

BURTON HOPE

England & Wales · Charity number 1187330

Details

Status Registered

Legal form CIO

Registered 2020-01-13

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

Contact

Address 119 Field Lane
Burton-On-Trent
Staffordshire
DE13 0NJ

Phone 07831637678

Email burtonhope.john@gmail.com

Website www.burtonhope.co.uk

Activities

Objects: TO OFFER SUPPORT AND DIGNITY TO FAMILIES AND INDIVIDUALS IN CRISIS DUE TO HOMELESSNESS, ADDICTION, MENTAL HEALTH AND /OR POVERTY, INCLUDING THE FOLLOWING MEASURES: REFERRALS TO PROFESSIONAL ORGANISATIONS, FOR EXAMPLE, COUNCILS, MEDICAL, ADDICTION, MENTAL HEALTH, HOUSING, FINANCIAL OPERATING FOOD BANKS, CLOTHES BANKS, DROP IN CENTRES AND ACCOMMODATIONS AS RESOURCES ALLOW. IDENTIFYING THE CAUSES AND CAMPAIGNING AGAINST THE CAUSES OF HOMELESSNESS AND POVERTY. CONDUCTING OUTREACH TO HOMELESS PEOPLE.

Activities: Poverty alleviation. Creating awareness. Food banks. Clothes banks. Support work. Homeless outreach. Ladies sanitary. ID docs UK and EU). Signposting. In and around Burton On Trent.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Recreation, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£51,651	£40,215	-	-
2024-03-31	£47,774	£46,241	-	-
2023-03-31	£81,775	£32,733	-	-
2022-03-31	£49,339	£16,270	-	-
2021-04-08	£79,540	£14,718	-	-

Trustees

Name	Role	Appointed
Stuart John Anderson	Chair	2020-01-13
Anne Bradshaw		2023-08-04
Katherine Davies		2024-09-06
Nicola Johnson		2024-03-01
Rachael Anderson		2020-01-13
Rachel Louise Oliver		2025-07-04
Sarah Louise Burston		2025-01-03

BURTON HOPE

England & Wales - Charity number 1187330

Accounts



Trustees' Report for the period

From 01/04/24 Period start date To 31/03/25 Period end date

Charity name: BURTON HOPE

Charity registration number: 1187330

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<i>To relieve the needs of people, particularly but not exclusively people who are homeless and rough sleepers, in Burton and the surrounding areas by:</i> <i>1. the relief of financial hardship, in particular but not exclusively by the provision of essential items and goods</i> <i>2. the preservation and protection of good physical and mental health</i> <i>3. the provision of facilities for recreation or other leisure-time occupation with the object of improving the conditions of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances</i>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Our HOPE2STREET service: Two outreach sessions per week in Burton Market Place where many items are available including a three meals per day for three days food parcel, clothing, toiletries, ladies sanitary item, household items and homeless/camping equipment. We also offer support services at our HOPE2STREET outreach sessions including housing, employment, benefits, GP registration, ID docs, EU citizen ID and sign posting or referrals to other services including mental health and addiction. Also an outreach to the places where homeless people sleep to take supplies and to check on wellbeing and ultimately help to get them into a better situation. Our HOPE2HOME food parcel delivery service

		to families and individual's homes operates on two weekdays, although emergency deliveries still take place on other days. We deliver ladies sanitary products to schools and other community organisations where young people in poverty may be found.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	A link was been sent to all Trustees for their perusal. All Trustees have been asked at a meeting and by email that they have read and understood the statement. All Trustees were sent a link to 'The Essential Trustee' and have acknowledged it has been read and understood. https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3/the-essential-trustee-what-you-need-to-know-what-you-need-to-do

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	All of our Members (The trustees) and Associate Members are volunteers therefore all of our operations are a contribution made by volunteers. We currently have 67 regularly active volunteers and over 40 volunteers that contribute casually when they have time. These include Work Placements from College and Duke of Edinburgh candidates.
Other		N/A

Achievements and Performance

	SORP reference	
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Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.

Para 1.20

We have successfully operated a food bank, which has achieved a five-star FSA rating. Our main premises are at Crossley House on Manor Drive, DE141HJ. Food parcels are given to those identified in need by referrals from agencies such as Social Services, MH Team, Probation, councils, schools and many others. We also take referrals from other charities and community groups. We also take self-referrals. We encourage collection from our HOPE2STREET weekend outreach sessions in Burton Market Place but if it is not possible due to the service users disability (physical or due to MH), they are delivered their homes via our HOPE2HOME service. We have measures in place to make volunteer's vehicles safe for food delivery. We only deal with ambient foods.

At our HOPE2STREET service. We give out clothing, toiletries, period products, household and homeless camping equipment as needed at every session. We also go on outreach to the places where homeless people live. We have been involved in the housing of many homeless people in cooperation with other agencies which means our outreach teams have been reporting homeless rough sleepers to the council to try to get them immediate offers of a roof over their heads, whether in hotels, supported accommodation or other (there can be many obstacles here!).

Birth certificates for service users have been obtained to allow them to prove identity and move their lives on in housing, employment, benefits etc.

Service users have been registered with GP's.

Referrals have been made for mental health counselling.

Accompanied appointments for many service users have taken place for mental health addiction, various assessments and other reasons.

We get requests for help, mostly a need for food or issues with benefits from all over the country. We find the service user's nearest food bank or other relevant service and refer them.

We have Crossley House but also lease a storage container and two small units.

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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

<p>Review of the charity's financial position at the end of the period</p>	<p>Para 1.21</p>	<p>Burton HOPE concluded FY24/25 in a strong position. Our organisational aims to build and maintain sufficient earmarked reserves continues for our charity's security. Burton HOPE has maintained suitable operational reserves to support its charitable aims; of particular importance due to there being no source of fixed income. BH is building earmarked reserves for all costs associated with renting a premises large enough to run all operations and store all of our stock and equipment.</p> <p>We hope that our earmarked property reserves can be used eventually to advance our aim of purchasing premises for independence.</p>
<p>Statement explaining the policy for holding reserves stating why they are held</p>	<p>Para 1.22</p>	<p>We hold reserves for the security of our charity, our Trustees and so we have security to continue to service those that need us and rely on us.</p> <p>BH has no fixed official income. We depend on donations from the public, businesses and other organisations to survive. We also obtain occasional grants.</p> <p>We are already in need of larger premises and as we search for suitable premises the cost per sq m increases.</p> <ol style="list-style-type: none"> 1. Mileage & Expenses: £14,000 2. Office & Admin: £500 3. Rent: £25,000 4. Utilities: £2,500 5. Food Top Up: £25,000 6. Training: £2,000 7. Insurance: £400 8. Other Property: £5,000 10. Misc Volunteer: £1,000 11. Misc Service Cost: £2,000 12. Other Office & Admin: £5,000 <p>Total £82,400 – looking at cost of things rising we will be looking at more reserves for 25/26</p>
<p>Amount of reserves held</p>	<p>Para 1.22</p>	<p>(please see above)</p>

Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	N/A

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Donations from: Members of public by various means; some donate regular amounts. Various corporate donations. Various grants. Our own fundraising activities.
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Financial risks are that we have no official income, therefore need to ensure we have good reserves to sustain our charity. Also. Our whole operation relies on the generosity of volunteers that freely give up their time.
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		N/A
Type of governing document (trust deed, royal charter)	Para 1.25	CIO Foundation Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO Foundation
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are democratically appointed by our current Trustees, who are the only members under the CIO Foundation model constitution. These always have been from and will be almost certainly continue to be from our pool of Associate Members (our volunteers) that coordinate areas of our operation or have relevant skills that are required on our board.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	New Trustees are encouraged to undergo training when available. They are made aware of the responsibilities of a trustee through the .Gov and Charity Commission websites. There is a CofC for Trustees to sign on appointment.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Our Trustee Board is made up of Chairman, Secretary and Treasurer roles with assistant/vice roles for each. Other Trustees are Coordinators and leads of areas within HOPE. Our 'ordinary volunteers' are Associate Members under our Constitution. Our Board of Trustees make all governance decisions and some operational decisions too. Some operational decisions are delegated to Operation Coordinators and Leads. We liaise with many authorities and community organisations and charities. This is generally reciprocal and of mutual benefit towards bettering the circumstances of service users. We are active members of the VCSE Sector support organisations, SCVYS and Support Staffordshire where much networking and mutual aid takes place to work together to better the circumstances of service users and to strengthen our

		organisations.
Relationship with any related parties	Para 1.51	N/A
Other		N/A

Reference and Administrative details

Charity name	BURTON HOPE
Other name the charity uses	
Registered charity number	1187330
Charity's principal address	119 Field Lane Burton on Trent Staffs DE13 0NJ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stuart John Anderson	Chairman/Joint Acting Secretary. Support coordinator.		Trustees
2	Anne Bradshaw	Safeguarding/H+S	4/8/23 onwards	Trustees
3	Rachael Anderson	Treasurer.		Trustees
4	Nicola Johnson	Secretary	1/3/24 onwards	Trustees
5	Madeleine S Braithwaite	H2H		Trustees
6	Sarah Burston	Various tasks	From 3/1/2025	
7	Katherine Davies	Social media	From 6/9/2024	Trustees
8	Karen Hyde	Comms		Trustees
9	Timothy Hyde	Fire Safety		Trustees
10	Binita Mital Shah		To 4/4/24	Trustees
11	Lewis John Anderson	Vice Chair Joint Acting Secretary.	To 10/6/2024	Trustees
12	William Brister	Website	To 1/9/2024	Trustees
13				
14				
15				
16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
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Name of chief executive or names of senior staff members (Optional information)

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Exemptions from disclosure

Reason for non-disclosure of key personnel details

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Other optional information

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OUR POLICIES

Maintaining Professional Boundaries Policy

Health & Safety Policy

Child Protection and Code of Conduct relating to the Policy.

Whistle Blowing Policy

Recruitment of Ex-Offenders Policy

Equality and Diversity Policy

Social Media Policy

Data Protection Policy

Safeguarding Vulnerable Adults Policy

Volunteer Policy and Guidelines for Volunteers

(Volunteer Policy also covers Professional Boundaries, Confidentiality, Code of Conduct, Conflict of Interest.)

Lone Working Policy/Lone Working Policy Guidelines

Also Adopted were the Incident Reporting and Concerns Forms.

Policies will continue to be reviewed annually or sooner if changes are needed or Legislation changes.

Food Storage and sanitation policy

Data Retention Policy

Feedback and complaints policy

Trustees/Committee Code of Conduct

Volunteers Code of Conduct

All policies and C of C docs are review in October each year.

POLICY ASPIRATIONS

Researching which other Policies are needed to improve our charity.

SAFEGUARDING ISSUES

Information regarding what constitutes a serious Incident has been given to all Trustees.

No Serious incidents have needed to be flagged up to the Charity Commission from Apr 1st 23 – March 31st 24

Concerns Forms and Incidents sheets are in place at all working venues, Operation Leads are aware of where they are situated.

HEALTH AND SAFETY

Robust Health and Safety continues to be in place at all BURTON HOPE work venues.

Risk Assessments are in place in each venue, relevant to the operations that take place there. All volunteers are asked to read and sign to say that they have understood the Risk Assessments and will comply with the Risk Assessments.

The Risk Assessments are kept up to date and reviewed every 12 months unless circumstances force change.

First Aid Supplies/Boxes are kept up to date and deliverers/collectors carry a small First Aid Box in their cars.

FIRST AID

We have our own defib. Our volunteers are offered Defib Awareness Training. Our volunteers are offered Emergency First Aid training.

PERSONAL PROTECTIVE EQUIPMENT.

Supplies are in place for Volunteers at all times.

The HOPE2STREET. Briefing is done before operation begins.

HOPE2HOME. Briefing is sent out electronically due to volunteers arriving at different times.

Chairmans Comments

Burton HOPE has had the support of the residents, businesses and many other organisations in our area. Without this support in the way of donations, grants and other assistance, we could not offer support to those that need us. This is the community coming together to make a true difference.

We are all, without exception, unpaid volunteers and my final words are a heartfelt thank you to all of our very willing volunteers and donors that make Burton HOPE the success it is today.

(Stuart) John Anderson (Chair of Trustees).

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
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Full name(s)	Stuart John Anderson	Rachael Anderson
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Position (eg Secretary, Chair, etc)	Chair of Trustees	Treasurer
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Date	28.01.26
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Receipts and payments accounts

For the period from	01.04.24	To	31.03.25
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
1. Corporate Donations	6,500	-	-	6,500	11,259
2. Public Donations	43,526	-	-	43,526	33,822
3. Collections	293	-	-	293	-
4. Unrestricted Income	-	-	-	-	1,000
5. Restricted Income	-	-	-	-	300
6. Bank Interest	565	-	-	565	533
7. Fundraising	257	-	-	257	667
8. Other	510	-	-	510	193
	-	-	-	-	-
Sub total (Gross income for AR)	51,651	-	-	51,651	47,774
A2 Asset and investment sales, (see table).					
		-	-	-	
		-	-	-	
Sub total	-	-	-	-	-
Total receipts	51,651	-	-	51,651	47,774
A3 Payments					
1. Mileage & Expenses	8,385	-	-	8,385	6,975
2. Office & Admin	422	-	-	422	120
3. Rent	13,660	-	-	13,660	17,755
4. Utilities	1,968	-	-	1,968	77
5. Food Top Up	12,827	-	-	12,827	15,506
6. Training	783	-	-	783	48
7. Insurance	468	-	-	468	235

8. Support	483			483	-
9. Other Property	515			515	2,181
10. Misc Volunteer	469	-	-	469	304
11. Misc Service Cost	223	-	-	223	659
12. Other Office & Admin	12	-	-	12	2,381
	-	-	-	-	-
Sub total	40,215	-	-	40,215	46,241
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	40,215	-	-	40,215	46,241
Net of receipts/(payments)	11,436	-	-	11,436	1,533
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	152,111	-	-	152,111	154,247
Cash funds this year end	163,547	-	-	163,547	155,780

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Lloyds Treasurer Account	37,352		-
	Lloyds BB Online Instant Account	51,195	-	-
	Cooperative Account	75,000	-	-
	Total cash funds	163,547	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets			-	-

	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
Defibrillator	Unrestricted	1,170	-
Technology (phones)	Unrestricted	-	-
Fixtures & Fittings	Unrestricted	-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

		-	
		-	
Signature	Print Name	Date of approval	

**Independent review of the accounting statements of Burton Hope for the period
01/04/24-31/03/25**

Basis of the independent review

I report on the accounts of Burton Hope which consists of a Receipts and Payment account. This includes a review of the accounting records kept by the club and a comparison of the accounts presented with those records. It also includes any unusual items or disclosures in the accounts and seeking explanations from you as members concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

In connection with my examination, no matter has come to my attention:

1. Which gives me reasonable cause to believe that, in any material respect, the requirements:
 - To keep accounting records
 - To prepare accounts which accord with the accounting records

Have not been met; or

2. To which, in my opinion, attention should be drawn in order enable a proper understanding of the accounts to be reached.



Stephanie Allen ACMA

BURTON HOPE

England & Wales - Charity number 1187330

Accounts



Trustees' Report for the period

From 01/04/23 Period start date To 31/03/24 Period end date

Charity name: BURTON HOPE

Charity registration number: 1187330

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<i>To relieve the needs of people, particularly but not exclusively people who are homeless and rough sleepers, in Burton and the surrounding areas by:</i> <i>1. the relief of financial hardship, in particular but not exclusively by the provision of essential items and goods</i> <i>2. the preservation and protection of good physical and mental health</i> <i>3. the provision of facilities for recreation or other leisure-time occupation with the object of improving the conditions of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances</i>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Our HOPE2STREET service: Two outreach sessions per week in Burton Market Place where many items are available including a three meals per day for three days food parcel, clothing, toiletries, ladies sanitary item, household items and homeless/camping equipment. We also offer support services at our HOPE2STREET outreach sessions including housing, employment, benefits, GP registration, ID docs, EU citizen ID and sign posting or referrals to other services including mental health and addiction. Also an outreach to the places where homeless people sleep to take supplies and to check on wellbeing and ultimately help to get them into a better situation. Our HOPE2HOME food parcel delivery service

		to families and individual's homes operates on two weekdays, although emergency deliveries still take place on other days. We deliver ladies sanitary products to schools and other community organisations where young people in poverty may be found.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	A link has been sent to all Trustees for their perusal. All Trustees have been asked at a meeting and by email that they have read and understood the statement. All Trustees were sent a link to 'The Essential Trustee' and have acknowledged it has been read and understood. https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3/the-essential-trustee-what-you-need-to-know-what-you-need-to-do

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	All of our Members (The trustees) and Associate Members are volunteers therefore all of our operations are a contribution made by volunteers. We currently have 89 regularly active volunteers and over 40 volunteers that contribute casually when they have time. These include Work Placements from College and Duke of Edinburgh candidates.
Other		N/A

Achievements and Performance

	SORP reference	
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Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.

Para 1.20

We have successfully operated two food banks, both of which have achieved a five-star FSA rating. We took on Crossley House and gave up the food bank in Anglesey Rd to consolidate our operations. Food parcels are given to those identified in need by referrals from agencies such as Social Services, MH Team, Probation, councils, schools and many others. We also take referrals from other charities and community groups. We also take self-referrals. We encourage collection from our HOPE2STREET weekend outreach sessions in Burton Market Place but if it is not possible, they are delivered to service users homes via our HOPE2HOME service. We have measures in place to make volunteer's vehicles safe for food delivery. We only deal with ambient foods. An average of 175 service users per week used the HOPE2STREET service. We give out clothing, toiletries, ladies sanitary, household and camping equipment as needed at every session.

We also go onto outreach to the places where homeless people live. We have been involved in the housing of many homeless people in cooperation with other agencies. The council still has the Everyone In scheme which means our outreach teams have been reporting homeless rough sleepers to the council to get them immediate offers of a roof over their heads, whether in hotels, supported accommodation or other.

Birth certificates for service users have been obtained to allow them to prove identity and move their lives on in housing, employment, benefits etc.

Service users have been registered with GP's.

EU passports are arranged and purchased. We have two volunteers accompany the service user to the Embassy/Consulate to complete the applications.

Referrals have been made for mental health counselling.

Accompanied appointments for many service users have taken place for mental health addiction, various assessments and other reasons.

We get requests for help, mostly a need for food or issues with benefits from all over the country. We find the service user's nearest food bank or other relevant service

		and refer them.
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

<p>Review of the charity's financial position at the end of the period</p>	<p>Para 1.21</p>	<p>Burton HOPE concluded FY23/24 in a strong position but this is the first FY in which incoming funds were less than outgoing funds. Our organisational aims to build and maintain sufficient earmarked reserves continues for our charity's security. Despite our income not meeting our outgoings, Burton HOPE has maintained suitable operational reserves to support its charitable aims; of particular importance due to there being no source of fixed income, whilst also building earmarked reserves for all costs associated with renting a premises suitable to house all operations to a level where Trustees have felt comfortable making progress towards this aim. We hope that our earmarked property reserves can be used within FY24/25 in order to advance this aim.</p>
<p>Statement explaining the policy for holding reserves stating why they are held</p>	<p>Para 1.22</p>	<p>The Charity's cash funds at the end of FY 23/24 were £ Burton HOPE's operational budget for 24/25 is £83,200.</p> <p>We have earmarked reserves as follows:</p> <p>£83,200 operational reserves. These are to ensure we have provision to fund our budget for the next financial year. Given that we have no fixed income, Trustees have agreed to aim for one year's operational budget to be held in reserves to ensure solvency throughout the next 12 months. As income comes in, in the next financial year, this will be used in order to ensure reserves remain at a suitable level to match the 12 month forecast, reviewed quarterly.</p> <ol style="list-style-type: none"> 1. Mileage & Expenses: £14,000 2. Office & Admin: £500 3. Rent: £25,000 4. Utilities: £2,500 5. Food Top Up: £25,000 6. Training: £2,000 7. Insurance: £400 8. Other Property: £5,000 10. Misc Volunteer: £1,000 11. Misc Service Cost: £2,000

		12. Other Office & Admin: £5,000 Our charity has been growing ever since it was founded and continues to do so. Our trustees are conscious that we have no official income and our costs are continuing to increase. To reduce risk to our trustees and charity and its beneficiaries it is felt prudent to maintain healthy reserves to ensure smooth operation. We have a three year lease currently at £12,000 pa.
Amount of reserves held	Para 1.22	(please see above)
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	N/A

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Donations from: Members of public by various means; some donate regular amounts. Various corporate donations. Various grants. Our own fundraising activities.
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Financial risks are that we have no official income, therefore need to actively fundraise and apply for grants to sustain our charity. Our whole operation relies on the generosity of volunteers that freely give up their time.
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		N/A
Type of governing document (trust deed, royal charter)	Para 1.25	CIO Foundation Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO Foundation
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are democratically appointed by our current Trustees, who are the only members under the CIO Foundation model constitution. These will be almost certainly be from our pool of Associate Members (our volunteers) that coordinate areas of our operation or have relevant skills that are required on our board. We will need to appoint trustees on their professional skills more as we grow.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	New Trustees are encouraged to undergo training when available. They are made aware of the responsibilities of a trustee through the .Gov and Charity Commission websites. There is a CofC for Trustees to sign on appointment.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Our Trustee Board is made up of Chairman, Secretary and Treasurer roles with assistant/vice roles for each. Other Trustees are Coordinators and leads of areas within HOPE. Our 'ordinary volunteers' are Associate Members under our Constitution. Our Board of Trustees make all governance decisions and some operational decisions too. Some operational decisions are delegated to Operation Coordinators and Leads. We liaise with many authorities and community organisations and charities. This is generally reciprocal and of mutual benefit towards bettering the circumstances of service users. We are active members of the VCSE Sector support organisations, SCVYS and Support Staffordshire where much networking and mutual aid takes place to work together to better the circumstances

		of service users and to strengthen our organisations.
Relationship with any related parties	Para 1.51	N/A
Other		N/A

Reference and Administrative details

Charity name	BURTON HOPE
Other name the charity uses	
Registered charity number	1187330
Charity's principal address	119 Field Lane Burton on Trent Staffs DE13 0NJ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stuart John Anderson	Chairman/Joint Acting Secretary. Support coordinator.		Trustees
2	Anne Bradshaw	Safeguarding/H+S	4/8/23 to date	Trustees
3	Rachael Anderson	Treasurer.		Trustees
4	Nicola Johnson	Secretary	1/3/24 to date	Trustees
5	Madeleine S Braithwaite	H2H		Trustees
6	Lewis John Anderson	Vice Chair Joint Acting Secretary.		Trustees
7	William Brister	Website	4/8/23 to date	Trustees
8	Donna O'toole	Accounts	7/721 to 12/1/24	Trustees
9	Lewis John Anderson			Trustees
10	Binita Mital Shah			Trustees
11	Lauren McCabe		To 22/9/23	Trustees
12				
13				
14				
15				
16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

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Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
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Name of chief executive or names of senior staff members (Optional information)

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Exemptions from disclosure

Reason for non-disclosure of key personnel details

--

Other optional information

--

OUR POLICIES

Maintaining Professional Boundaries Policy

Health & Safety Policy

Child Protection and Code of Conduct relating to the Policy.

Whistle Blowing Policy

Recruitment of Ex-Offenders Policy

Equality and Diversity Policy

Social Media Policy

Data Protection Policy

Safeguarding Vulnerable Adults Policy

Volunteer Policy and Guidelines for Volunteers

(Volunteer Policy also covers Professional Boundaries, Confidentiality, Code of Conduct, Conflict of Interest.)

Lone Working Policy/Lone Working Policy Guidelines

Also Adopted were the Incident Reporting and Concerns Forms.

Policies will continue to be reviewed annually or sooner if changes are needed or Legislation changes.

Food Storage and sanitation policy

Data Retention Policy

Feedback and complaints policy

Trustees/Committee Code of Conduct

Volunteers Code of Conduct

All policies and C of C docs are review in October each year.

POLICY ASPIRATIONS

Researching which other Policies are needed to improve our charity.

SAFEGUARDING ISSUES

Information regarding what constitutes a serious Incident has been given to all Trustees.

No Serious incidents have needed to be flagged up to the Charity Commission from Apr 1st 23 – March 31st 24

Concerns Forms and Incidents sheets are in place at all working venues, Operation Leads are aware of where they are situated.

HEALTH AND SAFETY

Robust Health and Safety continues to be in place at all BURTON HOPE work venues.

Risk Assessments are in place in each venue, relevant to the operations that take place there. All volunteers are asked to read and sign to say that they have understood the Risk Assessments and will comply with the Risk Assessments.

The Risk Assessments are kept up to date and reviewed every 12 months unless circumstances force change.

First Aid Supplies/Boxes are kept up to date and deliverers/collectors carry a small First Aid Box in their cars.

FIRST AID

We have our own defib. Our volunteers are offered Defib Awareness Training. Our volunteers are offered Emergency First Aid training.

PERSONAL PROTECTIVE EQUIPMENT.

Supplies are in place for Volunteers at all times.

The HOPE2STREET. Briefing is done before operation begins.

HOPE2HOME. Briefing is sent out electronically due to volunteers arriving at different times.

Chairmans Comments

Burton HOPE has had the support of the residents, businesses and many other organisations in our area. Without this support in the way of donations, grants and other assistance, we could not offer support to those that need us. This is the community coming together to make a true difference.



We are all, without exception, unpaid volunteers and my final words are a heartfelt thank you to all of our very willing volunteers and donors that make Burton HOPE the success it is today.

(Stuart) John Anderson (Chair of Trustees).

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)  

Full name(s) Stuart John Anderson Rachael Anderson

Position (eg Secretary, Chair, etc) Chair of Trustees Treasurer

Date 01.03.24



Receipts and payments accounts

CC16a

For the period from	01.04.23	To	31.03.24
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
1. Corporate Donations	11,259	-	-	11,259	32,701
2. Public Donations	33,822	-	-	33,822	23,250
3. Collections	-	-	-	-	2,539
4. Unrestricted Income	1,000	-	-	1,000	2,550
5. Restricted Income	-	300	-	300	20,018
6. Bank Interest	533	-	-	533	94
7. Fundraising	667	-	-	667	-
8. Other	193	-	-	193	623
	-	-	-	-	-
Sub total (Gross income for AR)	47,474	300	-	47,774	81,775
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	47,474	300	-	47,774	81,775
A3 Payments					
1. Mileage & Expenses	6,975	-	-	6,975	397
2. Office & Admin	120	-	-	120	568
3. Rent	17,755	-	-	17,755	6,716
4. Utilities	77	-	-	77	139

5. Food Top Up	15,506	-	-	15,506	1,760
6. Training	48			48	212
7. Insurance	235			235	259
8. Support				-	150
9. Other Property	2,181			2,181	7,720
10. Misc Volunteer	304	-	-	304	169
11. Misc Service Cost	659	-	-	659	257
12. Other Office & Admin	2,381	-	-	2,381	14,386
	-	-	-	-	-
Sub total	46,241	-	-	46,241	32,733

A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-

Total payments	46,241	-	-	46,241	32,733
-----------------------	---------------	----------	----------	---------------	---------------

Net of receipts/(payments)	1,233	300	-	1,533	49,042
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	1,233	300	-	1,533	49,042

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Lloyds Treasurer Account	28,617		-
	Lloyds BB Online Instant Account	50,630	-	-
	Cooperative Account	75,000	-	-
	Total cash funds	154,247	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK

		Unrestricted funds	Restricted funds	Endowment funds
		to nearest £	to nearest £	to nearest £
Details				
B2 Other monetary assets	Unpresented Receipts (included above in receipts)	110	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

		Fund to which asset belongs	Cost (optional)	Current value (optional)
Details				
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

		Fund to which asset belongs	Cost (optional)	Current value (optional)
Details				
B4 Assets retained for the charity's own use	Defibrillator	Unrestricted	1,170	-
	Technology (phones)	Unrestricted	-	-
	Fixtures & Fittings	Unrestricted	-	-
			-	-
			-	-
			-	-
			-	-
			-	-

		-	-
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B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
Unpresented Payments (included above in expenditure)	Unrestricted	6,239	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

Laura Parsons CPFA

**Independent review of the accounting statements of Burton Hope for the period
01/04/2023 to 31/03/2024**

Report for the trustees of Burton Hope.

As the Trustees for a 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 Trust'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

I have completed my examination of the Accounts for Burton Hope for the Period noted above, I confirm that no material matters or issues were found during my inspection.

My examination confirms that 100% of items of Income and Expenditure sampled (20% sample) were present, correctly retained and accounted for.

The notes to the accounts accurately reflect the amounts in the statement.

Bank Reconciliations are completed and supported by Bank statements.

As such I can confirm that no material issues were found and no concerns have been raised, I agree that the Accounts presented by Burton Hope to me look to be a true reflection of the activities of Burton Hope.

Laura Parsons 29/01/2024

LAPARSONS

Full member of Chartered Institute of Public Finance and Accountancy (CIPFA).

BURTON HOPE

England & Wales - Charity number 1187330

Accounts



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**BURTON HOPE
TRUSTEES' ANNUAL REPORT
1ST APRIL 2022 – 31ST MARCH 2023**

**Charity name: BURTON HOPE
Charity registration number:1187330**

Trustee Reports

John Anderson, Chairman

This year our Trustees agreed to put together a few words for our TAR. Each is the Trustees own perspective so it is inevitable for there to be some repetition.

My contribution is that Burton HOPE has continued to grow since our inception in 2017 and the growth continued after registering as a CIO in 2020. The growth has been overwhelmingly supported by the public and local organisations who are our main source of income, both financially and for goods donations. We are a community charity with a huge number of volunteers and supporters. We look towards setting up a large food bank and support centre in Burton Town Centre, later in 2023.

With the community behind us we will continue to step up to the mark of helping our people get over short and long term issues that have a profound effect on their lives by supporting their immediate and underlying needs.

I will end by saying an enormous thank you to our army of willing volunteers. Without you, the magic that is Burton HOPE will not happen.

Binita Shah, Trustee

Our main objective of the foodbank is the prevention or relief and support towards ending poverty, most recently increase in cost of living rises in the Burton-on-Trent area. We provide food parcels containing three days' supply of nutritionally balanced foods to everyone who is in food crisis for whatever reason. In addition to food, we provide clothing, toiletries, footwear, bedding, kitchenware, etc. Our key objective during the period has been to: collect donations from the local community, local businesses and public individuals to enable our service users to receive the food parcel as well as any of the additional items requested.

For this operations to be carried out, we have to ensure we have enough volunteers, who are compassionate, caring and non-judgemental to serve our diverse service users. They are provided with training so that they can listen to our service users and signpost them to further appropriate help from other agencies. About 60 volunteers (as per the new volunteers active list) make significant contributions to the foodbank and to all of our



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

current operations (Hope2Home, Hope2Street, Hope4Support, Hope4Aid). Our selfless and kind volunteers make significant contribution to the foodbank: support in the storage co-ordination, collection of donations, making up of food parcels, delivery of food parcels, social awareness and promotion of the foodbank, fundraising, and some carry out administrative tasks as well as answering to messages received via our website.

In 2023, Food parcels given out amounted to 89,078 meals, served in total 9,898 food parcel requests. With the demands of our foodbank services rising, we recently took on bigger premises - Crossly House in Burton Market place. Its a very busy foodbank in Burton, totally run by local unpaid volunteers and funded by donations from local community.

Madeleine Braithwaite, Trustee

Burton Hope strength lies in its recruitment and retention of its Workforce being entirely delivered by Volunteers. This year we have had over 100 applicants apply to volunteer. There is a diverse mix of applicants from all backgrounds and stages of life wanting to give their time and skills. We commit to supporting young people who are signed up with the Duke of Edinburgh Award where their volunteering contributes to their award.

The health and safety of our volunteers is always a priority. Having recently expanded our operations, we are currently reviewing our recruitment procedures to ensure a more robust approach into how and when we recruit which links into our governance processes.

Burton HOPE is an exemplar of how using volunteers can make a huge difference to fulfil its function and purpose of a charity. We sincerely thank each and every one of you.

Lewis Anderson, Vice Chairman & Assistant Treasurer

The financial year 2022/23 has been a seismic period for Burton HOPE, with the charity seeing positive growth in its volunteer capacity, and a strengthening of the charity's financial position, including its imminent move to new premises in Crossley House. Whilst positive to see the strengthening of the position of the charity, this unfortunately has been necessary due to Burton HOPE is receiving unprecedented levels of demand in services. This, tied with a drop in the supply of food donations from businesses and the public due to the wide-reaching impacts of the current financial situation, means that a greater than ever magnitude of supplies (food, toiletries, clothes, etc) are having to be purchased by the charity, along with increasing volunteer costs (e.g. travel costs). The demand and associated costs are expected to continue to grow into 2023/24.

Due to this, trustees have endeavoured to safeguard and "weatherproof" the charity to ensure the essential services delivered can continue to be so throughout the periods where the demands on our charity are highest. This has included increasing the charity's reserves in order to ensure that there is a strong financial foundation, should income prove to be



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

more difficult to obtain in the coming 12-18 months, as expected. This is reflected in the Reserves Statement below.

Burton HOPE Reserves Statement 31/03/2023

(To nearest £100.00)

Balance as at 31/03/2023: £146,600

Earmarked Reserves: £70,000

Property: £35,000

Maintenance: £10,000

Service Resilience: £25,000

Restricted Funds (Ring-Fenced Grants): £12,600

This leaves General Reserves at £64,000.

Our reserve policy dictates that General Reserves should remain between 50% and 100% of our annual Budget (currently £70,000 for 2023/24), with an aim to maintain between 75% and 100% (£52,500 -£70.000) due to there being no fixed sources of income into the charity.

The current level of General Reserves is 91.4% of the approved Annual Budget for the next financial year, providing a safeguard to the charity's essential operations over the next financial year.



Receipts and payments accounts

CC16a

For the period from	01/04/2022	To	31/03/2023
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
1. Corporate Donations	32,701	-	-	32,701	1,997
2. Public Donations	23,250	-	-	23,250	45,075
3. Collections	2,539	-	-	2,539	1,572
4. Unrestricted Grants	2,550	-	-	2,550	-
5. Restricted Income	-	20,018	-	20,018	-
6. Bank Interest	94	-	-	94	-
7. Other	623	-	-	623	700
	-	-	-	-	-
Sub total (Gross income for AR)	61,757	20,018	-	81,775	49,344
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	61,757	20,018	-	81,775	49,344
A3 Payments					
1. Mileage & Travel	397	-	-	397	3,049
2. Office & Admin	568	-	-	568	265
3. Rent	6,716	-	-	6,716	7,131
4. Utilities	139	-	-	139	481
5. Food Top Up	1,760	-	-	1,760	563
6. Training	212	-	-	212	-
7. Other Service	259	-	-	259	-
8. Support	150	-	-	150	433
9. Other Property	7,720	-	-	7,720	-
10. Misc. Volunteer	169	-	-	169	380
11. Misc. Service Cost	257	-	-	257	2,803
12. Grant Spending	-	14,386	-	14,386	-
Sub total	18,347	14,386	-	32,733	15,105
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	18,347	14,386	-	32,733	15,105
Net of receipts/(payments)	43,410	5,632	-	49,042	34,239
A5 Transfers between funds	4,320	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	47,730	1,312	-	49,042	34,239

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Lloyds Treasurer Account	18,279	12,555	-
	Lloyds BB Online Instant Account	50,097	-	-
	Cooperative Account	75,000	-	-
	Total cash funds	143,376	12,555	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK

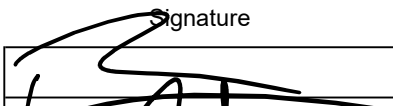

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Unpresented Receipts (Included above in Receipts)	25	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Fixtures and Fittings	Unrestricted	348	78
	Defibrillator	Unrestricted	1,170	936
	Technology (phones)	Unrestricted	-	550
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	Unpresented Payments (included above in expenditure)	Unrestricted	9,371	01 April 2023
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	John Anderson	12/01/2024
	Lewis Anderson	12/01/2024

**Independent review of the accounting statements of Burton Hope for the period
01/04/2022 to 31/03/2023**

Report for the trustees of Burton Hope.

As the Trustees for a 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 Trust'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

I have completed my examination of the Accounts for Burton Hope for the Period noted above, I confirm that no material matters or issues were found during my inspection.

My examination confirms that 100% of items of Income and Expenditure sampled (20% sample) were present, correctly retained and accounted for.

The notes to the accounts accurately reflect the amounts in the statement.

Bank Reconciliations are completed and supported by Bank statements.

As such I can confirm that no material issues were found and no concerns have been raised, I agree that the Accounts presented by Burton Hope to me look to be a true reflection of the activities of Burton Hope.

Laura Parsons 29/01/2023

LAPARSONS

Full member of Chartered Institute of Public Finance and Accountancy (CIPFA).



		essential-trustee-what-you-need-to-know-what-you-need-to-do
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Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	All of our Members (The trustees) and Associate Members are volunteers therefore all of our operations are a contribution made by volunteers.. We currently have 89 regularly active volunteers and over 40 volunteers that contribute casually when they have time. These include Work Placements from College and Duke of Edinburgh candidates.
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		N/A
Type of governing document (trust deed, royal charter)	Para 1.25	CIO Foundation Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are democratically appointed by our current Trustees. These will be almost certainly be from our pool of Associate Members that coordinate areas of our operation or have relevant skills that are required. We will need to appoint trustees on their professional skills more as we grow.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Date acted if not for the full period	Name of person (or body) entitled to appoint trustee (if any)
1	Stuart John Anderson	Chairman		Trustees
2	Rachael Anderson	Treasurer		Trustees
3	Lewis John Anderson	Vice Chair/ Assistant Treasurer		Trustees
4	Binita Mital Shah	Treasurer		Trustees
5	Donna O'Toole			Trustees
6	Angela Barlaba		To 13/06/22	Trustees
7	Lauren McCabe			Trustees
8	Bela Farkas		To 25/06/22	Trustees
9	Lee Greaterex		To 09/05/22	Trustees
10	Madeleine Braithwaite		From 11/12/2022	Trustees

BURTON HOPE

England & Wales - Charity number 1187330

Accounts



		Burton HOPE			No. 1187330	
Receipts and payments accounts						
	For the period from	9/4/2021	To	31/3/2022		CC16a

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	15 mths to 8/4/2021 to the nearest £
A1 Receipts					
Donations	29,684	15,391	-	45,075	73,000
Collections & collection boxes	1,572	-	-	1,572	1,338
Fundraising events	1,997	-	-	1,997	215
Income from recycling	690	-	-	690	446
Covid Grants/Donations	-	-	-	-	4,486
Misc	10	-	-	10	55
	-	-	-	-	-
	-	-	-	-	-
Sub total(Gross income for AR)	33,953	15,391	-	49,344	79,540
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	33,953	15,391	-	49,344	79,540
A3 Payments					
Rent	5,131	2,000	-	7,131	6,320
Outreach food & supplies	563	-	-	563	2,297
Support for service users	433	-	-	433	717
PPE	380	-	-	380	1,778
Insurance	265	-	-	265	288
Mileage	2,341	708	-	3,049	819
Utilities	481	-	-	481	145
Fittings and consumables	-	-	-	-	1,050
Miscellaneous	1,803	1,000	-	2,803	1,304
Sub total	11,397	3,708	-	15,105	14,718
A4 Asset and investment purchases, (see table)					
Defibrillator	-	1,170	-	1,170	-
Fixtures & Fittings	-	-	-	-	348
Sub total	-	1,170	-	1,170	348
Total payments	11,397	4,878	-	16,275	15,066
Net of receipts/(payments)	22,556	10,513	-	33,069	64,474
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	63,744	730	-	64,474	-
Cash funds this year end	86,300	11,243	-	97,543	64,474

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	86,300	11,243	-
		-	-	-
		-	-	-
	Total cash funds	86,300	11,243	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-

					-		-
B4 Assets retained for the charity's own use	Details		Fund to which asset belongs	Year	Cost (optional)		Current value (optional)
	Fixtures and fittings		General	2021	348		78
	Defibrillator		Restricted	2022	1,170		936
						-	-
						-	-
						-	-
						-	-
B5 Liabilities	Details		Fund to which liability relates		Amount due (optional)		When due (optional)
	Mileage for March 2022		Mileage		365		01 April 2022
	Outreach Food		General		11		01 April 2022
						-	
						-	
Signed by one or two trustees on behalf of all the trustees	Signature		Print Name			Date of approval	
Treasurer / Trustee			Rachael Anderson			20.01.2023	
Trustee			Binita Shah			20.01.2023	

Laura Parsons CPFA

**Independent review of the accounting statements of Burton Hope for the period
09/04/2021 to 31/03/2022.**

Report for the trustees of Burton Hope.

As the Trustees for a 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 Trust'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

I have completed my examination of the Accounts for Burton Hope for the Period noted above, I confirm that no material matters or issues were found during my inspection.

My examination confirms that 100% of items of Income and Expenditure sampled (20% sample) were present, correctly retained and accounted for.

The notes to the accounts accurately reflect the amounts in the statement.

Bank Reconciliations are completed and supported by Bank statements.

The movement in balances from the Statements of Accounts reflects the movement in bank balance, differing only by £71 which is clearly noted in the bank reconciliations and explained by opening and closing debtor and creditor amounts.

As such I can confirm that no material issues were found and no concerns have been raised, I agree that the Accounts presented by Burton Hope to me look to be a true reflection of the activities of Burton Hope.

Laura Parsons 17/01/2023

LAPARSONS

Full member of Chartered Institute of Public Finance and Accountancy (CIPFA).

1 Craven Street,
Burton on Trent
DE13 0TR

07710809426
loz_is@yahoo.co.uk



Trustees' Report for the period

From 1/4/21 Period start date To 31/3/22 Period end date

Charity name: BURTON HOPE

Charity registration number: 1187330

Objectives and Activities

	SORP reference Para 1.17	
Summary of the purposes of the charity as set out in its governing document		<p><i>To relieve the needs of people, particularly but not exclusively people who are homeless and rough sleepers, in Burton and the surrounding areas by:</i></p> <ol style="list-style-type: none"><i>1. the relief of financial hardship, in particular but not exclusively by the provision of essential items and goods</i><i>2. the preservation and protection of good physical and mental health</i><i>3. the provision of facilities for recreation or other leisure-time occupation with the object of improving the conditions of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances</i>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>Our HOPE2STREET service: Two outreach sessions per week in Burton Market Place where many items are available including a three meals per day for three days food parcel, clothing, toiletries, ladies sanitary item, household items and homeless/camping equipment. We also offer support services at our HOPE2STREET outreach sessions including housing, employment, benefits, GP registration, ID docs, EU citizen ID and sign posting or referrals to other services including mental health and addiction. Also an outreach to the places where homeless people sleep to take supplies and to check on wellbeing and ultimately help to get them into a better situation.</p>

		<p>Our HOPE2HOME food parcel delivery service to families and individual's homes operates on two weekdays, although emergency deliveries still take place on other days.</p> <p>We deliver ladies sanitary products to schools and other community organisations where young people in poverty may be found.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	<p>A link has been sent to all Trustees for their perusal. All Trustees have been asked at a meeting and by email that they have read and understood the statement.</p> <p>All Trustees were sent a link to 'The Essential Trustee' and have acknowledged it has been read and understood.</p> <p>https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3/the-essential-trustee-what-you-need-to-know-what-you-need-to-do</p>

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	<p>All of our Members (The trustees) and Associate Members are volunteers therefore all of our operations are a contribution made by volunteers. We currently have 89 regularly active volunteers and over 40 volunteers that contribute casually when they have time. These include Work Placements from College and Duke of Edinburgh candidates.</p>
Other		N/A

Achievements and Performance

	SORP reference	

Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.

Para 1.20

We have successfully run two food banks, both of which have achieved a five-star FSA rating. Food parcels are given to those identified in need by referrals from agencies such as Social Services, MH Team, Probation, councils, schools and many others. We also take referrals from other charities and community groups. We also take self-referrals. We encourage collection from our HOPE2STREET weekend outreach sessions in Burton Market Place but if it is not possible, they are delivered to service users homes via our HOPE2HOME service. We have measures in place to make volunteer's vehicles safe for food delivery. We only deal with ambient foods.

An average of 57 service users per week used the HOPE2STREET service. We give out clothing, toiletries, ladies sanitary, household and camping equipment as needed at every session. We also go onto outreach to the places where homeless people live. We have been involved in the housing of many homeless people in cooperation with other agencies. The council still has the Everyone In scheme which means our outreach teams have been reporting homeless rough sleepers to the council to get them immediate offers of a roof over their heads, whether in hotels, supported accommodation or other. Birth certificates for service users have been obtained to allow them to prove identity and move their lives on in housing, employment, benefits etc. Service users have been registered with GP's.

EU passports are arranged and purchased. We have two volunteers accompany the service user to the Embassy/Consulate to complete the applications.

Referrals have been made for mental health counselling.

Accompanied appointments for many service users have taken place for mental health addiction, various assessments and other reasons.

We get requests for help, mostly a need for food or issues with benefits from all over the country. We find the service

		user's nearest food bank or other relevant service and refer them.
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

<p>Review of the charity's financial position at the end of the period</p>	<p>Para 1.21</p>	<p>Burton HOPE concluded FY21/22 in a stronger position to which it started. Our organisational aim to build sufficient earmarked reserves such that we were in a position to take on a leased building to better suit our activities was contributed to significantly by our receipts of £49,244. With total payments equalling £16,275 for the FY21/22, our reserves have increased. This means Burton HOPE has maintained suitable operational reserves to support its charitable aims; of particular importance due to there being no source of fixed income, whilst also building earmarked reserves for all costs associated with renting a premises suitable to house all operations to a level where Trustees have felt comfortable making progress towards this aim. We hope that our earmarked property reserves can be used within FY22/23 in order to advance this aim.</p>
<p>Statement explaining the policy for holding reserves stating why they are held</p>	<p>Para 1.22</p>	<p>The Charity's cash funds at the end of FY 21/22 were £97,543. Burton HOPE's operational budget for 22/23 is £27,500.</p> <p>We have earmarked reserves as follows:</p> <p>£25,500 operational reserves. These are to ensure we have provision to fund our budget for the next financial year. Given that we have no fixed income, Trustees have agreed to aim for one year's operational budget to be held in reserves to ensure solvency throughout the next 12 months. As income comes in, in the next financial year, this will be used in order to ensure reserves remain at a suitable level to match the 12 month forecast, reviewed quarterly.</p> <p>Storage Stock: £6k</p> <p>Rental Costs: £8</p> <p>Mileage & Expenses: £6k</p> <p>H&S: £2k</p> <p>Support: £1.5k</p> <p>Training: £1.5k</p>

Promotion: £500

Admin: £2k

£60,000 Property fund. These reserves are to assist with the costs of renting a new property suitable to house all of our operations, to pay for the fixtures and fittings needed to make the property suitable for our operations, and all associated costs, including utilities, rates and legal fees involved in the leasing of a property over a three year period. This earmarked fund is broken down accordingly:

£30,000 Rent. This is equal to a reserve of £10,000 for three years 2023-2026 to allow for the purchase of a three year lease on a property. It is the view of Trustees that the operational yearly budget of the Charity for rent of £7,500 makes sufficient provision for the additional cost of rent per year of top of the £10,000 per year amount, with a lease estimated to be circa £12,000-£17,000.

£15,000 Fixtures and fittings/ Renovation. Trustees have maintained an earmarked reserve for the renovation/ fitting of the property to ensure that it is suitable for the charity's objectives. This would include decorating, repairs, shelving for the foodbank, office equipment, furniture for a meeting space, and further necessary purchases to match the organisation's need.

£7,500 Legal Fees & Business Rates. Trustees anticipate that there may be associated legal costs with drawing up leases, property surveys and other necessary costs related to the leasing of a property. Trustees also wish for there to be reserves in the event that the Charity does not obtain a Business Rates waiver for a property. The cost of Business Rates to the tune required for a property to suit the organisation's needs has not been considered by the operational budget, and as such, Trustees wished to make provision for

		<p>an earmarked reserve to cover this cost for three years.</p> <p>£7,500. Utilities/ Upkeep. Trustees have provided an earmarked reserve to contribute to the cost of utilities and upkeep of the property for three years. Whilst our operational budget covers current utility costs, there is expected to be a significant increase in these costs if a larger building is leased, and as such, reserves have been held for this purpose.</p> <p>General Reserves. £12,543. Trustees have made provisions for General Reserves no less than £10,000 to ensure that there are funds for unplanned expenditure. Trustees have agreed that General Reserves ratio shall not exceed the FY's operational budget.</p>
Amount of reserves held	Para 1.22	<p>£25,000 Operational</p> <p>£30,000 Property: Rent</p> <p>£15,000 Property: Fixtures & Fittings/ Renovation</p> <p>£7,500 Property: Legal Fees & Business Rates</p> <p>£7,500 Property: Utilities/ Upkeep</p> <p>£12,543 General Reserves</p> <p>Total: £97,543</p>
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	N/A

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	<p>Donations from:</p> <p>Members of public by various means;</p> <p>some donate regular amounts.</p> <p>Various corporate donations.</p> <p>Various grants.</p>
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		Our own fundraising activities.
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Financial risks are that we have no official income, therefore need to actively fundraise and apply for grants to sustain our charity. Our whole operation relies on the generosity of volunteers that freely give up their time.
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		N/A
Type of governing document (trust deed, royal charter)	Para 1.25	CIO Foundation Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO Foundation
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are democratically appointed by our current Trustees, who are the only members under the CIO Foundation model constitution. These will be almost certainly be from our pool of Associate Members (our volunteers) that coordinate areas of our operation or have relevant skills that are required on our board. We will need to appoint trustees on their professional skills more as we grow.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	New Trustees are encouraged to undergo the training offered by Support Staffordshire, entitled Committee and Trustees Roles and Responsibilities, as a minimum. They are made aware of the responsibilities of a trustee through the .Gov and Charity Commission websites. There is a CofC for Trustees to sign on appointment.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Our Trustee Board is made up of Chairman, Secretary and Treasurer roles with assistant/vice roles for each. Other Trustees are Coordinators and leads of areas within HOPE. Our 'ordinary volunteers' are Associate Members under our Constitution. Our Board of Trustees make all governance decisions and some operational decisions too. Some operational decisions are delegated to Operation Coordinators and Leads. We liaise with many authorities and community organisations and charities. This is generally reciprocal and of mutual benefit towards bettering the circumstances of service users.

		We are active members of the VCSE Sector support organisations, SCVYS and Support Staffordshire where much networking and mutual aid takes place to work together to better the circumstances of service users and to strengthen our organisations.
Relationship with any related parties	Para 1.51	N/A
Other		N/A

Reference and Administrative details

Charity name	BURTON HOPE
Other name the charity uses	
Registered charity number	1187330
Charity's principal address	119 Field Lane Burton on Trent DE130NJ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stuart John Anderson	Chairman/Joint Acting Secretary. Support coordinator.	13/1/20 to date	Trustees
2	Anne Bradshaw	Safeguarding/H+S	13/1/20 to date	Trustees
3	Rachael Anderson	Treasurer.	13/1/20 to date	Trustees
4	Lee James Greatorex	IT. HOPE2HOME. Joint acting secretary.	13/1/20 to date	Trustees
5	Farkas Bela	EU Liaison Coordinator.	13/1/20 to date	Trustees
6	Lewis John Anderson	Vice Chair Joint Acting Secretary.	13/1.20 to date	Trustees
7	Binita Mital Shah	Assistant Treasurer	7/7/21 to date	Trustees
8	Angela Barlaba	Trustee	7/7/21 to date	Trustees
9				
10				
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19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
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Name of chief executive or names of senior staff members (Optional information)

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Exemptions from disclosure

Reason for non-disclosure of key personnel details

--

Other optional information

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OUR POLICIES

Maintaining Professional Boundaries Policy

Health & Safety Policy

Child Protection and Code of Conduct relating to the Policy.

Whistle Blowing Policy

Recruitment of Ex-Offenders Policy

Equality and Diversity Policy

Social Media Policy

Data Protection Policy

Safeguarding Vulnerable Adults Policy

Volunteer Policy and Guidelines for Volunteers

(Volunteer Policy also covers Professional Boundaries, Confidentiality, Code of Conduct, Conflict of Interest.)

Lone Working Policy/Lone Working Policy Guidelines

Also Adopted were the Incident Reporting and Concerns Forms.

Policies will continue to be reviewed annually or sooner if changes are needed or Legislation changes.

Food Storage and sanitation policy

Data Retention Policy

Feedback and complaints policy

Trustees/Committee Code of Conduct

Volunteers Code of Conduct

All policies and C of C docs are review in October each year.

POLICY ASPIRATIONS

Researching which other Policies are needed to improve our charity.

SAFEGUARDING ISSUES

Information regarding what constitutes a serious Incident has been given to all Trustees.

No Serious incidents have needed to be flagged up to the Charity Commission from Apr 1st 21 – March 31st 22

Concerns Forms and Incidents sheets are in place at all working venues, Operation Leads are aware of where they are situated.

HEALTH AND SAFETY

Robust Health and Safety continues to be in place at all BURTON HOPE work venues.

Risk Assessments are in place in each venue, relevant to the operations that take place there. All volunteers are asked to read and sign to say that they have understood the Risk Assessments and will comply with the Risk Assessments.

The Risk Assessments are kept up to date and reviewed every 12 months unless circumstances force change.

First Aid Supplies/Boxes are kept up to date and deliverers/collectors carry a small First Aid Box in their cars.

Government restrictions regarding COVID 19 are still in place and will continue to be so whilst there is a need.

FIRST AID

We have our own defib. Our volunteers are offered Defib Awareness Training. Our volunteers are offered Emergency First Aid training.

PERSONAL PROTECTIVE EQUIPMENT.

Supplies are in place for Volunteers at all times.

The HOPE2STREET. Briefing is done before operation begins.

HOPE2HOME. Briefing is sent out electronically due to volunteers arriving at different times.

Everyone's safety is always our Priority. As we move into recovery from the C-19 Pandemic, we are aware risk still exists and it is our Trustees wishes that we continue to strive to mitigate that risk.

Chairmans Comments

Burton HOPE has had the support of the residents, businesses and many other organisations in our area. Without this support in the way of donations, grants and other assistance, we could not offer support to those that need us. This is the community coming together to make a true difference.



We are all, without exception, unpaid volunteers and my final words are a heartfelt thank you to all of our very willing volunteers and donors that make Burton HOPE the success it is today.

(Stuart) John Anderson (Chair of Trustees).

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Stuart John Anderson	BINITA SHAH
Position (eg Secretary, Chair, etc)	Chair of Trustees	Secretary TRUSTEE

Date 28th January 2023

BURTON HOPE

England & Wales - Charity number 1187330

Accounts



Trustees' Report for the period

From 13/1/20 Period start date To 8/4/21 Period end date

Charity name: BURTON HOPE

Charity registration number: 1187330

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p><i>To relieve the needs of people, particularly but not exclusively people who are homeless and rough sleepers, in Burton and the surrounding areas by:</i></p> <ol style="list-style-type: none"><i>1. the relief of financial hardship, in particular but not exclusively by the provision of essential items and goods</i><i>2. the preservation and protection of good physical and mental health</i><i>3. the provision of facilities for recreation or other leisure-time occupation with the object of improving the conditions of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances</i>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>Our HOPE2STREET service: Two outreach sessions per week in Burton Market Place where many items are available including a three meals per day for three days food parcel, clothing, toiletries, ladies sanitary item, household items and homeless/camping equipment. We also offer support services at our outreach sessions including housing, employment, benefits, GP registration, ID docs, EU citizen ID and sign posting or referrals to other services including mental health and addiction. Also an outreach to the places where homeless people sleep to take supplies and to check on wellbeing and ultimately help to get them into a better situation. Our HOPE2HOME service: A food parcel delivery service to family and individual's homes was set</p>

		<p>up early in the pandemic. This was operating over seven days per week through the worst of the pandemic but has been streamlined to operate efficiently on two weekdays, although emergency deliveries still take place on other days.</p> <p>We deliver ladies sanitary products to schools and other community organisations where young people in poverty may be found.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	<p>A link has been sent to all Trustees for their perusal. All Trustees have been asked at a meeting and by email that they have read and understood the statement.</p> <p>All Trustees were sent a link to 'The Essential Trustee' and have acknowledged it has been read and understood.</p> <p>https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3/the-essential-trustee-what-you-need-to-know-what-you-need-to-do</p>

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	<p>All of our Members (The trustees) and Associate Members are volunteers therefore all of our operations are a contribution made by volunteers. Due to the ongoing COVID-19 pandemic we have needed to drastically reduce numbers of volunteers on operations to the minimum to make the operations as safe as possible by allowing safe social distancing. We currently have 79 active volunteers.</p>
Other		N/A

Achievements and Performance

	SORP reference	
<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>Para 1.20</p>	<p>We have successfully run two food banks, both of which have achieved a five-star FSA rating.</p> <p>Food parcels are given to those identified in need by referrals from agencies such as Social Services, Probation, councils, schools and many others. We also take referrals from other charities and community groups. We also take self-referrals. We encourage collection from our HOPE2STREET weekend outreach sessions in Burton Market Place but if it is not possible, they are delivered to service users homes via our HOPE2HOME service. When COVID-19 lockdown started in March 2020 we set up our HOPE2HOME parcel delivery service. We averaged 38 x 3 day food parcels per week.</p> <p>At our HOPE2STREET outreach sessions in Burton Market Place on a Saturday and Sunday evening, ready to eat food and hot drinks ceased and service users encouraged to put in an order and leave for Covid safety. An average of 43 service users per week used the HOPE2STREET service. We give out clothing, toiletries, ladies sanitary, household and camping equipment as needed at every session. We also go onto outreach to the places where homeless people live. We have been involved in the housing of many homeless people in cooperation with other agencies. Since the pandemic started and various lockdowns introduced our homeless people are being taken off the street through the Government's and council's various schemes which has meant our outreach has been reporting homeless rough sleepers to the councils to get them immediate offers of a roof over their heads, whether in hotels, supported accommodation or other.</p> <p>Birth certificates for service users have been obtained to allow them to prove identity and move their lives on in housing, employment, benefits etc. Service users have been registered with GP's.</p> <p>EU passports have been arranged and purchased. We have two volunteers</p>

		<p>accompany the service user to the Embassy/Consulate to complete the applications.</p> <p>Referrals have been made for mental health counselling.</p> <p>Accompanied appointments for many service users have taken place for mental health addiction, various assessments and other reasons.</p> <p>We get requests for help, mostly a need for food or issues with benefits from all over the country. We find the service user's nearest food bank or other service and put them in contact.</p>
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

<p>Review of the charity's financial position at the end of the period</p>	<p>Para 1.21</p>	<p>We are in a strong position with reserves of £64,474 at 8 April 2021.</p> <p>These are held to cover next years projected running costs and towards higher rent on a desperately needed new, larger unit to consolidate all of our operations into one suitable building.</p>
<p>Statement explaining the policy for holding reserves stating why they are held</p>	<p>Para 1.22</p>	<p>Charitable work was undertaken by our volunteers prior to registration as a charity. In the two and a half years prior to registration we built cash reserves of £24,977. These were transferred to the registered charity on 13 January 2020. Since that date we have further increased our unrestricted reserves to a total of £64,474.</p> <p>This is analysed as follows:</p> <p>....£30,000 to fund a new “one for all premises”. We are outgrowing our current locations and it is difficult to operate from our various units and a container. We need a large space to meet our needs so we can effectively continue our work, since we are expanding as a charity (as we investigate various properties, it is becoming apparent that our current reserves for a new building may be inadequate at this time so extra fundraising will need to take place).</p> <p>....£33.744 for general day to day outgoings, excluding rent. We estimate are annual outgoings to support our service users are approximately £16,000 per annum. As we have no guaranteed income our wish is to keep sufficient reserves to support our work for at least two years, in the event our income is reduced substantially.</p> <p>....£730 ‘restricted’ funds which were donated to us in order that we may support any service users who are autistic and may require additional resources.</p>
<p>Amount of reserves held</p>	<p>Para 1.22</p>	<p>£64,474</p>

Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	N/A

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Donations from: Members of public by various means; some donate regular amounts. Various corporate donations. Various grants. Our own fundraising activities.
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Financial risks are that we have no official income, therefore need to actively fundraise and apply for grants to sustain our charity. Our whole operation relies on the generosity of volunteers that freely give up their time.
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		N/A
Type of governing document (trust deed, royal charter)	Para 1.25	CIO Foundation Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Our Trustees all have roles within our charity. Future Trustees will be appointed by our current Trustees. These will be almost certainly be Associate Members that coordinate areas of our operation or have relevant skills that are required. We will need to appoint trustees on their skills more as we grow.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	New Trustees are encouraged to undergo the training offered by Support Staffordshire entitled, Committee and Trustees Roles and Responsibilities, as a minimum.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Our Trustee Board is made up of Chairman, Secretary and Treasurer roles. Other Trustees are Coordinators and leads of areas within HOPE. Our 'ordinary volunteers' are associate members under our Constitution. Our Board of Trustees make all governance decisions and some operational decisions too. Some operational decisions are passed on to Operation coordinators and Leads. We liaise with many authorities and community organisations and charities. This is generally reciprocal and of mutual benefit towards bettering the circumstances of service users. We are active members of the VCSE Sector support organisations, SCVYS and Support Staffordshire where much networking and mutual aid takes place to work together to better the circumstances of service users and to strengthen our organisations.

Relationship with any related parties	Para 1.51	N/A
Other		N/A

Reference and Administrative details

Charity name	BURTON HOPE
Other name the charity uses	
Registered charity number	1187330
Charity's principal address	119 Field Lane Burton on Trent DE130NJ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stuart John Anderson	Chairman/Joint Acting Secretary. Support coordinator.	13/1/20 to date	Trustees
2	Anne Bradshaw	Safeguarding/H+S	13/1/20 to date	Trustees
3	Rachael Anderson	Treasurer.	13/1/20 to date	Trustees
4	Lee James Greatorex	IT. HOPE2HOME Joint Acting Secretary.	13/1/20 to date	Trustees
5	Farkas Bela	EU Liaison Coordinator.	13/1/20 to date	Trustees
6	Lewis John Anderson	Vice Chair Joint Acting Secretary.	13/1.20 to date	Trustees
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17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
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Name of chief executive or names of senior staff members (Optional information)

--

Exemptions from disclosure

Reason for non-disclosure of key personnel details

--

Other optional information

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Burton HOPE First Trustees Report

CIO no. 1187330

Prologue and epilogue by (Stuart) John Anderson, Trustee, Chairman and Support Coordinator.

Prologue.

Burton HOPE was founded in August 2017 based on the work carried out with Burton's many homeless people by John and Lewis Anderson. Burton HOPE has grown at a rapid rate after we became established in and around Burton on Trent throughout 2018. HOPE seemed to catch the imagination of the people by showing the level of poverty and squalor some of our residents had to endure. This growth has continued right up to today, April 8th 2021. For most of this period we were not a registered charity but a constituted community organisation with strict control measures in place. We applied to become a charity and finally registered as a CIO Foundation on the 13th January 2020, transferring all previous funds generated of £24,977 to the new CIO. Burton HOPE receives no official funding and relies on donations from kind members of public, businesses and other organisations. We have been very fortunate that so many donors kindly do support us. We are members of the volunteer sector organisations in Staffordshire, Support Staffordshire and Staffordshire Council of Voluntary Youth Services (SCVYS). To gain membership, correct policy and procedure needs to be in place. We have maintained an active website and Facebook page from the start and up to present.

We have a management committee that was made up of doing roles. The usual committee officer roles of Chair, Vice Chair, Secretary, Assistant Secretary and Treasurer and we then have Coordinators for various areas of Burton HOPE. Safeguarding/H+S Coordinator, 2 x Outreach Coordinators, 2x Fundraising Coordinators, Training Coordinator, IT Coordinator, Storage Coordinator and Support Coordinator. Some of our committee members doubled up roles. When

we became a CIO Charity in January, some of our Committee members became Trustees. All officer roles are made up of Trustees and some Coordinators are Trustees too. Obviously our Trustees are ultimately responsible for Burton HOPE. Our Committee now consists of seven Trustees and five Coordinators, all still have doing roles. This is very different to the management of most charities and it works well for us. We added the role of European Liaison Coordinator. We also set up a Treasury Committee of four to deal with our accounting. We like role sharing because it ensures our organisation continues seamlessly, should a member become inactive for any reason.

We are also very unusual as a Charity because we have no paid employees and our whole operation is managed and executed totally by unpaid volunteers. We have an ever increasing band of volunteers and have 126 on our books at this time. Not all volunteer regularly but all do volunteer with us when they are free. When COVID-19 lockdown began in March, we needed to look at our volunteer's vulnerabilities to COVID-19 and only allow those that were not on the vulnerable list on the front line. We also needed to drastically reduce numbers that could operate safely in our premises and at our operations. We rotate volunteers where we are able to do so, to keep as many as possible involved during COVID-19 lockdown. Our volunteers are very diverse and come from all walks of life. We have different political persuasions, religious beliefs, abilities, disabilities and ethnic backgrounds, which I believe enhances our organisation by encouraging true inclusiveness and human understanding, which in turn allows us to work with total empathy.

Our Trustees have always been keen on encouraging formal training. We have a lot of first aid, food hygiene and safeguarding trained volunteers in the ranks. Some Trustees have had specific Trustee training. We also have volunteers with their own vocational qualifications that transfer to Burton HOPE activities.

We have many activities, some of which we carry out at regular times and others that are carried out as and when necessary. I must first of all mention our behind the scenes operations which are the backbone of Burton HOPE. We take in huge amounts of bags of clothing. It all needs to be sorted into that that we can use and that that we can't. It is sized, folded and put onto appropriate shelving in our clothes bank in Anglesey Rd. This is a huge task and takes many person hours and

much dedication. We give out a huge amount of clothing to our service users so this is a constant operation. Food donations work in a similar way. All incoming donations need to be categorised, marked with sell/use by dates and stock rotated in our busy food bank in Anglesey Rd. We deliver ladies sanitary products to schools and other organisations. We have a good and constant supply from another organisation. Our 'on street' outreach sessions, are held on a Saturday and Sunday evening and we have maintained these sessions from 2017 until today. This service was a huge affair with many volunteers and service users, mingling and with hot drinks and food being given out. With the start of lockdown, it was rebranded as HOPE2STREET, the number of volunteers reduced and the whole operation changing to become COVID-19 safe. Our volunteers felt the changes made the operation less friendly but understood that we needed to keep everyone as safe as possible to enable us to continue to provide this service. This service is especially invaluable to our rough sleepers but many people in crisis come for assistance. Since we started in 2017, our volunteers have delivered family food parcels in varying quantities on an ad hoc basis. They were made up and delivered by various volunteers. HOPE2HOME was started when lockdown began to provide a dedicated food parcel delivery service to the people of Burton and the surrounding area. HOPE4ID continues to apply for ID documents for service users to enable them to prove identity for housing, employment, benefits and other life changing improvements. HOPE4SUPPORT helps service users in many ways. Signposting, referrals to vast array of organisations that we need to deal with including employment, addiction and mental health, housing and so on. We also need to regularly deal with Social Services, adult and children's, the Police, Probation, Housing at various councils and many others. HOPE4EU deals with our EU citizens that are in crisis. Their needs can be very specific and we regularly deal with Consulates and Embassies to arrange passports to help them with housing and employment.

We rent various premises. We have our main food bank, clothes bank and sorting area which is a 70 square metre building on Anglesey Road, with a toilet and food bank partitioned within it and open plan kitchen. Strict rules apply around the food bank and we attained an FSA rating of 5 stars. The food bank area is used for storage on wipeable shelving and for the making of food parcels. The clothes bank area has a large section for toiletries, camping equipment and ladies sanitary as

well as clothing. We also have a 20x8 foot container on site which is used to drop off clothes donations and clothes sorting. We have two small brick units in Burton Market Place. No.5 unit is used for general storage of anything but food. The other, No.1 is used for food, clothing, camping equipment and toiletries to supply our weekend HOPE2STREET outreach sessions. No.1 one unit is topped up each week from our Anglesey Road premises. The recent COVID-19 lockdown has meant we have had to put strict control measures in place which have reduced numbers of operational volunteers.

Chair's Report

January 13th 2020 to April 8th 2021

WOW!

What a journey this past fifteen months has been. Burton HOPE became a CIO on the 13th January 2020, not knowing how the world would change a couple of months later.

We have had a whole year of expanding our services to cope with demand and updating policy and ensuring our already robust Health and Safety measures are above compliant. This has only been possible due to total commitment to get the job done by our army of volunteers.

I am going to say a massive thank you at this point to every one of our committed team. You are the most awesome people I could ever wish to meet and have the privilege to work with. You have all gone way above and beyond anything that Burton HOPE and the people we serve may expect. I am being careful not to name individual volunteers in my report since every Burton HOPE volunteer is a link in the Burton HOPE chain. During the last year, our volunteers have not been immune to the effects of the pandemic. Volunteers have unfortunately lost loved ones. Some volunteers have suffered with the virus themselves. Some have lost jobs or been furloughed. We call ourselves the HOPE Family and we look after each other's welfare as well as our service users.

Before the first Lockdown in 2020 we were outgrowing our premises but any action on this had to be put on the back burner. A very serious chat had to take

place. The world had become a dangerous place. Should we continue? Could we continue? People were dying! Did we have the skills to work through this terrible pandemic and keep everyone safe? After much discussion it was decided that the people that relied on us needed us more than ever so we would devise safe working practises to keep everyone safe with no reduction in our services. This was a very tall order but I have already mentioned our awesome volunteers who then worked tirelessly to make it happen.... And it did happen.

Our outreach service in Burton Market Place changed dramatically in its operation. Service users were spaced out in queues, segregated from volunteers. More and more COVID-19 signage appeared. It worked and with countless safety tweaks it still works today. Our outreach service was renamed HOPE2STREET when our HOME2HOME food parcel delivery was introduced.

The HOPE2HOME food parcel delivery service was introduced because of the Pandemic as a safe way to get much needed food to those in need with an emphasis on safety. An efficient method of delivery without human contact was devised and a team of volunteers trained accordingly. This service has been very popular and allows for agency referrals and self-referrals alike. This service has fitted in with our ethos and is a welcome addition to our ever-expanding CIO.

To return to our premises dilemma. We are now more desperate than ever to increase our floorspace. We started the year with our building, affectionately known as HOPE House where our food bank, clothes bank and toiletries are stored and sorted. We also have an outdoor container next to HOPE House. We have borrowed various containers through the year to take the strain off, especially during the Christmas time of plenty. We have two small units at Burton Market Place where HOPE2STREET takes place. We were given a free shop in Burton's Octagon Centre which we have now registered for food storage since it has a kitchen and good hygiene facilities. We would ideally like a large premises to consolidate our services.

Our support and referral services, HOPE4EU, HOPE4ID and HOPE4SUPPORT have had very mixed year as members from agencies worked from home. Some agencies closed and people that had been homeless were now being put into temporary accommodation and needed ID.

We set up a small committee to deal with our accounts. This has been extremely successful. All of our accounts are in great shape right back to when Burton HOPE was founded in 2017. We have accrued some cash that is pledged for various projects, the largest one being our new premises that we hope to find in the very near future. At the start of the financial year from April 2020, we had serious concerns since donations all but stopped due to the uncertainty of the pandemic. We had to start to purchase large amounts of food to keep up with increasing demand. Once things settled, grants became available and since we had advertised the fact we needed new premises, various bodies stepped up to the mark and donated to us. We have ended this tax year in a very strong financial position.

We changed our committee structure mid-2020. We had a committee consisting of our Trustees and Coordinators meeting together. We felt it was more professional and created a stronger structure to split the meetings of the two roles. Our meeting structure now consists of: Volunteers Meetings, feeding to Coordinators Meetings and Trustees Meetings: Coordinators Meetings feeding to Trustees meetings. All meetings have been virtual during the pandemic.

We were awarded a COVID HERO award by Trent and Dove Housing. We are nominated as East Staffordshire Volunteer Team of the Year Award in the Support Staffordshire Star Awards for the voluntary sector. I have personally been nominated for Trustee of the Year and volunteer of the year. Burton HOPE has also been suggested for a Queens Award for Voluntary Service but due to us being so busy during the pandemic, it has been deferred until 2022.

To sum up, we as a CIO have worked very hard throughout this last 15 month period with operations running seamlessly without any break in service. Most of the period was blighted by the pandemic and we are still here without serious incident, serving our people.

Some of our Coordinators have put reports together which explain the trials and tribulations of their respective areas of operations and how they and their teams have coped under enormous pressure.

John Anderson (Chair of Trustees).

HEALTH AND SAFETY, POLICIES AND SAFEGUARDING REPORT FOR THE CHARITY COMMISSION

The following Policies which were in Draft in 2019/2020 were adopted by the BURTON HOPE COMMITTEE and all were reviewed in October 2020.

Maintaining Professional Boundaries Policy

Health & Safety Policy

Child Protection and Code of Conduct relating to the Policy.

Whistle Blowing Policy

Recruitment of Ex-Offenders Policy

Equality and Diversity Policy

Social Media Policy

Data Protection Policy

Safeguarding Vulnerable Adults Policy

Volunteer Policy and Guidelines for Volunteers

(Volunteer Policy also covers Professional Boundaries, Confidentiality, Code of Conduct, Conflict of Interest.)

Lone Working Policy/Lone Working Policy Guidelines

Also Adopted were the Incident Reporting and Concerns Forms.

Policies will continue to be reviewed annually or sooner if changes are needed or Legislation changes.

2020/2021 POLICIES

Data Retention Policy is still in Draft and further work needs to be done regarding length of time documents need to be kept. (Ongoing)

Feedback and Complaints Policy has been adopted and will be reviewed in October 2021.

Trustees/Committee Code of Conduct has been adopted and will be reviewed October 2021.

Volunteers Code of Conduct has been completed (Draft) and will be submitted to the Trustees/Committee for Adoption.

POLICY ASPIRATIONS

Risk Assessment Policy and Hope Induction Policy/handbook

Researching which other Policies are needed moving BURTON HOPE forward.

SAFEGUARDING ISSUES

Information regarding what constitutes a serious Incident has been given to all committee members.

No Serious incidents have needed to be flagged up to the Charity Commission from Jan 2020 to Apr 2021

Concerns Forms and Incidents sheets are in place at all working venues, Volunteers are aware of where they are situated.

HEALTH AND SAFETY

Robust Health and Safety continues to be in place at all BURTON HOPE work venues.

Risk Assessments are in place and Volunteers are asked to read and sign to say that they have understood the Risk Assessments and the need to comply with the Risk Assessments.

These are kept in a separate folder at HOPE2STREET for ease of access. The Risk Assessments are kept up to date and reviewed every 12 months unless needs change. HOPE2STREET Risk Assessments have been reviewed on 16/03/2021 and HOPE HOUSE/HOPE2HOME WILL BE REVIEWED IN THE NEXT 2 WEEKS.

Policies Folder is now in place at HOPE HOUSE, as are relevant Risk Assessments.

First Aid Supplies/Boxes are kept up to date and Collectors carry a small First Aid Box in their cars.

Government restrictions regarding COVID 19 are still in place and will continue to be so whilst there is a need.

FIRST AID during COVID 19 Risk Assessment is in place at work venues. First Aid Training will be completed for Volunteers this month of March 2021. Which will mean that BURTON HOPE will have more Designated First Aiders on site.

PERSONAL PROTECTIVE EQUIPMENT.

Supplies are in place for Volunteers as are Hand Sanitizers and Antibacterial Sprays at each work venue as has been since March 2020.

The HOPE2STREET Briefing has been updated in 2020/2021 to reflect changes regarding working procedures and Covid 19. There is also now a Briefing relating to HOPE2HOME/STORAGE/DONATORS at the work venue HOPE HOUSE.

From a Health and safety point of view 2020/2021 has been a difficult year. Risk Assessments have needed to be updated on a rolling basis to comply with Covid 19 restrictions.

Everyone's safety has been our Priority and we have needed to protect our vulnerable volunteers in the process. This has meant that active front line volunteer numbers have been low as we have had to strike a balance between keeping our volunteers safe and our HOPE2TREET/HOPE2HOME services running with less volunteers whilst operating at a safe level. It has been necessary to suspend taking on new volunteers for this period. However, as restrictions ease in June it is hoped that we will be able to build up our bank of volunteers again and welcome back volunteers who have not been active during this time due to shielding.

Some medically vulnerable volunteers retrained for behind the scenes operations.

Aspirations for April 2021/22

To continue to keep our volunteers and service users as safe as is practicable and to do this by continuing to provide new and updated Risk Assessments when the need arises.

To continue to work with any restrictions regarding Covid 19 that the Government ask of us.

ANNE BRADSHAW (Policies, H+S and Safeguarding Coordinator and Trustee).

Storage Coordinator Yearly Report

January 2020 to April 2021

During the covid pandemic and the first lockdown period, the supermarket Morrisons introduced a Feed the Nation programme. We would collect £1000 worth of food every week to help top up our rapidly depleting food shelves. Morrisons still continue to donate to us every week. In their store, they also have bags prepared for the public to buy, which is then donated to us. Those bags have different prices on depending on the amount that particular member of public would like to donate. The items that are in those bags are based on a list that we give to Morrisons; the list consists of 5 of our most sought after items. We also have a once fortnightly donation of food bought down to us that is collected through a young man that is doing his DofE award.

The Octagon Centre offered us a shop in their precinct that we could use as a storage place. Due to being donated pasta in bulk and having to alter the way outreach sessions are run, we had big boxes of cups that were taking up valuable operational space. We decided to store those items there along with surplus sleeping bags.

In my last report, I mentioned that we were kindly given a container to borrow for free by First Base. We have since had to give that container back due to the owner needing to rent it out. We were offered a wooden container inside to borrow

instead which we gladly accepted. We utilise this space by storing some of our surplus items until they are needed to be transported into our main stores.

At the time of my last report, HOPE2HOME worked from the container outside that is situated directly besides our building. I have since moved them to inside our building to make working a little easier for both them and the sorting team; instead of sharing an area, they now have their own zone.

When HOPE2HOME began, the sorting team would make food parcels up and store them in HOPE2HOME's boxes ready for collection, but due to the amount of work that was needed on sorting days, the team no longer had time to be making them up. A food parcel template list was made and placed into the food bank. This allowed for HOPE2HOME volunteers to aid in the making of the parcels they were delivering. They are working directly from any shelf in the building now and have their own keys to the gate and building.

HOPE2STREET Outreach is getting a lot busier; consequently, another top-up is needed for collection on a Sunday morning to allow their Sunday session in the evening to continue. This means more stringent management is now needed with regards to teams working inside the main building. Set times are given to ensure teams are not entering another's working space. It is important social distancing is adhered to.

As a side note, it is important that I mention that recent clothing and food donations are always quarantined now before being touched and that everything is handled whilst wearing full PPE.

The plan for the next year is the same as the last report. Unfortunately, we still haven't been able to acquire a building where we can consolidate all of our services under one roof. However, action has been put into place, buildings have been viewed and offers have been put in.

Carolynne Gooday (Storage Coordinator).

IT & HOPE2HOME Report

The IT Coordinator role was mostly managing the maintenance, backups and security and updates of the web server + adding any updates requested by Coordinators and members of the Committee. HOPE2HOME Lead coordinates the staffing and process of the Hope2Home service.

Hope2Home was started in the lockdown of March 2020 and initially we were operating 7 days a week. The H&S/Safeguarding Coordinator did a fantastic job with risk assessments for the new service and these details were shared and signed off by the team members.

During late 2020 we stopped scheduling the deliveries at weekends as this crossed over with the Outreach HOPE2STREET operations. We have also scaled back to operating deliveries on a Tuesday and Thursday, this was mainly in line with demand, increased efficiency and the fact many volunteers had at this time returned to their work. Demand is something that we regularly monitor and report anonymised statistics to the Trustees, Coordinators and HOPE2HOME team.

As the nights started to draw in we moved to sending delivery teams in pairs. If the pairs were from the same household/support bubble then they could share the same vehicle. If they were from separate bubbles then 2 vehicles were used.

We continue to collect and distribute end of day goods from Marks and Spencer, Birds Bakery and other outlets which is used to add to the 3 day emergency parcels that are delivered to our service users.

During early 2021 in order to comply with GDPR law we switched the instant messenger we used over to Viber which is a secure encrypted Instant messenger which allows full deletion capabilities. In order to provide the delivery service we have to share personal and address details within the team. Viber allows this to be done securely and allows full deletion capabilities after operations are complete.

This has been a fantastic Journey and the whole of the Burton HOPE team has really pulled together with such a great collaborative attitude. Not only have the local community benefitted from having somewhere to turn in their time of desperate need, this has really helped lift the spirits of all involved in “doing something positive to help with like-minded people”

Other Tasks

All active volunteers that have face to face roles now have ID badges made by myself , these are laminated and have emergency contact details and any notable medical requirements/allergies hidden within them. The authorities were notified of this. The sensitive data is obscured in the sealed plastic badge pouch and is indicated that it should not be shared. This is great for providing both identification to our service users and donors and also ensures the important information is readily available in case of emergency. As some of these have now been issued for longer than 12 months I have started producing the replacements. One unexpected benefit of the ID's was that our frontline volunteers that work outreach were able to use them as ID to gain their Covid-19 vaccinations.

Burton HOPE volunteer car signs were also provided to active team members just as a way for cars to be identified in case of support or parcel drop offs, especially in lockdown. The Chairman had notified the local police service that Burton Hope volunteers could be identified by the two above means.

Covid related updates to the website

New community focused support links were added to the website covering both Burton Hope and any other local and National services that could be used by the local community.

Tracking the clicks to these links have proven that it was worthwhile adding them <https://www.burtonhope.co.uk/covid-19-support/>

Improved information for Burton HOPE support services

Full details of the HOPE2HOME service can be found at the below link

<https://www.burtonhope.co.uk/hope2home/>

Plans for the future

The increase in activity by Burton HOPE has really put strain on the existing premises , I hope that in the next 1-2 years there will be a new larger premises found to cover increased activity.

I'm hoping that when the covid-19 crisis is over we may be able to offer a parcel collection service as well as delivery. When we are allowed face to face I hope we will be able to signpost and possibly offer services to possibly prevent some of the food parcel requests and help people out of debt/assistance with budgeting .

Lee Greatorrex (IT coordinator, Hope2Home Lead and Trustee).

Support Coordinators Report January 2020- April 21

HOPE4SUPPORT, HOPE4ID

I was expecting the need for our support side to reduce when we began our first lockdown. I was wrong. The need for ID documents increased to get homeless people off our streets into safety. Looking up GRO records became a daily occurrence. It was good to see our homeless in a better place at last but it is a pity it took the pandemic to make this happen.

Mental health issues were plentiful with a great lack of services during the first lockdown. Fortunately this lack has reduced now although mental health services are still very precious. Addiction has also been an issue and an offshoot of poor mental health.

Since our homeless have been moved indoors in one form or another, their needs have changed and we have adjusted to cope with the changes. We still have many sofa surfers and I would like to think we can start to concentrate more on helping them once things settle.

The Future.

I am currently looking at setting up safeguarding teams. I have recently trained as Designated Safeguarding Lead for vulnerable adults and also children. I intend getting Level 2 qualifications for our willing coordinators and Level 1 for willing volunteers. The team will be trying to spot issues early on to initiate an early intervention approach.

John Anderson (Trustee, Support Coordinator, Child Welfare Officer).

Outreach Coordinators Report for Burton HOPE TARS

Period 13th January 2020 to 8th April 2021.

HOPE2STREET

From the announcement of an impending lockdown at the end of March 2020, the Burton HOPE coordinators, along with Burton HOPE Chairman, had an emergency meeting to decide if, how, and when, when would be able to continue to provide an outreach service to the homeless people and those in need in Burton On Trent and surrounding areas.

A decision was very quickly made and agreed upon that we would continue, but stringent health and safety and risk assessments would have to be put in place. In order to keep all our volunteers and visiting clients as safe as possible, any volunteers with underlying health issues were asked to temporarily step down from duties. This meant that no new volunteers have been recruited during the ensuing lockdowns, we have relied heavily on our regular volunteers to keep us afloat.

Risk assessments were prepared by our Health and Safety and Safeguarding Coordinator, and following lots of phone calls and emails to the relevant organisations and agencies, such as Environmental Health, our necessary PPE equipment was purchased, along with hand sanitiser and lashings of essential signage for the tables, doors, and communal areas.

The council became responsible for getting every homeless person off the streets during lockdown, so that in itself caused a change for us. We were no longer being asked for tents, rucksacks and sleeping bags, to cater for our homeless but were being asked for substantial food parcels, parcels that needed to be suitable for cooking with a microwave, or sometimes just a kettle, as often this was all that was provided in the emergency accommodation, along with a bed of course.

So, the next weekend, we implemented a very different outreach session. Our amazing team of volunteers stepped up admirably, without hesitation to the task in hand.

On arrival to outreach, our volunteers must sanitise their hands, have their temperatures taken, and equip themselves with the necessary available masks, rubber gloves, and aprons. The coordinator must ensure that all volunteers have their hi-vis tabards and essential lanyards, that contain emergency contact details and any vital medical information, in case of an emergency.

Once everyone is equipped with the relevant PPE, a socially distanced briefing is read to the volunteers, reminding them of procedures in case of fire, fighting, medical emergency etc, along with reminders about social-distancing and keeping each other, and our clients, safe.

Pre-lockdown, our average attendance at outreach over a weekend period was between 15 and 20 individuals. This number has steadily increased in the following months to a number between 50 and 75 individuals and now, also, younger families that are struggling to make ends meet.

We are no longer dealing with just homeless clients in Burton on Trent, although they do still appear on occasion. We are now dealing with a much broader spectrum of people, ranging from newly homeless to newly housed, single households to families with four or five children. Subsequently, the sheer volume of food, clothing and other essentials leaving our small store at the market place has massively increased, more than doubling within the last twelve months.

Wendy Teece (Outreach Coordinator).

BURTON HOPE'S EUROPEAN CLIENT LIAISON COORDINATOR'S ANNUAL REPORT FOR 2020-2021 FOR THE CHARITY COMMISSION

HOPE4EU

2019 was a hard year for the people who lived in poverty, but 2020 and the first months of 2021 was much harder because of the covid19 pandemic. The organizations where they could usually get help before were heavily affected by the covid19.

Our team of volunteers worked relentlessly in these trying times to help those who were in need.

The committee had made the right choice when decided not to stop operating during the lockdown periods.

My work as always was focused on the issues of Eastern European service users. Covid19 meant a big trouble for them as working opportunities were harder to find, especially for the ones that arrived in the UK not long before the pandemic.

I had to work on several cases where my clients did not have the sufficient knowledge of English language and could not get the help from the local authorities. Communicating with the local Council was harder than before,

Consulates, where they could get help with documents and IDs stopped operating for most of the year and waiting times are currently still very long (months).

As a trustee I had a responsibility to make the right decisions, I have always acted as of my best knowledge and thinking of our goals and what we want to achieve.

There was nothing involved in my work that would have needed financial support.

No conflict of interest was involved in my work.

Bela Farkas (European Client Liaison Coordinator and Trustee).

Epilogue

Burton HOPE has had the support of the residents, businesses and many other organisations in our area. Without this support in the way of donations, grants and other assistance, we could not offer support to those that need us. This is the community coming together to make a true difference.

Another point to mention is that we are all, without exception, unpaid volunteers and my final words are a heartfelt thank you to all of our very willing volunteers.

(Stuart) John Anderson (Chair of Trustees and Support Coordinator).

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

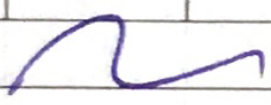
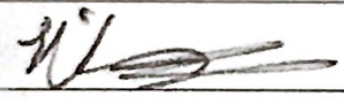
Signature(s)		
Full name(s)		
Position (eg Secretary, Chair, etc)		
Date		

	Burton HOPE		No. 1187330		CC16a
Receipts and payments accounts		For the first period of account			
For the period from		13/1/2020	To	8/4/2021	

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Donations	72,000	1,000	-	73,000	
Collections & collection boxes	1,338	-	-	1,338	
Fundraising events	215	-	-	215	
Income from recycling	446	-	-	446	
Covid Grants/Donations	-	4,486	-	4,486	
Misc	55	-	-	55	-
	-	-	-	-	-
	-	-	-	-	-
Sub total(Gross income for AR)	74,054	5,486	-	79,540	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	74,054	5,486	-	79,540	-
A3 Payments					
Rent	6,320	-	-	6,320	-
Outreach food & supplies	-	2,297	-	2,297	-
Support for service users	717	-	-	717	-
PPE	323	1,455	-	1,778	-
Insurance	288	-	-	288	-
Mileage	819	-	-	819	-
Utilities	145	-	-	145	-
Fittings and consumables	436	614	-	1,050	-
Miscellaneous	914	390	-	1,304	-
Sub total	9,962	4,756	-	14,718	-
A4 Asset and investment purchases, (see table)					
Fixtures & Fittings	348	-	-	348	-
	-	-	-	-	-
Sub total	348	-	-	348	-
Total payments	10,310	4,756	-	15,066	-
Net of receipts/(payments)	63,744	730	-	64,474	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	63,744	730	-	64,474	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	63,744	730	-
		-	-	-
		-	-	-
	Total cash funds (agree balances with receipts and payments account(s))	63,744	730	-
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Fixtures and fittings	General	601	198
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
	Rent		-	
	For the period to 8 April 2021	General	105	Apr 2021
	Mileage		-	
	February & March 2021	General	205	Apr 2021
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name		Date of approval
		S J Anderson		14/1/2022
		L Greatorex		14/1/2022

Burton HOPE
Charitable Incorporated Organisation (“CIO”)
Registered Charity No. 1187330

Accounting period 13 January 2020 to 8 April 2021

Notes to the Accounts

1. Accounting Basis

The accounts are prepared using the receipts and payments basis. This is the first period of account following incorporation as a CIO on 13 January 2020..

2. Accounting Policies

All receipts and payments are recorded at the amounts recorded in the bank and cash book.

Fixtures and fittings are recorded at cost with an estimated current value which is based on original cost spread evenly over 5 years, and written down at 20% per annum starting with the year of acquisition.

3. Donations

	2021
	£
General fund donations	
Donations in the period	46,675
Bank balance transferred on 13 January 2020	24,977
Value of fixtures transferred on 13 January 2020	348
	72,000
Restricted fund donations	
COVID 19 Grants and Donations	4,486
Special Needs client fund	1,000
Total	5,486

The bank balance and value of fixtures transferred on 13 January 2020 were generated from Burton HOPE activities before incorporation into a CIO.

4. Collections and collection boxes

	2021
	£
General fund	
Burton Hope collection boxes	277
Third party collections	1,061
Total	1,338

5. Fundraising events

	2021
	£
General fund	
Burton Hope events	-
Third party events	215
Total	215

6. Support for service users

	2021
	£
General fund	
Birth certificates and passports	309
Travel expenses for passports etc	408
Total	717

7. Movements in Unrestricted Funds

2021	Income	Expenses	Transfers within Unrestricted	Transfer (to) / from Restricted	Balance c/fwd
	£	£	£	£	£
General Fund	74,054	10,310	(30,000)	-	33,744
Property fund	-	-	30,000	-	30,000
Total	74,054	(10,310)	-	-	63,744

8. Movements in Restricted Funds

2021	Income	Expenses	Transfer (to) / from Unrestricted	Balance c/fwd
	£	£	£	£
COVID 19 Grants and Donations	4,486	(4,486)	-	-
Special Needs client fund	1,000	(270)	-	730
Total	5,486	(4,756)	-	730

9. Fixtures and Fittings

2021	Original cost	Value at date of contribution	Depreciation in period	Current Value c/fwd
	£	£	£	£
Racking for storage	601	348	150	198
Total	601	348	(150)	198

Fixtures and fittings are depreciated over 5 years at 20% per annum to give an estimated current value

Independent examiner's report to the trustees of Burton HOPE

I report to the trustees on my examination of the accounts of the Burton HOPE for the year ended 8th April 2021.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust'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.

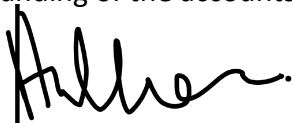
Independent examiner's statement

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 Trust as required by section 130 of the Act; or
- 2. the accounts do not accord with those records

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

Signed:



Name: Felicia William

Relevant professional qualification or membership of professional bodies (if any): CIMA

Address: 62 Middle Road Higher Denham Buckinghamshire UB9 5EQ

Date: 02/02/22

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Appendix one- review comments of Burton HOPE for the year ended 8 April 2021

Burton HOPE, according to my understanding, was founded in August 2017, however, the charity was only registered on January 13, 2020, with the Trustees deciding on April 8, 2021, as the year-end date.

Although the accounts have been produced since 2017, the Charity Commission approved registration on January 13, 2020.

The accounting is based on the "receipts and payments" technique, and I've gone over the documents below, picking out samples from different periods.

- Accounts workings for the 3 months from 13 January 2020 to 8 April 2020.
- Accounts workings for the 12 months to 8 April 2021
- Consolidation file taking the charity commission tabs from the 3mth workings and the 12mth workings to create a 15mth period.
- Monthly Treasurer's reports, from October 2020.
- Monthly bank statements for the whole period.
- Income receipts for the period
- Expenditure receipts, starting with a '3' for the 2020 period end.
- Expenditure receipts, starting with a '4' for the 2021-year end.
- My notes and workings for various grants received, allocating expense receipts.
- The Charity Commission guidance notes for independent reviewers
- PDF of final accounts and Notes to the accounts as seen and approved by the Trustees at their meeting on 14 January 2022.

Review comments:

- 1) At the beginning of January 2020, there was a bank balance of £24,977. which was not considered as the opening balance in the accounts, was instead included in the total donation received for the period. I have verified this with the accountant who has confirmed that she has discussed the position with the advisor at Charities Commission and included it in the donation based on the advice given.
- 2) The bank balance on 8 April 2021 was £ 64,489.06 however in the reports it was shown as £64,474.33, the difference of £14.73 was matched with the below payments and receipts that were cleared after the accounting period.

Cheques cleared after 8 April 2021	69.73
Cash deposits cleared after 8 April 2021	<u>(55.00)</u>
	<u>£14.73</u>

- 3) The date of the above transactions was not indicated on the bank reconciliation, which I commented on.
- 4) On the samples selected for the random check the only support available for the receipt dated 30th April 2020 from Just Giving for £1,075 was a screenshot of the account at Just Giving. I understand there is currently no access to the details within the account as it involves a monthly fee. The accountant has mentioned that she will be proposing to the trustees that Burton HOPE obtain the access required.

I was given full co-operation in conducting my examination and the circumstances and information provided to me gave full answers to all my questions whilst, I am not required to look for fraud, I came across no evidence that led me to believe that fraud had taken place.
