

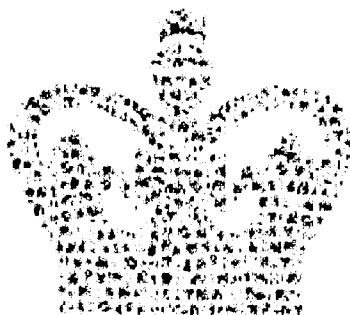
CARRIERS OF HOPE, COVENTRY CIO

Registered Charity **1180105**

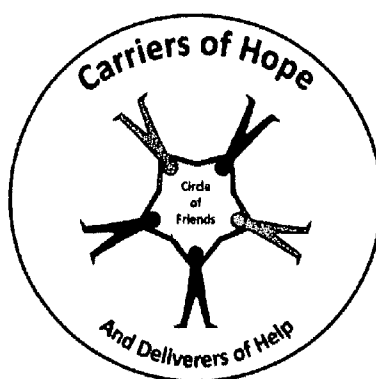
A charitable incorporated organisation

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

Year ending 31 December 2021



**The Queen's Award
for Voluntary Service**



CONTENTS

	Page
Report of the Trustees	3
Reference and Administrative Information	15
Report of the Independent Examiner	18
Statement of Financial Activities	19
Statement of Cash Flows	21
Notes forming part of the Financial Statements	22

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.	<u>Jayne Davies</u>
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	<u>Karen Everitt</u>
Warehouse Supervisor	Gladys William
Volunteer Co-ordinator for the Furniture Project; and driver for Clothing Coventry	Neal Probert
Client Response Worker	Lorena Alres
Team Leader for the Children's Team, managing the following two members of that team.	<u>Alysia Cannock</u>
Volunteer Co-ordinator for the Baby Project	Michelle McHikoma
Volunteer Coordinator for the creches.	Dr Lin Armstrong
Communication Champion	Seyedeh Naseriniaki
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
Klm 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*.

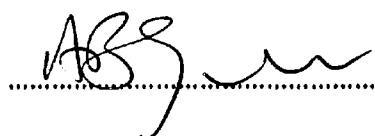
The trustees

- 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		
£	£	£		Note	£	£	£		
Unrestricted	Restricted	Total			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

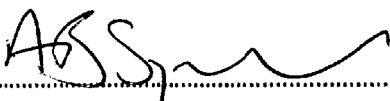
31 December 2020							31 December 2021		
Unrestricted	Restricted	Total			Unrestricted	Restricted	Total		
£	£	£			£	£	£		
44,072	77,318	121,390	Net income reported above		55,239	641	55,880		
65,162	54,358	119,520	Add total Funds brought forward at beginning of the year		109,234	131,676	240,910		
109,234	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 examiner'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 & depreciat ion	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.

NOTES TO THE FINANCIAL STATEMENTS continued

Restricted Funds

FUND SOURCE	OPENING BALANCE 1 January 2021	REVENUE FUNDS		CAPITAL FUNDS		CLOSING BALANCE 31 December 2021
		Inc.	Exp .	Inc.	Exp .	
		£	£	£	£	£
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