



Housing Matters (Bristol)

Annual Report & Accounts 2023/24



Trustees' Annual Report & Accounts

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Reference and Administrative Information

Charity Name: Housing Matters (Bristol)

Charity Registration Number: 1180341

Company Number: 10675390

Trustees

The Trustees of the charity in office during the year and up to date of signing the financial statements were:

Andrew Gibbard	Chair
John Mathias	Trustee & Secretary
Chris Bird	Trustee & Treasurer (resigned 04.05.2023)
Joe Saunders	Trustee and Treasurer (appointed 06.02.2024)
Ben Banks	Trustee
Gary Jordan	Trustee
Andrew Marshall-Jones	Trustee
Samantha Martin	Trustee (appointed 31.05.2023)
Jasmin Matharu	Trustee
Kim Mylchreest	Trustee (appointed 19.05.2023)
Alice Parsons	Trustee (resigned 08.07.2024)

Senior Manager:

Alice Tibbert (Director)

Registered Address:

Easton Business Centre
Felix Road
Easton
Bristol
BS5 0HE

Independent Examiners:

Joshua N Kingston BSC., ACA
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton Bristol BS48 1UR

Bankers:

Co-operative Bank

PO Box 101, 1 Balloon Street,
Manchester M60 4EP

CAF Bank Ltd

25 Kings Hill Avenue, Kings Hill, West
Malling, Kent ME19 4JQ

Charity Bank

Fosse House, 182 High Street,
Tonbridge TN9 1BE

Chair's review

Last year, the waiting list for social housing in Bristol hit an all-time high of over 21,000, putting mass strain on both emergency and temporary accommodation. The number of refugees facing destitution soared following a change in national policy. There were many troubling incidents during the year affecting Bristol's most vulnerable people, including in November, when residents of a council tower block in East Bristol were pushed out of their homes for several weeks after an emergency evacuation.

All of this meant that specialist housing advice, support and advocacy was more important than ever, and at Housing Matters, the demand for our services continued to rise.

Throughout the year, we continued to run our over-the-phone advice service, in-person drop-ins, and partnership projects, supporting almost 900 households – more than double the number we helped before the onset of the cost-of-living crisis. These households were made up from almost 2,000 people, 820 of whom were children. We fulfilled our ambition of bringing community voices to the forefront of our organisation by establishing our Advisory Board, whose members have experience of navigating the housing system and many of whom are previous clients, providing ensuring we remain responsive to the needs of those we support.

We believe that reaching our clients as early as possible is key to preventing homelessness, and we were delighted to secure funding through the Household Support Fund to expand our outreach project. We opened four new drop-ins based in established community hubs across Bristol, bringing much-needed, accessible housing advice to some of the city's most marginalised communities.

Alongside the continuation of the cost-of-living crisis, we have seen the complexity of clients' situations steadily increase, and their housing stress is often compounded by other issues like debt and poor mental health. That's why collaboration is integral to our approach: through partnering with other local charities, we can offer more holistic support. We strengthened our ability to push for longer term, systemic change through proactive engagement with our sector and, critically, the development of the Housing Roundtable: a key forum for driving forwards collaboration and finding innovative solutions to Bristol's housing crisis.

Looking ahead, we are in a strong position to reach more people around Bristol, invest in our development and staff, and consolidate our progress. Through the continuation of our trainee scheme for new housing advisers, we will increase our capacity to respond to the housing crisis, and we will use our expertise to find innovative ways to scale our impact. We are here to help Bristol's most vulnerable people to get the best possible housing outcomes, as well as fighting for meaningful policy change to combat inequality in our housing system.

I'm immensely proud of everything we achieved last year. I would like to offer my sincere thanks to all our funders and supporters who make all of this possible, as well as our dedicated Board of Trustees and staff team. Together, we will keep fighting for housing equality towards our shared vision: a society where everyone has a place they're happy to call home.

Andy Gibbard

Andy Gibbard

Chair of Trustees

Objectives and activities

Charitable objects

To relieve those in need by reason of age, ill-health, disability, financial hardship or other disadvantage in Bristol and the surrounding area, in particular but not exclusively by:

- 1) Providing advice on and assistance with housing and related matters including welfare benefits;
- 2) Acting as an advocate on behalf of members of the public for whom the charity is established to assist and to represent at tribunals and court hearings and to undertake legal work on their behalf; and
- 3) The carrying out of lobbying on housing and related issues.

How we achieve public benefit

The charity delivers public benefit by providing support, information, and advice to people in situations of poverty, focusing on those with particular needs due to age, disability or other vulnerabilities. Housing Matters aims to intervene early and ensure that people have access to safe, appropriate and permanent accommodation.

We work closely with local community partners to ensure people receive the right support, at the right time. In preventing homelessness and improving housing conditions, the charity provides benefits to individuals and the wider community. All our services are free and accessible to people in Bristol and the surrounding area. The Trustees have had regard to the Charity Commission's guidance on public benefit and endeavour to implement that guidance in all the charity's work.

Housing Matters aims to:

- Prevent homelessness in the City of Bristol and surrounding areas.
- Enable people to stay in their own homes by improving their current housing conditions and raising income levels.
- Help people who are homeless or in unsatisfactory housing to find suitable accommodation.

To achieve our aims, we:

- Deliver free, impartial, confidential and quality advice and advocacy on housing and related matters.
- Provide holistic support for as long as it takes to help beneficiaries to solve their housing issues.
- Work closely with local community groups to upskill community members and promote early access to advice.
- Share information and work with local partners to achieve the above objectives.
- Use our knowledge and experience to influence local decision making, policy and practice for the benefit of people in housing need.

More about Housing Matters



Our purpose: Why do we exist?

We believe quality housing is a human right. We're here to give anyone in and around Bristol the knowledge and support they need to live in safe, secure homes.



Our vision: What is our ultimate goal?

Our vision is a society where everyone has a place they're happy to call home.



Our mission: How will we achieve our vision?

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.



Our values: How and why we work with our clients

People First – Informed – Dedicated – Inclusive – Resourceful



I am so impressed...you are so skilled, I am in awe! Thanks for all your support with this family and what a good outcome.



**- Family Support Worker,
Children's Centre**

Local context and impact

On any given night in Bristol, at least 70 people are bedding down on the city's streets.

Yet, unfortunately, rough sleeping is only the tip of Bristol's housing crisis. The city has become the most expensive place to rent outside of London. The number of households in temporary accommodation has more than doubled since the pandemic, where conditions can be cramped, damp and noisy. And with the threat of being moved onto another temporary property at any point, people can go for years without feeling 'at home'. The waiting list for social housing in Bristol hit a record high of 21,000 households last year. With only 1,500 properties to allocate annually, even those who are in particularly vulnerable situations are waiting up to three years to be rehoused.

Many of our clients live in unsafe conditions because of damp and mould; extreme disrepair; rodents; domestic abuse; hate crime; overcrowding; and other factors. They may be facing a Section 21 eviction – now the biggest cause of homelessness in Bristol – where a landlord doesn't have to give a reason to evict. Many are already experiencing homelessness.

Bristol City Council have reported a 25% increase in households approaching them for support because they're facing homelessness compared to pre-pandemic levels. It's no wonder that demand for housing advice in Bristol has now overtaken that for employment advice; it's now the most requested type of support after debt and welfare benefits advice. But unfortunately, a Bristol City Council contracted researcher found that housing advice was severely lacking in several parts of the city. This makes our role at Housing Matters more crucial than ever before.

Our impact

Homelessness and housing crisis can have a serious and lifelong impact on entire families. Teachers report homeless children exhibiting social withdrawal, anxiety, behavioural issues, and daytime sleepiness ([Shelter, 2017](#)). Homeless people are more likely to develop asthma, COPD and tuberculosis than those with suitable homes. Without a stable home, people's capacity to cook, commute, maintain hygiene and sleep is hugely compromised, which in turn affects their performance at work and ability to maintain a job ([Crisis, 2024](#)), further entrenching them in homelessness.

Helping people access safe, secure homes can help end these cycles, benefiting the health, wellbeing and finances of individuals and families long into the future.

Last year, 51% of clients came to us because they were threatened with or experiencing homelessness, compared to around a third before the onset of the Cost-of-Living crisis. Of those facing homelessness who needed long-term casework support from us, we're proud to have prevented homelessness for/helped to rehouse 49%. We improved housing conditions or rehousing prospects for 19%.

Across our entire client group, we helped people access £160,000+ in additional income e.g., in the form of benefits, written-off debt, charity grants and lodger income. This increases local people's resilience during the housing crisis and any future shocks that come our way.

As well as advising and advocating for our clients, another important area of our work is upskilling them to better deal with any housing stress themselves to avert crisis point in the future.

Of our clients last year, 94% had a better understanding of their options, duties and rights; 72% now know where to go to get help and advice; and 88% are better able to manage their own affairs.

Our partnerships

In line with our service development strategy to work collaboratively and share resources with other agencies, and our fundraising strategy to develop sustainable income through charitable activities, we have been involved in a number of successful partnership projects across the year. Whether they are existing or newly formed partnerships, they have delivered incredible outcomes for our clients. They've helped to break down barriers for those who might have otherwise struggled to access the advice and support they desperately need.

The power of partnership: Our HomeFull project

Through the Homefull project, we aim to improve housing circumstances and build financial resilience for Bristol families. For many people, housing stress isn't a stand-alone issue. Housing crisis can push people into debt – and debt only worsens their housing struggles. Their situations are even more complex when they're responsible for children. To end this cycle, since 2020, we've partnered with Talking Money, a local debt advice charity, to create our HomeFull project.

Now, Bristol families can access housing and debt support all at once, and in a trusted place many already go – children's centres – the teams of which we work closely with for this project.

Last year, people came to HomeFull in more severe housing and debt crisis than ever before. On average, each client's case took six weeks longer to resolve compared to the previous year. But through the power of partnership, we helped these families even more efficiently than we would have as separate charities – by quickly sharing information with each other, combining our expertise, and tackling their debt and housing issues at the same time.

Key HomeFull outcomes



We prevented homelessness for or helped to rehouse **51%** of clients



We secured **£120,000+** in additional income for clients e.g., in the form of benefits, charity grants and lodger income

Aashyana

Aashyana is our partnership with St Pauls Advice Centre and Citizens Advice Bristol. Through this partnership, we offer targeted support to Bristol's South Asian communities with housing, welfare benefits, money, debt and immigration advice. By working with specialists in our partner agencies, we can provide people with well-rounded support to deal with a multitude of issues. Owing to renewed funding lasting into 2026, we can continue this much needed service and deliver key outcomes for our clients who suffer multiple barriers when accessing mainstream advice services.

Boost

We partner with Wellspring Settlement, Talking Money and West of England Works to provide Boost – a drop-in service for the community in Lawrence Hill and Barton Hill in East Bristol. Here, local people can access advice and support with bills, benefits, budgeting, employment and housing. This model – focusing on early intervention and partnering specialist advice with additional support services – has proven effective and popular with residents.

Early Doors

The Early Doors project began in 2021, in partnership with local homelessness charity, Caring in Bristol. Together, we aim to prevent homelessness through education and early intervention. We consult with residents in East and South Bristol to identify key local issues and understand how we can adapt our service delivery to effectively respond to their unique needs. Through working with these residents, we have established more

regular 1:1 advice and support in East and South Bristol; developed and delivered housing rights workshops; and we are tackling community concerns around fire safety, anti-social behavior and rising energy bills.

Advice and Support Partnership

This year, with support from Bristol City Council's Household Support Fund, we collaborated with 14 other advice and support agencies to launch a new project. The Advice and Support Partnership project allowed us to open new drop-in services in East, North and South Bristol, where we addressed gaps in provision for some of Bristol's most marginalised communities. Through the project, we were also able to strengthen our approach to co-working. The Household Support Fund also enabled us to keep our advice phone line open during crucial winter months.

In the words of our clients...



I want to thank you for all your support during such a stressful time. You do a fantastic job and it means more than words can express that you were there to help me...

*...I know you're there
- you are there in the
background – it's a
lovely feeling.*

*We are loving living somewhere away from
our horrible neighbours...and finally not be
afraid to go outside our front door....thank
you for all your help.*

Throughout this deeply uncomfortable and highly stressful situation, my experience of you, [Adviser], has been nothing but positive. Whether that stems from the person you are, your training, or a combination of the two, I have experienced you as being able to hold the space between us both lightly but firmly...

*Thank you very much...I was so
worried and now I feel like a
mountain has been removed
from my head.*

*...We love this house, and
we now have a forever
home. We're so happy.*

*I want to say a big thank you
to all you have done for me, all
that you did for me, I will
never forget it.*

*Thank you very much for
saving me from stress and
depression. I will be very
grateful all my life. I will
never forget this good thing
that you did for us.*



Financial review

We had a successful year in fundraising, with total income banked £439,075 - a 12% increase on FY23 (£391,787). This, together with carried forward funds from the FY23, enabled us to increase expenditure by 17% to £432,340 (FY23: £367,738). Income received in FY24 included £59,582 which was restricted for spend in FY25.

Our primary source at 60% of our funding was Charitable Trusts and National Lottery Community Fund income. In line with our strategy, a growing source of income at 38% was generated through charitable activities via our partnership projects (22% in FY23). The remaining 2% of income was from companies and individuals.

The Trustees have closely monitored financial performance and have considered the going concern status of the charity. They conclude that there are no material uncertainties affecting the ability of the charity to continue as a going concern. This has also been considered in the context of the cost-of-living crisis, and the cash position at the date of signing along with future cash projections.

We are incredibly grateful to our supporters, without whom our work and growth over the last year wouldn't have been possible. As well as our individual donors, we'd like to say a huge thank you to the following funders and community partners:

Albert Hunt Trust, Bristol City Council, Bristol Law Centre, Burden Trust, Burges Salmon Charitable Trust, Caring in Bristol, Clarion Housing, Denman Charitable Trust, Garfield Weston Foundation, Henry Smith Charity, John James Bristol Foundation, Margaret Jeannie Hindley Charitable Trust, Miss W E Lawrence 1973 Charitable Settlement, National Benevolent Charity, National Lottery Community Fund, Pat Newman Memorial Trust, Quartet Community Foundation, Renishaw Charities Committee, Santander Foundation, Singer Foundation, St Paul's Advice Centre, Triodos Foundation and the Wellspring Settlement.

Reserves policy

The Trustees have established a policy whereby the free reserves should be sufficient to cover the charity's operating costs for between three and six months to enable the charity to continue operations following an unforeseen drop in income. For FY24, the range required has been calculated to be between £126k and £251k. This policy is reviewed annually by Trustees.

Reserves position

On 31st March 2024, total reserves amounted to £211,963, of which £59,582 was restricted (see note 13 to the accounts). £152,381 remained as free reserves. This is sufficient to cover just under four months' running costs of our FY25 budget of £474,907 and therefore in line with our policy.

Looking forward

We anticipate the demand for our service will continue to increase as the effects of the Cost-of-Living crisis continue to be felt across the city. We will continue to develop our Trainee Housing Adviser Scheme to boost our capacity and explore new partnerships to help find collaborative solutions to Bristol's housing crisis. Our commitment to service user involvement remains at the heart of our strategy and will be incorporated into our service expansion through outreach work. Our fundraising target is in line with this strategy, and will help us gradually build our reserves to put us in a more sustainable position for growth.

Structure, governance, and management

Organisational structure

On 31st March 2024, the Housing Matters team consisted of 10 staff members (8.7 FTE) and three volunteers. The Director manages strategic development, supported by the Advice Service Lead, Operations Lead, and Communications and Fundraising Assistant. The Advice Service Lead oversees the Advice Service, supported by four Housing Advisers. The Operations Lead oversees the day-to-day running of the charity, supported by a Quality and Impact Officer.

Management

The Trustees of the charity, who are also its statutory directors for company law purposes, exercise all its powers. The Trustees delegate the day-to-day operation of the charity to the Director, who is in turn accountable to the Board. The Director, Advice Service Lead, and Operations Lead form the staff Senior Leadership Team, who meet on a bi-weekly basis to review operational and strategic priorities.

Trustee Board

On 31st March 2024, Housing Matters was governed by a Board consisting of ten Trustees, who bring a diverse range of skills and experience to the organisation. All Trustees are subject to three-year terms with a maximum of three terms possible. They must retire after a three-year term and this must happen at the Annual General Meeting (when appropriate). However, they are entitled to re-election up to the maximum period.

Trustees may be elected by a simple majority vote of the members of the charity, or they may be co-opted. Trustee recruitment is undertaken annually to meet skills gaps identified by the Board and Director. Posts are advertised widely through local voluntary channels and through direct invitations to ex-service users and key community members.

Governance

Members of the Trustee Board meet regularly (at least quarterly and usually bi-monthly) to discuss strategic matters, review the risk register, and make key decisions. The Board delegates certain responsibilities to the Finance Committee, including approval of budgets and fundraising contracts; the monitoring of financial health; and the management of the liquidity of the charity. The Committee meet regularly (quarterly at a minimum), in advance of Trustee meetings.

Governing document

Housing Matters (Bristol), formerly known as Churches Housing Aid Society, is a registered charity and a company limited by guarantee. The charity is governed by its Articles of Association adopted on 25th February 2021.

Housing Matters (Bristol) has operated as a registered charity since 1965. Prior to its reconstitution as a charitable company in 2019, it operated under charity number 233757. In accordance with accounting regulations, the transfer of assets from the old entity to the new was treated as a merger and is documented on the register of mergers.

Statement of Trustees' responsibilities

The Trustees, who are also directors of Housing Matters (Bristol) for the purposes of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity's Statement of Recommended Practice;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have in order to make themselves aware of that information.

Andrew Gibbard

Chair



Date:

9 December 2024

Joe Saunders

Treasurer



Date:

9 December 2024

Independent examiner's report

Independent examiner's report to the trustees of Housing Matters (Bristol)

I report to the trustees on my examination of the accounts of Housing Matters (Bristol) (the Charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since the Charity'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 material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have 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.

Joshua Kingston BSc., ACA

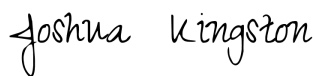
Burton Sweet Limited

The Clock Tower

5 Farleigh Court

Old Weston Road

Flax Bourton, Bristol BS48 1UR



Date: 9 December 2024

HOUSING MATTERS (BRISTOL)

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income from:					
Donations and legacies	2	201,918	68,662	270,580	306,173
Charitable activities	3	82,068	85,000	167,068	85,550
Investments		1,427	-	1,427	64
Total income		285,413	153,662	439,075	391,787
Expenditure on:					
Raising funds	4	16,587	-	16,587	13,000
Charitable activities	5	236,497	179,256	415,753	354,738
Total expenditure		253,084	179,256	432,340	367,738
Net income / (expenditure) for the year and net movement in fund	6	32,329	(25,594)	6,735	24,049
Total funds at start of year	12	120,052	85,176	205,228	181,179
Total funds at end of year	12	152,381	59,582	211,963	205,228

The Charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

See note 9 for the comparative Statement of Financial Activities.

The notes on pages 16 to 24 form part of these financial statements.

HOUSING MATTERS (BRISTOL)

BALANCE SHEET

AS AT 31 MARCH 2024

Company no: 10675390

Charity number: 1180341

	Note	2024 £	2023 £
Current assets			
Debtors	10	18,177	18,085
Cash at bank and in hand		201,075	197,094
		<u>219,252</u>	<u>215,179</u>
Liabilities			
Creditors : amounts falling due within one year	11	(7,289)	(9,951)
Net current assets		<u>211,963</u>	<u>205,228</u>
Net assets		<u><u>211,963</u></u>	<u><u>205,228</u></u>
FUNDS			
Unrestricted funds			
General funds	13	152,381	120,052
Restricted funds	13	59,582	85,176
Total funds		<u><u>211,963</u></u>	<u><u>205,228</u></u>

For the year ending 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain:

- an audit of its accounts for the year in question in accordance with section 144(2) of the Charities Act 2011.
- an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.


The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

These financial statements were approved by the Board of Trustees on ~~..9 December 2024~~ and are signed on their behalf by:



Andrew Gibbard
Chair



John Mathias
Board Secretary

The notes on pages 16 to 24 form part of these financial statements.

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

The charity is a public benefit entity as defined under FRS102. The Trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern as considered in the context of the cost of living crisis.

Income

Income from donations is included in income when these are receivable, except as follows:

- I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;
- II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions have been met.

Legacies are included on a receivable basis where charity is entitled to the income, it can be measured reliably and receipt is probable. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is not included in income but is treated as a contingent asset and disclosed if material.

Investment income is included on a receivable basis.

Donations in kind comprise donated services where the costs are measurable and the services would otherwise have to be paid for to maintain operational effectiveness.

Expenditure

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising funds

Raising funds expenditure include those costs incurred in seeking voluntary contributions, costs of goods sold and other costs which include the costs of running and participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity. Governance costs are included within charitable activity costs.

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

1 Accounting policies (*continued*)

Pension costs and other post-retirement benefits

The charity contributes to defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity date of three months or less from the date of acquisition or opening of the deposit.

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Further explanation of the nature and purpose of each fund is included in note 12 of the financial statements.

Reserves

The trustees policy is that the level of free (unrestricted) reserves retained at the year end should be sufficient to cover an agreed number of months of the subsequent year's budgeted expenditure. This will enable the charity to continue operations following an unforeseen drop in income. The number of months (or range of such) is subject to annual review by Trustees and the current level agreed as sufficient by Trustees is as set out in the Trustees Report.

2 Income from: Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Current year			
Donations	7,980	-	7,980
Grants received	193,938	68,662	262,600
	<u>201,918</u>	<u>68,662</u>	<u>270,580</u>
Prior year comparatives			
Donations	2,220	-	2,220
Grants received	183,501	120,452	303,953
	<u>185,721</u>	<u>120,452</u>	<u>306,173</u>

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

2 Income from: Donations and legacies (*continued*)

	2024 £	2023 £
Grants received		
Access to Justice Foundation	-	12,196
Nisbet Charitable Trust	-	22,000
Charity	10,000	-
National Lottery Community Fund/Awards for All - Cost of Living	39,988	9,886
Henry Smith Charity	40,000	-
Garfield Weston Foundation	25,000	25,000
John James Bristol Foundation	15,000	15,000
Singer Foundation	10,000	10,000
St Stephen & St James Trust	-	15,000
Lloyds Bank Foundation	-	27,500
Santander Foundation	61,666	54,166
Quartet Community Foundation - Tredwin/Pennington	-	7,500
Quartet Community Foundation - Bristol One City Social Action	-	5,000
Quartet Community Foundation - Resilience grant	9,996	-
Quartet Community Foundation - Express grant	5,000	-
Nationwide Foundation	-	49,510
Bristol Water	-	6,232
National Grid Community Matters Fund	-	8,662
Albert Hunt Charitable Trust	7,000	7,000
PPL Ltd	10,000	-
Other grants and donations	36,930	31,521
	<u>270,580</u>	<u>306,173</u>

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income received from partnerships	82,068	85,000	167,068	85,542
Other Income	-	-	-	8
	<u>82,068</u>	<u>85,000</u>	<u>167,068</u>	<u>85,550</u>

All income received from charitable activities in the prior year was unrestricted funds.

4 Expenditure on: Raising funds

	Total Funds 2024 £	Total Funds 2023 £
Fees to Fundraiser	16,075	13,000
Fundraising events	512	-
	<u>16,587</u>	<u>13,000</u>

All the expenditure on raising funds in the current and prior year was out of unrestricted funds.

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

5 Expenditure on: Charitable activities

Current year	Direct Costs £	Support Costs £	Governance Costs £	Total Funds 2024 £
Salaries including NI & Pension	292,118	-	-	292,118
Rent, utilities and repairs	-	36,566	-	36,566
Venue hire	308	-	-	308
Travel expenses	1,014	-	-	1,014
Interpreting	4,865	-	-	4,865
Telephone	1,788	-	-	1,788
Insurance	-	656	596	1,252
IT Costs	1,894	4,864	-	6,758
Postage, printing and Stationery	274	-	-	274
Refreshments	1,052	-	-	1,052
Legal and Professional fees	733	2,327	-	3,060
Training	4,289	-	-	4,289
Payroll service	-	614	-	614
Subscriptions	5,072	-	-	5,072
Sundry expenses	313	7	-	320
Recruitment	1,387	-	-	1,387
Marketing, Comms and Website costs	143	-	-	143
Accounts and independent examination	-	-	4,992	4,992
Project Costs - Talking Money	47,764	-	-	47,764
Project Costs - Other	2,117	-	-	2,117
	<u>365,131</u>	<u>45,034</u>	<u>5,588</u>	<u>415,753</u>
Prior year comparatives	Direct Costs £	Support Costs £	Governance Costs £	Total Funds 2023 £
Salaries including NI & Pension	259,318	-	-	259,318
Rent, utilities and repairs	-	34,274	-	34,274
Travel expenses	605	-	-	605
Interpreting	4,457	-	-	4,457
Telephone	2,302	-	-	2,302
Insurance	-	401	466	867
IT Costs	2,193	5,404	-	7,597
Postage, printing and Stationery	392	-	-	392
Refreshments	274	-	-	274
Legal and Professional fees	619	3,354	13	3,986
Training	3,856	-	-	3,856
Payroll service	-	681	-	681
Subscriptions	4,796	-	-	4,796
Sundry expenses	884	-	-	884
Recruitment	714	-	-	714
Marketing, Comms and Website costs	5,816	-	-	5,816
Accounts and independent examination	-	-	5,232	5,232
Project Costs - Homefull	17,752	-	-	17,752
Project Costs - Other	935	-	-	935
	<u>304,913</u>	<u>44,114</u>	<u>5,711</u>	<u>354,738</u>

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

6 Net income/(expenditure) for the year

This is stated after charging:

	2024 £	2023 £
Independent Examiner's fee Current year	2,400	2,244
Prior year under/over accrual	324	156
Accountancy support	2,268	2,832
Trustees' meeting and training expenses	260	55
	<u>2,952</u>	<u>5,287</u>

No (2023: 6) Trustees have been reimbursed for their out of pocket expenses of £nil (2023:£183) for subsistence and entertainment expenses. No Trustee received any remuneration during the year.

7 Staff costs and numbers

The aggregate payroll costs were:

	2024 £	2023 £
Wages & salaries	260,791	232,881
Social security costs	18,512	15,470
Pension contributions	12,815	10,967
	<u>292,118</u>	<u>259,318</u>

No employee received emoluments of more than £60,000.

The average number of employees during the year was 10 (2023: 10), calculated on the basis of average headcount. The total employment benefits received by key management personnel (trustees and charity director) including employer national insurance contributions and employer pension contributions were £52,729 (2023: £48,647).

8 Taxation

The charity is exempt from corporation tax on its charitable activities.

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

9 Statement of Financial Activities comparative figures

For the year ended 31 March 2023	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income from:			
Donations and legacies	185,721	120,452	306,173
Charitable activities	85,550	-	85,550
Investments	64	-	64
Total income	<u>271,335</u>	<u>120,452</u>	<u>391,787</u>
Expenditure on:			
Raising funds	13,000	-	13,000
Charitable activities	277,478	77,260	354,738
Total expenditure	<u>290,478</u>	<u>77,260</u>	<u>367,738</u>
Net income / (expenditure) for the year and net movement in funds	(19,143)	43,192	24,049
Total funds at start of year	139,195	41,984	181,179
Total funds at end of year	<u>120,052</u>	<u>85,176</u>	<u>205,228</u>

10 Debtors

	2024 £	2023 £
Due in less than one year:		
Prepayments and accrued income	7,992	7,622
Other debtors	10,185	10,463
	<u>18,177</u>	<u>18,085</u>

11 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	1,266	5,649
Other creditors	1,722	1,599
Accruals and deferred income	4,301	2,703
	<u>7,289</u>	<u>9,951</u>

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

12 Movement in funds

For the year ended 31 March 2024

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Restricted Funds					
Homefull	85,176	42,166	(85,176)	-	42,166
CAB - (Bristol CC)	-	85,000	(85,000)	-	-
PPL Ltd	-	10,000	-	-	10,000
Wessex Water	-	4,000	-	-	4,000
Quartet Community Resilience fund	-	9,996	(8,330)	-	1,666
Bauer Radio	-	2,500	(750)	-	1,750
Total Restricted Funds	85,176	153,662	(179,256)	-	59,582
Unrestricted Funds					
General funds	120,052	285,413	(253,084)	-	152,381
Total Unrestricted Funds	120,052	285,413	(253,084)	-	152,381
Total Funds	205,228	439,075	(432,340)	-	211,963

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

12 Movement in funds (*continued*)

For the year ended 31 March 2023

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Restricted funds					
Homefull	36,485	91,906	(43,215)	-	85,176
National Grid Community Matters Fund	-	8,662	(8,662)	-	-
National Lottery Community Fund/Awards for All	5,499	9,886	(15,385)	-	-
Quartet Community - Bristol One City Social Action	-	5,000	(5,000)	-	-
Quartet Community - Express grant	-	4,998	(4,998)	-	-
Total Restricted Funds	41,984	120,452	(77,260)	-	85,176
Unrestricted funds					
Designated funds					
New office fund	20,000	-	(20,000)	-	-
General Funds	119,195	271,335	(270,478)	-	120,052
Total Unrestricted Funds	139,195	271,335	(290,478)	-	120,052
Total Funds	181,179	391,787	(367,738)	-	205,228

Fund Descriptions

Restricted funds

Homefull - a project in partnership with Talking Money.

Bristol City Council - funds administered by Bristol Citizens' Advice Bureau to fund provision of advice on outreach across the city.

PPL Ltd - funds received towards the Bristol Court Advice Network project.

Wessex Water - funds received for the Working Upstream project.

Quartet Community Resilience fund - funds received for activities to improve the charity's digital infrastructure.

Bauer Radio - funds received to provide gift vouchers for struggling families through the Cash4Kids project.

National Grid - funding to deliver energy advice training and advisor hours.

National Lottery Community Fund/Awards for All - funding received to support the implementation of the charity's communications strategy.

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

12 Movement in funds (*continued*)

Fund Descriptions

Restricted funds

Quartet Community - Bristol One City Social Action - funding to deliver energy advice drop ins on outreach.

Quartet Community - Express grant - funding for office ramp, equipment and advisor hours.

Designated funds

New office fund - funds designated by the trustees to cover the costs associated with the move to new premises.

13 Analysis of net assets between funds

	Restricted Funds	Unrestricted		Total Funds
	Funds	General Funds	Designated Funds	2024
	£	£	£	£
As at 31 March 2024				
Net assets	59,582	152,381	-	211,963
	<u>59,582</u>	<u>152,381</u>	<u>-</u>	<u>211,963</u>
	Restricted Funds	Unrestricted		Total Funds
	Funds	General Funds	Designated Funds	2023
	£	£	£	£
As at 31 March 2023				
Net assets	85,176	120,052	-	205,228
	<u>85,176</u>	<u>120,052</u>	<u>-</u>	<u>205,228</u>

14 Related party transactions

There are no transactions with trustees or other related parties other than those disclosed as required by the Charity SORP elsewhere in the financial statements.