
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**



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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, Basic 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.



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


Date 2 June 2021

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


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		31 December 2020
£	Cash provided by Operating Activities	£
(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		31 December 2020
£	Cash flows arising from all activities	£
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 examiner'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 & depreciat ion	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