on uncertain income streams and includes an explanation of how they manage that risk.

Report of the trustees

INVESTMENT POLICY

There are no restrictions on the trustees' powers to invest. The investment strategy is prudent. Other than working capital requirements, funds are placed on interest-earning deposit.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Carriers of Hope, Coventry CIO is constituted as a Charitable Incorporated Organisation under the Charities Act 2011 and a registered charity, number 1180105. The charity originally commenced its activities in 2011 as a charitable trust, which continued until the end of 2019 after which the CIO, newly created for the purpose, assumed all its activities, assets and liabilities.

The charity was created by Mrs S M Sampson, now retired, to assist asylum seekers and in its re-constituted form it also embraced the needs of refugees and new migrants living in Coventry with a primary aim of improving their conditions of life through donations of household requisites, furniture and equipment. More recently those aims have been supplemented by helping families based on home visits to assess their needs. In the 14 years since its formation it has steadily grown, enabling it to support more and more refugees and asylum seekers.

The trustees are co-opted and serve for a term of 3 years after which period they may put themselves forward for re-appointment. Newly appointed trustees undertake induction and are familiarised with trustee responsibilities by reference to the publications of the Charity Commission and to the latest Annual Report of the Trust.

The full board of trustees meet at least four times each year and determine the broad strategy and areas of activity of the charity. They approve all expenditure except that spent for one off items by the Treasurer under delegated authority up to £500. In addition, sub-committees of the board exist for both HR and Finance Risk & Audit and each of them meet quarterly ahead of the board meetings. Operational activities such as fundraising and charitable activities are performed by voluntary helpers who themselves include beneficiaries of the charity. All trustees give their time voluntarily and receive no benefit from the charity.

REFERENCE and ADMINISTRATIVE INFORMATION

Registration details

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission under the name of Carriers of Hope, Coventry, registration number 1180105.

Trustees who served during 2023

Name of Trustee	Date of appointment	Term expires
Elizabeth Ann Thomson	6 September 2023	6 September 2026
Val Lewis	27 September 2021	27 September 2024
Alvaro Grana	27 September 2021	27 September 2024
Dillion Duma	29 September 2021	29 September 2024
Peter O'Brien	29 September 2021	29 September 2024
Andrew Sayers	29 September 2021	29 September 2024
Kirsty Mabbott	29 September 2021	29 September 2024
Lucinda Croft	19 September 2022	09 September 2025
Sue Sampson	27 September 2021	Resigned February 2023
Angela Emerson	14 December 2022	Resigned August 2023
Omaima Ahmed	30 January 2023	Resigned September 2023
Lydia Sampson	19 September 2022	Resigned December 2023

TRUSTEES' RESPONSIBILITIES IN RESPECT TO FINANCIAL STATEMENTS

This annual report and statement of financial activities have been prepared on an accruals basis and satisfy the requirements of the *Charities SORP 2015, Accounting and Reporting by charities in accordance with the Financial Reporting Standard 102.*

The trustees

- have selected suitable accounting policies and intend to apply them consistently
- have made judgements and estimates which are reasonable and prudent
- confirm that the attached statement of accounts has been prepared on a going concern basis and complies with applicable accounting standards and statements of recommended accounting practice

The financial statements have been independently examined; they have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed and the Charities Act 2011.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud or other irregularities.

Approved by the trustees and signed on their behalf by

..... Date 12th Sept 2024

Andrew Sayers, trustee

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARRIERS OF HOPE, COVENTRY CIO

I report to the charity trustees on my examination of the accounts of the charity for the 12 months ending 31 December 2023 on pages 17 to 24 following, which have been prepared on the basis of the accounting policies set out on page 20.

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

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

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

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

1. accounting records were not kept in respect of the CIO as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed .....

Date ..... 19 September 2024

Michael Perry BA Hons, FCA, Chartered Accountant,
1 Beechwood Croft, Kenilworth, Warwickshire CV8 1GX

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

STATEMENT OF FINANCIAL ACTIVITIES
12 months ending 31st December 2023

31 December 2022					31 December 2023		
£ Unrestricted	£ Restricted	£ Total		Note	£ Unrestricted	£ Restricted	£ Total
			INCOME from:				
29,672	357,650	**387,322**	Monetary donations		124,806	297,232	**422,038**
			Non-monetary donations:				
56,929	-	**56,929**	-used goods	1c	52,525	-	**52,525**
24,375	-	**24,375**	-foodstuffs (FareShare)		31,904	-	**31,904**
16,942	-	**16,942**	Other Charitable Activities		-	17,017	**17,017**
11,516	-	**11,516**	Trading income		324	-	**324**
418	-	**418**	Investment Income:		4,440	-	**4,440**
139,852	**357,650**	**497,502**	**Total Income**		**213,999**	**314,249**	**528,248**
			EXPENDITURE on:				
156,447	362,369	**518,816**	Charitable activities	2	188,642	342,490	**531,132**
5,047	-	**5,047**	Fund raising costs		2,348	-	**2,348**
161,494	362,369	523,863	**Total Expenditure**		**190,990**	**342,490**	**533,480**
£(21,642)	£(4,719)	£(26,361)	**Net income / (expenditure) during the year**		**£23,009**	**(£28,241)**	**(£5,232)**
-	-	-	Add: Release of income deferred from prior year	4	-	131,666	**131,666**
£(21,642)	**£(4,719)**	**£(26,360)**	**Total increase / (decrease) in funds during the year**		**£23,009**	**£103,425**	**£126,434**

STATEMENT OF FUNDS

31 December 2022 (Restated)				31 December 2023		
Unrestricted £	Restricted £	Total £		Unrestricte £	Restricted £	Total £
£(21,642)	£(4,719)	£(26,360)	Net increase in funds reported above	23,009	103,425	**126,434**
168,574	134,215	302,789	Add total Funds brought forward at beginning of the	146,933	129,496	**276,429**
146,933	129,496	**£276,429**	**Total Funds carried forward at end of the year** 10	**£169,942**	**£232,921**	**£402,863**

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

BALANCE SHEET
at 31st December 2023

31 December 2022 (Restated – note 2)		Note	31 December 2023	
£			£	£
16,356	**TANGIBLE FIXED ASSETS**	9		**4,129**
	Current assets			
58,173	Prepayments & Debtors	3	67,067	
100,000	Redwood Bank 1 year Bond account		*103,325*	
75,353	Redwood Bank deposit account		*104,267*	
56,673	NatWest Bank Current Account		*81,415*	
114,751	Reliance Bank Current Account		*49,876*	
981	Cash in Hand		*379*	
347,758	Total Bank and Cash		339,263	
405,931	Total current assets		**406,330**	
	Current liabilities			
(14,192)	Creditors	5	(7,596)	
(131,666)	Deferred income	4	-	
(145,858)	Total current liabilities		**(7,596)**	
260,073	**Net current assets**			**398,734**
£276,429	**TOTAL ASSETS**			**£402,863**
	FUNDS OF THE CHARITY	10		
302,790	Balance at beginning of period			276,429
	Release of deferred income	4		131,666
(26,361)	Net (decrease) in funds during the year: -			(5,232)
£276,429	**TOTAL ACCUMULATED FUND CARRIED FORWARD**			**£402,863**

Approved on behalf of the trustees, signed

.....

Andrew Sayers, trustee

Date 12th Sept 2024

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

STATEMENT OF CASH FLOWS
12 months ending 31 December 2023

31 December 2022	Cash provided by Operating Activities	31 December 2023
£		£
(26,361)	Net (expenditure) during the year as reported in the Statement of Financial Activities	(5,232)
	Adjustments to eliminate non-operating activities from the above result:	
(419)	Investment activity: bank interest	(4,440)
(23,500)	Change in debtors	(8,894)
137,920	Change in creditors	(6,596)
14,835	Non-cash transactions: fixed assets, depreciation	12,227
£102,475	**Net cash (consumed) / provided by Operating Activities**	**(12,935)**

Reconciliation of net income to net cash flow from all activities

31 December 2022	Cash flows arising from all activities	31 December 2023
£		£
102,475	Net cash (consumed) / provided by operating activities (as above)	(12,935)
	Additional cash flows during the year:	
(6,333)	- from additions to Fixed Assets	-
418	- from investing activities: bank interest income	4,440
96,560	**(Decrease) / Increase in cash during the period**	**(8,495)**
251,198	Add cash brought forward from previous year	347,758
£347,758	**Total cash at the end of the year**	**£339,263**

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

1. Principal accounting policies

a) Basis of preparation

The financial statements are prepared under the historic cost convention. The accounts have been prepared in accordance with the requirements of the Charities SORP (FRS 102) effective January 2019, the Charities Act 2011 and with the charity's founding constitution.

b) Resources received and expended

Income and expenditure are included on an accruals basis except for voluntary donations income which is accounted for only when received or pledged / contractually owed to the charity at the end of the financial year and is known to have been received subsequently.

c) Donated Goods

Used furniture, equipment and other household goods received from donors for onward distribution to beneficiaries are in the accounts as both income and expenditure at an estimate of their open market purchase cost.

Donations received of bags of foodstuffs, toiletries and other personal requirements for onward distribution are likewise included in the accounts, at an estimated replacement cost of £15.

Income from the above donations is recognised in the accounts at the time of onward distribution, so there is no carrying value for goods still on hand at the balance sheet date.

d) Resources Expended

Expenditure is included on an accrual's basis inclusive of irrecoverable VAT.

Expenditure on charitable activities comprises costs incurred in the delivery of its activities and services for its beneficiaries.

e) Governance and support costs

These costs are apportioned to charitable expenditure proportionate to expenditure on each charitable activity.

f) Fixed assets

Capital items costing £1,000 or over are written off over 4 years.

Notes forming part of the financial statements

2. Charitable Expenditure

31 December 2022	Charitable Activity	Total	*Support Costs	Donations				Staff Costs	Rent / storage costs	Deprec-iation	Venue Hire	Volunteer Costs	Other Costs
				Bought Goods	Food-stuff	Cash	Used House-Hold Goods						
£		£	£	£	£	£	£	£	£	£	£	£	£
159,310	Food Hub & Assoc. costs	178,237	21,117	91,429	31,904	-	-	25,251	-	284	917	2,361	4,974
157,520	Furniture Project	182,998	21,682	2,471	-	-	52,525	48,141	37,620	11,389	-	-	9,171
81,439	Client Contact /Home Visits	66,683	7,901	15,105	-	-	-	32,493	-	-	6,300	1,462	3,422
45,975	Clothing Coventry	46,012	5,452	-	-	-	-	24,728	15,800	-	-	-	34
45,001	Children's Work	51,638	6,118	3,587	-	-	-	38,427	-	-	-	-	3,506
16,511	City Arcade meeting centre	457	54	-	-	-	-	-	322	-	-	81	-
11,419	Cash Donations	4,260	505	-	-	3,755	-	-	-	-	-	-	-
1,641	Learning / Training	847	100	-	-	-	-	-	-	-	-	-	747
£518,816	TOTAL	531,132	62,929	112,592	31,904	3,755	52,525	169,040	53,742	11,673	7,217	3,904	21,853

Analysis of support costs	£
Salaries: Management & Administration	54,250
Other costs	8,679
TOTAL	£62,929

3. Prepayments & Debtors

	£ 2023	£ 2022
Accrued income (received January/February 2024)	55,271	30,019
HMRC Gift Aid	4,678	6,022
Reimbursement	5,000	-
Prepayments	2,118	12,002
Rent Bonds	-	8,500
Other debtors	-	1,630
Total Debtors & Prepayments	£67,067	£58,173

Notes forming part of the financial statements

4. Deferred income

A new office of paid Chief Executive was created in 2022. The role is funded by a specific donation, received in 2022, which is restricted to the purpose of covering approximately the first three years costs of the incumbent. The position was taken up by a probationary appointee but was vacant at the end of 2022. With no prospective candidate in sight, the amount of unspent funding at the end of 2022, £131,666, was deferred in the 2022 accounts until such time as the fund could be capable of being spent in accordance with the terms of the restriction.

With the appointment of a new Chief Executive in 2023 the deferred balance has been released to 2023 income, but on a separate line to enable the underlying net income for the year to be distinguished.

5. Creditors

	£	£
	2023	2022
Payroll costs, December 2023	3,851	5,915
Suppliers	3,745	2,478
Custodian trust fund (explained below)	-	5,799
Total creditors	**£7,596**	£14,192

a) Custodian trust fund: a clothing project which this charity initiated was transferred to a new charity independent of Carriers of Hope in December 2021. Its funder, the National Lottery Community Fund, took the precaution of asking Carriers of Hope, already known to it as an established beneficiary of National Lottery funding, to administer its funding on behalf of the new charity from the outset, but under the instructions of the charity, until such time as confidence in it had built up. At the end of 2022 Carriers of Hope held a balance of £5,799 which, not being the property of Carriers of Hope, was reported as a liability in the 2022 accounts as a custodian trust. The funds had been fully disbursed at the end of 2023.

6. Remuneration, Independent Examiner fee and staff costs

The Charity employed an average full-time equivalent headcount of 5.91 (2022: 5.5) during the period for a total cost, including employer costs, of £223,287 (2022: £201,199). All individuals worked in supporting the charitable activities of the Trust. No other salaries and no employee benefits were paid in either period. The independent examiner's fee was £950.

7. Payments to trustees

Four trustees claimed reimbursements of expenses totalling £1,996 (2022: 3 trustees £1,556) which were incurred in the performance of the charity's charitable activities. The amounts were reimbursed for purchases of goods on behalf of the charity and for travel costs.

Notes forming part of the financial statements

8. Volunteers

The Charity has a pool of approximately 153 volunteers (2022: 163) whose role is fully described on page 7.

9. Fixed Assets

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
	£	£	£	£	£
COST					
Fixed Assets at beginning of the year	**68,947**	41,087	24,502	2,219	1,140
Disposal during the year at cost	**(20,033)**	(20,033)	-	-	-
Total Cost at end of the year	**48,914**	21,054	24,502	2,219	1,140
DEPRECIATION					
Provisions at beginning of the year	**(52,591)**	(35,468)	(14,604)	(1,664)	(855)
Less provision for disposed asset	**20,032**	20,032	-	-	-
Additions to provisions during the year	**(12,227)**	(5,263)	(6,125)	(554)	(284)
Total provisions at end of the year	**(44,786)**	(20,700)	(20,729)	(2,218)	(1,139)
Net Book Value 31 December 2022	16,356	5,618	9,898	555	285
Net Book Value 31 December 2023	**4,129**	**353**	**3,774**	**1**	**1**

FUNDING OF FIXED ASSETS

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
NET BOOK VALUE	£	£	£	£	£
Restricted Funds	2,006	353	1,651	-	1
Unrestricted Funds	2,123	-	2,123	1	-
Total 31 December 2023	**4,129**	**353**	**3,774**	**1**	**1**

10. Funds

The reserves policy of the charity and explanation of the designated fund is set out above on page 12.

	Unrestricted		Restricted	TOTAL
	General	Designated		
	£	£	£	£
Funds b/f 1 January 2023	46,383	95,000	135,045	**276,428**
Net income / (expenditure) during the year	27,297	11,332	(43,860)	**(5,232)**
Transfers	(17,668)	17,668	-	-
Release of income deferred from prior year	-	-	131,666	**131,666**
Subtotal Unrestricted funds	**56,012**	**124,000**		
Funds c/f 31 December 2023	**£180,012**		**£222,851**	**£402,863**

Notes forming part of the financial statements

Summary by fund

FUND	Opening balance 1 January 2023	Release income deferred from prior year	Net Income (Expenditure) in 2023	Capital : Depreciation charge	Transfers In (Out)	Funds c/fwd 31 December 2023
Unrestricted Funds	£	£	£	£	£	£
Forrester Family Trust	-	-	2,991	-	-	**2,991**
Other General	46,383	-	29,629	(5,323)	(17,668)	**53,020**
Designated	95,000	-	11,332	-	17,668	**124,000**
Subtotal: unrestricted funds	**141,383**	**-**	**43,952**	**(5,323)**	**-**	**180,011**
Memo: net income, general funds			£38,629			
Restricted Funds						
						-
ARM Trust	1,769	131,666	(32,252)	(590)		**100,593**
Benefactor: Warehouse/Shop costs	13,399		(4,237)			**9,163**
Baby Bags appeal	3,409		2,758			**6,167**
Big Lottery Community Fund - *Reaching Communities*	19,834		(13,987)	(5,526)		**321**
BBC Children in Need - *Next Steps*	12,705		(12,705)			-
Carriers Befriending	7,465		3,761			**11,226**
Christmas Appeal	2,546		2,739			**5,285**
Cost of Living Community	-		377			**377**
Coventry City Council Bursary	1,092		(1,092)			-
Coventry City Council HARP			3,680			**3,680**
Clothing Coventry	2,633		(1,925)	(354)		**354**
Clothing Coventry Heart of England	6,575		(6,575)			-
Eveson Trust			5,001			**5,001**
Food Hub	46,820		20,500	(434)		**66,886**
Healthwatch	2,689		(2,690)			-
Lloyds Bank Fdn England & Wales	12,171		(12,171)			-
National Grid - Fuel Poverty	-		8,690			**8,690**
Start for Life (Car seat)	-		2,598			**2,598**
Travel appeal	208		213			**422**
Uniforms appeal	1,729		359			**2,088**
Subtotal restricted funds	**135,045**	**131,666**	**(36,957)**	**(6,903)**	**-**	**222,852**
Memo: net expenditure, restricted funds			(£43,860)			
TOTAL FUNDS	**£276,428**	**£131,666**	**6,995**	**(12,227)**	**-**	**402,863**
Memo: net income restricted funds			(£5,232)			

CARRIERS OF HOPE, COVENTRY

England & Wales - Charity number 1180105

Accounts

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity **1180105**

A charitable incorporated organisation

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS

Year ending 31 December 2022

The Queen's Award for Voluntary Service

Carriers of Hope
Circle of Friends
And Deliverers of Help

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REPORT OF THE TRUSTEES

for the year ending 31st December 2022

This charity, a Charitable Incorporated Organisation, became active on 1 January 2019 when it took over all the functions, assets and liabilities of Carriers of Hope Coventry, a charitable Trust, through which all the charity's work had been conducted since its creation in 2011. There was no change in the objects and scope as between the CIO and its predecessor charity, which immediately became dormant and was removed from the register of charities in January 2019.

OBJECTS

The objects of the charity as set out in the constitution, which are identical to the former charity are:

> To promote any charitable purpose, primarily for the benefit of Asylum Seekers, Refugees and New Migrants living in Coventry, in particular but not exclusively the advancement of education, the protection of health and relief of poverty and to provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age, infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life.

CHARITABLE ACTIVITIES

During 2022 the charity pursued its objects through a variety of activities:

Client Helpline Text Service: During the pandemic a dedicated phone number was advertised by which clients could contact to tell us what essential items they required. This service has continued ever since. Clients considered vulnerable received their goods at home, delivered to them by a team of Home Delivery Volunteers. Other clients were encouraged to collect their requested items from our premises at 26 City Arcade.

Market Place Events: This monthly event took place throughout 2022. Stalls were set up in a church car park for clients to come to collect the items they need. The Market Place moved indoors from November 2022.

Client Contact Interviews: Families deemed to be at risk, or who are frequently contacting the Helpline, are invited to attend a client Contact Interview to assess needs and to create an action plan for addressing those needs. These interviews were carried out by two of the paid staff and three members of the board of trustees at our premises at City Arcade and at WorldFoods Food Hub.

WorldFoods Food Hub: Clients' concerns about their lack of familiarity with food provided at food banks led to the creation of a culturally relevant food hub. This is now run in partnership with a local Food Bank, two churches, and YWAM (Youth With a Mission). This has been very popular, and the demand has outstripped our capacity and resources.

Furniture Project: Two to three times each week the Furniture Project team collect donated furniture and household items and distribute them to families in need. New items are bought in special cases where the required item may be more specialist and has not been donated to us.

Report of the trustees

Emergency Project: When we are contacted about families moving into empty properties, in order to enable them to settle in their new homes quickly, we provide an emergency pack containing something to sleep on, something to sit on, something to cook on, plus bedding and a kitchen pack of pots, pans, plates and cutlery.

Baby Bags: These are delivered to expectant mothers at their homes and they contain everything they need for themselves and their baby when going into hospital and for when they return home. They include everything that new babies need – pushchair, car seat, cot etc. A return visit is carried out after 3 to 6 months to promote Let's Play and deliver items relevant to that age and stage of development.

Toy Bags: Children arriving from war zones led to a demand for age-appropriate toys to be delivered to the children at home. In addition, toys were available at every Market Place event and at a special toy focused Market Place at the start of December, to enable parents to choose Christmas gifts for their children.

Clothing Coventry: This project ran throughout 2022 and enabled us to meet the clothes requests of our clients. During 2022 Clothing Coventry attended Market Place events (see page 3) as well as responding to individual requests for clothes. As explained in Note 6a to the accounts on page 22 the success of this project justified the work to be undertaken by a dedicated separate new charity, Clothing Coventry.

School uniforms: The annual distribution of money to purchase uniform items took place in July and September, to promote education.

Let's Play: This is a weekly play group for parents and their pre-school children to Learn English Together Through Play. Singing plays a big part and this year has seen a thriving partnership with Singing Medicine and involvement in an award-winning performance of When a Child is a Witness, with Ex Cathedra, at Coventry Cathedral.

Parent support groups: An additional weekly session for Let's Play parents started during 2022 to offer the parents support around child behaviour, child development, child caring skills e.g. potty training, breast feeding, caring for baby etc.

Community Allotment: The children involved in Let's Play, together with their older siblings, have benefitted greatly from attending time in the outdoors at a Children's Community Allotment. Produce has been donated to families and to the WorldFoods Food Hub. Work is underway to forge a partnership with the local primary school so that Carriers' children and Earlsdon children can form friendships, in support of community cohesion.

Circle of Friends: the monthly Circle of Friends was relaunched in May. Professionals are available for advice and support from a range of agencies providing:

- Help to access education and work courses
- Help with information from specialists e.g. utility bills, accommodation
- Volunteering opportunities

Report of the trustees

- Advice, Information, Education, Friendship

26 City Arcade premises: This venue in Coventry city centre was used throughout 2022 for meetings, training events, Client Contact interviews and for clients to collect bags of items requested through the Client Helpline. Since it is a retail location the opportunity is also taken to use it as an outlet for high-end donated items deemed too valuable to give away and which could raise money to support the charitable activities

Christmas: Shoe-boxes of Christmas presents were distributed to over 1,000 children, along with presents for over 300 of their parents and Christmas "goodies" to around 400 families.

Waste recycling: We are always aiming to be more environmentally conscious. By disposing of surplus goods in more thoughtful ways we aim to reduce the amount going to landfill. It enables other charities to benefit from our surplus, saves money on rubbish collections and re-uses items which could generate income to benefit more families.

PUBLIC BENEFIT

The charity constitutes a public benefit entity as defined by the accounting standard FRS 102.

The trustees have paid due regard to the Charity Commission's guidance on public benefit. The Charity meets its public benefit obligations by responding to requests from refugees, asylum seekers and migrants for support for themselves and their families. The support is provided either financially, in foodstuffs, household requirements, baby requirements, education or advice.

ACHIEVEMENTS AND PERFORMANCE DURING THE PERIOD

Post-pandemic: reaching the new normal: strides were taken to revert to a position where as much as possible could be delivered in a face-to-face way. For example, the onus was placed back onto the clients to collect their requested items from 26 City Arcade, instead of relying on home delivery.

New Leadership: With the help of a single donor, we were able to advertise and appoint to the post of paid CEO at the end of June 2022. The person started at Carriers of Hope on 1 October 2022. A new subgroup of the board of trustees was formed to support the CEO into role, comprised of the chairs of the HR and Finance subgroups, plus the Health and Safety lead on the board. This group met monthly from August 2022 onwards between the other meetings of the subgroups and full board. Unfortunately, things didn't turn out as planned and the CEO left us after six months in March 2023, when a board trustee took up the position of Interim CEO whilst the board re-evaluated the Leadership requirements for the organisation.

Types of support provided in 2022

- 791 individual people contacted the Client Helpline with 2,449 requests for help with essential items. Of the 791, 566 were first time callers. Only 225 were previously known to us.
- 3,537 family-bags of groceries were distributed to members of the WorldFoods Food Hub, ensuring that 13,340 adults and children were fed. It is interesting to note that of

Report of the trustees

those 3,537 families in attendance, over 37% are deemed to be "large families" (upwards of 6 individuals in the household). This perhaps explains the increase of almost 1,000 more children being fed (via the WFFH) this year compared to 2021!

- In addition, 248 food vouchers were issued, and 485 food parcels were distributed free of charge to families deemed to be in severe food poverty during 2022.
- Taking all the above into consideration, as a conservative estimate, 16,500 adults and children have received food from Carriers of Hope and WorldFoods' Food Hub this year.
- 246 Client Contact interviews, with clients deemed as high need, were carried out at the WorldFoods Food Hub and 26 City Arcade.
- 345 referrals were received and responded to from 36 different agencies.
- Baby Bags were delivered to 130 pregnant women; and 528 requests for nappies, baby milk and other assorted baby equipment were fulfilled.
- 1,509 items were delivered by the Furniture Project to 578 families.
- 48 families received laptops or desk top computers to help children with home-schooling.
- 362 children received small grants for school uniforms.
- 25 Emergency Packs were delivered to people setting up homes for the first time.
- 132 Toy Bags were delivered to children at home, as well as toys being chosen by parents throughout the year at our Market Place events; and 1,066 shoe-boxes were given to children at the Christmas event.
- Let's Play attendance – 99 children registered with Let's Play with an average of 22 children attending each week, throughout the year.
- At the Let's Play holiday sessions, which are open to all ages, an average of 50 children per session from 0-14 attended the activities with their parents. At the city's Memorial Park 99 people met together for fun activities and friendship; and 80 people attended a trip to Kenilworth Castle.

The Carriers Team

There were 15 paid employees working with the charity during the year. Except for two full time posts, all of these were part-time with the number of hours ranging from 6 to 25 per week.

A review of staffing and management arrangements was carried out during the year. The staff have been reorganised under a new Senior Team comprising three Leaders reporting to the Operations Manager, who in turn reported into the CEO.

Report of the trustees

We now have the following staff team in post:

Role	Person
CEO, directly managing the Operations Manager – and through her, all the other staff.	Vacant
Operations Manager, managing the Team Leaders of the Client Response Team and the Children's Team; plus the Project Leader of the Furniture Team; and the Office and Finance Manager.	Pip Martin
Team Leader of the Client Response Team managing the following three members of that team.	Karen Everitt
Volunteer Coordinator at the Warehouse	Namrine Robert
Client Contact Worker	Lorena Aires
Admin Assistant at WorldFoods Food Hub, Client Contact Worker (and Arabic Translation)	Rinan Fatayer
Team Leader for the Children's Team, managing the following two members of staff.	Alysia Cannock
Volunteer Co-ordinator for the Baby Project; and Market Place Events	Michelle McHikoma
Education, Training and Employment Worker.	Dr Lin Armstrong
Project Leader of the Furniture Project, managing the following member of staff.	Dawn Probert
Volunteer Co-ordinator for the Furniture Project	Neal Probert
Office and Finance Manager	Jayne Davies
The following members of staff left during 2022 Katie Wilson Gladys William Katie Clarke Sue Sampson founder and unpaid CEO	

WorldFoods Food Hub

This project operated throughout 2022. It is very expensive to deliver and more so this year with the increased cost-of-living, inflation rises and impact of the war between Russia and Ukraine. The net cash cost of each bag of food is now £22.50 at December 2022 thanks to food donations that help us keep it down. Currently, we are spending over £1,500 per week on food, on top of the other costs of running this project.

Clothing Coventry

As explained in the note 6a to the accounts on page 22, the functions of Clothing Coventry within the charity are terminating and responsibility for the continuing activity has been taken

Report of the trustees

on by a separate charity. 2022 has been a year of unpacking payroll arrangements with HMRC, rental agreements with landlords and funding arrangements with the Community Lottery to conclude the separation of responsibilities. It is envisaged that this will be fully concluded during 2023.

Volunteers

We are very proud of our track record in recruiting and retaining volunteers, especially those clients who have progressed on to become volunteers. Altogether, we have a pool of approximately 163 volunteers, 112 of whom are the most actively involved and the remainder of whom are involved in occasional activities such as the Donors of the Week or being Carriers of Hope's rep. at their churches or places of work. 61% of the most active volunteers (68 people) are recruited from the charity's clients. They are involved in a varied range of activities: at the Market Place events, around 33 help with distributing goods; the Furniture Project requires 2 volunteers each time the van goes out to collect and distribute donated goods; around 40 people volunteer at the Food Hub (with around 20 there, every week); and 10 are actively involved in the children and baby projects; electrical testing of donated equipment is carried out by 2 volunteers each week; and IT equipment received as donations is checked, repaired and delivered to families by a volunteer specialist. Other volunteers assist with Baby Bag visits, Cot visits, Emergency Pack deliveries and Let's Play activities. The move to home and community delivery required a team of delivery volunteers and a team of around 10 volunteers form the Delivery Volunteers' team, using their own cars. These support helpline requests and food deliveries to homes. Opening premises at 26 City Arcade in Coventry city centre provided new volunteering opportunities in retail skills; 4 client-volunteers worked there and two students from a local secondary school. Another volunteer works with the Admin Team to support our database.

Accommodation

Our main accommodation is a warehouse unit on Lythalls Lane Industrial Estate in Coventry, generously funded by a local businessman. This provides storage for all the goods that we give away and is the base for our main office. The accommodation arrangements at Hillfields Church in Coventry remain in place for the Let's Play groups and Market Place events. In addition to Hillfields Church, we use St Mark's Church in Hillfields as the venue for WorldFoods Food Hub in a three-way partnership between Carriers of Hope, St Marks Church and YWAM (Youth with a Mission).

The premises at 26, City Arcade in Coventry has continued throughout 2022 to serve for meetings, training and as a collection point for clients to collect requested items. The lease ends on 31.01.2023 and it is not envisaged that another unit will be sought. The office space there has been replaced by erecting a reception office portacabin within the warehouse at Lythalls Lane. The trustees wish to record their immense gratitude to the local businessman and his wife who helped to fund the rental costs of both the shop and our warehouse in 2022. This level of generosity is above and beyond all we could have hoped for.

Our responsibility for Clothing Coventry's warehouse at Napier Street continued throughout 2022, but it will move fully to the separate charity in Spring 2023. (see also Note 6a in the accounts section)

Report of the trustees

Active donor funding agreements: receipts during the period

Fund	Amount	Purpose
ARM Trust	£153,240	Three years' funding till July 2025 for the post of CEO (see page 22 note 5 explaining deferral of unspent income)
Children in Need Next Steps	£33,650	Team Leader for Children's Team and Baby Project worker.
Lloyds Bank Foundation England & Wales	£27,250	Salaries for management staff
National Lottery – Community Fund (Reaching Communities)	£63,256	A five-year award period ending September 2023 for the Distribution Volunteers' Project – salaries of 6 staff.
National Lottery – Community Fund (Reaching Communities)	£80,791	Running Costs of Clothing Coventry, income received under custodian trusteeship (see note 6a on page 22)
National Lottery – Community Fund (Reaching Communities) via Mosaic Church Coventry	£31,589	Running costs of World Foods Food Hub
Bagold Ltd	£10,000	To enable more families to become members of WorldFoods Food Hub
Arnold Clark Autos	£3,500	Food at WorldFoods Food Hub
Groundwork/Tesco	£500	Food at WorldFoods Food Hub
Youth with a Mission	£1,000	Food at WorldFoods Food Hub
Household Support Fund via Coventry City Council	£28,732	Food at WorldFoods Food Hub
Western Power Community Matters	£2,500	Food at WorldFoods Food Hub
Health Watch	£3,700	To fund research into ante-natal and birth experiences of refugee and asylum seekers
Coventry City Council	£5,103	For Communication Champions
29th May Charitable Trust	£5,000	Emergency Fund: Essential items for people in need.
Heart of England Crisis Fund	£2,999	Emergency Fund to support Ukrainian relief in Coventry.
Priors Educational Trust	£550	For the Uniforms appeal
Soothern & Cranor	£3,800	For the Uniforms appeal
Local businessman	£42,456	To fund accommodation costs of the warehouse, also 26, City Arcade
Anonymous donation	£10,100	To fund progression advice for clients and client-volunteers

PLANS FOR THE FUTURE

As an organisation we are constantly evolving, and as things change we are always looking ahead to limit any impact and put us in a stronger position to improve the circumstances of our clients. Activities we have planned for 2023 include the following: -

Report of the trustees

Money and Funds: Continued efforts will be made to identify and secure sufficient funds to finance the continuation of our services and activities.

Strengthening the Organisation: Building on previous years' improvements, a Strategic review was undertaken, facilitated by Cranfield Trust via Lloyds Foundation, involving Trustees, Managers and Staff. We identified the areas to strengthen so that we could better serve our increasing client base and target our finite resources in the most effective way.
Our three priorities to commence action:
1. **Clients** – Increase their empowerment, reduce their dependency, develop criteria for Client support that focus our resources in an optimum and fair way.
2. **Client Volunteers** – find, train, manage and then support.
3. **Organisation and Infrastructure** – Client Response team technical training and upgrade / refresh our database of Centralised Client information.

Database / Client Centralised Records: An overhaul of the information we hold is planned in 2023 with extra resource applied to conducting client interviews and home visit assessments. We are finding that clients are increasingly presenting new and much more complex needs than in the past. These need to be understood and documented so we can provide them with better targeted support. We also hope to appoint a part time Records and Data officer to maximise the potential of our Database.

Core Activities: the list of Charitable Activities listed on pages 3 to 5 will continue, with the following additions.

Refresh the Weekly Client Event: It was decided that a fresh start with a new "look and feel" was required for the weekly event that took place pre-pandemic. For our clients, the weekly event will be a combination of a marketplace, an information point and a social occasion. One of the main drivers of the change was for us to make better connections with our clients, more deeply understand their circumstances and therefore be in a better position to provide support.

We plan to partner with a city centre church to relocate our weekly event into their newly established community hub. Along with being the usual venue to collect items, there will be a space for registering new clients, a quiet space available for more in depth conversations with clients and a creche to allow parents to take part in the event. Once established at the new venue we will encourage Partner organisations to bring in additional support/advice/services for our clients.

APPRECIATION

The trustees wish to record their very grateful thanks to all our staff and volunteers, our partners, our business supporters, the City Council, the funders and the regular donors, without whom we couldn't do this work. These people make the charity the success that it is.

The trustees are also indebted to the volunteers who have generously given their time to carry out the charity's activities.

Report of the trustees

In December 2022, after 13 years, the charity founder retired. The Trustees also wish to record their immense thanks to Sue Sampson whose hard work, knowledge and years of experience have brought the charity to where it is today. Thanks to Sue and her family, Carriers of Hope has the foundation in place to go forward and continue to provide vital services to those people with nothing.

FINANCIAL REVIEW *revised to reflect change in cost per bag*
Comparative data for the previous year are (bracketed)
The result for the year was net expenditure £26,361, in contrast to the previous year's net income of £61,880. Year on year, income was lower and expenditure higher.

Total Income was made up of cash-based income £416,198 (£457,622) and donation receipts-in-kind of used household items £56,929 (£83,851) plus foodstuffs received under a new arrangement with FareShare £24,375 (£Nil). The receipts-in-kind are in turn expensed in the accounts at the same value.

The majority of the cash income was donations £387,322, of which £357,650 was restricted (£453,033 and £342,515). The remaining cash income comprised £16,942 (£Nil) arising from nominal contributions made by beneficiaries for food donated to them; trading income £11,516 arising from a combination of retail sales in the City Arcade premises £5,918 (£4,353) and charges for providing a payroll service to the new Clothing Coventry charity £5,598 (£Nil). Bank interest contributed £418 (£236). Those figures exclude unspent income which is reported in the balance sheet as deferred income, having been specifically donated to fund the costs of a CEO, explained more fully in note 5 to the accounts.

Total Expenditure was £523,863 (£479,594), 9% up on the previous year, of which cash spend accounted for £442,559 (£395,744), the balance of spend being the evaluated amounts described earlier. The cost of charitable activities £518,816 (£478,728) increased year on year by 8%; a breakdown can be found in note 3 to the accounts. A cost of trading is not reported because the incremental cost of operating a shop in the City Arcade premises is immaterial.

Closing funds totalled £276,428 (£302,789), mostly represented by bank and cash balances amounting to £347,758 (£251,198). The charity's reserves policy is explained below.

Risks: The trustees have examined the major risks which the charity faces and confirm that through a combination of public liability insurance, the development of internal policies especially on child protection and health and safety, internal financial controls and prudent investment policy, exposure to those risks is minimised.

At the time of signing these accounts trustees had been made aware of two significant risks facing the charity. A benefactor has for many years donated sums to cover warehousing costs which in 2022 amounted to over £40,000. He has indicated that in 2023 his donations will reduce by 30%, then terminate from 2024 onwards. In addition, the local council, which is landlord for those premises, has indicated that in 2024 the renewal terms of the lease will

increase costs by 37%, with a minimum commitment of 5 years. Urgent attention is being devoted to finding new sources of funding to meet those challenges.

Reserves Policy: The Finance, Risk and Audit Committee of the Board of Trustees (FRA) keeps the reserves policy under review to ensure it meets the charity's changing needs. The breakdown of funds can be found in note 11 to the accounts on page 25.

Restricted funds: It should be noted that, although reserves carried forward amount to what appears to be a comfortable £276,428, almost half is restricted, therefore obliging trustees to apply them only to specific purposes. Much of the remainder is designated by the trustees in recognition of the need to protect the ongoing capability of the charity against a background of uncertain income streams.

Designated reserves: Only 5% or so of monetary income is on a structured, recurrent basis. The remaining 95% arises from trustees making opportunistic applications for funding, and general appeals for donations, plus the spontaneous initiative of generous donors who support the charity. The consequence is that the financial structure is not as robust as we would like for a charity on which so many people are dependent (cf *Types of Support* page 6).

Most of the charity's beneficiaries are critically dependent on its ongoing support, so the charity feels vulnerable to the unpredictability of its sources of income. It aims to safeguard its ability to meet critical spend by designating certain reserves. Given the central role of staff we wish to protect our ability to meet payroll costs, currently almost £150,000 annually, for a period of at least six months which would allow a measured approach to identifying means of recovery. In addition our storage premises, with annual overheads of over £50,000, are critical to our operations. To that end the designated fund is held at £95,000, made up of two elements: payroll costs £70,000 and Storage costs £25,000.

New funds: In the face of the risks and challenges described above it is clear that in order to maintain the existing level of operations trustees need to seek new sources of significantly incremental income.

Going Concern: The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The comments above under *Reserves Policy* explain the trustees' concern over the risk associated with the charity's dependence on uncertain income streams and includes an explanation of how they manage that risk.

INVESTMENT POLICY

There are no restrictions on the trustees' powers to invest. The investment strategy is prudent. Other than working capital requirements, funds are placed on interest-earning deposit.

Report of the trustees

STRUCTURE, GOVERNANCE AND MANAGEMENT

Carriers of Hope, Coventry CIO is constituted as a Charitable Incorporated Organisation under the Charities Act 2011 and a registered charity, number 1180105. The charity originally commenced its activities in 2011 as a charitable trust, which continued until the end of 2019 after which the CIO, newly created for the purpose, assumed all its activities, assets and liabilities.

The charity was created by Mrs S M Sampson to assist asylum seekers and in its re-constituted form it also embraced the needs of refugees and new migrants living in Coventry with a primary aim of improving their conditions of life through donations of household requisites, furniture and equipment. More recently those aims have been supplemented by helping families based on home visits to assess their needs. In the 12 years since its formation it has steadily grown, enabling it to support more and more refugees and asylum seekers.

The trustees are co-opted and serve for a term of 3 years after which period they may put themselves forward for re-appointment. Newly appointed trustees undertake induction and are familiarised with trustee responsibilities by reference to the publications of the Charity Commission and to the latest Annual Report of the Trust.

The full board of trustees meet at least four times each year and determine the broad strategy and areas of activity of the charity. They approve all expenditure except that spent for one off items by the Treasurer under delegated authority up to £500. In addition, sub-committees of the board exist for both HR and Finance Risk & Audit and each of them meet quarterly ahead of the board meetings. Operational activities such as fundraising and charitable activities are performed by voluntary helpers who themselves include beneficiaries of the charity. All trustees give their time voluntarily and receive no benefit from the charity.

REFERENCE and ADMINISTRATIVE INFORMATION

Registration details

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission under the name of Carriers of Hope, Coventry, registration number 1180105.

Trustees who served during 2022

Name of Trustee	Date of appointment	Term expires
Omaima Ahmed	30 January 2020	30 January 2023
Elizabeth Ann Thomson	27 September 2020	27 September 2023
Val Lewis	27 September 2021	27 September 2024
Alvaro Grana	27 September 2021	27 September 2024
Dillion Duma	29 September 2021	29 September 2024
Peter O'Brien	29 September 2021	29 September 2024
Andrew Sayers	29 September 2021	29 September 2024
Kirsty Mabbott	29 September 2021	29 September 2024
Lucinda Croft	19 September 2022	09 September 2025
Lydia Sampson	19 September 2022	09 September 2025
Angela Emerson	14 December 2022	14 December 2025
Cathy Clarke	27 September 2019	Resigned 3 August 2022
Ravi Mudapu	29 September 2021	Resigned 14 December 2022
Sue Sampson	27 September 2021	Resigned 08 February 2023

TRUSTEES' RESPONSIBILITIES IN RESPECT TO FINANCIAL STATEMENTS

This annual report and statement of financial activities have been prepared on an accruals basis and satisfy the requirements of the *Charities SORP 2015, Accounting and Reporting by charities in accordance with the Financial Reporting Standard 102.*

The trustees

- have selected suitable accounting policies and intend to apply them consistently
- have made judgements and estimates which are reasonable and prudent
- confirm that the attached statement of accounts has been prepared on a going concern basis and complies with applicable accounting standards and statements of recommended accounting practice

The financial statements have been independently examined; they have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed and the Charities Act 2011.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud or other irregularities.

Approved by the trustees and signed on their behalf by

..... Date 8th September 2023

Andrew Sayers, trustee

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARRIERS OF HOPE, COVENTRY CIO

I report to the charity trustees on my examination of the accounts of the charity for the 12 months ending 31 December 2022 on pages 17 to 24 following, which have been prepared on the basis of the accounting policies set out on page 20.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the CIO as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....

Date 9 September 2023

Michael Perry Chartered Accountant, 1 Beechwood Croft, Kenilworth, Warwickshire CV8 1GX

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

STATEMENT OF FINANCIAL ACTIVITIES
12 months ending 31st December 2022

31 December 2021 (Restated – note 2)					31 December 2022		
£ Unrestricted	£ Restricted	£ Total		Note	£ Unrestricted	£ Restricted	£ Total
			INCOME from:				
110,518	342,515	**453,033**	Monetary donations		29,672	357,650	**387,322**
			Non-monetary donations:				
83,851		83,851	-used goods	1c	56,929	-	**56,929**
			-foodstuffs (FareShare)		24,375	-	**24,375**
			Charitable activities		16,942	-	**16,942**
4,353		**4,353**	Trading income		11,516	-	**11,516**
236		**236**	Investment Income:		418	-	**418**
198,959	**342,515**	**541,474**	**Total Income**		**139,852**	**357,650**	**497,502**
			EXPENDITURE on:				
138,752	339,976	**478,728**	Charitable activities	3	156,447	362,369	**518,816**
867		867	Fund raising costs		5,047	-	**5,047**
139,619	339,976	**479,594**	**Total Expenditure**		161,494	362,369	**523,863**
£59,340	**£2,539**	**£61,880**	**Net [expenditure] / income during the year**		**£(21,642)**	**£(4,719)**	**£(26,361)**

31 December 2021 (Restated)				31 December 2022		
Unrestricted £	Restricted £	Total £		Unrestricted £	Restricted £	Total £
59,339	2,539	**61,878**	Net income reported above	£(21,642)	£(4,719)	£(26,361)
109,235	131,676	**240,911**	Add total Funds brought forward at beginning of the year	168,574	134,215	302,789
168,574	134,215	**£302,789**	**Total Funds carried forward at end of the year** 11	146,932	129,496	**£276,428**

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

BALANCE SHEET
at 31st December 2022

31 December 2021 (Restated – note 2) £		Note	31 December 2022 £	£
24,858	**TANGIBLE FIXED ASSETS**	10		**16,356**
	Current assets			
34,673	Prepayments & Debtors	4	58,173	
	Redwood Bank 1 year Bond account		100,000	
50,000	Redwood Bank deposit account		75,353	
141,335	NatWest Bank Current Account		56,673	
59,217	Reliance Bank Current Account		114,751	
646	Cash in Hand		981	
285,871	Total current assets		405,931	
	Current liabilities			
-	Deferred income	5	131,666	
7,939	Creditors	6	14,192	
7,939	Total current liabilities		145,858	
277,932	**Net current assets**			**260,073**
£302,789	**TOTAL ASSETS**			**£276,428**
	FUNDS OF THE CHARITY	11		
240,909	Balance at beginning of period			**302,790**
61,880	Net [decrease] / increase in funds during the year:-			(26,361)
£302,789	**TOTAL ACCUMULATED FUND CARRIED FORWARD**			**£276,428**

Approved on behalf of the trustees, signed

AS

.....

Andrew Sayers, trustee

Date 8th September 2023

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity No. 1180105

STATEMENT OF CASH FLOWS
12 months ending 31 December 2022

31 December 2021	Cash provided by Operating Activities	31 December 2022
£		£
55,880	Net (expenditure) / income for the period as reported in the Statement of Financial Activities	**(26,361)**
	Adjustments to eliminate non-operating activities from the above result:	
(236)	Investment activity: bank interest	(419)
(11,943)	Change in debtors	(23,500)
(3,453)	Change in creditors	137,920
10,589	Non-cash transactions: fixed assets, depreciation & loss on disposal	14,835
£50,837	**Net cash provided by Operating Activities**	**£102,475**

Reconciliation of net income to net cash flow from operating activities

31 December 2021	Cash flows arising from all activities	31 December 2022
£		£
50,837	Net cash provided by operating activities (as above)	102,475
	Additional cash flows during the year:	
(2,483)	- from additions to Fixed Assets	(6,333)
236	- from investing activities: bank interest income	418
48,590	**Increase in cash during the period**	**96,560**
202,608	Add cash brought forward from previous year	251,198
£251,198	**Total cash at the end of the year**	**£347,758**

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

1. Principal accounting policies

a) Basis of preparation

The financial statements are prepared under the historic cost convention. The accounts have been prepared in accordance with the requirements of the Charities SORP (FRS 102) effective January 2019, the Charities Act 2011 and with the charity's founding constitution.

b) Resources received and expended

Income and expenditure are included on an accruals basis except for voluntary donations income which is accounted for only when received, or pledged / contractually owed to the charity at the end of the financial year and is known to have been received subsequently.

c) Donated Goods

Used furniture, equipment and other household goods received from donors for onward distribution to beneficiaries are in the accounts as both income and expenditure at an estimate of their open market purchase cost.

Donations received of bags of foodstuffs, toiletries and other personal requirements for onward distribution are likewise included in the accounts, at an estimated replacement cost of £22.50 per bag.

Income from the above donations is recognised in the accounts at the time of onward distribution so there is no carrying value for goods still on hand at the balance sheet date.

d) Resources Expended

Expenditure is included on an accruals basis inclusive of irrecoverable VAT.

Expenditure on charitable activities comprises costs incurred in the delivery of its activities and services for its beneficiaries.

e) Governance and support costs

These costs are apportioned to charitable expenditure proportionate to expenditure on each charitable activity.

f) Fixed assets

Capital items costing £1,000 or over are written off over 4 years.

2. Prior Year adjustment

A payment of £6,000 made in 2021 for a deposit under a new rent contract was treated in the prior year accounts as expenditure. The 2021 comparatives have been adjusted accordingly to reflect the amount as a debtor.

Notes forming part of the financial statements

3. Charitable Expenditure

31 December 2021 Restated	Charitable Activity	Total	*Support Costs	Donations (£193,939)				Staff Costs	Rent / storage costs	Depreci -ation	Other Costs
				Bought Goods	Foodstuff	Money	Used House-Hold Goods				
£		£	£	£	£	£	£	£	£	£	£
90,686	**Food Hub & Assoc. costs**	**159,310**	23,433	79,559	24,375			23,935	1,050		6,958
177,286	**Furniture Project**	**157,520**	23,171	1,174			56,929	20,481	35,923	12,235	7,607
47,125	**Client Contact /Home Visits**	**81,439**	11,979	13,431				53,026			3,003
52,899	**Clothing Coventry** (excludes Custodian Trust, see note 6a)	**45,975**	6,763	1,110		1,635		22,968	3,554		9,945
45,505	**Children's Work**	**45,001**	6,619	5,987				30,480			1,915
25,336	**City Arcade meetings centre**	**16,511**	2,428						9,484	285	4,314
24,304	**Other Donating**	**11,419**	1,680			9,739					
15,587	**Learning / Training**	**1,641**	241								1,400
£478,728	**TOTAL**	**£518,816**	76,314	101,261	24,375	11,374	56,929	150,890	50,011	12,520	35,142

ANALYSIS OF SUPPORT COSTS

Administration	£44,062
Management	£32,252
Total	**£76,314**

4. Prepayments & Debtors

	£ 2022	£ 2021
Coventry City Council:		
-Prepayment for rent	**12,002**	14,893
-Contractual contribution to Food Hub costs	**30,019**	-
-Rent Deposit & Bond (2021 restated)	**8,500**	8,500
HMRC Gift Aid	**6,022**	5,764
Mosaic Church Coventry	**1,330**	-
Bank interest	**300**	235
Debtor for donations (CAF/Facebook)	-	5,281
Total Debtors & Prepayments	**£58,173**	£34,673

Notes forming part of the financial statements

5. Deferred income

The new office of a paid Chief Executive Officer was taken up by a probationary appointee during the year but was vacant at the time of signing these accounts. The role is funded by a specific donation, received in 2022 to cover approximately the first three years' costs of the incumbent. The amount of unspent income at the end of 2022, £131,666, has been deferred until such time as the fund becomes capable of being spent and is held in the balance sheet under current liabilities.

6. Creditors

	£	£
	2022	2021
Payroll costs, December 2022	**5,915**	7,939
Suppliers	**2,478**	-
Custodian trust fund (see note 6a below)	**5,799**	
Total creditors	**£14,192**	£7,939

a) Custodian trust fund: one of the charitable activities of Carriers of Hope since it started, is the provision of clothing. The initiative has grown to the point where a separate new charity was justified to take over the entire future activity. It was registered in late 2021 by the Charity Commission for England & Wales under the name Clothing Coventry, registration number 1197270, and first became active in April 2022. It is not related to Carriers of Hope CIO and does not share its trustees.

Carriers of Hope received no further funding for its own clothing activity from that date. and fully ran down its related fund during the course of the year (the Clothing-related amounts carried forward in Funds note 11 below reflect the carrying values in the balance sheet of debtor and fixed asset balances financed by those funds). The funding for the new charity was donated by the National Lottery Community Fund and amounted to £80,791 during 2022. However, the donor took the precaution of asking Carriers of Hope, already known to it as an established beneficiary of National Lottery funding, to administer the fund from the outset on behalf of the new charity, but under the instructions of the charity, until such time as confidence in it had built up. At the end of 2022 Carriers of Hope had expended £74,992 on behalf of the new charity leaving a balance of £5,799 which, not being the property of Carriers of Hope, is reported as a liability in the accounts as a custodian trust.

7. Remuneration, fees and staff costs

The Charity employed an average full-time equivalent headcount of 7.7 (2021: 6.3) during the period for a total cost, including employer costs, of £147,891 (2021: 131,227). All individuals worked in supporting the charitable activities of the Trust. No other salaries and

Notes forming part of the financial statements

no employee benefits were paid in either period. The independent examinator's fee was £950.

8. Trustee costs and reimbursements

Three trustees claimed reimbursements of expenses totalling £1,556 (2021: 4 trustees £3,857) which were incurred in the performance of the charity's charitable activities. The amounts were reimbursed for purchases of goods on behalf of the charity and for travel costs.

9. Volunteers

The Charity has a pool of approximately 163 volunteers (2021: 170) whose role is fully described on page 8.

10. Fixed Assets

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	City Arcade Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
	£	£	£	£	£	£
COST						
Fixed Assets at beginning of the year	**66,134**	41,087	17,034	4,655	2,219	1,140
Additions during the year at cost	**6,333**		6,333			
Less cost of disposal on vacating City Arcade	**(3,520)**			(3,520)		
Cost of asset transferred from City Arcade	-		1,135	(1,135)		
Total Cost at end of the year	**68,947**	41,087	24,502	-	2,219	1,140
DEPRECIATION						
Provision at beginning of the year	**41,276**	30,205	7,065	2,327	1,109	570
Less provision for disposed asset	**(1,760)**			(1,760)		
Provision for transferred asset	-		567	(567)		
Additions to provision during the year	**13,075**	6,513	5,722		555	285
Total provision at end of the year	**52,591**	36,718	13,354	-	1,664	855
Net Book Value 31 December 2021	**24,858**	10,882	9,968	2,328	1,109	570
Net Book Value 31 December 2022	**16,356**	4,368	11,148	0	555	285

FUNDING OF FIXED ASSETS

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	City Arcade Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
NET BOOK VALUE	£	£	£	£	£	£
Restricted Funds	11,634	4,367	6,982	0	0	285
Unrestricted Funds	4,722	1	4,166	0	555	0
Total 31 December 2022	**16,356**	**4,368**	**11,148**	**0**	**555**	**285**

Notes forming part of the financial statements

11. Funds

The reserves policy of the charity and explanation of the designated fund is set out above on page 12.

	Unrestricted		Restricted (Restated)	TOTAL
	General	Designated		
	£	£	£	£
Funds b/f 1 January 2022	65,025	98,000	139,765	£302,790
Net (expenditure) during the year	(21,642)	-	(4,719)	£(26,361)
Transfer	3,000	(3,000)	-	-
Funds c/f 31 December 2022	**£46,383**	**£95,000**	**£135,046**	**£276,428**

Summary of funds

FUND SOURCE	OPENING BALANCE 1 January 2022 (restated)	REVENUE FUNDS Inc.	REVENUE FUNDS Exp.	CAPITAL FUNDS Inc.	CAPITAL FUNDS Exp.	CLOSING BALANCE 31 December 2022
Unrestricted Funds	£	£	£	£	£	£
General	65,025	137,490	147,238	-	8,894	**46,383**
Designated	98,000	10,487	13,487	-	-	**95,000**
Subtotal unrestricted funds	163,025	147,977	160,725	-	8,894	**141,383**
Restricted Funds						
ARM Trust	2,359	21,574	19,215	-	2,949	**1,769**
Awards for All (Clothing Coventry)	224		224	-	-	**-**
Public appeal (Clothing Coventry)	28,874	1,626	27,513	-	354	**2,633**
Heart of England DTD (Clothing Coventry)	7,603	-	1,028	-	-	**6,575**
Baby Bags appeal	636	9,128	6,355	-	-	**3,408**
BBC Children in Need	11,309	33,650	32,253	-	-	**12,706**
Benefactor for costs of Warehouse & Shop premises	9,295	42,456	36,601	-	1,750	**13,400**
Big Lottery Community Fund - Reaching Communities	29,580	63,256	66,216	-	6,786	**19,834**
Christmas Appeal	2,914	6,510	6,878	-	-	**2,546**
Coventry Befriending	-	12,712	5,247	-	-	**7,465**
Coventry City Council Bursary	-	5,103	4,011	-	-	**1,092**
Food Hub	32,010	124,008	108,763	-	435	**46,820**
Healthwatch	-	3,700	1,011	-	-	**2,689**
Heart of England (Tampon Fund)	100		100	-	-	
Lloyds Bank Foundation for England & Wales	13,991	27,250	29,070	-	-	**12,171**
Travel appeal	870	527	1,189	-	-	**208**
Uniforms appeal	-	6,149	4,420	-	-	**1,729**
Subtotal restricted funds	139,765	357,648	350,094	-	12,274	**135,045**
Total Funds	£302,790	**505,625**	**510,819**	-	**21,168**	**£276,428**

CARRIERS OF HOPE, COVENTRY

England & Wales - Charity number 1180105

Accounts

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity **1180105**

A charitable incorporated organisation

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS

Year ending 31 December 2021

The Queen's Award for Voluntary Service

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REPORT OF THE TRUSTEES
for the year ending 31st December 2021

This charity, a Charitable Incorporated Organisation, became active on 1 January 2019 when it took over all the functions, assets and liabilities of Carriers of Hope Coventry, a charitable Trust, through which all the charity's work had been conducted since its creation in 2011. There was no change in the objects and scope as between the CIO and its predecessor charity, which immediately became dormant and was removed from the register of charities in January 2019.

Objects

The objects of the charity as set out in the constitution, which are identical to the former charity are:

> To promote any charitable purpose, primarily for the benefit of Asylum Seekers, Refugees and New Migrants living in Coventry, in particular but not exclusively the advancement of education, the protection of health and relief of poverty and to provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life.

CHARITABLE ACTIVITIES

During 2021 the charity pursued its objects through a variety of activities:

Helpline Text Service: Being restricted from meeting face-to-face a dedicated number was advertised which clients could contact to tell us what essential items they required. These were then delivered to their homes by a team of Home Delivery Volunteers.

Market Place Events: When Covid restrictions were reduced a monthly event started for clients to come to collect the items they need. This started in November 2021 and three took place before the end of the year.

Client Contact Interviews: Families deemed to be at risk, or who are frequently contacting the Helpline are invited to attend a Client Contact interview to assess needs and to create an action plan for addressing those needs.

Furniture Project: Two to three times each week the Furniture Project team collect donated furniture and household items and distribute them to families in need. New items are bought in special cases where the required item may be more specialist and has not been donated to us e.g. battery for electric wheelchair, orthopaedic mattresses.

Emergency Project: We are receiving an increased number of referrals for families moving into empty properties. As an emergency response, in order to enable them to settle in their new homes quickly, we provide an emergency pack containing something to sleep on, something to sit on, something to cook on, plus bedding and a kitchen pack of pots, pans, plates and cutlery.

WorldFoods Food Hub: Clients' concerns about their lack of familiarity with food provided at food banks led to the creation of a culturally relevant food hub. This is now run in partnership

REPORT OF THE TRUSTEES continued

with a local Food Bank, two churches, and YWAM (Youth With a Mission). This has been very popular and the demand has outstripped our capacity and resources.

Baby Bags: These are distributed to expectant mothers, containing everything they need for themselves and their baby when going into hospital and for when they return home. They include the delivery of everything that new babies need – pushchair, car seat, cot etc. A return visit is carried out after 3 to 6 months to promote Let's Play and deliver items relevant to that age and stage of development.

Let's Play: This weekly play group is for parents and their pre-school children to Learn English Together Through Play. During lockdown periods this moved to an online WhatsApp group. Face-to-face meetings restarted in September 2021.

Toy Bags: Children isolating at home, plus children arriving from war zones led to a demand for age-appropriate toys to be delivered.

Clothing Coventry: This project began in January 2021, to enable all those in need of clothes to access them via a city-wide network of clothes-rails based in a range of outlets, including the hotels accommodating refugees. By the end of 2022 we expect to hand over responsibility for this project to a newly established charity which we have helped to set up, called Clothing Coventry.

26 City Arcade: in August we opened a high-end charity shop as an outlet for donated items which were deemed too valuable to give away (e.g. selling one Denby dinner service can generate enough money to buy five everyday sets). This venue is also used for meetings, training events, Client Contact interviews and for agencies such as the Law Centre to meet our clients).

Parent support groups: When new parents, are identified they are offered opportunities to attend parenting support groups.

School uniforms: An annual distribution of preloved uniform items, and money to purchase same, is organised to promote education.

Christmas: Christmas presents are distributed to over 1,000 individuals and in 2021 Christmas-Party "Goodies" were also distributed to around 450 families.

Community Allotment: We were donated one year's free use of an allotment. The children involved in Let's Play, together with their older siblings, have benefitted greatly from attending time in the outdoors. Produce has been donated to families and to the WorldFoods Food Hub.

Waste recycling: We are always aiming to be more environmentally conscious. By disposing of surplus goods in more thoughtful ways we aim to reduce the amount going to land-fill. It enables other charities to benefit from our surplus, saves money on rubbish collections and re-uses items which could generate income to benefit more families.

REPORT OF THE TRUSTEES continued

PUBLIC BENEFIT

The charity constitutes a public benefit entity as defined by the accounting standard FRS 102.

The trustees have paid due regard to the Charity Commission's guidance on public benefit. The Charity meets its public benefit obligations by responding to requests from refugees, asylum seekers and migrants for support for themselves and their families. The support is provided either financially, in foodstuffs, household requirements, baby requirements, education or advice.

ACHIEVEMENTS AND PERFORMANCE DURING THE PERIOD

Working through the pandemic

We are proud to report that Carriers of Hope operated fully throughout 2021. All paid staff moved into areas of work which are within the scope of what was permissible under government restrictions and we continued to operate fully, delivering the range of activities mentioned above.

Numbers reached: The dedicated text line, which we renamed the "HELPLINE" continued to operate throughout this year, whereby people from our target groups, requiring help, can contact us. We then made up packs of the things they are asking for to deliver to them at home. During 2021 we received and responded to **2,363** texts to the Helpline from **557** different families and individuals, of whom only **107** were previously known to us. Many of them contacted us multiple times for help, requesting multiple items.

Referrals. We have been inundated with referrals. This has really escalated. 36 different organisations made 518 referrals to us during 2021, all of which we responded to. (As a comparison we had 48 referrals in 2019 and 230 in 2020). They came from an even wider variety of agencies, amongst which were Coventry Refugee and Migrant Centre, Family Hubs, Midwives and Health Visitors, Schools, Housing Providers, Churches, Domestic Violence Projects, Migrant Help, Migration Team and Serco.

The Afghan Effect. This should more correctly be entitled The New Arrivals' Effect, as the impact of a huge influx of new arrivals in Coventry far predated the arrivals caused by the Taliban takeover of Afghanistan. The City Council's Migration Team, and Migrant Help, approached us about the 150 people housed in one of the hotels and we started to deliver items there: clothes, shoes, baby equipment, adult bikes to travel into the city centre, or to medical appointments, bags of toys for the children and, importantly, suitcases to store and transport all the things that they were receiving (we gave out over 400 suitcases during 2021, all donated by the general public). Towards the end of the year, two other hotels opened, with 120 people in each, and then a quarantine hotel was opened for the refugees from Afghanistan. The arrival of so many Moslem families broadened the scope of what we were providing and we received and passed on over 100 Qurans and Prayer Mats. Added to the 40 people in the Mother and Baby Hostel, Coventry is now accommodating around 500 asylum seekers and refugees in hotels and hostels, in addition to all those in the community.

Reaching those most in need. This year we have made a concerted effort to interview as many clients as possible, with a small team of two part-time staff (10 hours each) and two of

REPORT OF THE TRUSTEES continued

our trustees. Clients who have requested multiple items and who have contacted the Helpline multiple times have been invited to come in and take part in a Client Contact Interview. Over

200 interviews have so far been carried out. This has also been taking place with all members of the WorldFoods Food Hub so that we can ensure that we are supporting people who really need help. The subsidy on each bag of food is around £18 and we are currently spending over £1,000 per week on food. Ensuring that we are reaching those who most need help is a key priority for us.

Restarting face-to-face work at Hillfields Church. On November 2nd 2021 we restarted the face-to-face work at Hillfields Church. Three events were held inside the church between then and the end of the year – one general free market, with a wide range of items given away; one focused on toys, for parents to choose gifts to give to their children, and one a Christmas event with 872 shoe-boxes made up by the general public, and given away, along with cash donations for Christmas Food. Many of our client-volunteers came along to help. For many of them this was the first contact that we'd had with them since March 2019.

Types of support provided

- 557 individual families were reached by the Client Response team through 2,363 requests to the Helpline for essential items.
- 13,258 people were fed as members of the WorldFoods Food Hub, plus 207 people who arrived as "Walk Ins", plus 1,173 who were fed through food boxes requested through the Helpline. Foodbank vouchers were issued to another 131 families. A conservative total of 15,000 people were fed.
- Baby bags were delivered to 114 pregnant women. Over 500 requests for nappies, 274 requests for baby milk and 263 assorted other baby equipment requests were fulfilled.
- 3,472 items were delivered through the Furniture Project.
- 92 families received laptops or desk top computers to help children with home-schooling.
- 245 children received small grants for school uniforms.
- 32 Emergency Packs were delivered to people setting up homes for the first time.
- 358 Toy Bags were delivered to children at home.
- In 2021 Carriers of Hope received and forwarded 443 clothes requests to Clothing Coventry.

2021 has been a year of review, reorganisation and restructuring.

We carried out a review of the board and elected new board members, which has strengthened the board, greatly.

We carried out a review of all the 14 services in relation to the extent that they fit with our Aims and Mission. Where we identified services that are best delivered by others, we decided to seek partnerships with organisations that are better placed to deliver these. Going forward we will be actively seeking more such partnerships.

We carried out a review of staffing and management arrangements. In line with the policy that staff are only appointed when there is a grant to fund them, through a variety of funding grants we increased the number of posts during the year from 12

REPORT OF THE TRUSTEES continued

to 14. There were 15 paid employees working with the charity during the year.

With effect from 1 October 2022 Sue Sampson will retire as CEO, to be replaced by a salaried appointee. Sue will continue in the charity for a short period in support of the new CEO.

The trustees have reorganised the staff into three teams and created a Senior Leadership Team with an Operations Manager and three team leaders. We now have the following staff team in post:

Role	Person
Honorary CEO, managing the Operations Manager, the Admin and Finance Team Leader and the Clothing Coventry worker	**Sue Sampson**
Team Leader of the Admin and Finance Team, managing the following three members of that team.	Jayne Davies
Furniture Project Administrator and administrator/volunteer coordinator for Clothing Coventry	Dawn Probert
Admin Assistant – Central Office and Crisis Help Line	Namrine Robert
Admin Assistant, Client Contact worker (and Arabic Translation) – WorldFoods Food Hub and Central Office	Rinan Fatayer
Clothing Coventry Project Leader	Katie Wilson
Operations Manager, managing the following Team Leaders of the Client Response Team and the Children's Team plus the Communication Strategy	**Pip Martin**
Team Leader of the Client Responses Team managing the following three members of that team	Karen Everitt
Warehouse Supervisor	Gladys William
Volunteer Co-ordinator for the Furniture Project; and driver for Clothing Coventry	Neal Probert
Client Response Worker	Lorena Aires
Team Leader for the Children's Team, managing the following two members of that team.	Alysia Cannock
Volunteer Co-ordinator for the Baby Project	Michelle McHlkoma
Volunteer Coordinator for the creches.	Dr Lin Armstrong
Communication Champion	Seyedeh Naserinlaki
The following member of staff left during 2021 Nosi Mayisela	

Our Children Team has had staffing changes. The Baby Project Leader at the start of this period was Nosi Mayisela. She was a midwife in South Africa before coming to the UK to seek asylum. We heard of a retraining initiative for nurses, being offered at John Moore's University in Liverpool and supported Nosi to relocate, with her two children. She qualified in September

REPORT OF THE TRUSTEES continued

2021 and is now working as a nurse in a Liverpool hospital. Her place on the Baby Project has been taken by Mlasi (Michelle) McHikoma, one of our client-volunteers, originally from Tanzania. Nosi and her two children are very happily settled in Liverpool.

The Impact on our finances of two large new projects

Both of the following two projects are very much needed and very worthwhile, but their inclusion in our range of services has made the charity appear wealthier than it in fact is, and increase the pressure on the board to draw in significantly more income.

WorldFoods Food Hub

This project operated throughout 2021 and is very expensive to deliver. Although the members pay £4 towards the cost of their bag of food, the subsidy on each bag of food is around £18 per bag and we are currently spending over £1,000 per week on food, on top of the other costs

Clothing Coventry

This project started in January 2021 and is another expensive project, having cost over £58,000 to operate. There are now 21 rails in the community which we aim to refill every week.

The combined expenditure on these two projects in 2021 was over £140,000, which represents 35% of charitable expenditure for the year.

Volunteers

We are very proud of our track record in recruiting and retaining volunteers, especially those clients who have progressed on to become volunteers. Altogether, we have a pool of approximately 170 volunteers, 120 of whom are the most actively involved and the remainder of whom are involved in seasonal activities such as making up the Christmas Bags and being Carriers of Hope's rep at their churches or places of work. 70% of the most active volunteers are recruited from the charity's clients. They are involved in a varied range of activities. At the Market Place events, around 40 help with distributing goods. The Furniture Project requires 2 volunteers each time the van goes out to collect and distribute donated goods. Twice weekly around 15 volunteers receive the goods and sort them ready for distribution at the main warehouse and at Clothing Coventry, around 20 volunteers work each week at the Food Hub and 10 are actively involved in the children and baby projects. Electrical testing of donated equipment is carried out by 2 volunteers each week, and IT equipment received as donations is checked, repaired and delivered to families by a volunteer specialist. Volunteers help with clearance of debris arising from the project. Other volunteers assist with Baby Bag visits, Cot visits, Emergency Pack deliveries and Let's Play activities. Key competences for all areas of volunteering are being developed and the volunteers' skills are being matched against these competences. The move to home and community delivery required a team of delivery volunteers and a team of around 10 new volunteers form the Delivery Volunteers' team, using their own cars. These support helpline requests, clothing deliveries to the rails and food deliveries to homes. Opening premises at 26 City Arcade in Coventry city centre provided new volunteering opportunities in retail skills; 4 client-volunteers are working there. Two new volunteers are working with the Admin Team to support our database and the spreadsheet of client-requests.

REPORT OF THE TRUSTEES continued

Accommodation

Our main accommodation is a warehouse unit on Lythalls Lane Industrial Estate in Coventry, generously funded by a local business man. This provides storage for all of the goods that we give away and is the base for our main office. The accommodation arrangements at Hillfields Church in Coventry remain in place for the Let's Play groups and Market Place events. In addition to Hillfields Church, we use St Mark's Church in Hillfields as the venue for WorldFoods Food Hub in a three-way partnership between Carriers of Hope, St Marks Church and YWAM (Youth with a Mission).

We have taken on the lease for shop premises at 26, City Arcade in Coventry to serve as a venue for selling surplus items, for a second office, meetings, training and as a collection point for clients to collect requested items.

The trustees wish to record their immense gratitude to the local businessman and his wife who help fund the rental costs of both the shop and our warehouse. This level of generosity is above and beyond all we could have hoped for.

Clothing Coventry receives a high volume of clothes donations and required a second warehouse for which we are currently responsible.

Active donor funding agreements: receipts during the period

Fund		Purpose
AB Charitable Trust	£20,000	An award for the period ending March 2022 to be used to fund trustees' agreed priorities.
Children in Need Next Steps plus £7495 c/f from 2020	£41,231	Team Leader for Children's Team, Baby Project worker and worker at Appledore Lodge.
Heart of England Crisis Fund	£15,000	To support Clothing Coventry's work with van hire and a driver.
William A Cadbury Trust	£15,000	To support Clothing Coventry, as needed.
Southall Trust	£3,000	To support Clothing Coventry, as needed.
29th May Charitable Trust	£5,000	Emergency Fund: Supporting families in need, caused by the pandemic
Alan Edward Higgs	£12,000	Emergency Fund: Supporting families in need, caused by the pandemic
The Hobson's Charity	£2,000	Emergency Fund: Purchase of small electrical items for families in hardship.
NHS Coventry and Warwick	£2,000	Emergency Fund: Supporting families in need, caused by the pandemic
Barrow Cadbury (Covid)	£320	Start up costs of WorldFoods Food Hub plus worker and foodstuffs
Greggs Foundation second grant	£3,850	Food at WorldFoods Food Hub
Love Your Neighbour (via St Marks Church)	£22,477	Running costs of World Foods Food Hub

REPORT OF THE TRUSTEES continued

National Lottery – Community Fund (Reaching Communities) (via Mosaic Church) £7,200 + £15,791.61 received on 29.12.2021 for 2022	Running costs of World Foods Food Hub
Feeding Coventry Grants £14,316	Food at WorldFoods Food Hub
Lloyds Bank Foundation England & Wales – a further £25,000	Salaries for management staff
National Lottery – Community Fund (Reaching Communities) £61,484	A five-year award period ending August 2023 for the Distribution Volunteers' Project – salaries of 6 staff.
National Lottery Covid Fund - £613 carried forward from 2020	Purchase a second van. Van running costs.
Heart of England Tampon Fund - £998 carried forward from 2020	Workers for the Baby Projects, in the community and at Appledore Lodge.
Coventry City Council £11,706	For Communication Champions
Violence Reduction Unit £1,192 remaining for 2021.	This was agreed to be reallocated to support the Communication Strategy
Priors Educational Trust £550	For the Uniforms appeal
Soothern & Cranor £3,800	For the Uniforms appeal
Local businessman £37,671	To fund accommodation costs of the warehouse and 26, City Arcade

PLANS FOR THE FUTURE

Money: Continued efforts will be made to identify and secure sufficient funds to finance the continuation of our activities.

Core Activities: the list of Charitable Activities listed on pages 3 and 4 will continue, with the following additions.

Market Place Events
In January 2022, with Omicron an unknown adversary, we decided to take a different approach, and we moved the tables out into the carpark. This worked incredibly well and we have run the last two events as outdoor "markets". We have developed a programme of dates with a Market Place happening on the first Tuesday of each month throughout 2022. They will alternate between Clothes and Shoes, one month, and General Events, the following month.

Restarting Circle of Friends
In the past we held a weekly Tuesday morning event called Circle of Friends. This doubled up as a social occasion, and a place where clients could come to collect essential items that they were in need of. The Market Place events have provided a replacement for the latter, but we now want to reinstate the social/help events. We have developed a programme of dates with Circle of Friends happening on the third Tuesday of each month throughout 2022, starting on 24th May 2022.

REPORT OF THE TRUSTEES continued

What would happen there?

1. *Somewhere to make friends, have breakfast and socialise (**Befrienders' Volunteers** in attendance to host it).*
2. *One-to-one Client Contact Interviews*
3. *Receiving Furniture requests and Baby requests.*
4. *Visiting speakers/Signposting clients to support services providers attend such as ESOL providers, employment advisers, health, legal services etc.*
5. *Providing an advice desk to discuss clients' aspirations and signpost to opportunities to reach their goals.*
6. *School concerns and special educational needs' advice.*

Database/records clerk to be appointed to maximise the potential of our Database.

A Befriending Project called Carriers' Friends/ Restarting Home visiting
We already have some excellent client-volunteers who could form the basis of the team.
What would they do?
1. Linking with House to Home, Home visiting to check if they have a washer, beds, table and chairs - starting with new clients but then rolling out for all clients who request larger items.
2. Promoting the activities – starting with Let's Play.
3.Hosting the soon to be reopened Circle of Friends.

Actively Seeking Partnerships: There are now 14 different aspects to what we are doing and we are always identifying yet more, possibilities. Recognising that it doesn't always need to be Carriers of Hope that provides services, where there are others better equipped to do this, has led to a new desire to work in partnership with other agencies. This year has seen the successful formation of partnerships with St Marks Church, YWAM and Hope Centre in support of WorldFoods Food Hub; and with a range of partners to develop Clothing Coventry. Discussions have taken place with St Francis Employability in relation to accrediting volunteering in customer service, retail and warehouse work; and Warwick University in relation to Early Years' work. Our aim is to identify the best provision and enable our clients to access this.

Creation of a new charity: Plans are well advanced to transfer all the charitable activities associated with Clothing Coventry to a new charity, Clothing Coventry Trust, registration number 1197270, which was created for the purpose. By the end of 2022 it is intended that funding, staffing and accommodation will have completely moved over to the new charity. None of the trustees of the new charity serve as trustees of Carriers of Hope CIO.

Appreciation

The trustees wish to record their very grateful thanks to all our staff and volunteers, our partners, our business supporters, the City Council, the funders and the regular donors, without whom we couldn't do this work. These people make the charity the success that it is.

The Trustees are also indebted to the volunteers who have generously given their time to carry out the charity's activities.

REPORT OF THE TRUSTEES continued

FINANCIAL REVIEW

Comparative data for the previous year are (bracketed)

The result for the year was net income of £55,880. It is just under half the net income arising in the previous year thanks to a significant relative increase in charitable expenditure.

As in the previous year, Carriers of Hope staff and volunteers delivered their services successfully despite the challenges presented by Covid, the continued exceptional demands created by the Afghan refugee crisis and taking on new challenges in the form of the Clothing Coventry initiative, plus a sharp increase in the Food Hub activity in its first full year. It was a year in which Income from cash donations increased by 22% and charitable expenditure was up by 44%.

Total Income was £541,474 (£441,741) of which £453,033 (£371,050) was in cash donations, mostly from generous organisations for specific purposes detailed in note 7 to the accounts. The charity is funded almost entirely by donations. Wherever possible large donors are asked to fund specific aspects of the charity's activities which gives rise to a significant level of restricted funds. In addition, almost 80 private individuals donate by standing order on a monthly basis. That gives enormous encouragement to everyone's efforts and the charity is extremely grateful to them. A major activity is distributing used household goods. Thanks to the generosity of those who make those donations many beneficiaries are able to set up home and enjoy a quality of life. Those goods are counted as income in the accounts, with offsetting expenditure, being valued conservatively at £83,851 (£68,830). Apart from donations income the charity benefits from a recently leased shop in central Coventry which generated income of £4,353 (£1,838) in 2021, its first full year.

Expenditure totalled £485,595 (£320,351) Within that, spend on charitable activities totalled £459,392 (£319,038) a 44% increase on the previous year. Details can be found in note 5 to the accounts. The major costs were: staff costs amounting to £175,430 (£109,863), warehouse rental and related overheads £57,188 (£60,213) and £83,879 (£41,629) spent on a major growth area, purchasing new goods for onward donation. In addition, the first full year of operating the shop cost £25,336 (£1,186). The shop's role should not be viewed against its trading income, that was an incidental objective. A significant purpose is to serve as a convenient city-centre meeting place where the charity and beneficiaries can interact, it also serves as a venue for meetings and training for staff and volunteers. A local businessman generously contributes significant amounts for the overhead costs of both the shop and the Furniture Project warehouse. His contribution is invaluable, and the charity is deeply grateful for his generosity.

Closing funds totalled £296,790 (£240,910), mostly represented by bank and cash balances amounting to £251,196 (£202,608). The charity's reserves policy is explained below.

REPORT OF THE TRUSTEES continued

RISK

The Furniture Project, described on page 3, is the charity's major activity. It depends on the use of a warehouse under lease from the local city council. Its continued use is totally dependent on donations made specifically for the purpose by a local businessman to meet the lease commitments. In the event of this support terminating, it is expected that continued funding would be achieved through existing reserves pending an alternative donor being found.

INVESTMENT POLICY

There are no restrictions on the trustees' powers to invest. The investment strategy is prudent. Other than working capital requirements, funds are placed on interest-earning deposit.

RESERVES POLICY

Less than 5% of monetary income is on a structured, recurrent basis. The remaining 95% arises from trustees making opportunistic applications for funding and appeals for donations plus the initiative of generous donors who support the charity. The consequence is, given that most of the charity's beneficiaries are critically dependent on the charity's ongoing support, the charity's financial structure is not as robust as it would like. In particular, we want to be able to support an increasing payroll commitment plus associated training costs and there is a high dependence on the generosity of a local businessman who bears most overhead costs of the charity's warehouse and shop/office space. Accordingly, the trustees wish to safeguard their beneficiaries from the financial shock of unexpected rises in expenditure, or drop in income, by holding a prudent level of reserves to provide a buffer against the unexpected, enabling the charity to run as normal whilst recovery measures are under way. With that in mind the financial year closed with designated reserves of £98,000, an increase of £16,000. They are explained more fully in note 7 to the accounts.

GOING CONCERN

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The statement of Reserves Policy above explains the trustees' concern over the risk associated with the charity's dependence on uncertain income streams and includes an explanation of how they manage that risk.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Carriers of Hope, Coventry CIO is constituted as a charitable incorporated organisation under the Charities Act 2011 and a registered charity, number 1180105. The charity originally commenced its activities in 2011 as a charitable trust, which continued until the end of 2019 after which the CIO, newly created for the purpose, assumed all its activities, assets and liabilities.

The charity was created by Mrs S M Sampson to assist asylum seekers and in its re-constituted form it also embraced the needs of refugees and new migrants living in Coventry with a primary aim of improving their conditions of life through donations of household requisites, furniture and equipment. More recently those aims have been supplemented by helping families based on home visits to assess their needs. In the 11 years since its formation it has steadily grown, enabling it to support more and more refugees and asylum seekers and latterly expanding into the provision of food and clothing on a more general scale as described on page 3.

The trustees are co-opted and serve for a term of 3 years after which period they may put themselves forward for re-appointment. Newly appointed trustees undertake induction and are familiarised with trustee responsibilities by reference to the publications of the Charity Commission and to the latest Annual Report of the Trust.

Trustees meet at least six times each year and determine the broad strategy and areas of activity of the charity. They approve all expenditure except that spent by trustee S M Sampson under delegated authority up to £500. Operational activities such as fund raising and charitable activities are performed by voluntary helpers who themselves include beneficiaries of the charity. All trustees give their time voluntarily and receive no benefit from the charity.

The trustees have examined the major risks which the charity faces and confirm that through a combination of public liability insurance, the development of internal policies especially on child protection and health and safety, internal financial controls and prudent investment policy, exposure to those risks is minimised.

REFERENCE and ADMINISTRATIVE INFORMATION

Registration details

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission under the name of Carriers of Hope, Coventry, registration number 1180105.

Trustees

Name of Trustee	Date of appointment	Term expires
Lucinda Croft	19 September 2019	19 September 2022
Lydia Sampson	19 September 2019	19 September 2022
Omaima Ahmed	30 January 2020	30 January 2023
Elizabeth Ann Thomson	27 September 2018	27 September 2023
Val Lewis	27 September 2021	27 September 2024
Sue Sampson	27 September 2021	27 September 2024
Alvaro Grana	27 September 2021	27 September 2024
Ravi Mudapu	29 September 2021	29 September 2024
Dillion Duma	29 September 2021	29 September 2024
Peter O'Brien	29 September 2021	29 September 2024
Andrew Sayers	29 September 2021	29 September 2024
Kirsty Mabbott	29 September 2021	29 September 2024
Guillherme Schott da Silveira	19 September 2019	Retired 19 September 2022
Cathy Clarke	27 September 2019	Resigned 3 August 2022
Kim Evans	19 September 2019	Resigned 21 July 2021
Matt Broomhall	19 September 2019	Assumed resigned 19 August 2021
Michelle McHikoma	30 January 2020	Resigned 10 August 2021

Registered Address
55, Garth Crescent, Binley,
Coventry CV3 2PP

Independent Examiner
Michael Perry, Chartered Accountant
1 Beechwood Croft, Kenilworth CV8 1GX

Bankers
National Westminster Bank plc, Coventry CV1 1NE

Reliance Bank Ltd, London EC3R 8EB

Redwood Bank Ltd, Letchworth SG6 3TA

TRUSTEES' RESPONSIBILITIES IN RESPECT TO FINANCIAL STATEMENTS

This annual report and statement of financial activities have been prepared on an accruals basis and satisfy the requirements of the *Charities SORP 2015, Accounting and Reporting by charities in accordance with the Financial Reporting Standard 102.*

The trustees

- have selected suitable accounting policies and intend to apply them consistently
- have made judgements and estimates which are reasonable and prudent
- confirm that the attached statement of accounts has been prepared on a going concern basis and complies with applicable accounting standards and statements of recommended accounting practice

The financial statements have been independently examined; they have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed and the Charities Act 2011.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud or other irregularities.

Approved by the trustees and signed on their behalf by

..... Date 29/9/2022

Andrew Sayers, trustee

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARRIERS OF HOPE, COVENTRY CIO

I report to the charity trustees on my examination of the accounts of the charity for the 12 months ending 31 December 2021 on pages 19 to 25 following, which have been prepared on the basis of the accounting policies set out on page 22.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

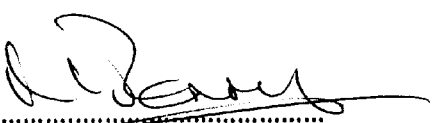
1. accounting records were not kept in respect of the CIO as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Date 29/9/2022

Michael Perry Chartered Accountant, 1 Beechwood Croft, Kenilworth, Warwickshire CV8 1GX

CARRIERS OF HOPE, COVENTRY CIO
Registered Charity No. 1180105

STATEMENT OF FINANCIAL ACTIVITIES
12 months ending 31st December 2021

31 December 2020					31 December 2021		
£ Unrestricted	£ Restricted	£ Total		Note	£ Unrestricted	£ Restricted	£ Total
			INCOME from:				
95,343	275,707	**371,050**	Monetary donations		110,518	342,515	**453,033**
			Non-monetary donations:				
68,830	-	**68,830**	used goods	1c	83,851		83,851
-	-	-	donated services				
1,838	-	**1,838**	Trading income		4,353		**4,353**
23	-	**23**	Investment Income:		236		**236**
166,034	275,707	**441,741**	**Total Income**		**198,959**	**342,515**	**541,474**
			EXPENDITURE on:				
120,649	198,389	**319,038**	Charitable activities	5	128,434	330,958	**459,392**
127		**127**	Fund raising costs		867		867
1,186		**1,186**	Trading costs		10,318	15,018	25,336
121,962	198,389	**320,351**	**Total Expenditure**		139,619	345,976	**485,595**
44,072	**77,318**	**121,390**	**Net income during the year**		**£55,239**	**£641**	**£55,880**

RECONCILIATION OF FUNDS

31 December 2020				31 December 2021		
Unrestricted £	Restricted £	Total £		Unrestricted £	Restricted £	Total £
44,072	77,318	**121,390**	Net income reported above	55,239	641	**55,880**
65,162	54,358	**119,520**	Add total Funds brought forward at beginning of the year	109,234	131,676	**240,910**
109,234	131,676	**240,910**	**Total Funds carried forward at end of the year** 7	164,473	132,317	**£296,790**

CARRIERS OF HOPE, COVENTRY CIO
Registered Charity No. 1180105

BALANCE SHEET
at 31st December 2021

31 December 2020		Note	31 December 2021	
£			£	£
32,964	**TANGIBLE FIXED ASSETS**	6		**24,858**
	Current assets			
8,950	Prepayments & Debtors		22,911	
7,780	Accrued Income: HMRC Gift Aid		5,764	
-	Redwood deposit account		50,000	
109,025	NatWest Bank Current Account		141,335	
66,108	Reliance Bank Current Account		59,217	
26,700	NatWest Bank Reserve Account		-	
775	Cash in Hand		646	
219,338			279,871	
	Current liabilities			
11,392	Creditors		7,939	
207,946	**Net current assets**			**271,932**
240,910	**TOTAL ASSETS**			**£296,790**
	FUNDS OF THE CHARITY	7		
119,520	Balance at beginning of period			**240,910**
121,390	Net increase in funds during the year:-			55,880
240,910	**TOTAL ACCUMULATED FUND CARRIED FORWARD**			**£296,790**

Approved on behalf of the trustees, signed

Andrew Sayers, Trustee

Date 29/9/2022

CARRIERS OF HOPE, COVENTRY CIO
Registered Charity No. 1180105

STATEMENT OF CASH FLOWS
12 months ending 31 December 2021

31 December 2020	Cash provided by Operating Activities	31 December 2021
£		£
121,390	Net income for the period as reported in the Statement of Financial Activities	**55,880**
	Adjustments to eliminate non-operating activities from the above result:	
(24)	Investment activity: bank interest	(236)
(3,192)	Change in debtors	(11,943)
3,374	Change in creditors	(3,453)
6,357	Non-cash transactions: reverse the charge for depreciation	10,589
(500)	*Non-cash transactions: reverse income of donated vehicle*	-
127,405	**Net cash provided by Operating Activities**	**50,837**

Reconciliation of net income to net cash flow from operating activities

31 December 2020	Cash flows arising from all activities	31 December 2021
£		£
127,405	Net cash provided by operating activities (as above)	50,837
	Additional cash flows during the year:	
(38,820)	- from investing activities: additions to Fixed Assets	(2,483)
24	- from investing activities: bank interest income	236
88,609	**Increase in cash during the period**	**48,590**
113,999	Add cash brought forward from previous year	202,608
202,608	**Total cash at the end of the year**	**251,198**

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

1. Principal accounting policies

a) Basis of preparation

The financial statements are prepared under the historic cost convention. The accounts have been prepared in accordance with the requirements of the Charities SORP (FRS 102) effective January 2019, the Charities Act 2011 and with the charity's founding constitution.

b) Resources received and expended

Income and expenditure are included on an accruals basis except for voluntary donations income which is accounted for only when received.

c) Donated Goods

Used furniture, equipment and other household goods received from donors for onward distribution to beneficiaries are in the accounts as both income and expenditure at an estimate of their open market purchase cost.

Donations received of bags of foodstuffs, toiletries and other personal requirements for onward distribution are likewise included in the accounts, at an estimated replacement cost of £25 per bag.

Income from the above donations is recognised in the accounts at the time of onward distribution so there is no carrying value for goods still on hand at the balance sheet date.

d) Resources Expended

Expenditure is included on an accruals basis inclusive of irrecoverable VAT

Expenditure on Charitable Activities comprises costs incurred in the delivery of its activities and services for its beneficiaries.

e) Governance and support costs

These costs are apportioned to charitable expenditure proportionate to expenditure on each charitable activity.

f) Fixed assets

Capital items costing £1,000 or over are written off over 4 years.

2. Remuneration and staff costs

The Charity employed an average full-time equivalent headcount of 6.33 during the period for a total cost, including employer costs, of £131,227. All individuals worked in supporting the charitable activities of the Trust. No other salaries and no employee benefits were paid in either period. The independent examinator's fee was £950.

NOTES TO THE FINANCIAL STATEMENTS continued

3. Trustee costs and reimbursements

Four trustees claimed reimbursements of expenses totalling £3,857 which were incurred in the performance of the charity's charitable activities. The amounts were reimbursed for purchases of goods on behalf of the charity and for travel costs.

4. Volunteers

The Charity has a pool of approximately 170 volunteers whose role is fully described on page 8.

5. Charitable Expenditure

31 December 2020	Charitable Activity	Total	*Support Costs	Donations			Staff Costs	Storage Costs	Vehicle costs & depreciation	Other Costs
				Monetary	Bought Goods	Used House-Hold Goods				
		£	£	£	£	£	£			£
162,335	Furniture Project	177,286	20,004			83,851	13,330	47,503	11,905	693
13,390	Food Hub	90,686	10,233		61,412		12,920			6,121
-	Clothing Coventry	58,899	6,646		1,992		26,653	9,685		13,923
71,703	Client Response	47,125	5,317		6,291		31,034			4,483
10,184	Children's Work	45,505	5,135		3,113		35,185			2,072
2,173	Learning / Training	15,587	1,759				12,105			1,723
44,529	Other Donating	24,304	2,743	10,490	11,071					
14,724	Income Generation									
£315,624		459,392	51,837	10,490	83,879	83,851	131,227	57,188	11,905	29,015

***Support Costs**

Management & administration	49,056
Trusteeship	2,780
Total	**51,836**

NOTES TO THE FINANCIAL STATEMENTS continued

6. Fixed Assets

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	Shop Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
	£	£	£	£	£	£
COST						
Fixed Assets at beginning of the year	**63,651**	39,670	15,967	4,655	2,219	1,140
Additions during the year at cost	**2,483**	1,416	1,067	-	-	-
Total Cost at end of the year	**66,134**	41,086	17,034	4,655	2,219	1,140
DEPRECIATION						
Provision at beginning of the year	**30,687**	24,942	3,743	1,163	555	285
Additions to depreciation during the year	**10,589**	5,263	3,322	1,164	555	285
Total provision at end of the year	**41,276**	30,205	7,065	2,327	1,110	570
Net Book Value 31 December 2021	**24,858**	**10,882**	**9,968**	**2,328**	**1,110**	**570**

NET BOOK VALUE OF FIXED ASSETS ANALYSED BY SOURCE OF FUNDING

Restricted funds	**8,533**	1	7,964	568	-	-
Unrestricted funds	**16,325**	10,881	2,005	1,760	1,110	570
Net Book Value 31 December 2021	**24,858**	**10,882**	**9,968**	**2,328**	**1,110**	**570**

7. Funds

	Unrestricted		Restricted	TOTAL
	General	Designated		
	£	£	£	£
Funds b/f 1 January 2021	27,234	82,000	131,676	240,910
Net income during the year	53,791	-	2,089	55,880
Transfers	(16,000)	16,000	-	-
Funds c/f at 31 December 2021	**65,025**	**98,000**	**133,765**	**£296,790**

Designated Fund

As explained under Reserves Policy on page 13 the charity feels vulnerable to the unpredictability of its sources of income. It aims to safeguard its ability to meet critical spend by designating certain reserves. Given the central role of staff we wish to protect our ability to meet payroll costs, currently £175,000 annually, for a period of at least four months which would allow a measured approach to identifying means of recovery. In addition, our storage premises with overheads of £45,000 are critical to our operations. An added concern is the heavy demands placed on the charity in late 2021 by the arrival in Coventry of Afghan refugees following the evacuation of Kabul, which gave rise to the creation of an emergency fund. Accordingly, the designated fund was increased during the year to £98,000 made up of three elements: payroll costs £60,000, Storage costs £25,000 and an Emergency fund £13,000.

Restricted Funds

FUND SOURCE	OPENING BALANCE 1 January 2021	REVENUE FUNDS Inc.	REVENUE FUNDS Exp.	CAPITAL FUNDS Inc.	CAPITAL FUNDS Exp.	CLOSING BALANCE 31 December 2021
	£	£	£	£	£	£
ARM Trust	15,958	0	13,599			2,359
Awards for All (Clothing Coventry)	10,000	0	9,776			224
Public appeal (Clothing Coventry)	0	54,317	28,430	1,416	354	26,949
Heart of England dtd (Clothing Coventry)	12,575	5,000	14,047			3,528
Baby Bags appeal	0	3,185	2,549			636
BBC Children in Need	137	41,231	38,553			2,815
BBC Covid Next Steps	8,494	0	0			8,494
Benefactor for costs of Warehouse & Shop	9,731	39,711	39,897		250	9,295
Big Lottery Community Fund - Reaching Communities	36,953	61,484	62,405		6,451	29,580
Christmas Appeal	2,908	4,907	4,901			2,914
Coventry City Council Bursary	1,192	11,685	12,877			0
Food Hub	28,983	83,030	80,168	600	435	32,010
Heart of England (Tampon Fund)	998	0	898			100
Lloyds Bank Foundation for England & Wales	1,739	25,000	12,748			13,991
Special appeals	0	900	900			0
Travel appeal	175	695	0			870
Uniforms appeal	1,833	4,510	6,343			0
Total	**£131,676**	**£335,655**	**£328,091**	**£2,016**	**£7,490**	**£133,765**

CARRIERS OF HOPE, COVENTRY

England & Wales - Charity number 1180105

Accounts

CARRIERS OF HOPE, COVENTRY CIO

Registered Charity **1180105**

A charitable incorporated organisation

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS

Year ending 31 December 2020

The Queen's Award
for Voluntary Service

Carriers of Hope
Circle of Friends
And Deliverers of Help

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REPORT OF THE TRUSTEES
for the year ending 31st December 2020

This charity, a Charitable Incorporated Organisation, became active on 1 January 2019 when it took over all the functions, assets and liabilities of Carriers of Hope Coventry, a charitable Trust, through which all the charity's work had been conducted since its creation in 2011. There was no change in the objects and scope as between the CIO and its predecessor charity, which immediately became dormant and was removed from the register of charities in January 2019.

OBJECTS

The objects of the charity as set out in the constitution, which are identical to the former charity are:

> To promote any charitable purpose, primarily for the benefit of Asylum Seekers, Refugees and New Migrants living in Coventry, in particular but not exclusively the advancement of education, the protection of health and relief of poverty and to provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life.

CHARITABLE ACTIVITIES

The charity pursues its objects in a variety of activities:

Circle of Friends: a weekly drop in where asylum seeker, refugee and migrant families in need can socialise, have breakfast, collect essential items, be signposted to other agencies and support one-another.

Home visiting: all new families, plus families deemed to be at risk, are visited at home to assess needs and to create an action plan for addressing those needs.

Bite-size short courses / support groups: When suitable individuals are identified, they are offered opportunities in relation to confidence raising, parenting support and coping skills.

Furniture Project: two to three times each week the Furniture Project team collect donated furniture and household items and distribute them to families in need. New items are bought in special cases where the required item may be more specialist and has not been donated to us e.g. battery for electric wheelchair, orthopaedic mattresses.

Emergency Project: we are receiving an increased number of referrals for families moving into empty properties. As an emergency response, in order to enable them to settle in their new homes quickly, we provide an emergency pack containing something to sleep on, something to sit on, something to cook on, plus bedding and a kitchen pack of pots, pans, plates and cutlery.

Worldfoods' Food Hub: Clients' concerns about their lack of familiarity with food provided at food banks led to the creation during the year of a culturally relevant food hub. In due course we expect to hand over responsibility for this to an unrelated charity which is in the course of being created for that purpose

School uniforms: an annual distribution of uniform items, and money to purchase same, is organised to promote education. This has expanded to become a year-round service, creating well-presented bags of second-hand uniforms.

Baby Bags: These are distributed to expectant mothers, containing everything they need for themselves and their baby when going into hospital and for when they return home. They include the delivery of everything that new babies need – pushchair, car seat, cot etc. A new development is to carry out a return visit after 3 to 6 months to promote Let's Play and deliver items relevant to that age and stage of development.

Let's Play (for English for Speakers of Other Languages): this group is for parents and their pre-school children to Learn English Together Through Play.

Written English and Spelling: in recognition that written English was needed, to assist our adults to be confident to apply for paid work and higher education, this programme was added, supported by a creche.

Christmas: Christmas presents are distributed to over 800 individuals and Christmas-Party-in-a-Bags are delivered to around 350 families.

Waste recycling: We are aiming to be more environmentally conscious. By disposing of surplus goods in more thoughtful ways we aim to reduce the amount going to land-fill. It enables other charities to benefit from our surplus, saves money on rubbish collections and re-uses items which could generate income to benefit more families.

Volunteer Training: the work of the charity is critically dependent on volunteers, many of whom are themselves asylum seekers or refugees. The training covers such subjects as the concept of charities, legal aspects of migration, health and safety, child protection and involves relevant local agencies. Programmes of training, typically lasting 10 weeks, are in place during the year in order to ensure that the charity delivers services of the highest possible standard to its beneficiaries. This has recently been supplemented with specific training in Early Years, Childcare and other areas of interest, through a series of "Tuesday Training" modules.

Clothing Coventry: at the end of the year funding was received for this project, which begins in January 2021, to enable all in need of clothes to access these via a city-wide network of outlets

PUBLIC BENEFIT

The charity constitutes a public benefit entity as defined by the accounting standard FRS 102.

The trustees have paid due regard to the Charity Commission's guidance on public benefit. The Charity meets its public benefit obligations by responding to requests from refugees, asylum seekers and migrants for support for themselves and their families. The support is provided either financially, in foodstuffs, household requirements, baby requirements, education or advice.

ACHIEVEMENTS AND PERFORMANCE DURING THE PERIOD

Covid-19

We are proud to report that Carriers of Hope operated fully throughout the period from 23rd March (the start of the first lockdown) to the end of 2020. All paid staff were moved into areas of work which are within the scope of what was permissible under government restrictions; and we continued to operate fully during the COVID pandemic by moving to a home-delivery service.

Foreseeing what lay ahead, we set up a dedicated text line, which we named the "MAGIC NUMBER" whereby people from our target groups, requiring help, can contact us and we then make up packs of the things they are asking for, to deliver to them at home.

Before the pandemic our usual means of operation was to pass on mainly second-hand items received from the general public and "recycled". In order to reduce the risk of passing on items which may harbour the virus we decided that it is safer to BUY NEW. Essential items which would have been distributed at the Circle of Friends' Group were delivered to clients' homes instead.

The adult classes and group activities for children were conducted via WhatsApp and items that would have been collected for children were replaced by home-delivery of toys, play materials and activity packs. Collections of used household goods for onward donation were suspended and the only deliveries of such items, including baby equipment, were those which were received before the Covid-19 outbreak.

From 23rd March we received and responded to 1,847 texts to the Magic Number from 523 different families and individuals, many of whom have contacted us multiple times for help; plus, we had 230 referrals from other agencies (as a comparison we had 48 referrals in 2019).

We benefitted from continuing to operate at full capacity throughout 2020. Funders and donors appreciated that, and income increased. Individual donations spiked, with one anonymous donation of £20,000. It was evident that there was much goodwill, and people were looking for opportunities to help. The downside is that much of the Covid-specific funding was quickly spent. We had a range of grants that were aimed at Covid Emergency purchases, and to assist us to meet client needs (e.g. we received funding for a van) all of this was money in – money out.

Types of support provided

- 523 individual families were reached by the Response team through 1,847 deliveries of essential items, some of them many times.
- 4,000 people were fed through home deliveries, plus 1,487 people through the Food Hub between 4th November and 23rd December.
- Baby bags were delivered to 103 pregnant women.
- 73 assorted other baby equipment requests were fulfilled.
- 62 families received laptops to help children with home-schooling.
- 190 children received small grants for school uniforms.
- 5 Emergency packs were delivered to people setting up homes for the first time.

A new project in response to need: Food Provision

Before the pandemic food was only a small part of what Carriers of Hope was providing at its weekly Drop-In (Circle of Friends). However, once texts started to come to the Magic Number we became increasingly drawn into food delivery (over 4,000 people fed in 2020). We set up a Food Team to oversee this aspect of our deliveries. We took part in the DEFRA project to feed families most affected by Covid. Selecting the 44 families who were asking for food most often, we took them food bags each week through July and August 2020, with enough food to feed their family for a week. We also took part in the summer Breakfast Project, whereby we delivered food and activity packs to 93 children a week from 27th July to 31st August, supplementing this and taking food to all members of the children's families.

These food deliveries, and the distribution of food vouchers for Coventry's network of Foodbanks, resulted in us receiving feedback from the families about the lack of familiarity with the food that they were receiving.....and so emerged the idea of developing a new food outlet for culturally relevant food. Its title is **"World Foods' Food Hub".**

A 3-way partnership has been developed, between Carriers of Hope, St Mark's Church (which is situated directly opposite Coventry Refugee and Migrant Centre) and YWAM (Youth With a Mission). The church provides the venue, all 3 provide the volunteers, and Carriers of Hope provide the paid staff, the clients and the benefit of our experience. The Food Hub opened on 4th November 2020 and 74 families had enrolled into membership by the end of 2020. In due course a separate charity will be created to take over this function.

New families

Despite the pandemic we recorded the biggest ever number of new families in 2020. Between January to March we registered 46 new families at the weekly drop in, and then 305 new families reached us via the Magic Number. In addition to these we reached new families through the Food Hub and at Appledore Lodge, bringing the total of new families (and single men) worked with to well over 500 overall – which equates to around 2,000 new individuals.

Attendances at our various groups

Our average attendance at Circle of Friends was 144 per week in the 5 weeks that we were open before the lockdown on 23rd March. Let's Play had an average of 12 families in attendance during that period. Written English and Spelling had 15 members. After the start of the pandemic Let's Play moved to WhatsApp and 41 families joined the WhatsApp group and took part in the various activities. Written English and Spelling WhatsApp Group had 37 members. Basic ESOL (English as a Second Language) was introduced just before the lockdown and had 10 attendees, rising to 13 through WhatsApp. Despite the lockdown we started a range of new groups at Appledore Lodge (a House of Multiple Occupancy (HMO)) for pregnant and new mums and their babies: namely Safer Sleeping with 20 adults, Safer Weaning with 21 adults, Cookery Group with 20 adults, Let's Play 18 – 20 adults and their children, and a Research Group with 6 members.

Partnership Working

Referrals from other agencies: These really mushroomed in 2020 to 230, in contrast to only 48 referrals in 2019, and they came from an even wider variety of agencies: Coventry Refugee and Migrant Centre, Family Hubs, Midwives and Health Visitors, Schools, Housing Providers, Churches, Domestic Violence Projects, Churches, Migrant Help, Migration Team etc etc etc.

Staffing

The Trustees have a policy that staff are only appointed when there is a grant to fund them. Through a variety of funding grants we increased the number of posts during the year from 10 to 12. There were 15 paid employees working with the charity during the year.

The trustees have reorganised the staff into three teams and created a Senior Leadership Team with an Operations Manager and three team leaders. We now have the following staff team in post:

Role	Person
Honorary CEO, managing the newly appointed Operations Manager, the Admin and Finance Team Leader and Income Generation worker	**Sue Sampson**
Team Leader of the Admin and Finance Team, managing the following three members of that team.	Jayne Davies
Furniture Project Administrator	Dawn Probert
Admin Assistant – Central Office and Crisis Help Line	Namrine Robert
Admin Assistant (and Arabic Translation) – Worldfoods' Food Hub and Central Office	Rinan Fatayer
Income generation worker	Katie Wilson
Operations Manager, managing the following team leaders of the Client Response Team and the Children's Team	**Pip Martin**
Team Leader of the Client Responses Team managing the following two members of that team	Karen Everitt
Warehouse Supervisor	Gladys William
Volunteer Co-ordinator for the Furniture Project	Neal Probert
Team Leader for the Children's Team, managing the following two members of that team.	Alysia Cannock
Volunteer Co-ordinator for the Baby Project	Nosipho Mayisela
Volunteer Coordinator for the creches.	Dr Lin Armstrong
The following three staff left early in 2020 Phamie Toner, Clerk to the Board of trustees Meena Jassi, Operations Manager for Home Visits Nicola Jezequel, Operations Manager for Finance and the Central Office	

Volunteers

We are very proud of our track record in recruiting and retaining volunteers, especially the clients who have progressed on to become volunteers. Altogether, we have a pool of approximately 170 volunteers, 120 of whom are the most actively involved and the remainder of whom are involved in seasonal activities such as making up the Christmas Bags and being Carriers of Hope's rep at their churches or places of work. 70% (i.e. 83) of the most active volunteers are recruited from the charity's clients. They are involved in a varied range of activities. At Circle of Friends around 60 help with distributing goods and foodstuffs, helping in the kitchen and providing refreshments. 10 administration volunteers welcome arrivals,

register new people and translate where necessary. The Furniture Project requires 2 volunteers each time the van goes out to collect and distribute donated goods. Twice weekly around 15 volunteers receive the goods and sort them ready for distribution at the warehouse, including making up special emergency packs for families in need. Electrical testing of donated equipment is carried out by 3 volunteers each week, and IT equipment received as donations is checked, repaired and delivered to families by a volunteer specialist. Volunteers help with clearance of debris arising from the project. Other volunteers assist with Baby Bag visits, Cot visits, Emergency Pack deliveries and Let's Play activities. Key competences for all areas of volunteering are being developed and the volunteers' skills are being matched against these competences.

New Volunteering Opportunities in 2020

Besides the 170 volunteers described above, the new Covid arrangements created additional volunteering opportunities. The move to home delivery required a team of delivery volunteers and 35 new volunteers came forward to form the Delivery Volunteers' team, using their own cars. These were mainly people who had been furloughed. At Worldfoods Food Hub 12-15 volunteers attend each week, with volunteers provided by all three partners. Opening premises at 26 City Arcade in Coventry city centre provided new volunteering opportunities in retail skills; 6 client-volunteers started there before non-essential shops were forced to close under Covid restrictions. We started working in an Asylum Mother and Baby Unit run by SERCO for pregnant women and their babies and set up a team of 3 who are urgent responders for women in labour. We have partnered with Coventry Diocese to place bikes into a hotel housing asylum seeker dispersal to the city. Another new volunteer is repairing the bikes. Two new volunteers are working with the Admin Team to support our database and the spreadsheet of client-requests.

Accommodation

The accommodation arrangements at Hillfields Church in Coventry for our regular Circle of Friends activities, adult classes and Let's Play groups remain in place, though they were only used for 5 weeks during 2020 due to a combination of refurbishment at the Church and the pandemic's impact. In addition to Hillfields Church, we negotiated the use of St Mark's Church in Hillfields as the venue for Worldfoods' Food Hub in a three-way partnership between Carriers of Hope, St Marks Church and YWAM (Youth with a Mission).

The premises at Swallowgate, Coventry which were in use as the base for our offices and meetings were needed by the local businessman who generously funded them for the charity, for his expanding business. As a replacement we have taken on the lease for shop premises at 26, City Arcade in Coventry to serve as a venue for selling unwanted items, for a second office, meetings, training and as a collection point for clients to collect requested items. All the Christmas 2020 preparations of shoeboxes for the children and Christmas Party bags for the families took place from there.

The trustees wish to record their immense gratitude to the local businessman and his wife who helped fund both the cost of the shop refurbishment and on-going rental, in addition to reimbursing the charity for the rental costs of our warehouse. This level of generosity is above and beyond all we could have hoped for.

5 New groups for pregnant women, mothers and their babies started at Appledore Lodge, led by staff and volunteers in the Children's Team.

Active donor funding agreements: receipts during the period
(restricted income unless otherwise stated)

Fund	Purpose
ARM TRUST - £10,000 (unrestricted)	An award for the period ending September 2021 to be used to fund trustees' agreed priorities.
Children in Need Small Grants - £10,000 for final year.	For a worker with the children at Circle of Friends, to develop Let's Play and to create and deliver Toy Bags.
Children in Need Next Steps - £8,494	Team Leader for Children's Team, Baby Project worker and worker at Appledore Lodge.
Children in Need Covid Booster - £3.000	Laptops for children, out of school through the pandemic
Violence Reduction Unit (Covid) £1,472	Work with Hillfields Families to support protective behaviours.
Awards for All - £10,000	Start-up costs of Clothing Coventry, plus worker
Doing Things Differently (Heart of England CF) - £12,575	Start-up costs of Clothing Coventry, plus worker
Heart of England Emergency Fund (Covid) - £3,000	Supporting families in need, caused by the pandemic
Heart of England Segro Fund (Covid) - £3,000	Supporting families in need, caused by the pandemic
National Grid (Covid) - £5,000	Supporting families in need, caused by the pandemic
Clothworkers (Covid) - £5,000	Supporting families in need, caused by the pandemic
Barrow Cadbury (Covid) - £21,000	Start-up costs of Worldfoods Food Hub plus worker and foodstuffs
Greggs Foundation - £10,000	Start-up costs of Worldfoods Food Hub plus worker
Heart of England (Co-Op Bank) - £5,000	Food at Worldfoods' Food Hub
National Lottery – Community Fund (Reaching Communities) - £59,763	A five-year award period ending April 2023 for the Distribution Volunteers' Project – salaries of 6 staff.
National Lottery Covid Fund - £28,280	Purchase a second van. Van running costs.
Heart of England Tampon Fund - £10,000	Workers for the Baby Projects, in the community and at Appledore Lodge.
Passionists – £1,500	For purchasing essential items in support of individuals, such as white goods, beds, etc.
Priors Educational Trust - £550	For the Uniforms appeal
Soothern & Cranor - £3,000	For the Uniforms appeal
Local businessman - £44,905	To fund overhead costs of the warehouse and 26, City Arcade
A B Charitable Trust - £10,000 (unrestricted)	To be used as needed, primarily towards business start-ups/income generation activities.
Lloyds Bank Foundation England & Wales - £25,000	Salaries for management staff
Coventry City Council - £1,692	For a freezer for the Food Hub

Increasing the number of regular supporters
The number of regular monthly donors rose from 62 in December 2019 to 71 in December 2020.

PLANS FOR THE FUTURE

1. **Money**: Continued efforts will be made to identify and secure enough funds to finance the continuation of our activities, which include new developments such as the Worldfoods' Food Hub and the work with the parents and babies at Appledore Lodge.

2. **Income generation**, will be focused on our shop at 26, City Arcade, Coventry in 2021.

3. **Clothing Coventry:** Plans are well advanced to launch this new project in January 2021 which will involve a network of clothes rails being placed in key locations across the city, accessible to all in need of clothes.

4. **The core activities** have been much altered by the pandemic but will continue to be the following when it's safe to reopen the face-to-face activities.:

    1. Dealing with crisis requests for help via the Crisis Helpline and at our Tuesday morning meetings at third-party premises. Known as Circle of Friends, it is the charity's forum for distributing donations of clothes, food, baby goods, essential items for personal hygiene and the home, and small cash donations. It also forms a social focus for the beneficiaries of the charity and serves as an opportunity for their needs to be identified and followed up.
    2. Collections of donated furniture and equipment for onward redistribution to beneficiaries, which normally takes place on Wednesdays, Thursdays and Fridays each week.
    3. Delivery of the Baby Bags, which normally take place on Thursdays each week.
    4. Community Home Visits to all new families within a week of them becoming members, taking them a Welcome Bag, in order to assess and prioritise their needs.
    5. Volunteer recruitment and training. Ten-week training courses for new volunteers will be offered each year.
    6. Let's Play – an enhanced Stay-and Play group for children and parents to learn English together through play will run on Wednesday mornings, together with a new group starting at Appledore Lodge.
    7. Delivery of Emergency Packs: we have received an increased level of referrals of families and individuals moving into empty properties. This usually coincides with a time when they have no income. Emergency Packs are comprised of something to sleep on, something to sit on, something to cook on; plus, pots, pans, bedding, cutlery and crockery.
    8. Tuesday and Thursday adult education courses: Tuesday Training, Basc ESOL and Written English and Spelling.

Appreciation

The trustees wish to record their very grateful thanks to all our staff and volunteers, our partners, our business supporters, the City Council, the funders and the regular donors, without whom we couldn't do this work. These people make the charity the success that it is.

The Trustees are also indebted to the volunteers who have generously given their time to carry out the charity's activities.

FINANCIAL REVIEW

Despite the impact of Covid-19 the charity succeeded in continuing its efforts to support the needs of local refugees, migrants and asylum seekers. The collection of donated household goods for onward distribution was largely suspended during the lockdowns in order to avoid the risk of spreading infection, but in order to compensate the charity purchased considerably more new goods than normal for onward donations.

The charity managed to keep its employees in active work throughout the year thanks to the generous support of organisations and private donors who continued to show their generosity. In fact, total income for the year was considerably in excess of the previous year, and 47% of it arose in the Autumn period which means we entered the new year in a strong financial position.

Total income was £441,741 of which £371,050 was in cash donations (2019: £313,761 of which £221,153 was in cash donations), mostly from generous organisations for specific purposes detailed in note 8 to the accounts. In addition, over 70 private individuals donate on a monthly basis. That gives enormous encouragement to everyone's efforts and the charity is extremely grateful to them.

Expenditure totalled £320,351 (2019: £315,624), giving net income for the year of £121,390 (2019: £1,863 net expenditure). Within that the charitable expenditure totalled £319,038 (2019: £315,624) and is detailed in note 6 to the accounts. The major costs were payroll costs, amounting to £96,760, warehouse rental and related overheads which added almost £44,000, and £41,629 was spent on purchasing new goods for onward donation - for the reason explained above those purchases amounted to two and a half times of the previous year's spend. As a consequence of Covid-19 restrictions the value of used household goods donated to the charity and distributed onwards during the year fell to £68,330 compared with £81,665 in the prior year. The income figures include reimbursements for the warehouse overheads by a local businessman, without whose generosity over the years the charity would not have been able to function in the way it does.

Towards the end of the year the charity took over the rent of a shop in the city centre's City Arcade with a view to it being both a retail outlet for sold goods and a gathering point where the charity can meet and serve its clients; also, to provide much needed meeting rooms for use by the charity's staff and volunteers for training and admin purposes. Again, the charity is indebted to the same local businessman for sharing the associated rental cost. The end of the year also saw the charity's involvement in conjunction with other agencies in developing a Food Hub for which costs amounted to £13,390 in staffing the hub and supplying foodstuffs which reflect the multi-cultural tastes of the charity's clients.

Closing funds totalled £240,910 (2019: £119,520), mostly represented by bank and cash balances amounting to £202,608 (2019: £113,999). The charity's reserves policy is explained below.

Finally, it should be noted that although the prior accounting period was for 15 months, the period of activity was the 12 months of 2019 so the figures shown for that period are a valid comparison.

INVESTMENT POLICY

There are no restrictions on the trustees' powers to invest. The investment strategy is prudent. Other than working capital requirements, funds are placed on interest-earning deposit.

RESERVES POLICY

Currently less than 5% of monetary income is on a structured, recurrent basis. The remaining 95% arises from trustees making opportunistic applications for funding and appeals for donations plus the initiative of generous donors who support the charity. The consequence is, given that most of the charity's beneficiaries are critically dependent on the charity's ongoing support, the charity's financial structure is not as robust as it would like. In particular there is high dependence on the generosity of a local businessman who bears the overhead costs of approximately £43,000 for the charity's warehouse and shop/office space. There is also an increasing dependence on salaried staff with associated training costs which account for a financial commitment of over £100,000 in the coming year. Accordingly, the trustees wish to safeguard their beneficiaries from the financial shock of unexpected rises in expenditure, or drop in income, by holding a prudent level of reserves to provide a buffer against the unexpected, enabling the charity to run as normal whilst recovery measures are under way. With that in mind the financial year closed with designated reserves of £82,000, an increase of £22,000. They are explained more fully in note 8 to the accounts.

At the end of the period liquid reserves amounted to £207,946 of which £82,000 is accounted for by funds designated by the trustees for specific purposes (note 8), and £82,190 is represented by unspent restricted grants received in the final two months of the year, most of which is for two new projects coming on stream in 2021, namely Worldfoods Food Hub, explained on page 6 and Clothing Coventry (page 4).

GOING CONCERN

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The statement of Reserves Policy above explains the trustees' concern over the risk associated with the charity's dependence on uncertain income streams and includes an explanation of how they manage that risk.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Carriers of Hope, Coventry CIO is constituted as a charitable incorporated organisation under the Charities Act 2011 and a registered charity, number 1180105. It originally commenced its activities in 2011 as a charitable trust until the end of 2019 after which the CIO assumed all its activities, assets and liabilities.

The charity was created by Mrs S M Sampson to assist asylum seekers and in its re-constituted form it also embraced the needs of refugees and new migrants living in Coventry with a primary aim of improving their conditions of life through donations of household requisites, furniture and equipment. More recently those aims have been supplemented by helping families based on home visits to assess their needs. In the 10 years since its formation it has steadily grown enabling it to support more and more refugees and asylum seekers.

The trustees are co-opted and serve for a term of 3 years after which period they may put themselves forward for re-appointment. Newly appointed trustees undertake induction and

are familiarised with trustee responsibilities by reference to the publications of the Charity Commission and to the latest Annual Report of the Trust.

Trustees meet at least six times each year and determine the broad strategy and areas of activity of the charity. They approve all expenditure except that spent by trustee S M Sampson under delegated authority up to £450. Operational activities such as fund raising and charitable activities are performed by voluntary helpers who themselves include beneficiaries of the charity. All trustees give their time voluntarily and receive no benefit from the charity.

The trustees have examined the major risks which the charity faces and confirm that through a combination of public liability insurance, the development of internal policies especially on child protection and health and safety, internal financial controls and prudent investment policy, exposure to those risks is minimised.

REFERENCE and ADMINISTRATIVE INFORMATION

Registration details

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission under the name of Carriers of Hope, Coventry, registration number 1180105.

Trustees

Name of Trustee	Date of appointment	Term expires
Cathy Clarke	27 September 2019	27 September 2022
Gwen Daly	27 September 2018	27 September 2020
Alvaro Grana	27 September 2018	27 September 2021
Valerie Lewis	27 September 2018	27 September 2021
Susan Marion Sampson	27 September 2018	27 September 2021
Elizabeth Ann Thomson	27 September 2018	27 September 2023
Kim Evans	19 September 2019	19 September 2022
Lucinda Croft	19 September 2019	19 September 2022
Matthew Broomhall	19 September 2019	19 September 2022
Guillherme Schott da Silveira	19 September 2019	19 September 2022
Lydia Sampson	19 September 2019	19 September 2022
Michelle McHikoma	30 January 2020	30 January 2023
Omaima Ahmed	30 January 2020	30 January 2023

Registered Address
55, Garth Crescent, Binley,
Coventry CV3 2PP

Independent Examiner
Michael Perry, Chartered Accountant
1 Beechwood Croft, Kenilworth CV8 1GX

Bankers
National Westminster Bank plc, Coventry City (A) Branch, 24, Broadgate, Coventry CV1 1NE
Reliance Bank Ltd, London EC3R 8EB

TRUSTEES' RESPONSIBILITIES IN RESPECT TO FINANCIAL STATEMENTS

This annual report and statement of financial activities have been prepared on an accruals basis and satisfy the requirements of the *Charities SORP 2015, Accounting and Reporting by charities in accordance with the Financial Reporting Standard 102.*

The trustees

- have selected suitable accounting policies and intend to apply them consistently
- have made judgements and estimates which are reasonable and prudent
- confirm that the attached statement of accounts has been prepared on a going concern basis and complies with applicable accounting standards and statements of recommended accounting practice

The financial statements have been independently examined; they have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed and the Charities Act 2011.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud or other irregularities.

Approved by the trustees and signed on their behalf by

C. Clarke. Date 2nd June 2021

Cathy Clarke, trustee

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARRIERS OF HOPE, COVENTRY CIO

I report to the charity Trustees on my examination of the accounts of the charity for the 12 months ending 31 December 2020 on pages 17 to 23 following, which have been prepared on the basis of the accounting policies set out on page 20.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the CIO as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....

Date 2nd June 2021

Michael Perry Chartered Accountant, 1 Beechwood Croft, Kenilworth, Warwickshire CV8 1GX

CARRIERS OF HOPE, COVENTRY CIO
Registered Charity No. 1180105

STATEMENT OF FINANCIAL ACTIVITIES
12 months ending 31st December 2020

31 December 2019					31 December 2020		
£	£	£		Note	£	£	£
Unrestricted	Restricted	*Total*	**INCOME from:**		Unrestricted	Restricted	**Total**
58,974	162,179	**221,153**	Monetary donations		95,343	275,707	**371,050**
			Non-monetary donations:				
-	81,665	**81,665**	used goods	1c	68,830	-	**68,830**
-	7,580	**7,580**	donated services		-	-	-
3,308	-	**3,308**	Trading income		1,838	-	**1,838**
55	-	**55**	Investment Income: Interest		23	-	**23**
62,337	251,424	**313,761**	**Sub-total Ordinary Income**		166,034	275,707	**441,741**
			EXPENDITURE on:				
			Charitable activities	6			
225	94,989	95,214	Donations of used and bought household goods and supplies	1c	102,784	18,463	121,247
33,133	187,277	220,410	Other charitable activities		17,865	179,926	197,791
33,358	282,266	315,624	**Total charitable activities**		120,649	198,389	319,038
-	-	-	Fund raising costs		127		127
-	-	-	Trading costs		1,186		1,186
33,358	282,266	315,624	**Total Expenditure**		121,962	198,389	**320,351**
28,979	**(30,842)**	**(1,863)**	**Net ordinary income (expenditure) during the period**		**44,072**	**77,318**	**121,390**
36,183	85,200	**121,383**	**Extraordinary Income:** transfer of net assets from predecessor charitable trust		-	-	-
65,162	**54,358**	**119,520**	**Net income after extraordinary item**		**44,072**	**77,318**	**121,390**

RECONCILIATION OF FUNDS

31 December 2019				31 December 2020		
Unrestricted	Restricted	Total		Unrestricted	Restricted	Total
£	£	£		£	£	£
65,162	54,358	**119,520**	Net income reported above (2019: after extraordinary item)	44,072	77,318	**121,390**
-	-	-	Add total Funds brought forward at beginning of the period	65,162	54,358	**119,520**
65,162	54,358	**119,520**	**Total Funds carried forward at end of the period**	8 109,234	131,676	**240,910**

CARRIERS OF HOPE, COVENTRY CIO
Registered Charity No. 1180105

BALANCE SHEET
at 31st December 2020

31 December 2019		Note	31 December 2020	
£			£	£
2	**TANGIBLE FIXED ASSETS**	7		**32,964**
	Current assets			
7,676	Prepayment / debtor		8,950	
5,864	Accrued Income: HMRC Gift Aid		7,780	
47,469	NatWest Bank Current Account		109,025	
38,889	Reliance Bank Current Account		66,108	
26,676	NatWest Bank Reserve Account		26,700	
965	Cash in Hand		775	
-	Shopping vouchers		-	
127,539			219,338	
	Current liabilities			
8,019	Creditors		11,392	
119,518	**Net current assets**			**207,946**
119,520	**TOTAL ASSETS**			**240,910**
	FUNDS OF THE CHARITY	8		
-	Balance at beginning of period			**119,520**
	Net increase in funds during the year: -			
(1,863)	Net income from normal activities			**121,390**
121,383	Transfer of assets from predecessor charity			-
119,520	**TOTAL ACCUMULATED FUND CARRIED FORWARD**			**240,910**

Approved on behalf of the trustees, signed

C Clarke
.....
Cathy Clarke, Trustee

Date 2nd June 2021.

CARRIERS OF HOPE, COVENTRY CIO
Registered Charity No. 1180105

STATEMENT OF CASH FLOWS
12 months ending 31 December 2020

31 December 2019	Cash provided by Operating Activities	31 December 2020
£		£
(1,863)	Net income / (expenditure) for the period as reported in the Statement of Financial Activities	121,390
	Adjustments to eliminate non-operating activities from the above result:	
(55)	Investment activity: bank interest	(24)
(3,205)	Change in debtors	(3,192)
8,019	Change in creditors	3,374
2,658	Non-cash transactions: reverse the charge for depreciation	6,357
-	Non-cash transactions: reverse income of donated vehicle	(500)
5,554	**Net cash provided by Operating Activities**	127,405

Reconciliation of net income to net cash flow from operating activities

31 December 2019	Cash flows arising from all activities	31 December 2020
£		£
36,698	Net cash provided by operating activities (as above)	127,405
	Additional cash flows during the year:	
-	- from investing activities: additions to Fixed Assets	(38,820)
17	- from investing activities: bank interest income	24
36,715	**Increase in cash during the period**	88,609
71,675	Add cash brought forward from previous year	113,999
108,390	**Total cash at the end of the year**	202,608

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

1. Principal accounting policies

a) Basis of preparation

The financial statements are prepared under the historic cost convention. The accounts have been prepared in accordance with the requirements of the Charities SORP (FRS 102) effective January 2019, the Charities Act 2011 and with the charity's founding constitution.

b) Resources received and expended

Income and expenditure are included on an accruals basis except for voluntary donations which are accounted for only when received.

c) Donated Goods

Used furniture, equipment and other household goods received from donors for onward distribution to beneficiaries are in the accounts at an estimate of their open market purchase cost.

Donations of bags of foodstuffs, toiletries and other personal requirements for onward distribution are also included in the accounts at an estimated replacement cost of £25 per bag.

Income from the above donations is recognised in the accounts at the time of onward distribution so there is no carrying value for goods still in hand at the balance sheet date.

d) Resources Expended

Expenditure is included on an accruals basis inclusive of irrecoverable VAT

Expenditure on *Charitable Activities* comprises costs incurred in the delivery of its activities and services for its beneficiaries.

e) Governance and support costs

These costs are apportioned to charitable expenditure proportionate to expenditure on each charitable activity.

f) Fixed assets

Capital items costing £1,000 or over are written off over 4 years.

2. Remuneration and staff costs

The Charity employed an average full-time equivalent headcount of 4.35 during the period for a total cost, including employer costs, of £96,760. All individuals worked in supporting the charitable activities of the Trust. No other salaries and no employee benefits were paid in either period.

Trustees received no remuneration. The independent examinator's fee was £950.

NOTES TO THE FINANCIAL STATEMENTS continued

3. Trustee Costs and reimbursements

Three trustees claimed reimbursements of expenses totalling £1,647 which were incurred in the performance of the charity's charitable activities. The amounts were reimbursed for purchases of goods on behalf of the charity and for travel costs. No payments were made to other trustees.

4. Volunteers

The Charity has a pool of approximately 170 volunteers whose role is fully described on pages 7 and 8.

5. Related Party transaction

A third party related to a trustee received payments during the period of £2,400 for management services to cover short-term vacancies. The engagement was for two periods amounting to 3 months and was with the approval of the trustees.

6. Charitable Expenditure

31 December 2019	Charitable Activity	Total	*Support Costs	Donations			Staff Costs	Storage Costs	Vehicle costs & depreciation	Other Costs
				Monetary	Bought Goods	Used House-Hold Goods				
		£	£	£	£	£	£			£
19,150	Donating	44,529	6,132	4,436	33,961					
192,299	Furniture Project	162,335	22,354		978	68,330	17,674	46,949	2,813	3,237
70,955	Client Response	71,703	9,874				59,883			1,946
-	Food Hub	13,390	1,844		6,690		1,661	568		2,627
32,583	Children's Work	10,184	1,402				5,088			3,694
637	Learning / Training	2,173	299				68			1,806
-	Income Generation	14,724	2,028					12,696		
£315,624		£319,038	*43,933	4,436	41,629	68,330	84,374	60,213	2,813	13,310

***Support Costs**

Administration Office	31,989
Organisational Development incl. Consultancy	11,133
Trusteeship	811
Total	**43,933**

NOTES TO THE FINANCIAL STATEMENTS continued

7. Fixed Assets

	Total	Motor Vehicles	Ware-house Fixtures, Fittings & Equipment	Shop Fixtures, Fittings & Equipment	Office Fixtures, Fittings & Equipment	Food Hub Equipment
	£	£	£	£	£	£
COST						
Fixed Assets at beginning of the year	**23,777**	20,033	3,744	-	-	-
Additions during the year at cost	**39,873**	19,637	12,223	4,655	2,218	1,140
Total Cost at end of the year	**63,650**	39,670	15,967	4,655	2,218	1,140
DEPRECIATION						
Provision at beginning of the year	**23,775**	20,032	3,743	-	-	-
Additions to depreciation during the year	**6,911**	4,909		1,163	554	285
Total provision at end of the year	**30,686**	24,941	3,743	1,163	554	285
Net Book Value 31 December 2020	**£32,964**	**£14,729**	**£12,224**	**£3,492**	**£1,664**	**£855**

NET BOOK VALUE OF FIXED ASSETS ANALYSED BY SOURCE OF FUNDING

Restricted funds	**20,689**	14,728	2,466	2,640	-	855
Unrestricted funds	**12,275**	1	9,758	852	1,664	-
Net Book Value 31 December 2020	**£32,964**	**£14,729**	**£12,224**	**£3,492**	**£1,664**	**£855**

8. Funds

	Unrestricted		Restricted	TOTAL
	General	Designated		
	£	£	£	£
Funds b/f 1 January 2020	5,162	60,000	54,358	119,520
Net income in the period	44,072	-	77,318	121,390
Transfers	(22,000)	22,000	-	-
Funds c/f at 31 December 2020	**27,234**	**82,000**	**131,676**	**240,910**

Designated Fund

The designated fund is held principally because the charity is incapable of operating without its trained and skilled salaried staff. Given the unpredictability of the charity's sources of income the trustees wish to safeguard their ability to meet the costs of their employees for a period of at least four months by designating reserves to cover their salaries and on-costs, including the effect of increasing the hours of the recently appointed Operations Manager. In addition, £20,000 has been set aside to cover emergency support arising from Covid issues, and planned capital improvements account for a further £6,000. Accordingly, the designated fund was increased from £60,000 to £82,000 during the period.

NOTES TO THE FINANCIAL STATEMENTS continued

Restricted Funds

FUND SOURCE	OPENING BALANCE 1 JANUARY 2020	REVENUE FUNDS		CAPITAL FUNDS		CLOSING BALANCE 31 DECEMBER 2020
		Income	Expenditure	Income	Expenditure	
	£		£			
A E Higgs	1,865		(1,865)			-
ARM Trust	15,330	10,000	(9,372)			15,958
Awards for All (Clothing Coventry)		10,000				10,000
Baby Bags appeal		85	(85)			-
BBC Children in Need		13,440	(13,303)			137
BBC Covid Next Steps		8,494				8,494
Benefactor for costs of Warehouse & Shop	8,478	44,906	(44,403)	1,000	(250)	9,731
Big Lottery Community Fund (Reaching Communities)	17,787	63,419	(63,337)	24,623	(5,539)	36,953
Christmas Appeal	2,134	4,278	(3,504)			2,908
Coventry City Council Bursary	5,333		(5,333)			-
Coventry City Council (Violence Reduction Unit)		1,472	(280)			1,192
Food Hub		40,246	(12,118)	1,140	(285)	28,983
Heart of England (Doing Things Differently)		12,575	-			12,575
Heart of England (Tampon Fund)		10,000	(9,002)			998
Lloyds Bank Foundation for England & Wales	1,920	25,064	(25,244)			1,740
The Passionists	978	1,500	(2,478)			-
Travel appeal		420	(245)			175
Uniforms appeal	533	5,185	(3,884)			1,834
Total	£54,358	**£251,084**	**£(194,453)**	**£26,763**	**£(6,074)**	**£131,678**