



CHARITY COMMISSION
FOR ENGLAND AND WALES

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	<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 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>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	
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	<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

Review of the charity's financial position at the end of the period	Para 1.21	<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>
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	<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>
Amount of reserves held	Para 1.22	£64,474

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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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

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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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 HOPE2STREET/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 though 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 Greatorex (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

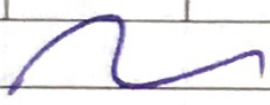
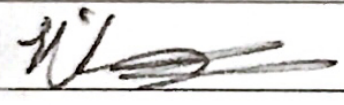
The trustees declare that they have approved the trustees' report above.

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 Greateorex		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.
