inHope (Bristol) Limited

England & Wales · Charity number 298528

Details

Other names	CRISIS CENTRE LIMITED, CRISIS CENTRE MINISTRIES, inHope
Status	Registered
Legal form	Charitable company
Company number	02214814
Registered	1988-02-17
Register	View on the Charity Commission register

Contact

Address	inHope. Carpenter House 32 Stapleton Road Bristol BS5 0QY
Phone	0117 3301230
Email	admin@inHope.uk
Website	inhope.uk

Activities

Objects: 3.1 THE OBJECTS OF THE CHARITY (OBJECTS) ARE THE ADVANCEMENT OF THE CHRISTIAN RELIGION AND THE PREVENTION OR RELIEF OF POVERTY AND SICKNESS OF INDIVIDUALS IN NEED, IN PARTICULAR (BUT NOT LIMITED TO) THOSE WHO ARE HUNGRY AND / OR HOMELESS AND / OR IN DISTRESS, BY (BUT NOT LIMITED TO) PROVIDING:3.1.1 FOOD;3.1.2 SUPPORT SERVICES TO FACILITATE WELL-BEING AND SIGNPOSTING TO OTHER RELEVANT ORGANISATIONS FOR SPECIALIST SUPPORT;3.1.3 (OR ASSISTING IN THE PROVISION OF OR SIGNPOSTING TO) FINANCIAL, EMPLOYABILITY AND PRACTICAL SUPPORT DESIGNED TO ENABLE INDIVIDUALS TO SELF-MANAGE;3.1.4 (OR ASSISTING IN THE PROVISION OF OR SIGNPOSTING TO) SHELTER, ACCOMMODATION OR HOUSING; FOR THE BENEFIT OF THE PUBLIC AND IN THESE OBJECTS, "SELF-MANAGE" MEANS HELPING BENEFICIARIES TO RECOGNISE AND ADDRESS AN ISSUE (OR ISSUES) SIGNIFICANTLY AFFECTING THEIR LIVES, TO IDENTIFY APPROPRIATE RESOURCES AND DETERMINE HOW TO RESPOND TO AND OR RESOLVE SUCH ISSUES IN AN APPROPRIATE AND BENEFICIAL WAY.

Downloaded from opencharities.uk/ew/298528

Activities: inHope provides food, shelter and hope to those most in need, motivated by the Christian faith. Seeking to accept whoever comes to us and through meeting practical needs, we build trusting relationships though The Wild Goose, Spring of Hope, Life Recovery our Trussell Trust Foodbanks and through partnership working locally and nationally. Over time we see people move-on in their lives.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Religious Activities
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NOT DEFINED (IN PRACTICE BRISTOL)
- Bristol City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,944,188	£2,004,307	£917,027	41
2024-03-31	£1,875,484	£2,142,783	£977,146	41
2023-03-31	£1,576,141	£1,648,292	£1,244,445	26
2022-03-31	£1,462,820	£1,242,754	£1,316,596	23
2021-03-31	£1,436,602	£1,260,831	£1,096,530	21

Downloaded from opencharities.uk/ew/298528

Trustees

Name	Role	Appointed
Dr Lindsay Kay Smith	Chair	2021-03-08
Catherine Emma Carne		2021-05-10
David Rice		2024-10-21
Emily Maddock		2024-10-21
Granville Sykes		2016-10-03
Luke Addison		2023-10-17
Lydia Catherine Nash		2026-06-11
Michael James Hazell		2025-05-19
Ruth Louise Bevan		2022-06-24
Spencer Crowder		2018-10-15

Downloaded from opencharities.uk/ew/298528

inHope (Bristol) Limited

England & Wales - Charity number 298528

Accounts

inHope (Bristol) Limited

FINANCIAL STATEMENTS

31 MARCH 2025

Company Registration Number 02214814

Charity Number 298528

inHope (Bristol) Limited

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

Contents **Pages**

Chair of Trustees' Report	1
Trustees' Annual Report	2 – 20
Reference & Administrative Information	21 - 22
Independent Auditor's Report	23 - 25
Statement of Financial Activities (including Income and Expenditure account)	26
Balance Sheet	27
Cash Flow Statement	28
Notes to the Financial Statements	29 - 39

inHope (Bristol) Limited

CHAIR OF TRUSTEES' REPORT

YEAR ENDED 31 MARCH 2025

This report is presented to you at a time of significant change within our charity. Not only have we faced a year in which the organisational structure has undergone a thorough redesign with considerable readjustment for our staff, we are also in the process of replacing two of our senior employees. Our Chief Executive Officer of ten-and-a-half years, Jonathan Lee, is moving on to a new charity in another area of England, leaving us at the end of September. At the same time, we will be saying goodbye to our Head of Finance and Operations, Ruth Nott, as she and her husband move to pastures new. We are incredibly thankful for all that Jonathan and Ruth have done during their time at inHope and for their respective roles in bringing the charity through the challenges of years past to a much better place.

The Board of Trustees are currently in the process of finalising the arrangements for the interim period and recruiting to both senior roles. Although this creates some instability in the short term, we have confidence that, as God is our provider, we will find others who combine a passion for our work with the gifts and skills required to fulfil these essential and pivotal roles.

As you read the report that follows, you will find many examples of how our services have been managed and maintained by staff and volunteers during the last 12 months. We, the Board of Trustees, are immensely grateful to all those that have been involved without whom we simply could not serve those in need in our city of Bristol. We look back at the year past with thanks for all that has been given, whether in time, effort, prayer, gifts or funds and are aware that the generosity of others allows us to continue in our provision of services that are so important to our clients. Our prayer is that we will be able to continue this vital work over coming years in a way that has an increasingly positive impact on the lives of those that we seek to serve, helping them to move on in their own lives to a better place.

Lindsay Smith

Chair of Trustees, August 2025

inHope (Bristol) Limited

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

Objectives and Activities

"Where there is no vision, the people perish…" Proverbs 29:18

Because of the challenges of rising operational costs, increased and exaggerated demands for services, and changes in funding landscapes, inHope has been faced this year with not only the prospect of falling reserves, but without appropriate action, even the possibility of insolvency. At the same time, Trustees and Senior Managers had been concerned that the transition from an organisation offering several discrete, and to an extent, unconnected services, to a charity able to take service users from whatever position they were in, on a more connected path to a stable lifestyle, could be progressing with more purpose. Addressing these two issues has been the thrust of the Board's work since April 2024, and the words of King Solomon sum up the approach we have taken. We needed a vision of what the charity could be like, and how we could bring about the necessary transition without alienating our staff, partners in the charity section, supporters, and most of all, service users.

The infographic below illustrates how we sought a joined-up charity offering routes to a more stable lifestyle, no matter what the entry point is for a client.

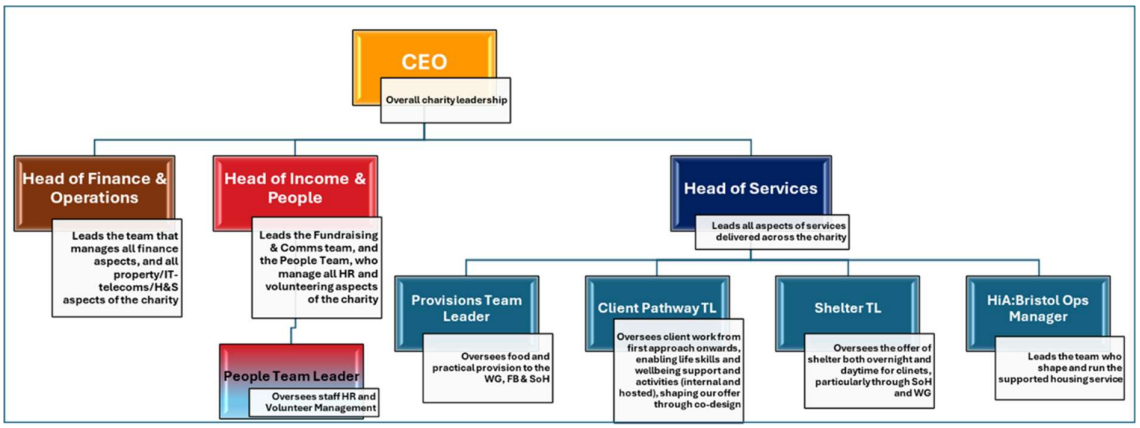


inHope's vision is of communities where everyone can reach their God-given potential, free from injustice and insecurity. We exist to help people overcome insecurities such as homelessness, hunger, addiction and poor mental health. These insecurities are often caused by injustices such as insufficient housing, limited access to food, poor employment, discrimination and abuse. Every individual person is unique. By offering help to enable people to overcome insecurities and challenging the root-cause injustices, we hope to free people to reach their God-given potential. Our strategic picture above illustrates the contribution that inHope offers to people as they overcome the injustices they experience. For each individual and for whole communities, we offer vital support that helps them to reach their own God-given potential.

Over the last year, we have been considering how best to achieve this, seeking to ensure that people can access the full range of services that they need whilst also reducing the financial pressures that the charity is facing. We recognised that the benefit to service users might be improved with better outcomes if all our services were accessible in every inHope space. From this came a renewed look at our Theory of Change, in which we set out clearly our intended impact, outcomes and detailed outputs for our given target groups. This is shown in the chart below.



The Board commissioned our CEO and Senior Management Team to design a new team structure that would achieve these aims. The result of much thought, prayer, consultation and many meetings, was a re-designed organisational system that will substantially change the way in which staff and volunteers work. The new structure, which commenced operation at the beginning of April 2025, will enable inHope's staff to work across each of our venues – the Wild Goose, Spring of Hope, Life Recovery, the South and East Bristol Foodbank outlets, and Hope into Action houses. This will enable service users to access the full range of support available through inHope to meet their interconnected needs.



On Tuesday 1st April 2025, our service staff began working in four teams, as shown above in blue, which each work across all services, led by a newly appointed Head of Services.

Provisions Team – Bringing together all our practical provision, particularly food; they source, transport, store and distribute food and practical items.

Shelter Team – This refers to the places of safety where clients can access support and activities in environments that help them process their experiences and trauma, including running the women's night shelter at Spring of Hope.

Client Pathways Team – Supporting service users on their own journey of recovery and growing resilience. Whilst clients might come to inHope needing a crisis intervention, the Client Pathways Team work in each of inHope's spaces to help people move away from their crisis, through developing life skills, improving their financial position, accessing housing or recovering their health and wellbeing.
Housing (Hope into Action: Bristol) – This team was established when we took on the franchise from Hope into Action UK, to provide housing across the Bristol region. The team has not changed but works in closer collaboration with the other teams to enable tenants to access inHope services and to foster tenant referrals internally.

Thus, staff members were no longer asked to work in a particular project but to work towards a set of outcomes, working out for themselves how and in which venue those would be best achieved. For some this initially felt awkward but after the first months of operation the teams are settling into this new way of working. Trustees are grateful for, and would like to document, the positive attitude shown as this redesign has become a reality; change is never easy and yet our staff members have worked hard to adapt. In addition, we are grateful for the hundreds of volunteers who give many hours to make this charity work as it does, and, of course, for the generous donations which have been simply staggering at times. Local businesses have also given a great deal of support, including workdays and match-funding for the "Big Give", and for all this we are truly grateful.

One of the results of the restructure process was the reduction of staff which included redundancy for three staff members. We were sad to say goodbye to those leaving and are very grateful for their significant and lasting contributions to the work of inHope.

Happily, the year of planning has not interrupted the services inHope has delivered to its clients. The activities, while they continued as the five projects of inHope continued to serve those who most need us in the Bristol area.



To those who are rough sleeping, sofa surfing, living in temporary accommodation or whose income is insecure, inHope has provided practical, immediate help. The Wild Goose has given tens of thousands of hot, nutritious meals as well as essential items such as sleeping bags, toiletries, clothing and facilities like showers, laundry and access to IT. Clients have commented, "Getting clothes is a great help." and "Hot meals are important. You can't live off soup and sandwiches."

The Spring of Hope, Bristol's only night shelter for women, has opened every night of 24/25, even on Christmas Day, with an increasing range of daytime activities. It has offered a safe emergency space for women who are rough sleeping, escaping domestic violence or living with trauma. Comments such as "I know there's a safe place to go", and "There's feelings of safety, belonging and being cared about" speak of the emotional needs being met, and of the provision of much more than a place to stay.

Life Courses continued, with virtually all those who completed the course reporting improved physical health, mental and emotional wellbeing, improved life skills, sense of spirituality and greater hope, while achieving more meaningful use of time and improved social networks. A large majority also reported an improvement in their addiction recovery.

The South and East Bristol Foodbank, with its seven outlets, has been as much in demand as ever, with emergency food parcels being given to thousands of people, feeding thousands of children and adults in the Bristol area. Support workers have been able to point clients to other services and help clients progress in their own ways, to improve health and wellbeing as well as personal finances. Often responses arrive after a visit, such as this one: "Thank you for the information and for helping me today. Just unpacked my food bags and I'm so grateful for the food and help I received today".

InHope has continued to administer the Bristol Churches Shelter, providing a room, food and other support for those with no place to stay over the cold winter months. Nearly 200 volunteers from local churches again made sure that guests received more than just accommodation, resulting in the great majority of guests moving on to more stable places to stay. One guest commented, "I was sleeping rough and felt down. Since being at the shelter, I have gained family. I could wash my clothes and have my own space. I feel I can stand on my own feet now".

A safe, stable home is the foundation for rebuilding a life. For people facing homelessness, having a place to call home means more than shelter, it's a place that offers security, a sense of belonging, and the chance to reconnect with community. InHope's Hope into Action: Bristol team works in partnership with local churches to provide accommodation. Now in its third year of operation, Hope into Action: Bristol has enabled tenants to live sustainably in a small community, engage with employment, education or training and eventually to move on to permanent accommodation. Investors are raising funds for a fourth house. One tenant said, "Thank you to everyone who is helping me and to Hope into Action for this new place to live. During my time here, I've done some volunteering with a local charity, working on a van collecting furniture. It was hard, physical work, but it was good, and I really enjoyed it".

As a Board, we would like to place on record our sincere thanks for the hard work, skill, dedication and generosity of our staff team, who have maintained services during 2024/25; for the volunteers, who gave over twenty thousand hours of service during the year; for businesses who partnered with inHope by workdays or by matched funding. We would also like to thank the individuals from churches around Bristol who support our work.

Achievements and Performance

The South and East Bristol Foodbank has provided 15,293 three-day emergency food parcels, to 7,334 people including 2,648 children. There were 2,038 instances of essential products such as toiletries and nappies being given to those who needed them. Financial support in the seven outlets has been considerable. 534 received support with energy costs, water bills or other advice, and we know of 227 who have gained income. Meanwhile 59 people have benefited from a combined total debt of £61,340 being written off, which contributed to the total value of income saved, costs reduced, or debts written off, being £744,160. Often, the support comes in the form of helping people in crisis to know who is best to contact and how to do it. As one client noted, however, personal, committed friendship is also on offer. She said, "The many meals and essential items which foodbank have provided for me when I had no-one else to turn to is only part of how they helped me. They took the time to compassionately and sincerely take a genuine concern in my personal problems".



The Wild Goose has been open on four days a week, offering breakfast, morning activities and lunch. Tuesdays continue to be set aside for deep cleaning, teamworking and staff training. In all, 22,554 hot and nutritious meals were served, and average of 129 per day. 3386 instances of practical help were given, including access to IT, showers and laundry. Activities included games, haircuts and even the beginnings of a choir. We have been grateful to be able to use the facilities of Trinity Arts Centre and Stapleton Road Chapel. The Wild Goose Manager wrote, "There has been some real breakthrough work with service users this year. We have worked with other day centres and key partners to improve the quality of people's lives through homelessness interventions, help with healthcare and emotions, and support around debt and benefits. These have included regular visits to the Wild Goose from NHS nurses to provide Hepatitis C testing, liver screening and Covid and Flu vaccines. Also, this year we've had an optician on site providing free eye tests and NHS glasses when needed." The Wild Goose has hosted catering students from Sixteen Cooperative, who provide specialist job coaching for people with additional needs or autism. We're very happy to provide a supportive environment where they can learn new skills for their future career.



Spring of Hope Women's Shelter has provided short-term support and refuge for homeless and vulnerable women in Bristol. It is a non-commissioned referral service, providing shelter, short-term accommodation, and hope for women in their moment of crisis, when they have nowhere else to go. Our team of female staff and volunteers advocate for women, walking alongside them to help them get to a place where they can engage with specialised agencies who can offer longer-term support. Opening every night of the year Spring of Hope has hosted 111 women, a total of 1,847 bed nights in a supervised, safe, warm and compassionate environment, where women have started to heal from trauma and to work with agencies to find longer-term accommodation. At the same time, they have been provided with laundry services, haircuts, beauty therapy, and health and wellbeing sessions.

In September, we were part of the first ever female homelessness census in Bristol. Every year, data is collected about people who are rough sleeping across England. Women are underrepresented in this data, despite research, lived experience and services telling us that women are some of the most vulnerable within the rough sleeping population. The census aims to bring visibility to the experiences of women who are rough sleeping and may not be represented in data, policy or services.

The Life Course is a free and unique 18-session programme to support people in recovery from the causes and impact of addiction. It has been developed over several years to meet those struggling with the effects of addiction and is used not only by inHope, but by other groups around the country. Its impact is very strong - of the 18 people who went through the course during 2024/25, over 85% reported the experience had helped stabilise or improve their physical health, improved their emotional wellbeing, improved their life skills, their meaningful use of time and social networks. All reported that the course had improved their sense of spirituality and given them greater hope for a better future.

Hope into Action: Bristol now leases three, three-bedroomed houses from investors drawn from churches around Bristol. In these houses tenants are given support by teams from local churches and our own empowerment workers, and having the stability of a medium-term address, can develop other aspects of their lives, such as employment. During 2024/25 the focus of this work has been on finding tenants who would most benefit from such provision. Ten people were supported in this way during the year. Two have already moved

on to permanent accommodation. Eight became involved in some form of employment, education or training. At the time of writing all the houses are fully occupied and clients are successfully maintaining their tenancies. Progress is being made towards funding the purchase of a fourth house.

The Bristol Churches Shelter provided accommodation for 31 guests over the cold winter months, when sleeping on the streets can be deadly, giving not only shelter, but also food and support. The average length of stay for individual guests was around a month and a half, before they moved on. Each guest worked with agencies to find longer-rem accommodation and the result has been that 26 of the guests were able to achieve a positive move on. 189 volunteers from 17 local churches helped to make their stay comfortable. Southville Guest House was block-booked again for this purpose. The property has nine bedrooms and five bathrooms and is located approximately a mile from the City Centre with an owner sympathetic to the project's ethos. BCS was awarded funding from Bristol City Council to block book all nine rooms for five months from November to March.



Our co-ordinator says, "When they arrive, (our guests) are overwhelmed to receive a warm welcome, and to see their rooms and washing facilities".

BCS had sole use of the guesthouse which included use of a large storeroom and a kitchen/dining area, in which the guests could eat communally, and engage with staff and volunteers. The Senior Coordinator reported, "It has been such a blessing to see guests move forward in their lives and start to hope again. Some of the guests arrived appearing very low and quiet and throughout their stay we were able to see the change in them becoming happier, friendlier and more at peace with themselves. This has been a productive winter, and I look forward to the next winter in which we hope to have funding to run BCS at the same guest house for five months."

Alongside the grant funding for the service, further donations will be required to cover future operational costs. The full running costs of this particular service are not borne, or underwritten, by inHope. In the past, generous donations from a range of people and churches have enabled the service to operate.

Roles of Volunteers

InHope could not function at all if not for a large team of volunteers, who, week after week, make a difference in their community. The contribution that they make is enormous, whether providing a listening ear, lovingly preparing a food parcel for a family, cheerfully serving a hot meal to someone experiencing homelessness, or meticulously cleaning a bedroom for women staying at Spring of Hope. In 2024-25 no fewer than 369 people gave their time to inHope as volunteers, driving vans, serving food, leading foodbank outlets, running group activities, serving as engagement helpers in the Wild Goose, Spring of Hope, in the Bristol Churches Shelter or in or houses for the tenants of Hope into Action: Bristol, acting as peer-helpers, doing housekeeping in Spring of Hope, offering their services as photographer or videographer, helping with volunteer administration, carrying out maintenance, acting as Trustees, or giving their time in many other ways.

In all, we have calculated their 22,085 hours of service, even rated at the national Minimum Wage would amount to over £278,000. This is not to undervalue the time of those giving professional help on a pro-bono basis such as in staff training for the changes of structure. We are grateful for every volunteer and glad that comments coming back from them are so positive. One reported, "Volunteering has given me a new perspective of what life can be like for others. I enjoy working as a team with like-minded individuals", while another said, "Being involved gives me a great feeling of being useful and mixing with everyone – both volunteers and foodbank users – is rewarding for social interaction". Seeing problems being solved is a positive experience, and one volunteer remarked, "I am happy when I see somebody being helped. Besides, I can have fellowship with other brothers and sisters in that session. It is wonderful and a blessing", while another just said "It makes me feel better about my day".

2024/2025 has been another year in which businesses have partnered with inHope in our work to create communities where everybody can reach their God-given potential. Over the year 72 businesses were involved in this way. 158 staff members, from 16 different businesses volunteered 632 hours, cleaning, or serving food. Nine local businesses pledged to support our "Big Give" Christmas Appeal, providing matched funding that helped to raise £128,000 to support people experiencing food shortages and homelessness during the Winter months. Cashless giving points have continued to attract donations within Boston Tea Party coffee shops across Bristol. InHope was also grateful to receive gifts in kind from some businesses. Rug Doctor donated a full set of carpet cleaning equipment, with stocks of cleaning products. John Lewis gave a bed and a mattress to Spring of Hope. Costco continued to provide daily surplus food and many supermarkets host food collection bins where shoppers can donate items to Foodbank. Burges Salmon and Osborne Clarke have provided meeting rooms of which the Senior Management Team have made much use. For some staff from these businesses, the experience of volunteering at inHope gives a renewed outlook. As one volunteer said, "It's been humbling, … realising I have little to worry about in life.", while another reported, "It's been a really valuable half day, I'd do it again any time". Such opportunities also help spread an understanding of the needs of people in Bristol and the work done by inHope to meet those, and one volunteer commented, "inHope's a great organisation, offering a vital community service".

While inHope achieved Investors in Volunteers accreditation in 2022, it is now time to renew that accreditation, and it is felt that this is the right thing to do, to show that the charity cares about conditions, trust and tasks

allocated to our volunteers, and that they are truly valued. Work towards a renewal of our accreditation has begun.

Many others have supported our work in various ways. Some have taken part in events such as the Bristol Half Marathon and asked for sponsorship. Some, including young people, have made things to sell, while 33 households took part in the "Wild Goose Chase" and collectively raised nearly £1,500. Our supporters also took part in the annual sleepout, raising sponsorship to the tune of over £13,000. We would also acknowledge and thank those who faithfully prayed for our work, passed our newsletter, "Streetwise" to friends and family, or followed inHope on social media, sharing our posts with their connections.

Training

In preparation for working with the new structure, staff and Trustees underwent substantial training. For Trustees, this included briefings from senior staff about how the new-look organisation would differ from previous systems, and frequent updates concerning the progress of appointments. All this was preceded by a very detailed planning chart giving dates around the consultations with staff whose role was at risk of redundancy, and the redeployment process. Trustees were kept fully informed and were involved in the interview panel for the senior management appointment. In an informative morning away, Trustees were able to discuss many of the implications of the changes, and how the Board would evolve to reflect the new structure.

Senior staff benefitted hugely from training provided by a supporter, who is a professional organisational development consultant. Pro-bono support was provided for one day a week through March and into May 2025. We are grateful for this very generous help. His sessions allowed members of the new Senior Leadership Team to understand and plan their new roles. Other staff whose roles were changing, were also helped in this way.

Members of staff have taken full advantage of the Flick e-Learning package on offer, with individuals working through courses on Adult Safeguarding Levels 1 and 2, Health and Safety, Cyber Security, Equality and Diversity, Fraud Prevention, Whistle Blowing, Domestic Abuse, Drug and Alcohol Awareness, Lone Working, Data Protection and GDPR. Meanwhile full staff monthly training has covered Safeguarding, Modern Slavery, Understanding Team Culture, Women in Leadership Roles and Reflective Practice.

Four Team Leaders and one member of the Income Team underwent a five-day Leadership and Management training course in preparation for the new structure. One staff member trained in leading Motivational Interviewing, two Senior Leaders attended Homeless Link Conferences, while one Service Manager completed the Homeless Link Leadership Course, and another Senior Leader completed NCVO Leading on Purpose training course. Shorter bespoke training courses covered subjects such as Universal Credit, Supported Accommodation, Providing Good Clinical Supervision and a Grant Writing Masterclass.

Training of volunteers has been limited to inductions (which included Safeguarding) and on the role training for specific tasks.

Public Benefit

The Trustees have complied with their duty under the Charities Act to have due regard to the public benefit guidance issued by the Charity Commission.

Lives that are 'out of order' do not benefit society. Everyone deserves to be kept safe, warm and well-nourished, but in achieving that for a significant number of people, there is a considerable cost. While people's lives are unstable it drains the country's social and health services, while anti-social behaviour can cause fear in some surroundings, and there is currently widespread worry about the cost of living.

Perhaps the most notable aspects of the work of the Foodbank have been the increased demand, and the desperate situations in which our service users find themselves, illustrated by the comments below.

"I used to give money to charity. Now I can't afford to. Now I am a charity."

"My bills are so high – electricity and gas. I can't pay my bills and also buy food. After bills we have nothing much left. This is why we are forced to seek help from the Foodbank."

"I have a disabled child and therefore we use more electricity and water, making the bills even higher. This is my problem – I don't have enough money to pay the bills."

"Everything increases in price, especially food, petrol and electric. I've been in a hostel for almost a year because I can't afford rent."

"I'm not getting the support I need after having a stroke. Lack of support from universal credit and PIP systems are causing me stress at a time when I really need to keep my blood pressure low. I'm focused on getting better but financially I'm sinking."

The sheer numbers of people helped by food parcels tell their own story of public benefit, but when each one is considered an individual, that makes the work of the foodbank invaluable.

Drug addiction can destroy a life. At the Life Course, people, including those who have been, or still are struggling with substance abuse are given help towards more sustainable lifestyles. One of them, Jess (pseudonym), told us her story. As a teenager she progressed from alcohol, through cocaine and eventually became addicted to ketamine. Despite bladder and kidney infections, 'k' cramps, frequent nosebleeds and deteriorating eyesight and hearing, she struggled to stop. Her recovery began with courses from the Bristol Drugs Project, then she joined the Life Course at inHope, being helped by our Group Facilitator. Jess's confidence has grown, and she is beginning to see a life beyond addiction. It's not been plain sailing, but she is committed to recovering and is humble and willing to learn and grow. One day Jess hopes to help others facing similar challenges.

Beyond figures, inHope's work is with individuals, and we are hearing stories such as that of Alan (pseudonym). In his forties, Alan came to the Wild Goose for food, showers, laundry and a haircut. Unable to live with his parents because of a violent disagreement with his stepfather, he has been sleeping rough, or in hospital A&E departments, spending his days in the Central Library to try to keep warm. Bristol City Council allocated a Housing Officer to him but being a single male with no health problems he was at the bottom of the queue. Eventually Alan found voluntary work and a place to stay, but we still see him. He says, "I still come to the Goose for a haircut, and I'm always offered a meal. The best thing about the Goose is you're really welcoming. I think the staff are brilliant, to be honest. Every time I come in you know my face and my name. I'm recognised. I can talk to you. You genuinely care. You give me faith that there are good people out there. There aren't a lot of places during the day that offer hot food, so it's good that you're here. When I get back on my feet I want to come and help and give back. I'm grateful for what you do. A lot of people appreciate what you do. There are so many people who're reliant on you. I know it's hard with funding, but you guys continue to do it, and it's genuinely appreciated".

In our move towards helping people not only in their crisis, but also to find a path out of it, it has been encouraging to see the progress of the tenants in our Hope into Action: Bristol houses. Bob (pseudonym) is one such tenant. He has three children from a past relationship, and had a job, where he worked night shifts. The breakup of a further relationship left Bob homeless, and though he worked at night, he slept during the day in a small tent, pitched in a wood. Having nowhere to store food, he bought what he needed daily, and this was expensive. After eight months of this he was found by St Mungo's and directed to the Bristol Churches Shelter. In his words, "It was such a relief to know that I had somewhere to go with a bed and a private room. It was an amazing feeling". Bob then became a tenant in one of Hope into Action: Bristol's houses and this gave him not only a place to stay but also people to socialise with, and support from a church congregation

and our Tenant Empowerment Worker, whom he describes as "always there with an ear to listen". He says, "It was just really strange, knowing I had my own key, my own room, a (shared) lounge and a kitchen". He lost his job, but with support from Christians Against Poverty and the Empowerment Worker, he developed a budget plan. His children visited and with the other tenants he made a cleaning rota. Throughout his term in the house Bob has been helped greatly by the church congregation connected to the house. As he looks to move on, as all tenants do after two years, he is sad to be leaving, saying, "I love this place, and I love the people I live with". As he leaves, he knows he can stay in touch and is excited to see how far he has come in two years, and to think about how far he can go in the next two. He hopes to find permanent accommodation, possibly outside Bristol where housing is so expensive, and in a place where his children can stay overnight. Bob advises anyone in need of some support, be it financially, mentally, physically or spiritually, to follow his lead and join a Hope into Action: Bristol house.

Much of the work of inHope revolves around food. As well as giving out meals and supplies in great quantities, our staff and volunteers have helped many to become self-sustaining, by eating healthily and cooking. The Eat Well, Spend Less courses in our foodbanks last for six weeks and include advice on balanced diets, budgeting and meal planning, alongside actual cooking skills.

From the public's point of view, the financial benefits alone from the help that has been given are enormous. It could be argued that every pound invested in, for example, Life Recovery, avoids many more that must be spent in further care for, and harm done by those in unstable lifestyles. We believe that prevention is better than cure, and clients who have eaten well, stayed warm and clean, been able to sleep securely and are inspired to have hope for a better future are likely not need so much healthcare, commit less crime, to free up social services and moreover, to make a positive contribution to society.

The donations and help from churches, individual supporters, and businesses have enabled inHope to contribute to Bristol living up to its title as a City of Hope.

Future Plans

Having undergone such a significant reorganisation, we will now allow some time for staff to settle into their new roles, giving necessary support and monitoring operations. At the time of writing there have been no untoward comments from service users and individual members of staff are taking well to their new responsibilities.

We intend to form an informal group of Trustees and senior leadership to work through areas of strategic development, such as our use of buildings. Such a group may look at new accommodation for some of our services and how inHope can cut costs or generate funds from our existing premises. The ideas from this group will always be subject to scrutiny of the full Board and will contribute significantly to the three-year budget plans.

Able fundraisers command high salaries in a difficult market for charities, and we have found that as we recruit and train people in this role, they are quickly offered more lucrative positions elsewhere, so we have lost them. The prospect arose of employing professional fundraisers at a lower cost than recruiting our own staff. It was considered that this was a worthwhile route to try, and we have appointed Better Story, of Corsham, to work on our behalf, with a particular brief to look for high-value bids.

We are considering how the Board may ease the process of communication with Senior Leadership and improve the quality of reporting. To this end, a move to quarterly meeting for the Board is being considered, so as to synchronise with financial reporting and receive up-to-date information. We may have to look carefully about how the necessary business can be concluded in a reduced number of meetings over the year.

Financial Review
Policies on reserves and investments

The free reserves of the charity (the unrestricted funds of the charity less any funds designated, committed, or represented by tangible fixed assets used by the charity) are intended to be maintained at a minimum of two months of operational expenditure based on the approved budget for each financial year, excluding gifts in kind. As of 31 March 2025, this free reserve target equates to £210,000.

The charity maintains free reserves to:

- Provide a level of working capital that protects the continuity of our core work.
- Provide a level of funding for unexpected opportunities.
- Provide a level of funding for capital projects that might arise; and
- Provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

At the year-end, free reserves stood at £202,436 (General funds of £263,384 less tangible fixed assets within general funds of £60,948) equating to almost 2 months' budgeted expenditure, an increase in the reserves of £9,642 (see also below about Restricted Funds). As actual reserves at the year-end are slightly below the target level, the Trustees with the Senior Management Team, will aim to rectify this by: continuing to diversifying income sources, including from trusts and foundations, businesses, churches, events and individual donors; balancing restricted and unrestricted income; regularly monitoring income by source; maintaining good budgetary control of expenditure and continuing to review the reserves policy to ensure it is realistic and relevant. The Trustees' have also established an Investment Policy to ensure all funds held give maximum return.

The Board is satisfied that the Charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund.

The level of Restricted Funds of £154,974 represents the balance of funds remaining where donors have imposed specific restrictions on their use. This includes around £55,000 for budget spend in first 2 months of 2025-26.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account, and we have 2 additional deposit accounts for restricted and reserve funds.

Fundraising

During 2024-25 inHope employed a Fundraising and Communications team with up to six staff members (average of 4.3 FTE). In a recent change, inHope has appointed a professional fundraising organisation who will make applications for larger grants, while smaller applications will continue to be made by our in-house team of fundraisers. This move has been made in preference to replacing one of our own fundraisers, who left for promotion elsewhere. It was also a less expensive option. Our Fundraising Team's focus has been on securing income through donations from individuals, churches, businesses, and grant-making trusts, as well as through events. Our fundraising approach is integrally linked to our wider communication strategy aiming to bring our supporters closer to the people we serve, so that they are inspired to act and support our work.

InHope does not exploit the credulity, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any point in time. The charity does not cold-contact individuals directly to ask

for donations and does not engage in street fundraising. InHope has an online giving page on its website and utilises reputable platforms such as Just Giving and Blackbaud to support donations. Thankyou letters are sent where possible in response to donations, and an annual statement is provided for regular donors ensuring that donors have an accurate record of their donations.

We issue guidance to any volunteers who fundraise in aid of inHope about how to do this in a manner compliant with the Fundraising Regulator's Code of Conduct. InHope has not received any complaints regarding fundraising and contact details for the organisation are clearly available through the Charity's website.

InHope is committed to ensuring the highest standards of public accountability in all areas, including its fundraising. It is registered with the Fundraising Regulator.

We wish to say thank you to all supporters who have made donations of time and energy to support the work of inHope, including those who have left legacies for our benefit. We are also grateful to our supporters and to grant-making organisations who have generously provided for inHope's work to take place this year.

We pay tribute to the hard work of our Fundraising and Communications team and to their imaginative and efficient efforts to keep our supporters well-informed of the progress of the work. We also express our gratitude to event organisers who have raised money on our behalf over the year.

Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been challenging yet encouraging. Faced with a potential significant deficit and the loss of sale of City Road, the charity underwent a period of restructure and increased focus on fundraising. The Big Give Christmas Challenge raised over £120k. The overall deficit for the year was £60,119, compared with a deficit of £267,299 in the prior year.

Total income was £1,944,188 in 2024-25 compared to £1,875,484 in the prior year. This increase reflects the commitment of our donors (regular giving increased by 6% on prior year) along with positive results from grant applications, for which we are very grateful.

Total expenditure was £2,004,307 in 2024-25 compared to £2,142,783 in the prior year. The previous year included substantial investment in upgrading our IT system, with benefits gained during the current year, with increased flexibility of staff and less downtime due to inefficient systems. Slightly reduced funding meant that we were only able to operate BCS for five months (2023-24: six months).

The financial statements are set out on pages 26 to 39. The financial statements have been prepared implementing the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales.

We have given due consideration to the going concern status of the charity, looking at free reserves, budgets, income and cash flow forecasts and consider it to be appropriate to continue to adopt the going concern basis of accounting.

Specific changes in fixed assets

InHope's property at 12, City Road, Bristol, which had formerly served as the basis for the work of the "Crisis Centre Ministries", under our former name, had been occupied for several years by a housing charity, who would pay an annual rent. Eventually the rent stopped coming, the charity would not be contacted, and it seemed that the property had been abandoned without consultation. Another housing charity agreed to buy the property from inHope and negotiations, though long and protracted, seemed to be proceeding. It had been felt that such an organisation was a suitable purchaser, as their use of the building would have been in keeping with the vision of inHope. Sadly, after many months of delay it seemed they no longer wished to

proceed, and the fruitless negotiations had cost inHope considerable time and money.

Following a period of open marketing an offer has been accepted and the legal process commenced through respective Solicitors. The sale of 12 City Road would clearly help inHope's financial situation in the short term, but the Trustees have noted the need for a future conversation regarding the intentional use of the sale proceeds.

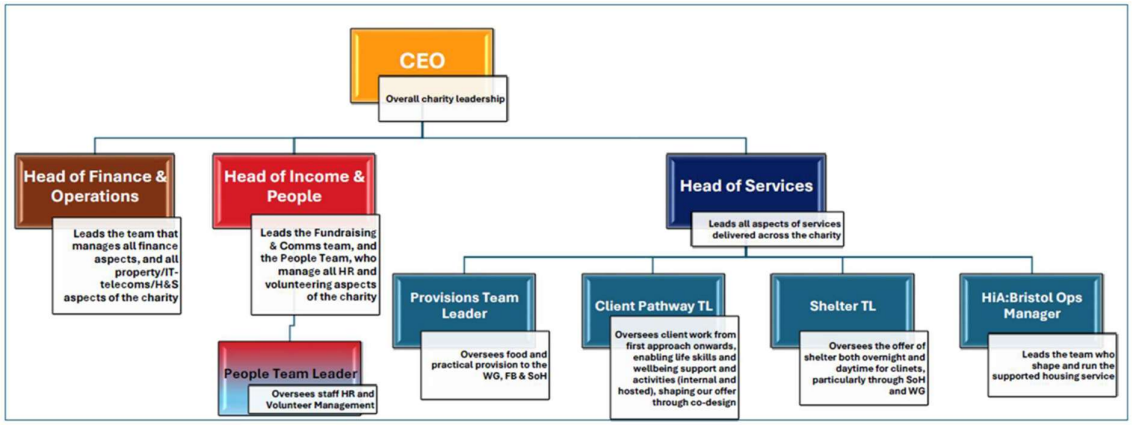
Structure, Governance and Management

The Charity is constituted as a private company limited by guarantee and therefore has no share capital. It is governed by a Memorandum and Articles of Association which was substantially updated in 2019 with new objects and the then new name of inHope (Bristol) Ltd. There are no restrictions in the governing document on the operation of the Charity or on its investment powers, other than those imposed by general charity law.

InHope is a charity with members, who each undertake to contribute an amount not exceeding £10 to the assets of the company in the event of the winding up of the company.

The members elect Trustees who have the power and responsibility to run the company in accordance with Charity and Company Law and good practice. There must be at least six Trustees and not more than ten. Each Trustee may serve for a term of five years and may be re-elected to serve another term of five years at the Annual General Meeting. A Trustee who has served for two consecutive terms in office is eligible for re-election for a third term of five years only if the Board considers it would be in the best interests of the charity and has recommended such re-election to the members.

The re-organisation of the staff team was put into action in April 2025, as shown in the diagram below.

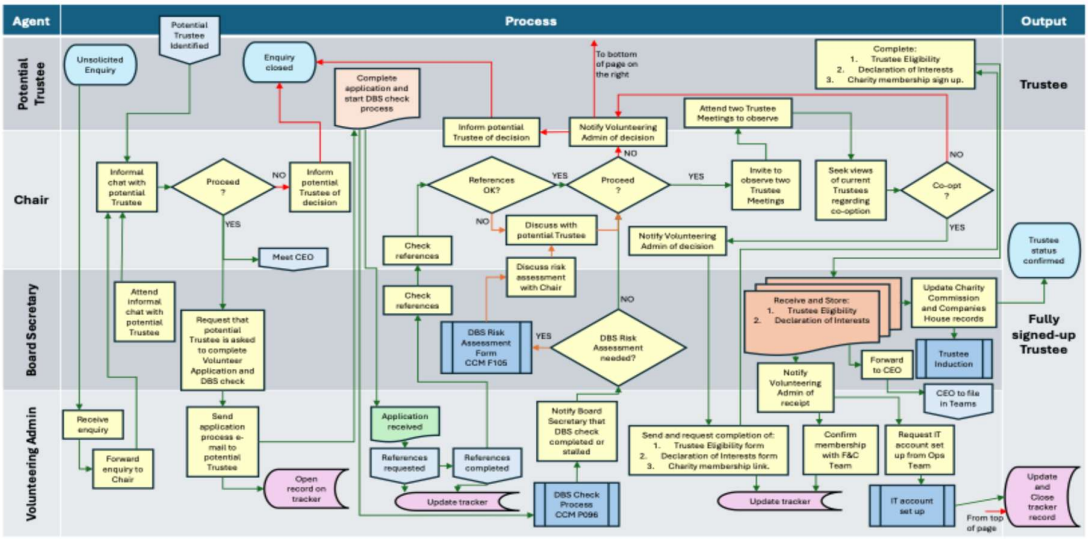


Recruitment and appointment of new Trustees

We assess the strengths and weaknesses of the Board and look at gaps in the overall set of skills possessed. We approach individuals, churches, and other organisations with which we are in contact, to identify suitable new Trustees.

Trustees are elected at the AGM or co-opted on a provisional basis by the Board of Trustees until the next AGM at which a vote can take place. When someone who has not been elected at the AGM comes forward as a potential new Trustee, they are invited to informal meetings with the Chair and Company Secretary and with the CEO. Prospective Trustees are given adequate opportunity to learn as much as possible about the Charity and its working and are encouraged to volunteer in one or more of the project areas, and to visit the other projects. If it seems that they will be able to contribute to the work, they are invited to observe two Trustee meetings, after which the existing Trustees vote on whether to co-opt the new trustee. Prior to election to the Board, potential Trustees must declare eligibility and before serving, they must declare any conflicts of interest which may in any way influence them to vote other than in the best interests of the Charity.

New Trustees are invited to tour the charity's premises and are given induction packs by the Company Secretary and by the Volunteer Management team. This process has developed over the years but has recently been formalised by a 'swim-lane' diagram, below, establishing all the details of the pathways, so that nothing is omitted.



While some Trustees have served for almost ten years, three have been appointed in the last three years. We have successfully filled some gaps: a full-time social worker has joined, as has an HR expert. We are conscious that further representation of church leadership would make a useful addition.

All Trustees give their time voluntarily and receive no benefits from the Charity.

The organisational structure of the Charity and how decisions are made

Bi-monthly Board meetings have been held, and while meeting in person is much preferred, the possibility of at least one board member attending remotely has been used to advantage where a trustee has been working some distance away, ill, or prevented by family matters from leaving home. Apologies for absence have been few because of this. Subgroups of the Board, entitled Finance and People, have been in operation for almost two years and have carried out preliminary research, discussion, and the writing of proposals to bring to the full Board, thus using Trustees' experience and skills to best advantage, and making full meetings more efficient. Each subgroup is chaired by a Trustee, and the groups each include other Trustees and senior staff members with relevant responsibilities. There is also a Policies Group that meets in the same way, but less frequently. Each Trustee serves on at least one of these groups.

The agenda for Board meetings is set by the Chair, the Company Secretary, and the CEO after opportunity has been given to all Trustees to request items be put on the agenda. It is intended that the Board agenda, previous minutes, reports, and discussion papers are circulated to Trustees no fewer than 7 days in advance of the meeting, as far as reasonably practicable and dates of meetings have occasionally reflected the need to get papers together after a holiday such as the New Year. The Trustees retain the following standing items on Board agenda: conflicts of interest, review of risks, and Health and Safety. Any Safeguarding concerns are introduced in the CEO's report or discussed as a main item. Under a regime of annual policy review key policies such as Safeguarding, Data Protection, Health and Safety, and Financial Practices, are annually approved by the Trustees.

Complaints – we received and responded to two complaints within the reporting period, one from a volunteer and one from a beneficiary. Both complaints were notified to the Trustees and dealt with by the CEO and Chair of Trustees. Learning from both was captured and fed back into the relevant teams for continuous improvement purposes.

Incidents – no major incidents occurred during the reporting period. Several minor incidents were recorded, reported to the Trustees, and dealt with by staff within the day-to-day operation of our services. When working with people in crisis who are coping with multiple disadvantage and may have complex needs, situations can arise which require staff to act safely and firmly. Training for frontline staff covers good practice and skills development drawn from the sectors we work in. staff and volunteers are supported through debriefs, reflective practices and access to our EAP (employee assistance programme) or professional counselling.

Safeguarding – several safeguarding reports were made to Social Services during the reporting period. The nature of safeguarding matters raised and reported were predominantly related to disclosures by beneficiaries and not related to incidents within inHope's work.

Data Protection – during the reporting period two incidents of lost mobile phones were reported by staff. Data security was maintained in both cases through our remote device management system. Self-assessment via the ICO website deemed both incidents as non-reportable. Staff awareness was raised regarding good practice with electronic devices and the protocols for reporting to relevant managers. A few older mobile phone handsets were replaced which enabled the final steps of Cyber Essentials accreditation to be achieved.

The trustees are encouraged that queries and questions from staff relating to safeguarding and data protection are more forthcoming and frequent, which suggests a greater awareness of these areas amongst staff.

All decisions at any Board meeting are determined by simple majority votes cast by Trustees present, with each Trustee having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote. As a Christian charity we recognise our dependence on God's provision and our decisions are made prayerfully as stewards of the resources which are generously given to us.

Salary bands covering all staff, and the salary of the CEO, are set by the Board each year, considering inflation, the recent pattern of our pay awards and the financial position of the Charity. Recruitment is managed by the CEO, with Trustee input during the selection process and interviews for new or senior posts. Any appointments adding to the overall staff numbers are also made only after permission from the Board. On occasion, a post may be enhanced, and this too is subject to Board approval. Consideration is given to inflation and the need to attract and retain good quality staff.

At the time of writing, it is already apparent that the CEO is being freed up, because of the new structure, from day-to-day concerns, and is free to play a wider role, such as his involvement as a Trustee of Hope into Action UK. This means he is more aware of what is happening in the charity world and can bring that knowledge and experience to inHope. Also, he can plan more strategically and already he is working with the Board to plan a "Strategy Group", who will look at our use of buildings, key purchases and other plans, with a view to that group making proposals to the full Board for their approval in due course.

Discussions are also taking place around the frequency of Board meetings, perhaps to address the anomaly that financial reports are made by the quarter, not bimonthly, and there would be advantages in Board meetings taking place just after such reports are made available.

Members

At the time of writing inHope has 115 members. Regular contact is made with all members of the Charity and with other supporters, who receive our newsletter, "Streetwise", and frequent email communications, updating information about the work of the Charity. Members are notified of the AGM and are invited to attend, vote on appointment of Trustees, and to submit any questions. Our communications database is operated in ways that are GDPR compliant with mailing lists requiring 'opt-in'.

At the time of writing the membership list is becoming due for renewal as per inHope's Articles of Association. Three Member engagement meetings are planned, and members have been invited to choose which one to attend. Either the Chair or Board Secretary will attend each meeting, along with other Trustees and senior members of staff. Members will be updated concerning developments on the charity as well as future plans and will then have the opportunity to ask questions. They may then sign to renew their membership of inHope. We would like to increase our list of members from among the churches in Bristol and are conscious that many who support us are not currently taking advantage of this opportunity.

Membership of a wider network

We belong to several networks, including VOSCUR, the Bristol Homeless Forum, Homeless Link, Housing Justice, Bristol City Council's Reducing Rough Sleeping Partnership Group and the related Homelessness Strategy Steering Group, ACTS (Ashley Churches Together Serving), National Council for Voluntary Organisations (NCVO), Christian Action Bristol, Business West Bristol Initiative, Hope into Action (UK), and Trussell Trust. lnHope has continued to be a partner in the Trussell's Pathfinder Programme and hold a franchise for Hope into Action.

The CEO and senior managers connect with various other networks to raise awareness about the needs of, and services available to, our client groups. These are also opportunities to increase our own awareness and be able to respond to the changes in services available through other organisations and statutory bodies.

The CEO recently became a trustee of the national charity, Hope into Action, with whom inHope hold a franchise. The conflict of interest has been noted by both charities.

During the year we co-hosted a regional ISAAC (International Substance Abuse & Addiction Coalition) conference, bringing together many individuals, churches and organisations supporting people recovering from addiction.

Relationships with other groups, charities, and individuals

The Charity partners with over 100 local churches who provide volunteer teams, or from where individual volunteers come. 369 people volunteered to work with us last year to help deliver the services of the charity, providing 22,085 hours of volunteer time. Closer partnerships exist with three churches who are supporting Hope into Action: Bristol community houses, and with several churches who host South and East Bristol Foodbank outlets. A diverse range of churches support Bristol Churches Shelter each winter.

During the year, 72 businesses partnered with us. 16 companies provided 158 staff members who volunteered 632 hours of their time. 53 businesses donated £43,273 and we also received gifts in kind including surplus food, a bed, carpet cleaning equipment and meeting room space.

The ongoing contribution of local churches and businesses both financially and with volunteers is so important in enabling inHope to be able to provide the support and services that it does.

There is an annual 'service of remembrance' held in Bristol Cathedral, for those who have died while experiencing homelessness. InHope was pleased to take part both in the service and in providing refreshments to attendees. InHope supported Bristol's annual Recovery Festival, in which the Life Recovery and Spring of Hope teams were amongst many partners sharing information about their services, whilst the Wild Goose Team provided lunch for several hundred people. InHope continued to work with One25 and Beloved to run the quarterly prayer event, United in Prayer. The charity is an active partner in the Bristol Homelessness Forum and works together on other joint initiatives such as the Homelessness and Multiple Disadvantage Comms Group.

The charity takes a lead role in both promoting and helping to coordinate homelessness work across the city through Christian Action Bristol. We work alongside many other groups from the voluntary, community and statutory sector with the shared aim of reducing and ending homelessness and food poverty. Some of the most significant being the Salvation Army, Bristol Housing Festival, Julian Trust, Sixty-One, Caring In Bristol, Beloved, Unseen, One25, the Bristol Methodist Centre (now 'Turnaround Bristol'), the Bristol Soup Run Trust, numerous churches, community groups based in and around Stokes Croft and Easton, different departments of Bristol City Council, the Neighbourhood Management Group and the NHS.

The major risks to which the Charity is exposed and reviews and systems to mitigate risks

The Board identifies the major risks to which the Charity is exposed and is satisfied that systems are in place to mitigate the impact of such risks occurring.

We consider our major risks to be:

1. Lack of funding. The cost of running the charity remains a challenge, and inHope has taken this seriously over last year, making every effort to raise funds, to reduce costs and reorganising the structure of the staffing so that it not only meets our objectives more effectively, but places less strain on our fundraising. The restructure had the effect of taking over £100K out of payroll costs but should be seen in the context that staff will not have benefitted from cost of living pay increases for three consecutive years. The Board acknowledges the prudent approach taken by the Senior Management Team over the past year and that such an approach continues under the new Senior Leadership Team. Any budget variation must be approved by Trustees, and the Board now approves not only a 12-month budget, but also a three-year plan as we look to be sustainable in the long-term. The collapse of the sale of our premises at 12, City Road came as a serious blow, and although negotiations to sell are once again proceeding, with a different purchaser, there remains an element of risk, and we would wish this sale to proceed as soon as possible. The difficulty of finding and retaining successful fundraising staff has been mentioned, and the decision to employ professional fundraisers for the first time also carries with it a certain amount of risk, but it seems to present what is possibly an advantageous new direction.

2. The recruitment and retention of able and dedicated staff is vital to inHope's operation. Since the end of the reporting year, both our CEO and Head of Finance and Operations have given their notice, each after a long period of dedicated and highly professional service to the charity. We are very grateful to both for their superb contributions to inHope over the years and wish them well in their new spheres. Either one would be a huge loss, but the two at the same time is a significant challenge. Several measures have already been put in place. The Head of Finance and Operations has agreed to continue to cover the financial duties remotely, with some visits, until her successor is in place. Meanwhile recruitment is progressing, and three applicants await interview for the post in early September. We have approached two recruitment agencies to help find a suitable CEO and are close to appointing one, with a view to having a new CEO in place by March 2026. In the interim period, we have enlisted an organisational development consultant to work with the remaining Senior Leadership Team and are working with him, the Head of Income and People, and the Head of Services to consider how we can cover operations during the interim period, using existing staff, perhaps on extended hours, or bringing in more help.

3. Decline in quality of services after the restructuring of the staff. We are grateful for the positive attitude displayed by all our staff in the lead up to and in the months after the changes in structure, but we must continually monitor their welfare and their freedom to play their part in the charity as best they can. Moreover, the services to our clients must not depreciate. We will continue to monitor our impact and the concerns of those we serve so that inHope delivers the same or even better quality of help.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15of the Companies Act 2006.

Registered office:
32 Stapleton Road
Bristol
England
BS5 0QY

Signed by order of the Trustees

Date:

inHope (Bristol) Limited

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2025

Chair of Trustees	Lindsay Smith
Trustees	Granville Sykes Catherine Adeniyi (Resigned July 2024) Lindsay Smith Catherine Carne Spencer Crowder Ruth Bevan Luke Addison Emily Whitham (Appointed October 2024) David Rice (Appointed October 2024) Michael Hazell (Appointed May 2025)
Secretary	Granville Sykes
Senior Management Team	Jonathan Lee, Chief Executive Officer Mick Connolly, Wild Goose Manager (left March 2025) Stuart Leitch, Life Recovery Manager (left March 2025) Andy Irwin, Foodbank Manager Ruth Nott, Finance and Operations Manager Steve Baker, Development and Relationships Manager Amelia Glanville, Volunteer Manager (left June 2024) Nicola Saunders, Spring of Hope Manager
Principal Office	32 Stapleton Road Bristol BS5 0QY
Company Registration Number	02214814
Charity Registration Number	298528

inHope (Bristol) Limited

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2025

Bankers

The Co-operative Bank – account opened April 2024
1 Balloon Street
Manchester
M4 4BE

HSBC plc – accounts closed February 2025
Bristol City Office
PO Box 120
49 Corn Street
Bristol
BS99 7PP

Triodos Bank
Deanery Road
Bristol
BS1 5AS

CCLA
COIF Charities Deposit Fund
PO Box 12892
Dunmow
Essex
CM6 9DL

Auditors

Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Independent auditor's report to the members of inHope (Bristol) Limited

Opinion

We have audited the financial statements of inHope (Bristol) Limited (the "Charity") for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with International Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a

material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken during the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- discussing amongst the engagement team the risks of fraud;
- gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- testing journal entries to identify unusual transactions;
- assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state in them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joshua Kingston BSc ACA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date:

InHope (Bristol) Limited

STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income from:					
Donations and legacies	**2**	687,524	1,199,411	1,886,935	1,828,259
Charitable activities	**3**	2,021	52,022	54,043	42,984
Investments		3,210	-	3,210	4,241
Total income		692,755	1,251,433	1,944,188	1,875,484
Expenditure on:					
Raising funds	**4**	226,353	6,395	232,748	207,392
Charitable activities	**5**	5,355	1,766,204	1,771,559	1,935,391
Total expenditure		231,708	1,772,599	2,004,307	2,142,783
Net income/(expenditure) before transfers	**7**	461,047	(521,166)	(60,119)	(267,299)
Transfers between funds	**18**	(489,736)	489,736	-	-
Net movement in funds		(28,689)	(31,430)	(60,119)	(267,299)
Reconciliation of funds					
Total funds at 1 April 2024	**18**	790,742	186,404	977,146	1,244,445
Total funds at 31 March 2025	**18**	762,053	154,974	917,027	977,146

The notes on pages 29 to 39 form part of these financial statements
See note 10 for the comparative Statement of Financial Activities

InHope (Bristol) Limited

BALANCE SHEET

AS AT 31 MARCH 2025 **Company Number: 02214814**

	Note	2025	2024
		£	£
Fixed assets			
Tangible assets	**11**	559,617	597,948
Current assets			
Debtors	**12**	83,268	101,843
Cash at bank and in hand		394,607	382,969
		477,875	484,812
Creditors: amounts falling due within one year	**13**	(120,465)	(105,614)
Net current assets		357,410	379,198
Total assets less current liabilities		917,027	977,146
Net assets		917,027	977,146
Funds			
Unrestricted funds			
General funds	**19**	263,384	277,846
Designated funds	**19**	498,669	512,896
Total unrestricted funds		762,053	790,742
Restricted funds	**19**	154,974	186,404
Total funds		917,027	977,146

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Trustees on …..... and are signed on their behalf by:

Lindsay Smith
Chair of Trustees

The notes on pages 29 to 39 form part of these financial statements

InHope (Bristol) Limited

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2025

	Notes		**2025**	2024
			£	£
Net cash inflow/(outflow) from operating activities	**16**		8,428	(267,040)
Non-operational cash flows				
Investing activities				
Payments for tangible fixed assets		-		(2,893)
Investment income		3,210		4,241
			3,210	1,348
Net cash inflow/(outflow) for the year	**17**		11,638	(265,692)

Cashflow restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 29 to 39 form part of these financial statements

1 Accounting policies

Basis of preparing the financial statements

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

The charity is a public benefit entity as defined under FRS102.

The Trustees consider there to be no material uncertainties affecting the ability of the charity to continue as a going concern and therefore these accounts are prepared on the going concern basis. Please refer to Trustees' report for further detail.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

All income, including government grants, is included in the Statement of Financial Activities when the Charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. Gifts of food and clothing for the charity are included at an estimate of fair value and are recognised when distributed. No amounts are included in the financial statements for services donated by volunteers. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation and allocated to the same fund as the original donation.

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

Expenditure

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities. Expenditure on raising funds includes those incurred in trading activities. Charitable activities include expenditure on The Wild Goose, Life Recovery, South and East Bristol Foodbank, Spring of Hope, Hope into Action:Bristol and Bristol Churches Shelter and includes both direct costs and support costs relating to those activities. Governance costs are those incurred in connection with meeting the constitutional and statutory requirements of the Charity. Governance costs are included within support costs.

Tangible fixed assets

Tangible fixed assets are classified as such when they have a value over £2,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives. Fixed assets are not depreciated in the first year of being capitalised.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Freehold interest in Land and Buildings	2% on cost
Furniture, fittings and equipment	25% on cost
Plant and machinery	10 - 20% on cost
Motor Vehicles	25% on cost

1 Accounting policies (continued)

Trade debtors
Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established where there is objective evidence that the charitable company will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash in hand, on-call deposits, and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods of services that have been acquired in the ordinary course of business from suppliers. Accounts payables are classified as current liabilities if the charitable company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

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

Winding up or dissolution of the charity
If upon winding up or dissolution of the charity there remain any assets, after satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

Controlling entity
The charity is a company limited by guarantee, and as such holds no share capital. In the event of the winding-up of the charity, the liability of the members of the charity is limited to £10 each.

Pension scheme
The charity operates a defined contribution pension scheme for eligible employees. During the year, the charity paid £39,684 (2024: £37,834) in contributions for employees.

2 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Committed giving	164,572	82,186	246,758
Appeals and donations	438,374	697,551	1,135,925
Gift Aid tax reclaimed	63,983	30,531	94,514
Gifts in kind	6,375	389,143	395,518
Legacies	14,220	-	14,220
	687,524	1,199,411	1,886,935

During the year, the charity received government grants totalling £327,000 (2024: £407,131), including £100,000 from the Night Shelter Transformation Fund, funded by the Department for Levelling up Housing and Communities; and £143,000 from Bristol City Council for Winter Provision - Bristol Churches Shelter.

The charity receives gifts in kind for all projects from local businesses, organisations, churches and individuals. These include food which is used to prepare meals to serve at the Wild Goose Drop-In Centre which are valued by multiplying the actual number of meals served by the estimated cost of a meal. Other donations such as clothing, toiletries and sleeping bags are valued at the cost the charity would be prepared to pay if it had to buy these items. Food distributed via the South and East Bristol Foodbank is valued at £2.37 per kilogram, being a recognised valuation. One individual has given the charity use of a building rent free. This is valued at the cost of the rent the building could obtain on the open market.

Prior year	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Committed giving	161,733	69,235	230,968
Appeals and donations	210,506	819,553	1,030,059
Gift Aid tax reclaimed	35,150	38,817	73,967
Gifts in kind	11,013	442,989	454,002
Legacies	39,263	-	39,263
	457,665	1,370,594	1,828,259

During the prior year, the charity received government grants totalling £407,131, including £100,000 from the Night Shelter Transformation Fund, funded by the Department for Levelling up Housing and Communities; and £137,000 from Bristol City Council for Winter Provision - Bristol Churches Shelter. A further £87,283 was received from Bristol City Council in relation to Resilience and Severe Weather Emergency Protocol (SWEP) grants awarded.

3 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Hope into Action:Bristol	-	49,120	49,120
Wild Goose	-	2,902	2,902
Other miscellaneous income	2,021	-	2,021
	2,021	52,022	54,043

3 Income from charitable activities (continued…)

Prior year	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Hope into Action:Bristol	-	42,417	42,417
Spring of Hope	-	267	267
Other miscellaneous income	295	5	300
	295	42,689	42,984

4 Expenditure on raising funds

	Total funds 2025 £	Total funds 2024 £
Events, advertising & publicity costs	1,202	3,684
Cost of fundraising platforms	19,093	21,828
Salary costs	142,554	121,883
Publications and website costs	8,921	11,948
Support costs (see note 6)	60,978	48,049
	232,748	207,392

5 Expenditure on Charitable Activities

	Direct costs £	Support costs (Note 6) £	Total costs 2025 £
South and East Bristol Foodbank	527,179	139,392	666,571
Life Recovery	91,797	26,678	118,475
Spring of Hope	309,899	58,505	368,404
The Wild Goose	246,711	115,416	362,127
Bristol Churches Shelter	153,610	8,863	162,473
Hope into Action	86,426	7,083	93,509
	1,415,622	355,937	1,771,559

Prior year	Direct costs £	Support costs (Note 6) £	Total costs 2024 £
South and East Bristol Foodbank	578,737	166,508	745,245
Life Recovery	106,114	39,312	145,426
Spring of Hope	307,504	80,503	388,007
The Wild Goose	244,069	122,541	366,610
Bristol Churches Shelter	161,540	8,643	170,183
Hope into Action	73,438	6,199	79,637
SWEP	38,263	2,020	40,283
	1,509,665	425,726	1,935,391

6 Support costs

	Raising funds	**Charitable Activities**	**Total 2025**	Raising funds	Charitable Activities	Total 2024
	£	**£**	**£**	£	£	£
Salary costs	29,596	171,323	200,919	20,624	183,724	204,348
Volunteer mgt costs	413	2,167	2,580	279	2,259	2,538
Other staff costs	901	4,729	5,630	934	7,555	8,489
Depreciation	2,956	35,375	38,331	2,160	37,592	39,752
Office costs	9,638	50,597	60,235	12,091	97,832	109,923
Light and heat	2,379	12,490	14,869	1,462	11,833	13,295
Health & safety support	1,064	5,584	6,648	861	6,963	7,824
Repairs & maintenance	1,177	6,180	7,357	1,142	9,238	10,380
Rent and rates	861	4,522	5,383	598	4,836	5,434
Waste & pest control	1,285	6,748	8,033	1,132	9,156	10,288
Governance costs	1,452	11,748	13,200	1,264	10,227	11,491
Finance support	910	654	1,564	119	961	1,080
Legal & HR expenses	1,961	10,295	12,256	135	1,089	1,224
Staff training	1,036	5,440	6,476	822	6,652	7,474
Travel expenses	78	410	488	282	2,279	2,561
Insurance	2,421	12,711	15,132	1,484	12,010	13,494
Printing, postage and stationery	697	3,658	4,355	584	4,723	5,307
Subscriptions	564	2,961	3,525	542	4,383	4,925
Consultancy fees	1,589	8,345	9,934	1,534	12,414	13,948
	60,978	355,937	416,915	48,049	425,726	473,775

Support costs are split between fundraising costs and charitable activity costs based upon usage.

7 Net income

This is stated after charging:

	2025	2024
	£	£
Depreciation	38,331	39,752
Auditor's remuneration:		
Audit fees	11,000	9,700
Other fees	2,200	1,791

During the current and prior year no trustee received remuneration or other employment benefits from the charity.

During the year no trustees were reimbursed for out of pocket expenses (2024: None).

During the year, donations of £23,430 (2024: £13,403) were received from trustees, key management personnel and other related parties.

No related party transactions occurred in the year other than disclosed above or elsewhere in the financial statements.

8 Staff costs and numbers

	2025	2024
The aggregate payroll costs were:	£	£
Wages and salaries	892,432	865,742
Social security costs	66,559	64,074
Employer's pension contributions	39,684	37,834
Staff redundancies	18,415	-
	1,017,090	967,650

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	2025	2024
	No.	No.
Charitable activities	35.9	36.4
Fundraising	5.5	4.8
	41.4	41.2

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

The employment benefits for key management personnel and their spouses totalled £332,614 (2024: £342,994).

The average weekly number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2025	2024
	No.	No.
Charitable activities	25.3	24.7
Fundraising	4.3	3.9
	29.6	28.6

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes.

10 Comparative figures for the Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income from:			
Donations	457,665	1,370,594	1,828,259
Charitable activities	295	42,689	42,984
Investments	4,241	-	4,241
Total income	462,201	1,413,283	1,875,484
Expenditure on:			
Raising funds	201,674	5,718	207,392
Charitable activities	7,986	1,927,405	1,935,391
Total expenditure	209,660	1,933,123	2,142,783
Net income/(expenditure)	252,541	(519,840)	(267,299)
Transfers between funds	(361,352)	361,352	-
Net movement in funds	(108,811)	(158,488)	(267,299)
Reconciliation of funds			
Total funds at 1 April 2023	899,553	344,892	1,244,445
Total funds at 31 March 2024	790,742	186,404	977,146

11 Tangible fixed assets

	Freehold interest in land & buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor vehicles £	Totals £
Cost					
At 1 April 2024	711,341	40,471	101,972	71,834	925,618
Disposals	-	(17,900)	(6,521)	-	(24,421)
At 31 March 2025	711,341	22,571	95,451	71,834	901,197
Depreciation					
At 1 April 2024	198,445	34,247	64,019	30,959	327,670
Charge for the year	14,227	4,248	6,231	13,625	38,331
Disposals	-	(17,900)	(6,521)	-	(24,421)
At 31 March 2025	212,672	20,595	63,729	44,584	341,580
Net book value					
At 31 March 2025	498,669	1,976	31,722	27,250	559,617
At 31 March 2024	512,896	6,224	37,953	40,875	597,948

12 Debtors

	Total 2025	Total 2024
	£	£
Other debtors	3,864	16,061
Prepayments	26,288	28,146
Accrued income	53,116	57,636
	83,268	101,843

13 Creditors: amounts falling due within one year

	Total 2025	Total 2024
	£	£
Trade creditors	54,828	45,180
Other taxation & social security	20,280	23,142
Accruals	45,357	37,292
	120,465	105,614

14 Commitments under operating leases

At 31 March 2025 the charity had total commitments under non-cancellable operating leases as set out below:

	Property leases	**Total 2025**	Property leases	Total 2024
	£	**£**	£	£
Expiry date				
Under one year	19,435	19,435	20,725	20,725
Within 2 to 5 years	44,496	44,496	35,257	35,257

15 Capital commitments

There were no capital commitments at the end of the current or previous accounting periods.

16 Reconciliation of net movement in funds to net cash inflow from operating activities

	2025	2024
	£	£
Statement of Financial Activities: Net movement in funds	(60,119)	(267,299)
Investment income	(3,210)	(4,241)
Depreciation	38,331	39,752
Increase in creditors: Current Liabilities	14,851	19,268
Decrease/(Increase) in debtors	18,575	(54,520)
Net cash inflow/(outflow) from operating activities	8,428	(267,040)

17 Analysis of changes in cash flow during the year

	2025	2024	Change
	£	£	£
Cash at bank and in hand	394,607	382,969	11,638

	2024	2023	Change
	£	£	£
Cash at bank and in hand	382,969	648,661	(265,692)

18 Movement in funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
Restricted Funds					
South and East Bristol Foodbank	97,300	612,014	(662,925)	39,564	85,953
Life Recovery	2,454	4,495	(117,702)	112,419	1,666
Spring of Hope	25,927	246,818	(366,747)	94,208	206
The Wild Goose	9,513	110,181	(358,922)	243,545	4,317
Bristol Churches Shelter	6,255	173,000	(162,473)	-	16,782
Hope into Action:Bristol	39,955	98,278	(93,508)	-	44,725
BCC Resilience Fund	5,000	-	(3,675)	-	1,325
Other small funds	-	6,647	(6,647)	-	-
Restricted funds subtotal	186,404	1,251,433	(1,772,599)	489,736	154,974
Unrestricted funds					
Designated funds					
Net book value of buildings	512,896	-	-	(14,227)	498,669
General funds	277,846	692,755	(231,708)	(475,509)	263,384
Unrestricted funds subtotal	790,742	692,755	(231,708)	(489,736)	762,053
Total funds	977,146	1,944,188	(2,004,307)	-	917,027

18 Movement in funds (continued)

Fund Descriptions - Restricted

South and East Bristol Foodbank - this fund represents donations received to provide short-term emergency food provision to those in extreme need.

Life Recovery - this fund represents monies received to help clients in addiction recovery to develop resilience through the development of practical skills.

Spring of Hope - this fund represents donations received to operate a women's night shelter providing emergency accommodation and emotional and practical support to women fleeing from abuse, relationship breakdown and sex work.

The Wild Goose - this fund represents donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

Bristol Churches Shelter - this fund represents monies received for the running of a city-wide, multi church shelter which is overseen by inHope.

Hope into Action: Bristol - this fund represents monies received and spent on the franchise inHope holds, to set up homes in partnership with churches across the Bristol region.

SWEP - this fund represents monies received and spent to co-ordinate a series of mini-SWEP shelters in the City of Bristol during the winter 2023-24 when the Severe Weather Emergency Protocol is triggered.

BCC Resilience Fund - the fund represents monies received and spent on replacing the IT system and migrating to cloud-based storage.

Fund Descriptions - Unrestricted

Net book value of buildings - this fund represents the buildings held by the charity, transferred into a designated fund for clarity. The transfer out represents depreciation for the year.

Transfers have been made from general funds into South & East Bristol Foodbank, The Wild Goose, Spring of Hope, Life Recovery and Hope into Action:Bristol funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received.

IT spend - this fund represents monies set aside for future IT investment, now fully utilised.

18 Movement in funds (continued)

Prior year	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	At 31 Mar 2024 £
Restricted Funds					
South and East Bristol Foodbank	235,270	585,941	(723,911)	-	97,300
Life Recovery	17,418	12,745	(139,941)	112,232	2,454
Spring of Hope	57,886	252,018	(377,036)	93,059	25,927
The Wild Goose	4,652	211,357	(350,153)	143,657	9,513
Bristol Churches Shelter	23,415	153,022	(170,182)	-	6,255
Hope into Action:Bristol	971	106,217	(79,637)	12,404	39,955
SWEP	-	40,283	(40,283)	-	-
BCC Resilience Fund	-	50,000	(45,000)	-	5,000
Other small funds	5,280	1,700	(6,980)	-	-
Restricted funds subtotal	344,892	1,413,283	(1,933,123)	361,352	186,404
Unrestricted funds					
Designated funds					
Net book value of buildings	527,123	-	-	(14,227)	512,896
IT Spend	50,000	-	-	(50,000)	-
General funds	322,430	462,201	(209,660)	(297,125)	277,846
Unrestricted funds subtotal	899,553	462,201	(209,660)	(361,352)	790,742
Total funds	1,244,445	1,875,484	(2,142,783)	-	977,146

19 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	498,669	60,948	559,617
Cash at bank and in hand	154,974	-	239,633	394,607
Other current assets	-	-	(37,197)	(37,197)
	154,974	498,669	263,384	917,027

Analysis of net assets between funds - prior year

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	512,896	85,052	597,948
Cash at bank and in hand	186,404	-	196,565	382,969
Other current assets	-	-	(3,771)	(3,771)
	186,404	512,896	277,846	977,146

inHope (Bristol) Limited

England & Wales - Charity number 298528

Accounts

inHope (Bristol) Limited

FINANCIAL STATEMENTS

31 MARCH 2024

Company Registration Number 02214814

Charity Number 298528

inHope (Bristol) Limited

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

Contents	Pages
Chair of Trustees' Report	1
Trustees' Annual Report	2 – 14
Reference & Administrative Information	15 - 16
Independent Auditor's Report	17 - 19
Statement of Financial Activities (including Income and Expenditure account)	20
Balance Sheet	21
Cash Flow Statement	22
Notes to the Financial Statements	23 - 34

inHope (Bristol) Limited

CHAIR OF TRUSTEES' REPORT

YEAR ENDED 31 MARCH 2024

This introduction to the annual report and accounts of our charity, inHope, comes with a big 'thank you' for taking the time to read it. The report represents hours and hours of work by staff, volunteers, business partners, supporters and trustees. We, the Board of Trustees, know that every aspect of support for the charity is valuable, including the time taken to understand our current position, performance over the last year and the changes that are taking place.

As many of you will be aware, inHope made a transition in this last year from our outgoing chair of trustees, Andrew Street, to my own position as chair, commencing at the Annual General Meeting in October 2023. The charity benefitted hugely from the wise chairmanship that Andrew provided over many years and his leadership was instrumental in bringing us to a good position financially with multiple connections to other organisations in the City of Bristol. Our thanks go to him for his tireless efforts on behalf of inHope.

As a charity, our vision to see lives being transformed continues to inform all that we do through practical provision, personal support, life skills and employability training, and provision of shelter and housing. You will see in this report that there is evidence of the expansion of some of our projects, redesign of others, participation in national campaigns that address the underlying issues that affect our clients and our work alongside other charities to increase the support we can offer.

But, we are experiencing a time of financial challenge, as are many other charities in the UK. As we look forwards, we know that changes will need to be made in order for inHope to continue to see lives being transformed. We are confident but not complacent about our future, carefully considering all that we do and how we achieve it, and prayerfully seeking renewed support.

As you read this report, you will find much detail about what has been taking place. We hope you find it encouraging and that it provides you with a comprehensive picture of our performance over the last financial year. We would like to thank you, again, for taking the time to read through. Please do get in touch with our wonderful team at Carpenter House if you have any questions – they are always ready to talk about our work or direct you to the best person to answer your query.

And finally, thank you again to all our supporters – without you, we would not exist.

Lindsay Smith

Chair of Trustees, August 2024

inHope (Bristol) Limited

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2024

Objectives and Activities

"We're closed!" read the Spring '24 headline of "Charity Times", reflecting the intensity of the economic problems facing the UK, so severe that many charities can no longer afford to operate and have had to wind up. InHope is not in that position but has suffered with everyone else. Inflation has slowed, but prices of vital goods have seen substantial increases in recent years and remain at a cripplingly high level. The wider effect of this on communities and families has meant that inHope is seeing more people, as many, even those in work, are using foodbanks for the first time in their lives, and high rents or evictions are seeing more people homeless, whether in hostels, staying with friends and family or at worst, living on the streets. Along with the greater demand for services, charities are also being hit by increased difficulty in raising funds. For inHope 2023-24 has presented a struggle to balance donations with having to buy supplies.

Nevertheless, inHope has a vision of communities where everybody can reach their God-given potential, free from injustice and insecurity. We exist to help people overcome insecurities such as homelessness, hunger, addiction and poor mental health. These insecurities are often caused by injustices such as insufficient housing, limited access to food, poor employment, discrimination and abuse. Every individual person is unique. As inHope offers help to enable people to overcome insecurities and challenging the root-cause injustices, they become free to reach their God-given potential.

The objects of inHope are the advancement of the Christian religion and the prevention or relief of poverty and sickness of individuals in need. It is our long-term aim to provide those who are hungry, homeless or in distress with food, support to facilitate well-being, means of self-management and accommodation. We understand that for specialist help we may have to refer to other organisations. We aim to offer opportunities for exploration of the Christian faith, for prayer, study, worship, and fellowship, as well as consideration of how faith can play a significant part in recovery, though taking part in these is neither a requirement, nor a qualification to benefit from other services. Throughout the year the Board has consciously worked towards the aim of helping people out of their poverty, rather than just helping them in it.

InHope's response to continually increasing needs has been to maintain existing services and to develop and adapt so that our provision more fully meets the needs of those who access it. Specifically, but not exclusively, we have worked towards our aims in the following ways:

- The Spring of Hope, Bristol's only women's night shelter, re-opened in May 2023, with 8 beds, operating seven nights a week, 365 nights per year, fully staffed, with a day centre/drop in, and complying fully with national and local regulations. A year on, it already has been invaluable to service users.
- The South and East Bristol Foodbank has distributed food parcels at record levels, and offered, through our support workers, financial help benefitting clients to the tune of almost a million pounds.
- The Life Recovery team's work in making the Life Course more accessible to other organisations on a franchise basis, is nearing completion. InHope has run our own courses, with encouraging results, but other organisations are now being trained and supported as they use the materials with their own groups. Full publication is planned soon.
- The Wild Goose team have continued to provide breakfast and lunch, offering food without charge, practical help and support including showers, laundry, sleeping bags, food bags, clothing, and toiletries. Additionally, the team has called in external help, providing professional haircuts, craft, and creative writing workshops, while support workers have been able to spend valuable time with clients. Through the Wild Goose, inHope organised several warm spaces around the city as part of the City Council's SWEP (Severe Weather Emergency Protocol) programme.
- Hope into Action: Bristol has continued its work, with the two houses opened last year, while a further house has been purchased and is being prepared for operation and another church is fully involved in raising the funds for a fourth.

- The Bristol Churches Shelter operated for six months, drawing together volunteers from twenty-one different churches. Twenty-three of the twenty-six guests made a positive move to more permanent accommodation.

InHope has been blessed to have the support of hundreds of volunteers who have given over 20,000 hours of service, twelve local businesses who have given help, and a staff team who have shown skill, dedication, and enthusiasm in their work. Once again, the Board of Trustees would like to say a huge thank you to all involved in the work of inHope this year.

Achievements and Performance

During 2023-4, 23,973 meals were served in the Wild Goose as it has opened for breakfast and lunch, four days a week. This gives an average of 139 meals per day, an increase of more than 3% over last year. 2,009 items of practical help were given, including clothing, toiletries, sleeping bags, and showers. Engagement workers have made time to talk with clients, taking the conversations at the clients' pace. 449 such conversations have taken place, while there have been 625 instances of a client being enabled to have access to a computer and 66 free haircuts have been given. Some clients value the consistency of the service more than anything. One said, "The best part is the food, friendliness and regular opening times", while another added, "I come for food and connection. It means I'm not alone."

Bristol City Council asked inHope to co-ordinate local faith-based partner venues in a new type of cold weather emergency homelessness service in 2023-24. Four dormitories opened between late November and mid-January, allowing a total of 330 bedspaces to be used, representing 41% of the total SWEP provision by the Council. The model proved successful, and more cost-effective than previous systems run by the Council. With the possibility of building relationships with new venues, they have proposed that it be not only continued but extended. Training has been given by the Council's Outreach team.

Numbers accessing the South and East Bristol Foodbank have been at a record high with 6,974 food parcels being given out, feeding 4,543 adults and 2898 children. In addition, 423 Christmas Food Parcels were distributed, feeding 1,146 people, while 502 children received a Christmas present or Argos voucher. 501 fuel vouchers were given. These numbers are higher than the results in 2022-23, which was easily a record year. In a major development of the work of the Foodbank, inHope's Advice Workers addressed a recorded 2808 issues such as benefits, debt, utilities and communications. In doing so they enabled clients to make a total of £806,719 in financial gains and a further £174,260 in savings. The South and East Bristol Foodbank participates in the Trussell Trust's Pathfinder Programme, a nationwide project with the ambitious aim of removing the need for people to access foodbanks and perhaps most pleasing result for inHope is that is that 229 clients have moved to a position where they no longer need such access.

As planned, in May 2023 inHope was able to re-open the Spring of Hope Women's Night Shelter offering eight beds, six on a referral basis and two kept for emergency use. During 2023-24, 83 individual women were enabled to have a total of 1,363 nights' sleep. The average length of stay was 16 nights, though women may stay as long as they like, and one person stayed for 120 nights. There were 1,891 instances of food and practical help being given as well as 479 instances of personal support, 35 of which included education and training, while 54 were referrals to partner services. 50 women attended the day service, which included Creative Wellbeing, Women's Health Hub, Beauty of Caring, a faith-based group and the bi-monthly haircuts, or the drop-in, where sessions included Welfare Rights and Money Advice Service, Safelink and Nelson Trust as well as liver screening and MMR vaccinations. The team at Spring of Hope work alongside 11 different organisations, including charities, local authorities, the police and commissioned outreach services. One woman who stayed overnight said "You all saw me through a very difficult stage in my life. I don't think you realise it, but you got me through to the next stage. I cannot fully express the gratitude I have for you all"

InHope's vision is to see people reach their God-given potential. Developing life skills and employability is an important part of helping people make this vision a reality. Through the Life Course our Life Recovery project has supported people in their recovery from addiction to improve their mental health, develop safe social networks, maintain their tenancies and find the confidence to move on to volunteering and other meaningful activities. Seventeen people took part in the course during 2023-24 and the results were very pleasing. Nearly all reported increased meaningful use of time, such as in employment or volunteering, and improved social networks. Three quarters reported better physical health and over half were able to establish better security in housing. One participant said, "I felt comfortable and safe in my surroundings and with all the people in the room. The Life Course has had a positive knock-on effect on my confidence and outlook." Two of the year's Life Course graduates have been supported to take up work placements with inHope's business partners. One placement was with local partner Optimised, who have created a work placement enabling the participant to gain work experience and confidence within a work setting – an environment where they had not been for many years. The programme has been going so well that the participant is now a paid employee at Optimised. The Life Course supports people to live well in recovery, through four modules – 'Self Care', 'Mind Matters', 'Healthy Relationships' and 'Get Organised'. The Life Recovery team is working towards publication of this course and the operation of a franchise system aiming to extend its use in a network across other parts of the UK. That stage is nearing, though progress has been delayed as the project Manager has been very fully occupied in the development of inHope's new client database. Two groups, however, have already become franchise partners, with one, 'Changing Lives' saying "We chose the Life Course Franchise as it covers the whole person and speaks into each area informationally and practically. If someone takes a hold of the course, it opens them up to have a hope and future. The ongoing support of the Life Recovery team has been admirable. They genuinely want to support and walk alongside us, which models what we do in the course with those who attend."

The Bristol Churches Shelter once again block-booked a bed and breakfast hotel from the start of October through to the end of March, covering the harsh winter months that can be deadly for rough sleepers. This gave 26 guests somewhere to stay in the coldest months of the year. 106 volunteers from 21 churches were involved in a project that resulted in 23 of the guests having a positive move-on. One guest said, "I was suffering from severe anxiety and fear in the street. I felt empowered, relieved and hopeful being here." Two of the guests have been referred to Hope into Action (Bristol), have secured tenancy there and have volunteered with Bristol Churches Shelter.

The Bristol franchise of Hope into Action is our partnership with local churches and investors, providing homes and communities for vulnerable people. In this project we have opened and placed tenants in two houses since 2022. During 2023-24, an average of five people were housed in this way. A third property has been acquired and is in the process of re-decoration. Further partnerships are being discussed with another three churches, one of which is near signing the lease and another in the process of raising the necessary funds. While in general it has been hard to find funding in the present economic climate, Homes into Action (Bristol) has been grateful a very significant donation towards running costs in 2023-24 and another has arrived since the end of the year.

A new client database has been installed and populated. Training has been given so that all client contact is logged in the same place and records for each project do not have to be kept separately. This will cut down on administrative time and more fully reflect inHope's emphasis on outcomes rather than projects.

Roles of Volunteers

281 volunteers gave an estimated combined total of 21,201 hours of their time during the year, which, if valued at the rate of the National Living Wage, would amount to around £254K. Volunteering continues to be a vital resource for the charity and the Board is grateful to all who have driven vans, served food, led foodbank outlets, run group activities, served as engagement helpers in the Wild Goose, been peer-helpers, done housekeeping in the Spring of Hope, offered their services as photographer or videographer, helped with volunteer administration, carried out maintenance or given their time in any other way.

Businesses also have contributed volunteering hours, with twelve different businesses supplying 79 staff members giving a total of 315 hours. Days have been spent in the South and East Bristol Foodbank helping through supporting food collection days or sorting the warehouse, or the Wild Goose, serving food and drinks to service users.

Since April 2022, inHope has had the Investing in Volunteers accreditation, the UK's quality standard for all organisations involving volunteers. InHope's commitment to ensure that all volunteers have the best quality experience possible continues. During the year a complaint was received from a volunteer which was handled through our Complaints Procedure and involving the CEO and Chair of Trustees. InHope staff took note of the concerns raised and have since improved practices to mitigate future recurrences.

During the year the charity has acknowledged its gratitude towards volunteers through various means inclusive of thank you cards, small tokens of appreciation during Volunteering Week, birthday cards and '10 years of volunteering' celebrations. In turn, volunteers have expressed their feelings, saying "This is something very much in my heart. I believe we make a difference and it's something I feel privileged to be part of." And "It is a pleasure to work with a team who always gives 100%."

Training

Members of the Board have been given access to 'Flick e-Learning', and since the end of the reporting year, held a 'half-day away' together on 27th April 2024, at which topics included the Charity Commission's document CC3(a) and the general duties of Trustees.

Monthly staff training has taken place, and specialised sessions have taken place on Data Protection, Equality, Diversity and Inclusion, Line Management and Supervision, Project Management, Reflective Practice, Health and Safety, First Aid.

Online training with 'Flick e-Learning' has been introduced and new staff use this as part of their induction, and also used by staff for regular training sessions.

Volunteers have been trained in complex trauma training, first aid, supporting people with mental health needs, safeguarding, food hygiene and Naloxone administration training.

In addition to the training supplied by inHope, all members of staff have access to funding for specialist external training relevant to their post.

Public Benefit

The Trustees have complied with their duty under the Charities Act to have due regard to the public benefit guidance issued by the Charity Commission.

A client recently said of the Wild Goose drop-in, "It stops my hunger and is a warm, dry place to sit out of the bad weather." Against the backdrop of such basic need, inHope strives to enable people not only to meet those immediate needs, but, beyond that, to move towards a life situation in which they will not have to rely on charities. It is a tall order, but there are encouraging signs of success. When two clients turn up at the Bristol Churches Shelter, needing a place to stay so as to survive the winter, and eventually move on to more secure accommodation and begin to volunteer to help the work at next year's shelter, that is encouraging. This report details many numbers that tell of the considerable work done in the name of inHope, but the real statistics are within the lives of individual people. Often, our staff do not hear about lives that are quietly improved, with clients no longer needing their services, but in other cases, there are letters that leave them in no doubt about the value of their work. The team at the Spring of Hope Women's Night Shelter read in a message from one guest, "You saw me when I just arrived. You saw me through the days I struggled and of course you saw me in the good days (few and far between but they were there!) You ladies, and I don't think

you realise it, got me through to the next stage. The love and compassion you have for this place and the women who need it overwhelms me." Reading such stories in conjunction with the numbers of people helped in each of inHope's projects gives an indication of the benefit being felt by so many people. In another example, our Life Recovery Manager reports a meeting at the Recovery Festival, held in July 2023. One Life Course graduate introduced himself as someone who had first been part of the Life Course eight years previously but had been in relapse frequently in the meantime. Nevertheless, he reported having been 'clean' for nine months, living in stable supported accommodation and had also gone through the course again with one of inHope's franchise partners. He now attends a church and was quite different to the person who had to be driven to Cardiff eight years ago in a desperate attempt to get him into some accommodation after a relapse.

Much of the work of inHope revolves around food. As well as giving out meals and supplies in great quantities, our staff and volunteers have helped many to become self-sustaining, by eating healthily and cooking. The Eat Well, Spend Less courses in our foodbanks last for six weeks and include advice on balanced diets, budgeting and meal planning, alongside actual cooking skills. One member of the Life Course had been surviving on unhealthy snacks with just a microwave and a kettle but was inspired to get a cooker and proudly reported having made himself a pie at the next meeting.

From the public's point of view, the financial benefits alone from the help that has been given are enormous. It could be argued that every pound invested in, for example, Life Recovery, avoids many more that must be spent in further care for, and harm done by those in unstable lifestyles. We believe that prevention is better than cure, and clients who have eaten well, stayed warm and clean, been able to sleep securely and are inspired to have hope for a better future are likely not need so much healthcare, commit less crime, to free up social services and moreover, to make a positive contribution to society.

The donations and help from churches, individual supporters, and businesses have enabled inHope to contribute to Bristol living up to its title as a City of Hope.

Future Plans

At the AGM in October 2023 CEO Jonathan Lee shared that inHope had expanded in its ministry considerably over the past five years, with the coming to fruition of virtually all the Development Targets so ambitiously outlined in the Development Plan of 2018. He felt that inHope was, to a great extent, 'where we wanted it to be' and that the time had come for consolidation. Nine months on, at the time of writing, this is still a priority. Each one of inHope's services has seen not only a strengthening of what was there, but significant new initiatives that were bearing fruit and delivering to client's improvements in the quality and quantity of service. Like many other charities, though, inHope has been hit by rising costs and increased pressure on donors, making fundraising a more challenging prospect at a time when increases in service costs left us more vulnerable.

Planning ahead, inHope was faced with a severe funding problem should no mitigating action be taken. In May 2024, the Board sought a plan to reduce costs and raise income and asked the Senior Management Team (SMT) a series of questions aimed at inspecting all possibilities. Individual Trustees spent some time with the SMT in the course of their deliberations, which ran to over eight hours of meeting time. The Board was very grateful to members of the SMT for their diligence and openness in carrying this out, and for the July 2024 meeting the CEO produced a series of options the Board could take to alleviate the financial difficulties. Broadly, the Board's intent is to achieve the best reserves position possible by the end of the financial year 2024-25 and ensure that by the end of 2025-26 the Reserves Policy is met.

Specific proposals which don't have a detrimental effect on service outputs or outcomes are due to be brought to the Board in September 24 which will reduce costs within the 2024-25 financial year. Subject to Board approval these plans will be enacted during quarter 3 with the benefit seen in quarter 4. In parallel, further proposals are being prepared and will be considered at the November Board meeting which will enable the budget for 2025-26 to achieve the above stated intent regarding the charity's reserves.

While these measures are being taken, inHope also seeks to continue and develop its services to users. The publication of the Life Course and development of a franchise system are still priorities, as is widening the network of houses, with which churches partner with us as Hope into Action: Bristol. To this end the lease for a third house has been signed and funds are being raised by a further church for a fourth house. A more appropriate system for allocation of beds in the Spring of Hope is intended to increase the proportion of beds being used night by night. Support is being given to Deputy Managers of the Foodbanks so that the Manager can have a much-needed sabbatical leave. The Wild Goose team and the Foodbanks continue to seek more stable sources of food as well as to develop opportunities of serving clients in an increased number of ways.

2023-24 saw the retirement of the Chair of Trustees, Andy Street. As has been previously documented, fellow Trustees and staff are immensely grateful for Andy's sixteen years of involvement and for the many thousands of hours spent in unstinting support to inHope. John Dixon also retired as a Trustee, and again we pay tribute to John's dedicated service over ten years. Replacing Trustees of such stature is not easy, but we have welcomed David Rice and Luke Addison, and are pleased to have been joined by two people with considerable skills. The Board will continue to recruit others to join the work.

Financial Review

Policies on reserves and investments

The free reserves of the charity (the unrestricted funds of the charity less any funds designated, committed, or represented by tangible fixed assets used by the charity) are intended to be maintained at a minimum of two months of operational expenditure based on the approved budget for each financial year, excluding gifts in kind. As at 31 March 2024, this free reserve target equates to £275,000.

The charity maintains free reserves to:

- Provide a level of working capital that protects the continuity of our core work;
- Provide a level of funding for unexpected opportunities;
- Provide a level of funding for capital projects that might arise; and
- Provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

At the year-end, free reserves stood at £192,794 (General funds of £277,846 less tangible fixed assets within general funds of £85,052) equating to around 1.5 months' budgeted expenditure, a decrease in the reserves of £21,952 (see also below about Restricted Funds). As actual reserves at the year-end are again below the target level, the Trustees with the Senior Management Team, will aim to rectify this by: increasing the capacity of the Fundraising and Communications team; diversifying income sources, including from trusts and foundations, businesses, churches, events and individual donors; balancing restricted and unrestricted income; regularly monitoring income by source; maintaining good budgetary control of expenditure and continuing to review the reserves policy to ensure it is realistic and relevant. The Trustees have also established an Investment Policy to ensure all funds held give maximum return.

The Board is satisfied that the Charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund.

The level of Restricted Funds of £186,404 represents the balance of funds remaining where donors have imposed specific restrictions on their use. This includes around £60,000 for budget spend in first 2 months of 2024-25.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account, and we have 2 additional deposit accounts for restricted and reserve funds.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account, and we have 2 additional deposit accounts for restricted and reserve funds.

Fundraising

During 2023-24 inHope employed a Fundraising and Communications team with up to six staff members (average of 3.9 FTE). Their focus has been on securing income through donations from individuals, churches, businesses, and grant-making trusts, as well as through events. Our fundraising approach is integrally linked to our wider communications strategy aiming to bring our supporters closer to the people we serve, so that they are inspired to act and support our work.

InHope does not exploit the credulity, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any point in time. The charity does not cold-contact individuals directly to ask for donations and does not engage in street fundraising. InHope has an online giving page on its website and utilises reputable platforms such as Just Giving and Blackbaud to support donations. Thank-you letters are sent where possible in response to donations, and an annual statement is provided for regular donors ensuring that donors have an accurate record of their donations.

We do not use any third parties to fundraise on our behalf, and issue guidance to any volunteers who fundraise in aid of inHope about how to do this in a manner compliant with the Fundraising Regulator's Code of Conduct. InHope has not received any complaints regarding fundraising and contact details for the organisation are clearly available through the Charity's website.

InHope is committed to ensuring the highest standards of public accountability in all areas, including its fundraising. It is registered with the Fundraising Regulator.

We wish to say thank you to all supporters who have made donations of time and energy to support the work of inHope, including those who have left legacies for our benefit. We are also grateful to our supporters and to grant-making organisations who have generously provided for inHope's work to take place this year.

We pay tribute to the hard work of our Fundraising and Communications team and to their imaginative and efficient efforts to keep our supporters well-informed of the progress of the work. We also express our gratitude to event organisers who have raised money on our behalf over the year.

Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been challenging, with the statements showing a significant deficit.

Total income was £1,875,484 in 2023-24 compared to £1,576,141 in the prior year. This increase reflects the commitment of our donors (regular giving increased by 9% on prior year) along with positive results from grant applications, for which we are very grateful.

Total expenditure was £2,142,783 in 2023-24 compared to £1,648,292 in the prior year. This was mainly due to the cost of re-commencing Spring of Hope Women's Shelter short term accommodation, for which some funding was received from the Night Shelter Transformation Fund. Due to additional funding available, BCS

were able to operate for six months this year. Our support costs increased significantly in 23-24, mainly due to investment in upgrading our IT system for which some funding was secured. The Board undertook a pay benchmarking exercise during the year and as a result, many staff received an uplift in salary along with a cost of living pay rise in April 2023 for all staff.

The financial statements are set out on pages 20 to 33. The financial statements have been prepared implementing the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales.

We have given due consideration to the going concern status of the charity, looking at free reserves, budgets, income and cash flow forecasts and consider it to be appropriate to continue to adopt the going concern basis of accounting.

Specific changes in fixed assets

Changes in fixed assets are shown in detail in the notes to the financial statements.

The main assets are the two freehold properties: the first in City Road, most of which has been converted into accommodation; and Carpenter House, from which most of the Charity's work is undertaken. City Road was previously leased but has been vacant since its repossession. Work continues in terms of seeking the best use of the asset in meeting the charity's current and future objectives. Carpenter House provides the premises from which the Charity operates The Wild Goose and is also the registered office for the company. The refurbishment of Carpenter House, which was completed in November 2020, has increased its value, as well as significantly upgrading its facilities for use as office space and for hosting The Wild Goose.

The Charity also has use of a building on West Street in Old Market. This provides accommodation for Spring of Hope. The Charity leases this building under an agreement lasting until 2025. A process of surrender and signature to a new lease, at no detriment to the terms of our tenancy, remained ongoing during the financial year.

Further office space is leased in Old Market for the Life Recovery Team and at Easton Business Centre for the Foodbank Team. We also rent warehouse space for Foodbank stock.

Structure, Governance and Management

The Charity is constituted as a private company limited by guarantee and therefore has no share capital. It is governed by a Memorandum and Articles of Association which was substantially updated in 2019 with new objects and the then new name of inHope (Bristol) Ltd. There are no restrictions in the governing document on the operation of the Charity or on its investment powers, other than those imposed by general charity law.

Every Member undertakes to contribute an amount not exceeding £10 to the assets of the company in the event of the winding up of the company.

The company members elect Trustees who have the power and responsibility to run the company in accordance with Charity and Company Law and good practice.

Recruitment and appointment of new Trustees

We assess the strengths and weaknesses of the Board and look at gaps in the overall set of skills possessed. We approach individuals, churches, and other organisations with which we are in contact, in order to identify suitable new Trustees.

Trustees are elected at the AGM or co-opted on a provisional basis by the Board of Trustees until the next AGM at which a vote can take place. When someone who has not been elected at the AGM comes forward as a potential new Trustee, they are invited to informal meetings with the Chair and Company Secretary and with the CEO. Prospective Trustees are given adequate opportunity to learn as much as possible about the Charity and its working and are encouraged to volunteer in one or more of the project areas, and to visit the other projects. If it seems that they will be able to contribute to the work, they are invited to observe two Trustee meetings, after which they are interviewed by two of the existing Trustees before a final recommendation is made on becoming a Trustee. Prior to election to the Board, potential Trustees must declare eligibility and before serving, they must declare any conflicts of interest which may in any way influence them to vote other than in the best interests of the Charity. New Trustees are invited to tour the charity's premises and are given induction packs by the Company Secretary and by the Volunteer Management team.

Trustee appointments over recent years have gone some way to address the potential for lack of diversity in the Board and we continue to attempt to fill any skills gaps, such as HR, and church leadership.

All Trustees give their time voluntarily and receive no benefits from the Charity. There must be at least six Trustees and not more than ten. Each Trustee may serve for a term of five years and may be re-elected to serve another term of five years at the Annual General Meeting. A Trustee who has served for two consecutive terms in office is eligible for re-election for a third term of five years only if the Board considers it would be in the best interests of the charity and has recommended such re-election to the members.

The organisational structure of the Charity and how decisions are made

Bi-monthly Board meetings have been held, and while meeting in person is much preferred, the possibility of at least one board member attending remotely has been used to advantage where a trustee has been working some distance away, ill, or prevented by family matters from leaving home. Apologies for absence have been few because of this. Subgroups of the Board, entitled Finance, People, have been in operation for almost two years and have carried out preliminary research, discussion, and the writing of proposals to bring to the full Board, thus using Trustees' experience and skills to best advantage, and making full meetings more efficient. Each is chaired by a Trustee, and the groups each include other Trustees and senior staff members with relevant responsibilities. There is also a Policies Group that meets in the same way, but less frequently. Every Trustee serves on at least one of these groups.

The Senior Management Team (SMT) of inHope allows responsibility for various areas of the Charity's work to be distributed more widely, giving more freedom to the CEO. Three portfolios are allocated to SMT members:

- Finance, buildings and facilities, health and safety, IT and telecoms, and contract management. Allocated to the Finance and Operations Manager.
- Policies and procedures, risk management. Allocated to the Wild Goose Drop-in Centre manager.
- Human resources, staff training and managed activities. Allocated to the Development and Relations Manager.

These appointments entail having authority to make decisions and act, the responsibility of performing such duties and the accountability for decisions and actions. They carry an obligation to report formally to the CEO and when required, to the Board. These appointments, made in 2021-22 have proved to have been a success. They were duly confirmed during 2022-23 and have continued to operate effectively during 2023-

24.

The SMT meets regularly, and the CEO brings proposals and significant decisions to the Board for discussion and decision.

The agenda for Board meetings is set by the Chair, the Company Secretary, and the CEO after opportunity has been given to all Trustees to request items be put on the agenda. It is intended that the Board agenda, previous minutes, reports, and discussion papers are circulated to Trustees no fewer than 7 days in advance of the meeting, as far as reasonably practicable. The Trustees retain the following standing items on the Board agenda: conflicts of interest, review of risks, and Health and Safety. Any Safeguarding concerns are introduced in the CEO's report or discussed as a main item. Under a regime of annual policy review key policies such as Safeguarding, Data Protection, Health and Safety, and Financial Practices, are annually approved by the Trustees.

All decisions at any Board meeting are determined by simple majority votes cast by Trustees present, with each Trustee having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote. As a Christian charity we recognise our dependence on God's provision and our decisions are made prayerfully as stewards of the resources which are generously given to us.

Salary bands covering all staff, and the salary of the CEO, are set by the Board each year, considering inflation, the recent pattern of our pay awards and the financial position of the Charity. Recruitment is managed by the CEO, with Trustee input during the selection process and interviews for new or senior posts. Any appointments which add to the overall staff numbers are also made only after permission from the Board. On occasion, a post may be enhanced, and this too is subject to Board approval. Consideration is given to inflation and the need to attract and retain good quality staff.

Members

At the time of writing inHope has 115 members. Regular contact is made with all members of the Charity and with other supporters, who receive our newsletter, "Streetwise", and frequent email communications, updating information about the work of the Charity. Members are notified of the AGM and are invited to attend, vote on appointment of Trustees, and to submit any questions. Our communications database is operated in ways that are GDPR compliant with mailing lists requiring 'opt-in'.

Membership of a wider network

We belong to several networks, including VOSCUR, the Bristol Homeless Forum, Homeless Link, Care Forum, Housing Justice, the Bristol City Council's One City Homes and Communities Board and Homelessness Strategy Steering Group, ACTS (Ashley Churches Together Serving), National Council for Voluntary Organisations (NCVO), Christian Action Bristol, Business West Bristol Initiative, Hope into Action (UK), and Trussell Trust. lnHope is a partner in the Trussell Trust's Pathfinder Programme and has taken on the Bristol franchise for Hope into Action.

The CEO and senior managers connect with various other networks to raise awareness about the needs of, and services available to, our client groups. These are also opportunities to increase our own awareness and be able to respond to the changes in services available through other organisations and statutory bodies.

The Wild Goose Manager has been part of a city-wide steering group for the Bristol Food Equality Strategy and Action Plan and the Wild Goose team of staff and volunteers prepared 500 lunches for the Recovery Festival.

Relationships with other groups, charities, and individuals

The Charity partners with over 100 local churches who provide volunteer teams, or from where individual volunteers come. 281 people volunteered to work with us last year to help deliver the services of the charity. Closer partnerships are developing with those churches supporting community houses with Hope into Action: Bristol. The charity takes a lead role in both promoting and helping to coordinate homelessness work across the city through Christian Action Bristol.

Businesses also have contributed to volunteering hours, with twelve different businesses supplying 79 staff members, giving a total of 315 hours. Days have been spent in the South and East Bristol Foodbank, helping through supporting food collection days or sorting the warehouse, or in the Wild Goose serving food and drinks to service users.

InHope's CEO worked as a consultant with the transition group finding a viable future for the Bristol Methodist Centre and advising in the establishment as an independent charity, 'Turnaround Bristol'. Our outgoing Chair was also a part of this group and is now Chair of Trustees. It has been good to offer such support to a genuine partner organisation in tackling homelessness in Bristol.

There is an annual 'service of remembrance' held in Bristol Cathedral, for those who have died while homeless. inHope was pleased to take part. The Life Recovery team were also involved in the annual 'Recovery Festival', in which several hundred were fed.

We work alongside many other groups from the voluntary, community and statutory sector with the shared aim of reducing and ending homelessness and food poverty. Some of the most significant being the Salvation Army, Bristol Housing Festival, Julian Trust, Sixty-One, Caring In Bristol, Beloved, Unseen, One25, the Bristol Methodist Centre (now 'Turnaround Bristol'), the Bristol Soup Run Trust, numerous churches, community groups based in and around Stokes Croft and Easton, different departments of Bristol City Council, the Neighbourhood Management Group and the NHS.

The major risks to which the Charity is exposed and reviews and systems to mitigate risks

The Board identifies the major risks to which the Charity is exposed and is satisfied that systems are in place to mitigate the impact of such risks occurring.

We consider our major risks to be:

1. Lack of funding

   Last year's report said, "While inHope can be said to be in a sound financial position currently, should supporters find it hard to continue their commitment to us, or competition for grants make it difficult to raise the necessary funds, remedial action may become necessary". With the nationally difficult economic climate, fundraising has certainly become more difficult, and the mitigations described under "Future Plans" have been put into place. Careful and honest planning and continued efforts by the Fundraising and Comms team, increased in accordance with plans from 2023/24, are the measures taken to mitigate this risk. It is hoped that measures taken in 2024/25 will allow the charity to carry sufficient reserves into the following year to allow inHope to undertake the changes needed to become sustainable for the longer term. Meanwhile, once again we are grateful to all who support our work in any way, and we thank God for putting our work in people's hearts.

2. Succession

   The Board is grateful for the dedicated work of all our staff and the risk of being unable to replace key staff presents a challenge. Certain staff members have played and continue to play very important roles in the development of inHope and to lose any one of these without adequate replacement would

be crippling, yet we recognise that for very good reasons they may be called away to other openings. In some cases, we have made contingency plans for the immediate continuation of essential work, but we have tried to make sure that nobody leaves because of poor working conditions or lack of reward but have also written full job descriptions, are looking carefully at existing periods of notice, and encouraging the career development of all staff members.

3. Challenging and Aggressive Behaviours from clients within any service causing injury to others. Physical or emotional harm could be caused to staff, volunteers or other clients could be caused by inappropriate, perhaps violent behaviour by a client. The risk is enhanced if staff or volunteers are lone working. To protect against this, where possible, we obtain relevant information from referral agencies and assess clients' suitability for accessing services. We set clear expectations and boundaries with clients. Where relevant we ask client to sign house rules. Staff are asked to support if mental health spikes. We ask them to give space and time to de-escalate the situation, to clear other clients and volunteers from the area. If possible, we ask staff to ascertain the trigger that led to the behaviour. If necessary, report is made to the police, emergency services and a manager. We maintain a contact list for out of hours support. Lastly, we adopt lessons learnt following any incidents.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to make themselves aware of that information.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office:
32 Stapleton Road
Bristol
England
BS5 0QY

Signed by order of the Trustees

Granville Sykes

Date: 16th September 2024

inHope (Bristol) Limited

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2024

Chair of Trustees	Andrew Street (to October 2023) Lindsay Smith (from October 2023)
Trustees	Granville Sykes John Dixon Catherine Adeniyi Lindsay Smith Catherine Carne Spencer Crowder Ruth Bevan
Secretary	Granville Sykes
Senior Management Team	Jonathan Lee, Chief Executive Officer Mick Connolly, Wild Goose Manager Stuart Leitch, Life Recovery Manager Andy Irwin, Foodbank Manager Ruth Nott, Finance and Operations Manager Steve Baker, Development and Relationships Manager Amelia Glanville, Volunteer Manager (left June 2024) Nicola Saunders, Spring of Hope Manager
Principal Office	32 Stapleton Road Bristol BS5 0QY
Company Registration Number	02214814
Charity Registration Number	298528

inHope (Bristol) Limited

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2024

Bankers

HSBC plc
Bristol City Office
PO Box 120
49 Corn Street
Bristol BS99 7PP

Triodos Bank
Deanery Road
Bristol
BS1 5AS

Auditors

Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

inHope (Bristol) Limited

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2024

Independent auditor's report to the members of inHope (Bristol) Limited

Opinion

We have audited the financial statements of inHope (Bristol) Limited (the "Charity") for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with International Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a

material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken during the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- discussing amongst the engagement team the risks of fraud;
- gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- testing journal entries to identify unusual transactions;
- assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state in them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joshua Kingston BSc ACA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date:

InHope (Bristol) Limited

STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income from:					
Donations and legacies	**2**	457,665	1,370,594	1,828,259	1,567,779
Charitable activities	**3**	295	42,689	42,984	6,898
Investments		4,241	-	4,241	1,464
Total income		462,201	1,413,283	1,875,484	1,576,141
Expenditure on:					
Raising funds	**4**	201,674	5,718	207,392	144,043
Charitable activities	**5**	7,986	1,927,405	1,935,391	1,504,249
Total expenditure		209,660	1,933,123	2,142,783	1,648,292
Net income/(expenditure) before transfers	**7**	252,541	(519,840)	(267,299)	(72,151)
Transfers between funds	**18**	(361,352)	361,352	-	-
Net movement in funds		(108,811)	(158,488)	(267,299)	(72,151)
Reconciliation of funds					
Total funds at 1 April 2023	**18**	899,553	344,892	1,244,445	1,316,596
Total funds at 31 March 2024	**18**	790,742	186,404	977,146	1,244,445

The notes on pages 24 to 34 form part of these financial statements
See note 10 for the comparative Statement of Financial Activities

InHope (Bristol) Limited

BALANCE SHEET

AS AT 31 MARCH 2024 **Company Number: 02214814**

	Note	2024	2023
		£	£
Fixed assets			
Tangible assets	**11**	597,948	634,807
Current assets			
Debtors	**12**	101,843	47,323
Cash at bank and in hand		382,969	648,661
		484,812	695,984
Creditors: amounts falling due within one year	**13**	(105,614)	(86,346)
Net current assets		379,198	609,638
Total assets less current liabilities		977,146	1,244,445
Net assets		977,146	1,244,445
Funds			
Unrestricted funds			
General funds	**19**	277,846	322,430
Designated funds	**19**	512,896	577,123
Total unrestricted funds		790,742	899,553
Restricted funds	**19**	186,404	344,892
Total funds		977,146	1,244,445

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Trustees on ..... and are signed on their behalf by:

Lindsay Smith
Chair of Trustees

The notes on pages 24 to 34 form part of these financial statements

InHope (Bristol) Limited

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2024

	Notes		**2024**	2023
			£	£
Net cash (outflow)/inflow from operating activities	**16**		(267,040)	(8,709)
Non-operational cash flows				
Investing activities				
Payments for tangible fixed assets		(2,893)		(61,975)
Investment income		4,241		1,464
			1,348	(60,511)
Financing activities				
Repayment of hire purchase and other creditors		-		(14,182)
			-	(14,182)
Net cash outflow for the year	**17**		(265,692)	(83,402)

Cashflow restrictions
Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 24 to 34 form part of these financial statements

1 Accounting policies

Basis of preparing the financial statements

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

The charity is a public benefit entity as defined under FRS102.

The Trustees consider there to be no material uncertainties affecting the ability of the charity to continue as a going concern and therefore these accounts are prepared on the going concern basis. Please refer to Trustees' report for further detail.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Gifts of food and clothing for the charity are included at an estimate of fair value and are recognised when distributed. No amounts are included in the financial statements for services donated by volunteers. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation and allocated to the same fund as the original donation.

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

Expenditure

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities. Expenditure on raising funds includes those incurred in trading activities. Charitable activities include expenditure on The Wild Goose, Life Recovery, South and East Bristol Foodbank, Spring of Hope, Hope into Action:Bristol and Bristol Churches Shelter and includes both direct costs and support costs relating to those activities. Governance costs are those incurred in connection with meeting the constitutional and statutory requirements of the Charity. Governance costs are included within charitable activity costs.

Tangible fixed assets

Tangible fixed assets are classified as such when they have a value over £2,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives. Fixed assets are not depreciated in the first year of being capitalised.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Freehold interest in Land and Buildings	2% on cost
Furniture, fittings and equipment	25% on cost
Plant and machinery	10 - 20% on cost
Motor Vehicles	25% on cost

1 Accounting policies (continued)

Trade debtors
Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established where there is objective evidence that the charitable company will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash in hand on-call deposits, and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods of services that have been acquired in the ordinary course of business from suppliers. Accounts payables are classified as current liabilities if the charitable company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

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

Winding up or dissolution of the charity
If upon winding up or dissolution of the charity there remain any assets, after satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

Controlling entity
The charity is a company limited by guarantee, and as such holds no share capital. In the event of the winding-up of the charity, the liability of the members of the charity is limited to £10 each.

Pension scheme
The charity operates a defined contribution pension scheme for eligible employees. During the year, the charity paid £37,834 (2023: £26,566) in contributions for employees.

2 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Committed giving	161,733	69,235	230,968
Appeals and donations	210,506	819,553	1,030,059
Gift Aid tax reclaimed	35,150	38,817	73,967
Gifts in kind	11,013	442,989	454,002
Legacies	39,263	-	39,263
	457,665	1,370,594	1,828,259

During the year, the charity received government grants totalling £407,131 (2023: £130,000), including £100,000 from the Night Shelter Transformation Fund, funded by the Department for Levelling up Housing and Communities; and £137,000 from Bristol City Council for Winter Provision - Bristol Churches Shelter. A further £87,283 was received from Bristol City Council in relation to Resilience and Severe Weather Emergency Protocol (SWEP) grants awarded.

The charity receives gifts in kind for all projects from local businesses, organisations, churches and individuals. These include food which is used to prepare meals to serve at the Wild Goose Drop-In Centre which are valued by multiplying the actual number of meals served by the estimated cost of a meal. Other donations such as clothing, toiletries and sleeping bags are valued at the cost the charity would be prepared to pay if it had to buy these items. Food distributed via the South and East Bristol Foodbank is valued at £2.37 per kilogram, being a recognised valuation. One individual has given the charity use of a building rent free. This is valued at the cost of the rent the building could obtain on the open market.

Prior year	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Committed giving	155,441	57,132	212,573
Appeals and donations	210,194	613,721	823,915
Gift Aid tax reclaimed	30,202	29,751	59,953
Gifts in kind	8,765	446,030	454,795
Legacies	16,543	-	16,543
	421,145	1,146,634	1,567,779

During the prior year, the charity received government grants totalling £130,000, including £100,000 from the Night Shelter Transformation Fund, funded by the Department for Levelling up Housing and Communities; and £30,000 from Bristol City Council for Winter Provision - Bristol Churches Shelter.

3 Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Hope into Action:Bristol	-	42,417	42,417
Spring of Hope	-	267	267
Other miscellaneous income	295	5	300
	295	42,689	42,984

3 Income from charitable activities (continued…)

Prior year	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Life Recovery	-	500	500
Hope into Action:Bristol	-	6,386	6,386
Other miscellaneous income	12	-	12
	12	6,886	6,898

4 Expenditure on raising funds

	Total funds 2024 £	Total funds 2023 £
Events, advertising & publicity costs	3,684	3,272
Cost of fundraising platforms	21,828	9,055
Salary costs	121,883	96,003
Publications and website costs	11,948	9,757
Support costs (see note 6)	48,049	25,956
	207,392	144,043

5 Expenditure on Charitable Activities

	Direct costs £	Support costs £	Total costs 2024 £
South and East Bristol Foodbank	578,737	166,508	745,245
Life Recovery	106,114	39,312	145,426
Spring of Hope	307,504	80,503	388,007
The Wild Goose	244,069	122,541	366,610
Bristol Churches Shelter	161,540	8,643	170,183
Hope into Action	73,438	6,199	79,637
SWEP	38,263	2,020	40,283
	1,509,665	425,726	1,935,391

Prior year	Direct costs £	Support costs £	Total costs 2023 £
South and East Bristol Foodbank	593,868	139,517	733,385
Life Recovery	71,402	22,713	94,115
Spring of Hope	114,791	27,942	142,733
The Wild Goose	245,863	114,174	360,037
Bristol Churches Shelter	125,865	4,227	130,092
Hope into Action	43,887	-	43,887
	1,195,676	308,573	1,504,249

6 Support costs

	Raising funds	**Charitable Activities**	**Total 2024**	Raising funds	Charitable Activities	Total 2023
	£	**£**	**£**	£	£	£
Salary costs	20,624	183,724	204,348	13,091	154,772	167,863
Volunteer mgt costs	279	2,259	2,538	399	4,588	4,987
Other staff costs	934	7,555	8,489	536	6,168	6,704
Depreciation	2,160	37,592	39,752	1,630	24,579	26,209
Office costs	12,091	97,832	109,923	3,012	34,647	37,659
Light and heat	1,462	11,833	13,295	465	5,343	5,808
Health & Safety Support	861	6,963	7,824	614	7,058	7,672
Repairs & Maintenance	1,142	9,238	10,380	634	7,294	7,928
Rent and rates	561	4,541	5,102	367	4,224	4,591
Vehicle Expenses	-	-	-	189	2,177	2,366
Waste & Pest Control	1,132	9,156	10,288	755	8,678	9,433
City Road costs	110	887	997	377	4,331	4,708
Governance costs	1,264	10,227	11,491	695	7,990	8,685
Finance support	119	961	1,080	53	614	667
Loan Interest paid	-	-	-	7	79	86
Legal & HR Expenses	135	1,089	1,224	98	1,126	1,224
Staff training	822	6,652	7,474	391	4,495	4,886
Travel expenses	282	2,279	2,561	187	2,153	2,340
Insurance	1,173	9,491	10,664	688	7,918	8,606
Printing, postage and stationary	584	4,723	5,307	527	6,062	6,589
Subscriptions	542	4,383	4,925	287	3,295	3,582
Consultancy fees	1,772	14,341	16,113	883	10,162	11,045
Sundry expenditure	-	-	-	71	820	891
	48,049	425,726	473,775	25,956	308,573	334,529

Support costs are split between fundraising costs and charitable activity costs based upon usage.

7 Net income

This is stated after charging:

	2024	2023
	£	£
Depreciation	39,752	26,209
Auditor's remuneration:		
Audit fees	9,700	7,100
Other fees	1,791	1,585

During the year no trustee received remuneration or other employment benefits from the charity. This was also the case in the prior year.

During the year no trustees were reimbursed for out of pocket expenses (2023: None).

During the year, donations of £13,403 (2023: £12,237) were received from trustees, key management personnel and other related parties.

No related party transactions occurred in the year other than disclosed above or elsewhere in the financial statements.

8 Staff costs and numbers

	2024	2023
The aggregate payroll costs were:	**£**	£
Wages and salaries	865,742	598,808
Social security costs	64,074	45,895
Employer's pension contributions	37,834	26,566
	967,650	671,269

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	2024	2023
	No.	No.
Charitable activities	36.4	23.6
Fundraising	4.8	2.7
	41.2	26.3

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

The key management personnel employee benefits totalled £341,277 (2023: £310,327).

The average weekly number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2024	2023
	No.	No.
Charitable activities	24.7	17.5
Fundraising	3.9	2.4
	28.6	19.9

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes.

10 Comparative figures for the Statement of Financial Activities

	Unrestricted General Funds £	Restricted Funds £	Total Funds 2023 £
Income from:			
Donations	421,145	1,146,634	1,567,779
Charitable activities	12	6,886	6,898
Investments	1,464	-	1,464
Total income	422,621	1,153,520	1,576,141
Expenditure on:			
Raising funds	144,043	-	144,043
Charitable activities	132,579	1,371,670	1,504,249
Total expenditure	276,622	1,371,670	1,648,292
Net income/(expenditure)	145,999	(218,150)	(72,151)
Transfers between funds	(224,950)	224,950	-
Net movement in funds	(78,951)	6,800	(72,151)
Reconciliation of funds			
Total funds at 1 April 2022	978,504	338,092	1,316,596
Total funds at 31 March 2023	899,553	344,892	1,244,445

11 Tangible fixed assets

	Freehold interest in Land & Buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor Vehicles £	Totals £
Cost					
At 1 April 2023	711,341	40,471	99,079	71,834	922,725
Additions	-	-	2,893	-	2,893
At 31 March 2024	711,341	40,471	101,972	71,834	925,618
Depreciation					
At 1 April 2023	184,218	28,828	57,538	17,334	287,918
Charge for the year	14,227	5,419	6,481	13,625	39,752
At 31 March 2024	198,445	34,247	64,019	30,959	327,670
Net book value					
At 31 March 2024	512,896	6,224	37,953	40,875	597,948
At 31 March 2023	527,123	11,643	41,541	54,500	634,807

12 Debtors

	Total 2024	Total 2023
	£	£
Other debtors	16,061	5,819
Prepayments	28,146	19,464
Accrued income	57,636	22,040
	101,843	47,323

13 Creditors: amounts falling due within one year

	Total 2024	Total 2023
	£	£
Trade creditors	45,180	40,182
Other taxation & social security	23,142	16,494
Accruals	37,292	29,670
	105,614	86,346

14 Commitments under operating leases

At 31 March 2024 the charity had total commitments under non-cancellable operating leases as set out below:

	Property Leases	**Other Leases**	**Total 2024**	Property Leases	Other Leases	Total 2023
	£	**£**	**£**	£	£	£
Expiry date						
Under one year	20,725	-	20,725	23,225	1,440	24,665
Within 2 to 5 years	35,257	-	35,257	55,982	-	55,982

15 Capital commitments

There were no capital commitments at the end of the current or previous accounting periods.

16 Reconciliation of net movement in funds to net cash inflow from operating activities

	2024	2023
	£	£
Statement of Financial Activities: Net movement in funds	(267,299)	(72,151)
Investment income	(4,241)	(1,464)
Depreciation	39,752	26,209
Increase in creditors: Current Liabilities	19,268	19,356
Decrease/(Increase) in debtors	(54,520)	19,341
Net cash outflow from operating activities	(267,040)	(8,709)

17 Analysis of changes in cash flow during the year

	2024	2023	Change
	£	£	£
Cash at bank and in hand	382,969	648,661	(265,692)

	2023	2022	Change
	£	£	£
Cash at bank and in hand	648,661	732,063	(83,402)

18 Movement in funds

	At 1 April 2023	**Income**	**Expenditure**	**Transfers**	**At 31 March 2024**
	£	**£**	**£**	**£**	**£**
Restricted Funds					
South and East Bristol Foodbank	235,270	585,941	(723,911)	-	97,300
Life Recovery	17,418	12,745	(139,941)	112,232	2,454
Spring of Hope	57,886	252,018	(377,036)	93,059	25,927
The Wild Goose	4,652	211,357	(350,153)	143,657	9,513
Bristol Churches Shelter	23,415	153,022	(170,182)	-	6,255
Hope into Action:Bristol	971	106,217	(79,637)	12,404	39,955
SWEP	-	40,283	(40,283)	-	-
BCC Resilience Fund	-	50,000	(45,000)	-	5,000
Other small funds	5,280	1,700	(6,980)	-	-
Restricted funds subtotal	344,892	1,413,283	(1,933,123)	361,352	186,404
Unrestricted funds					
Designated funds					
Net book value of buildings	527,123	-	-	(14,227)	512,896
IT Spend	50,000	-	-	(50,000)	-
General funds	322,430	462,201	(209,660)	(297,125)	277,846
Unrestricted funds subtotal	899,553	462,201	(209,660)	(361,352)	790,742
Total funds	1,244,445	1,875,484	(2,142,783)	-	977,146

18 Movement in funds (continued)

Fund Descriptions - Restricted

South and East Bristol Foodbank - this fund represents donations received to provide short-term emergency food provision to those in extreme need.

Life Recovery - this fund represents monies received to help clients in addiction recovery to develop resilience through the development of practical skills.

Spring of Hope - this fund represents donations received to operate a women's night shelter providing emergency accommodation and emotional and practical support to women fleeing from abuse, relationship breakdown and sex work.

The Wild Goose - this fund represents donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

Bristol Churches Shelter - this fund represents monies received for the running of a city-wide, multi church shelter which is overseen by inHope.

Hope into Action: Bristol - this fund represents monies received and spent on the franchise inHope holds to set up homes in partnership with churches across the Bristol region.

SWEP - this fund represents monies received and spent to co-ordinate a series of mini-SWEP shelters in the City of Bristol during the winter 2023-24 when the Severe Weather Emergency Protocol is triggered.

BCC Resilience Fund - the fund represents monies received and spent on replacing the IT system and migrating to cloud-based storage.

Fund Descriptions - Unrestricted

The Net book value of buildings - this fund represents the buildings held by the charity, transferred into a designated fund for clarity. The transfer out represents depreciation for the year.

Transfers have been made from general funds into The Wild Goose, Spring of Hope, Life Recovery and Hope into Action:Bristol funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received.

IT spend - this fund represents monies set aside for future IT investment, now fully utilised.

18 Movement in funds (continued)

Prior year	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	At 31 Mar 2023 £
Restricted Funds					
South and East Bristol Foodbank	213,465	748,669	(672,364)	(54,500)	235,270
Life Recovery	12,647	23,230	(84,180)	65,721	17,418
Spring of Hope	59,391	79,013	(129,395)	48,877	57,886
The Wild Goose	16,964	156,951	(307,929)	138,666	4,652
Bristol Churches Shelter	17,932	135,575	(130,092)	-	23,415
Hope into Action:Bristol	8,590	10,012	(43,887)	26,256	971
Other small funds	9,103	70	(3,823)	(70)	5,280
Restricted funds subtotal	338,092	1,153,520	(1,371,670)	224,950	344,892
Unrestricted funds					
Designated funds					
Net book value of buildings	541,349	-	-	(14,226)	527,123
IT Spend	50,000	-	-	-	50,000
General funds	387,155	422,621	(276,622)	(210,724)	322,430
Unrestricted funds subtotal	978,504	422,621	(276,622)	(224,950)	899,553
Total funds	1,316,596	1,576,141	(1,648,292)	-	1,244,445

19 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	512,896	85,052	597,948
Cash at bank and in hand	186,404	-	196,565	382,969
Other current assets	-	-	(3,771)	(3,771)
	186,404	512,896	277,846	977,146

Analysis of net assets between funds - prior year

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	527,123	107,684	634,807
Cash at bank and in hand	344,892	50,000	253,769	648,661
Other current assets	-	-	(39,023)	(39,023)
	344,892	577,123	322,430	1,244,445

inHope (Bristol) Limited

England & Wales - Charity number 298528

Accounts

inHope (Bristol) Limited

FINANCIAL STATEMENTS

31 MARCH 2023

Company Registration Number 02214814

Charity Number 298528

inHope (Bristol) Limited

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

Contents **Pages**

Chair of Trustees' Report	1
Trustees' Annual Report	2 – 14
Reference & Administrative Information	15 - 16
Independent Auditor's Report	17 - 20
Statement of Financial Activities (including Income and Expenditure account)	21
Balance Sheet	22
Cash Flow Statement	23
Notes to the Financial Statements	24 - 34

inHope (Bristol) Limited

CHAIR OF TRUSTEES' REPORT

YEAR ENDED 31 MARCH 2023

As I sit down to write this contribution to the annual report and accounts for inHope, I'm very aware that this is the last time that I will do so as Trustee and Chair of the charity. In October 2023 I will be standing down, having served for 15 years as a Trustee, and the last 8 years as Chair. It's been quite a journey! I can still very clearly recall attending my first Trustees meeting in the first-floor offices at 12 City Road – a property that we still own. Since that time there has been huge change – a new name (formerly we were known as Crisis Centre Ministries), a completely different Board of Trustees (I'm the only one that remains from 15 years ago!), a new CEO, a new base for our operations, and most importantly significant growth in the reach and impact of the charity across the city of Bristol. It's been a joy and privilege to have served as a Trustee over that period, and it's been incredibly humbling to reflect on God's goodness and faithfulness throughout that time.

And without any question, the last 12-months has been no exception, as is reflected in this document. In writing the report for this year, I looked back on what I said in the last two years' reports. Covid-19 was the key focus for the year ending 31st March 2021. In last year's report I referred to the evolving Cost of Living crisis and conflict in Europe setting the context for increasing need. Now, a further 12 months on, a combination of these, and other factors has created a very challenging environment at a local, national and global level. The pressures on society are huge, resulting in increased levels of financial need, homelessness, food insecurity and mental health challenges across all age groups. The response of the team at inHope to these increasing pressures has again been extraordinary, and it's appropriate that I express my thanks to every member of that team, ably led by our CEO, Jonathan Lee. I also take huge personal encouragement in the way that the city has united in supporting the most vulnerable – a willingness to partner and collaborate is so important and is a Biblical principle through which God blesses. Long may that continue into future years!

We have so much to be thankful for. During the year we saw the purchase of a first property through our franchise with national charity, Hope into Action, providing a home for three men from an offending background. A second home has since been purchased, with more to follow in the coming year. Providing housing, and a safe community, is critical to the wellbeing of people coming out of homelessness and having experienced a complex mix of life issues. The Bristol Churches Shelter again provided accommodation for 9 homeless people, over the period November through to the end of March, and a number of these have now moved into permanent accommodation and employment. South and East Bristol Foodbank has seen significant increases in demand, and the Wild Goose day centre and Life Course both continue to do brilliant work. And, after a period of closure due to the Covid-19 pandemic, the Spring of Hope Women's Centre has now reopened.

In truth, whether I reflect on the past year, or indeed the past 15 years, I continue to be amazed and grateful for the commitment of the inHope team, the generosity of those that support us through finance or volunteering, and, of course, the goodness of God! Thanks to you all!

As I look to the future, I feel very positive indeed. We have a strong staff team, and excellent CEO, a diverse and very capable Board of Trustees, and a new Chair identified who will undoubtedly do an excellent job. inHope will remain very dear to me, and I hope those of you who have provided such great support over the years will continue to do so.

Andrew Street

Chair of Trustees

inHope (Bristol) Limited

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2023

Objectives and Activities

InHope has responded to a climate of growing need in our city and country by intensifying our efforts to fight poverty and homelessness on several fronts. The objective of providing sustainable help to those at all stages in recovery has been pursued with some determination and in line with our development plan we have enlarged our capacity to help 'those who need us most' out of unstable lifestyles into secure conditions and positive outlooks. Soaring food prices and relatively declining incomes have been a constant problem for those in need, and for charities such as inHope, as we try to supply basic needs. The declining physical and mental health of the UK population has increased the need for both short-term and longer-term help, and changes that have been achieved this year have enabled our charity to play a bigger part in helping to address many types of insecurity.

The objects of inHope are the advancement of the Christian religion and the prevention or relief of poverty and sickness of individuals in need. It is our long-term aim to provide those who are hungry, homeless or in distress with food, support to facilitate well-being, means of self-management and accommodation. We understand that for specialist help we may have to refer to other organisations. We aim to offer opportunities for exploration of the Christian faith, for prayer, study, worship, and fellowship, as well as consideration of how faith can play a significant part in recovery, though taking part in these is neither a requirement, nor a qualification to benefit from other services. Indeed, links have been developed with organisations motivated by other faiths to prevent hunger and homelessness, and these have allowed inHope to provide culturally relevant help. Throughout the year the Board has consciously worked towards the aim of helping people out of their poverty, rather than just helping them in it.

InHope's response to emerging needs has continued to grow and adapt so that our provision more fully meets the needs of those who access it. Specifically, but not exclusively, we have worked towards our aims in the following ways:

- Preparations were made for the eventual full re-opening of the Spring of Hope, Bristol's only women's night shelter, in May 2023, with reduced capacity, but with a 365-nights-a-year service, complying with national and local regulations.
- The South and East Bristol Foodbank has opened one further outlet, distributed food parcels in large numbers, and offered, through our support workers, financial help in many forms.
- The Life Recovery team have progressed their work in making the Life Course more accessible to other organisations, on a franchise basis. InHope has run its own courses, but we have also supplied training and materials so that the benefits of this course have been made available locally and nationally. Full publication is planned soon.
- The Wild Goose team have continued to provide indoor service for breakfast and lunch, offering food without charge, practical help and support including sleeping bags, food bags, clothing, and toiletries, along with professional haircuts, craft, and creative writing workshops, while support workers have been able to spend valuable time with clients.
- Hope into Action: Bristol has begun its work in earnest. The first houses have been opened, and tenants have taken up residence. More houses and more church partnerships are coming on stream.
- The Bristol Churches Shelter operated for five months, drawing together volunteers from sixteen different churches. Fifteen of the twenty-one guests moved on to secure housing.

InHope has been blessed to have the support of hundreds of volunteers who have given over 20,000 hours of service, and a staff team who have shown skill, dedication, and enthusiasm in their work. The Board of Trustees would like to say a huge thank you to all involved in the work of inHope this year.

Achievements and Performance

During 2022-23, the Wild Goose served 23,209 meals. This gives an average of 528 per week, an increase of more than a third over last year. InHope's longstanding relationship with Costco has allowed us to collect fresh food every morning, and we are grateful for that connection. 1,956 items of practical help were given, including clothing, toiletries, sleeping bags, and showers. Engagement workers have made time to talk with clients, taking the conversations at the clients' pace. Sometimes this has been a single conversation to solve an immediate problem, while other clients have needed an ongoing relationship featuring many aspects of the client's life such as physical and mental health, benefits assessments and housing. Clients have accessed listening support, telephone and computer use, prayer and financial support. A multi-agency approach has enabled referrals to other agencies, including drug advice services and housing advocacy. With the enhanced facilities from the refurbishment that took place during the lockdowns, the team has provided not only breakfast and lunch but also afternoon activities. Creative writing workshops have been facilitated by the charity book publisher, Arkbound. Hairdressers from Haircuts4Homeless have visited the Wild Goose every month, not only giving clients a new look, but enabling them to enjoy the warmth and friendly buzz of a salon. The much-improved laundry facilities and showers continue to be fully used. This is not, however, to obscure the basic need for the Wild Goose. One client put it very simply: "The Wild Goose is a real hope to lots of people; it keeps people alive!"

Nowhere has the cost-of-living crisis been more evident than in the numbers needing food. More people than ever before have accessed the six outlets of the South and East Bristol Foodbank, with 6,803 emergency food parcels being given out in the course of the year. The 4,452 adults and 2,723 children who have benefitted from this represent an increase of over 40% on 21-22. Meeting this demand has not been easy and the Foodbank team has been grateful for cash donations allowing them to buy at wholesale prices from Morrison's. When supermarkets themselves have struggled with supplies it has hardly been surprising that surplus food has not been plentiful, and our usual sources of donated food have not yielded as much as in previous years. Nevertheless, we are grateful to all who have given. Two new outlets have been opened up this year, with BS4, in partnership with St Barnabas' and Severn Vineyard church, moving from delivery only to collection in person, and Counterslip opening its doors to those accessing the support workers or just a chat over a cup of tea. In partnership with the Easton Jamia Mosque, we have been able to provide culturally appropriate food to clients belonging to the Muslim community, including special packs for the season of Ramadan. Our support workers have been able to supply 337 fuel bank vouchers and with their help, more than sixty have benefitted from a scheme where water bills can be reduced to just a pound for those whose circumstances meet with Wessex Water's criteria for such a reduction. In return for such work, inHope has received a grant from Wessex Water. Our Empowerment and Support Workers have worked with our clients to resolve issues of budgeting and reducing outgoings, as well as giving advice on tax credits and benefits. They have also referred clients to the Life Course and helped them to integrate into local churches. Two Citizens Advice workers have been able to give more regulated advice. The response of one client sums up what the Foodbank has meant to her: "The many meals and essential items which foodbank have provided for me, when I had no one else to turn to, is only part of how they helped me. They took the time to compassionately and sincerely take a genuine concern in my personal problems." The South and East Bristol Foodbank is part of the national network of foodbanks supported by Trussell Trust and has been chosen as a partner in the Pathfinder Project, aimed at reducing the need for foodbanks to give away food, shifting the emphasis towards solving the problems that are causing hunger, and a number of our initiatives spring from that involvement, and from a commitment to that cause.

Plans were made during 2022-23 for the re-opening of Bristol's only women's night shelter, Spring of Hope, and between the end of the reporting year and the time of writing, that re-opening has been successfully achieved. After the lockdowns, it was clear that the former way of operating, with dormitories shared by three women, would not meet the requirements of post-pandemic Britain. Capacity had to be reduced while new

health and safety regulations had to be complied with. New policies were drawn up, working practices developed and a model was created under which the existing premises could be used to provide good quality, safe and warm accommodation for enough women to make the provision viable. Recruitment of staff who would have a significant commitment to regular night work proved challenging, but eventually a complete team was assembled and fully trained. During the planning period, some emergency accommodation was provided for sixteen women when SWEP (Severe Weather Emergency Protocol) was activated, and this proved to be a pilot for the new model, with two staff working each night. One guest remarked, "This is the first time I've felt positive in years." The shelter now offers eight spaces per night, 365 days a year. Daytime activities are being proposed as a means of more fully offering recovery pathways. Spring of Hope is working closely with other agencies. St Mungo's operate the referral system for us, and emergency admissions are accepted from local women's charities such as Beloved and One25.

Empowering people through helping them develop their life skills and employability is a crucial part of helping them reach their God-given potential. Throughout 2022-23, inHope has been working to help people grow in their skills and confidence for everyday life and work. The Life Course supports people to live well in recovery, through four modules – Self Care, Mind Matters, Healthy Relationships and Get Organised. Seventeen people took part in the course during 2022-23 and the results were very pleasing. Nearly all reported improved mental health, while every participant reported increased involvement with volunteering and said they looked towards the future with hope. One said, "This has been one of my most favourite things I've done in recovery. I've really enjoyed it so much – it helped me share and learn in a very safe nurturing and empowering environment." The staff on the team at Life Recovery have spent much of their time in developing the Life Course for use by housing support agencies, rehabs, churches, homeless charities and recovery projects all over the country. The full course is being written into a form that can be published, and training courses for leaders have been developed and used. It is planned to operate the course on a franchise basis nationally and a Franchise Facilitator has been appointed to enable that to be done. In preparation for the launch of the franchise, three other groups have been using the course, one is ready to start and two more are preparing. Of these the Genesis Project in Bath have reported that eighteen people have taken part in the course with them with similarly high positive responses. One group found it "… a very well thought-out and meaningful course, run by intensely understanding facilitators."

The Bristol franchise of Hope into Action is our partnership with local churches and investors, providing homes and communities for vulnerable people. In this project we opened and placed tenants in our first two houses during 2022-23. Five people were housed in this way, some retaining or finding employment, and one even being promoted! Tenants are supported by our own Empowerment Workers and befriended by volunteers from partner churches supporting that particular house. Further links with other local charities are being developed through this project, with Sixty-One referring tenants who are ex-offenders. More churches have shown interest in purchasing and supporting a house. Renting and purchasing are both difficult in Bristol in the current economic climate, so there are plenty of challenges in this work, but the response from churches has been encouraging. As for the tenants, this story speaks volumes: "I've been let down my whole life. I've been through the care system and in and out of prison. I haven't had anywhere I can call home. When I left prison 10 years ago, I was moved into a hostel, where I have been ever since. It was noisy, there was lots of anti-social behaviour, no cooker, and people stole your food out of the fridge. It was a stressful place to live. When I met Esther (Empowerment Worker) and the people from the church I knew I could trust them. I felt safe straight away. As I looked round the house last week for the first time, I was very emotional as it was so homely, clean, and tidy. There were no broken doors or windows and there was a cooker! In my bedroom I have a wardrobe and a comfy bed."

The newly and more succinctly named Bristol Churches Shelter (BCS) once again block-booked a bed and breakfast from the start of November through to the end of March, covering the harsh winter months that can be deadly for rough sleepers. This meant that 21 guests had somewhere to stay in the coldest months of the year. They were given 24-hour access and a key to their own room, which gave them their own space and dignity. Guests either had an en-suite or access to a shared bathroom. Fifteen of these moved on to secure housing, and some found employment. 115 volunteers gave their time over the winter, including representatives of sixteen local churches. We are grateful not only to the giving of churches and supporters locally, but also for funding provided by central government funding from the Department for Levelling Up, Housing, and Communities (DLUHC). As an example of the benefits, one guest had been through a relationship breakdown and was continuing with his night shift work whilst rough sleeping. The difference staying with BCS made was that he no longer had to go back to a cold wet tent and try to sleep during the day. He had a safe, quiet place to sleep, 3 meals a day, access to washing machines, tumble dryers and a hot shower, and a place to charge his phone. Bristol Churches Shelter will not be able to continue to access funding from DLUHC in future years, so we are looking at ways in which the project can be financially stable. This may involve finding a building that can be used for the long term, possibly renting out the building for the summer months to offset the cost of the winter use.

Roles of Volunteers

331 volunteers gave an estimated combined total of 20,767 hours of their time during the year, which, if valued at the rate of the National Living Wage, would amount to around £200K. This represents a large number who have re-connected after the lockdowns that made volunteering impossible and others who are new friends to inHope. Volunteer help is a vital resource for the charity and the Board is grateful to all who have driven vans, served food, led foodbank outlets, run group activities, served as engagement helpers in the Wild Goose, been peer-helpers, done housekeeping in the Spring of Hope, offered their services as photographer or videographer, or helped with administration in the office, or in carrying out maintenance or given their time in any other way. Our Volunteer Manager says, "Looking at how many hours volunteers have given this year, it's overwhelming – the amount of smiles to people in need, the amount of care and hope for someone going through a tough time, the amount of motivation when volunteers themselves have a lot on, the friendships formed, tea and cake shared and laughs had!", while a volunteer commented, "It's amazing how many people there are who are so generous with their time and so eager to help other people in our city. It's a real feat that the charity can manage so many volunteers in such an organised way, and I really enjoy being able to contribute to that."

Businesses also have contributed volunteering hours, with twelve different businesses supplying 121 staff members giving a total of 560 hours. Days have been spent decorating the premises of the Spring of Hope, or working in the South and East Bristol Foodbank, or the Wild Goose. In addition, three businesses offered inHope pro-bono support.

In April 2022, inHope achieved accreditation from Investing in Volunteers, the UK's quality standard for all organisations involving volunteers. This testifies to inHope's commitment to ensure that all volunteers have the best quality experience possible. Accreditation is based on assessment in six areas: Vision for Volunteering, Planning for Volunteers, Volunteer Inclusion, Recruiting and Welcoming Volunteers, Supporting Volunteers and Valuing and Developing Volunteers. InHope passed in all six areas and the Chair of the awarding body, the UK Volunteering Forum (UKVF), said "UKVF is delighted to announce inHope's successful achievement of this Award, they have demonstrated a real commitment to volunteering, proving that their volunteer management policies and procedures meet nationally recognised standards."

Training

A half-day of training took place in March 2023 for the Board of Trustees on Equality, Diversity, and Inclusion, led by the Diversity Trust and we were joined by several staff members on that occasion.

Monthly staff training has taken place, and specialised sessions have taken place on safeguarding, working with volunteers, professional boundaries, working with asylum seekers and refugees, health and safety, emergency first aid at work, data protection and an introduction to the new client database.

Volunteers have been trained in professional boundaries, motivational interviewing, safeguarding, first aid basic awareness, volunteer management for Foodbank team leaders, complex trauma, supporting people with mental health needs and safeguarding basic awareness.

Staff at the Wild Goose have been working closely with Sixteen Co-operative, who run employment programmes for people with learning difficulties or autism. Four catering students each spent up to four months on training placement in our kitchen monitored by our Deputy Manager and Chef. All four showed great commitment and developed their personal experience and knowledge of working in a busy kitchen. Two have gone on to permanent employment.

A training programme has been developed and successfully run for external groups wishing to run the Life Course.

In addition to the training supplied by inHope, all members of staff have access to funding for specialist external training relevant to their post.

Public Benefit

The Trustees have complied with their duty under the Charities Act to have due regard to the public benefit guidance issued by the Charity Commission.

As more and more people experience difficulties because of the cost-of-living crisis, the demand for inHope's services has increased significantly. As staff at our foodbanks report, "Never before have we seen people struggling so much to heat their homes and feed their families." Increasingly, clients have become anxious and even desperate about finances, especially the price of gas and electricity. A large percentage of clients we speak to report that they are out of their depth with the cost of energy, and as the weather became colder, people struggled to heat their homes, cook food, and use electricity for lighting. In particular, clients on pre-payment meters suffered; the top up amounts being used up within days, and often they simply had no power and no heating. This situation forced many people to come more frequently to foodbank, not only for food parcels, but for fuel vouchers. The rising costs in supermarkets has also contributed to our client numbers increasing at a much higher rate than usual, with most people reporting the increased cost of living as the main reason they are coming to us. We have been helping more and more people reduce their bills, whether it be by water bill reduction applications, providing fuel vouchers, assisting with budgeting, or signposting to debt agencies. Individual stories include a widowed pensioner who attended foodbank for several weeks, struggling to meet rising costs on his pension payment. We helped him apply for pension credit, which added substantially to his monthly income. We provided him with a fuel voucher, which gave him £49 on his prepayment meter and were able to obtain a water bill reduction, which reduced his monthly bill to £1, and a single mother of four, struggling on a low income and unable to meet extra costs incurred by the family, due to increased food and energy bills. We issued her with a fuel voucher, and obtained two grants for a microwave and a bed. We also signposted her to mental health organisations, for herself and her son.

From the public's point of view, the financial benefits alone from the help that has been given are enormous. It could be argued that every pound invested in, for example, Life Recovery, avoids many more that must be spent in further care for, and harm done by those in unstable lifestyles. Far more, though, is the benefit that comes to individuals who find fulfilment and happiness, or simply relief of suffering because of this work. Comments such as, "It is really heart-warming to encounter you and the many volunteers who provide love, kindness, and practical help to me and others who are going through difficult times", "Having a shower is very important and makes me feel human", and "I'd just like to thank you for giving me a second life and giving me a lovely safe home to live in. I feel so safe and happy. May God bless you all and keep it up!" show how behind the numbers in this report are individuals whose struggles have been eased or whose lives have been changed completely.

The donations and help from churches, individual supporters, and businesses have enabled inHope to contribute to Bristol living up to its title as a City of Hope.

Future Plans

In February 2018 our CEO took time out to write a four-year Development Plan for the charity. At the time, it seemed a highly ambitious scheme, involving objectives that were well ahead of where 'Crisis Centre Ministries', as the charity was known then, found itself. While some objectives have taken longer than envisaged, most are now in place or well on their way. The Life Course is nearing publication and other groups are using it, as we move towards a fully operating franchise system. Investors in Volunteers accreditation has been achieved and volunteer management is run on professional and caring lines. The support available to our staff is stronger than ever. Two community houses are open, and others are in the pipeline, thanks to significant partnerships with several local churches. Opportunities for spiritual engagement are now available across our projects. We are providing training and opportunities for employment. Hence it is not only because of the re-branding as 'inHope' that the charity looks very different now. The Development Plan gives us firstly a steer on what the immediate priorities are and plans to increase the number of our community houses, to market the Life Course and to improve pathways to employment are based on completing what was envisaged five years ago. The expansion in our services seen since February 2018 has necessitated an increase in staff numbers and consequently in our costs. Funding these plans alone represents a huge challenge in the coming year.

Yet as we have reached some peaks, others have come into view, so for example, there is no logical reason why Hope into Action: Bristol should stop at four community houses. Also, in February 2018, who could have envisaged the effects of a worldwide pandemic and the shortages brought about by the war in Ukraine, or the current cost-of-living crisis? In this chaotic environment Trustees are conscious of steering a sustainable path and consolidation of the services we are currently offering is vital. To have a full year's operation of the newly opened Spring of Hope, developing our practices to give maximum benefit to the women who find refuge there is a priority. We also would like to find more stable sources of food for both the Foodbank and the Wild Goose. We plan to train another eight organisations to run the Life Course, and to maximise the impact of the Course by imaginative marketing. Finding tenants to fill our existing houses, and building more partnerships with churches to open new houses are going to be important, and ensuring the future of the Bristol Churches Shelter by finding a suitable building is another aim. Alongside all this we have made provision to support our staff more, because their work can be hard and sometimes discouraging. Towards this end we have made an Employee Assistance Programme available to all our staff and have, with the help of external benchmarking, made changes to our salary structure.

To enable all this and to ensure effective use of resources, we plan to fully establish client and volunteer forums. In a system of 'Co-Design' community members are treated as equal collaborators in designing the services they use. While this is in its infancy, the Wild Goose has introduced Service User Forums, with

meetings covering a wide range of subjects identifying ways in which the Wild Goose could develop, and from this there are plans for a cookery course. Peer volunteers will continue to be an important part of the Life Course, offering a lived-experience perspective on the issues covered in the course and acting as role models for the participants.

We are implementing a new database to better support clients and updating our IT facilities to serve our future needs. We continue to hold environmental considerations in our planning and decisions even though inHope has been assessed as being carbon neutral in its overall operations.

The staff team will grow, reaching 42 once all the roles are filled and we are hoping to expand our Trustee Board to meet the ever-increasing complexities of effective governance. InHope are now an accredited Living Wage Employer via the Living Wage Foundation.

The Annual General Meeting in October 2023 will see the retirement of our Chair, Andy Street, after fifteen years of involvement in the charity. We are hugely grateful for his leadership and guidance over the years and tribute will be paid at the appropriate time not only to his work with inHope, but to the contribution he has made and will continue to make to many charities in Bristol and to the care the city takes of those in need. The Trustees are pleased to have been able to appoint Lindsay Smith to take over as Chair following his retirement. Thanks will also be expressed to John Dixon, who leaves the Board after ten years in which he has played a very significant part in our work, plans and deliberations. Recruitment of new Trustees becomes a priority.

Financial Review

Policies on reserves and investments

The free reserves of the charity (the unrestricted funds of the charity less any funds designated, committed, or represented by tangible fixed assets used by the charity) are intended to be maintained at a minimum of two months of operational expenditure based on the approved budget for each financial year, excluding gifts in kind. As at 31 March 2023, this free reserve target equates to £261,800.

The charity maintains free reserves to:

- Provide a level of working capital that protects the continuity of our core work;
- Provide a level of funding for unexpected opportunities;
- Provide a level of funding for capital projects that might arise; and
- Provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

At the year-end, free reserves stood at £214,746 (General funds of £322,430 less tangible fixed assets within general funds of £107,684) equating to around 1.5 months' budgeted expenditure, a decrease in the reserves of £114,717 (see also below about Restricted Funds). As actual reserves at the year-end are below the target level, following 2 years of exceeding target, the Trustees with the Senior Management Team, will aim to rectify this by: increasing the capacity of the Fundraising and Communications team; diversifying income sources, including from trusts and foundations, businesses, churches, events and individual donors; balancing restricted and unrestricted income; regularly monitoring income by source; maintaining good budgetary control of expenditure and continuing to review the reserves policy to ensure it is realistic and relevant. The Trustees' will also establish an Investment Policy to ensure all funds held give maximum return.

The Board is satisfied that the Charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund.

The level of Restricted Funds of £344,892 represents the balance of funds remaining where donors have imposed specific restrictions on their use. This includes around £65,000 for spend in first 2 months of 2023-2024.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account, and we have 2 additional deposit accounts for restricted and reserve funds.

Fundraising

During 2022-23 inHope employed a Fundraising and Communications team with up to four staff members (2.4 FTE). Their focus has been on securing income through donations from individuals, churches, businesses, and grant-making trusts, as well as through events. Our fundraising approach is integrally linked to our wider communications strategy aiming to bring our supporters closer to the people we serve, so that they are inspired to act and support our work.

InHope does not exploit the credulity, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any point in time. The charity does not contact individuals directly to ask for donations and does not engage in street or telephone-based fundraising. InHope has an online giving page on its website and utilises reputable platforms such as Just Giving and Blackbaud to support donations. Thankyou letters are sent where possible in response to donations, and an annual statement is provided for regular donors ensuring that donors have an accurate record of their donations.

We do not use any third parties to fundraise on our behalf, and issue guidance to any volunteers who fundraise on our behalf about how to do this in a manner compliant with the Fundraising Regulator. InHope has not received any complaints regarding fundraising and contact details for the organisation are clearly available through the Charity's website.

InHope is committed to ensuring the highest standards of public accountability in all areas, including its fundraising. It is registered with the Fundraising Regulator.

We wish to say thank you to all supporters who have made donations of time and energy to support the work of inHope, including those who have left legacies for our benefit. We are also grateful to our supporters and to grant-making organisations who have generously provided for inHope's work to take place this year.

We pay tribute to the hard work of our Fundraising and Communications team and to their imaginative and efficient efforts to keep our supporters well-informed of the progress of the work. We also express our gratitude to event organisers who have raised money on our behalf over the year.

Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been good, although the statements show a small deficit.

Total income was £1,576,141 in 2022-23 compared to £1,462,820 in the prior year. This increase reflects the commitment of our donors (regular giving increased by 6.5% on prior year) along with positive results from grant applications, for which we are very grateful. In addition, the value and volume of gifts in kind has increased, particularly for Foodbank.

Total expenditure was £1,648,292 in 2022-23 compared to £1,242,754 in the prior year. Included in expenditure is the value of gifts in kind, which increased by £180,614 (66%) in the year to £454,795, reflecting increasing need for food mentioned elsewhere. The Foodbank team moved out of Carpenter House into managed office space locally as the team expanded, and Christmas hampers were supplemented by gift vouchers (funded by local businesses). Spring of Hope made preparations for re-opening, ensuring the building was fit for purpose. Due to additional funding available, BCS were able to increase staff to support guests. Our support costs increased by 22%, mainly due to additional investment in supporting our volunteers (recruitment of a part-time Volunteering Admin Officer and new database for improving volunteer records). In addition, spend on staff training and wellbeing has increased, including access to an Employee Assistance

Programme. The Board was able to increase staffing and grant a pay rise of 5% in April 2022, broadly in line with the RPI at the time.

The financial statements are set out on pages 21 to 34. The financial statements have been prepared implementing the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales.

We have given due consideration to the going concern status of the charity, looking at free reserves, budgets, income and cash flow forecasts and consider it to be appropriate to continue to adopt the going concern basis of accounting.

Specific changes in fixed assets

Changes in fixed assets are shown in detail in the notes to the financial statements.

The main assets are the two freehold properties: the first in City Road, most of which has been converted into accommodation; and Carpenter House, from which most of the Charity's work is undertaken. City Road was leased to Bristol Hope Project who effectively abandoned the property. Access was re-established and a working group has been formed to consider its future use, with decision likely in 2023-24. Carpenter House provides the premises from which the Charity operates The Wild Goose and is also the registered office for the company. The refurbishment of Carpenter House, which was completed in November 2020, has increased its value, as well as significantly upgrading its facilities for use as office space and for hosting The Wild Goose. The only major spend on fixed assets during the year was for a new e-Van for Foodbank use, which was mainly funded by a very generous donation.

The Charity also has use of a building on West Street in Old Market. This provides accommodation for Spring of Hope. The Charity leases this building under an agreement lasting until 2025. A process of surrender and signature to a new lease, at no detriment to the terms of our tenancy, remained ongoing during the financial year.

Further office space is leased in Old Market for the Life Recovery Team and at Easton Business Centre for the Foodbank Team. We also rent warehouse space for Foodbank stock.

Structure, Governance and Management

Governing document

The Charity is constituted as a private company limited by guarantee and therefore has no share capital. It is governed by a Memorandum and Articles of Association which was substantially updated in 2019 with new objects and the then new name of inHope (Bristol) Ltd. There are no restrictions in the governing document on the operation of the Charity or on its investment powers, other than those imposed by general charity law.

The charity is membership based and every member undertakes to contribute an amount not exceeding £10 to the assets of the company in the event of the winding up of the company.

The company members elect Trustees who have the power and responsibility to run the company in accordance with Charity and Company Law and good practice.

Recruitment and appointment of new Trustees

We approach individuals, churches, and other organisations with which we are in contact, as part of our strategy for identifying suitable new Trustees.

Trustees are elected at the AGM or co-opted on a provisional basis by the Board of Trustees until the next AGM at which a vote can take place. When someone who has not been elected at the AGM comes forward as a potential new Trustee, they are invited to an informal meeting with the Chair, CEO and Company Secretary, given adequate opportunity to learn as much as possible about the Charity and its working and are encouraged to volunteer in one of the project areas. If it seems that they will be able to contribute to the work, they are invited to observe two Trustee meetings, after which they are interviewed by two of the existing Trustees before a final recommendation is made on becoming a Trustee. Prior to election to the Board, potential Trustees must declare eligibility and before serving, they must declare any conflicts of interest which may in any way influence them to vote other than in the best interests of the Charity. New Trustees are invited to tour the charity's premises and are given an induction pack by the Company Secretary.

Trustee appointments over recent years have addressed the potential for lack of diversity in the Board and we continue to attempt to fill any skills gaps and to consider the possibility of appointing to trusteeship someone with lived experience of relevance to our services.

All Trustees give their time voluntarily and receive no benefits from the Charity. There must be at least six Trustees and not more than ten. Each Trustee may serve for a term of five years and may be re-elected to serve another term of five years at the Annual General Meeting. A Trustee who has served for two consecutive terms in office is eligible for re-election for a third term of five years only if the Board considers it would be in the best interests of the charity and has recommended such re-election to the members.

The organisational structure of the Charity and how decisions are made

Bi-monthly Board meetings have been held, and the possibility of at least one board member attending remotely has been used to advantage where a trustee has been working some distance away, ill, or prevented by family matters from leaving home.

Apologies for absence have been virtually non-existent because of this.

Subgroups of the Board, entitled Finance, People, and Policies, have been in operation for most of the year and have carried out preliminary research, discussion, and the writing of proposals to bring to the full Board, thus using Trustees' experience and skills to best advantage, and making full meetings more efficient. Each is chaired by a Trustee, and the groups each include other Trustees and senior staff members with relevant responsibilities. Every Trustee serves on at least one of these groups.

The Senior Management Team (SMT) of inHope was re-structured during 2021-22 so as to allow responsibility for various areas of the Charity's work to be distributed more widely, giving more freedom to the CEO. For an initial one-year period, three portfolios were allocated to SMT members:

- Finance, buildings and facilities, health and safety, IT and telecoms, and contract management. Allocated to the Finance and Operations Manager.
- Policies and procedures, risk management. Allocated to the Wild Goose Manager.
- Human resources, staff training and wellbeing. Allocated to the Development and Relationships Manager.

These appointments entailed having authority to make decisions and act, the responsibility of performing such duties and the accountability for decisions and actions. They carried an obligation to report formally to the CEO and when required, to the Board.

The review of these appointments showed them to have been a success and two were duly confirmed during 2022-23. The additional responsibilities and authority conferred on the Finance & Operations Manager were consolidated into their role scope.

The SMT meets weekly, and the CEO or other managers bring proposals and significant decisions to the Board sub committees or the full Board for discussion and decision.

The agenda for Board meetings is set by the Chair, the Company Secretary, and the CEO. It is intended that the Board agenda, previous minutes, reports, and discussion papers are circulated to Trustees no fewer than 7 days in advance of the meeting, as far as reasonably practicable. To make this more likely to happen, meetings have been moved from the second Monday of the month to the third. The Trustees retain the following standing items on Board agenda: conflicts of interest, review of risks, and Health and Safety. Any safeguarding concerns are introduced in the CEO's report or discussed as a main item. Under a regime of annual policy review key policies such as Safeguarding, Data Protection, Health and Safety, and Financial Practices, are annually approved by the Trustees.

All decisions at any Board meeting are determined by simple majority votes cast by Trustees present, with each Trustee having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote. As a Christian charity we recognise our dependence on God's provision and our decisions are made prayerfully as stewards of the resources which are generously given to us.

Salary bands covering all staff, and the salary of the CEO, are set by the Board each year, considering inflation, the recent pattern of our pay awards and the financial position of the Charity. Recruitment is managed by the CEO, with Trustee input during the selection process and interviews for new or senior posts. Any appointments adding to the overall staff numbers are also made only after approval by the Board. On occasion, a post may be enhanced, and this too is subject to Board approval. Consideration is given to inflation and the need to attract and retain good quality staff.

Members

At the time of writing inHope has 115 members. Regular contact is made with all members of the Charity and with other supporters, who receive our newsletter, "Streetwise", and frequent email communications, updating information about the work of the Charity. Our communications database is operated in ways that are GDPR compliant with mailing lists requiring 'opt-in'.

Membership of a wider network

We belong to several networks, including the Evangelical Alliance, VOSCUR, the Bristol Homeless Forum, Homeless Link, Care Forum, Housing Justice, ACTS (Ashley Churches Together Serving), National Council for Voluntary Organisations (NCVO), Christian Action Bristol, Hope into Action (UK), and Trussell Trust. InHope is a partner in the Trussell Trust's Pathfinder Programme and has taken on the Bristol franchise for Hope into Action. We are also a member of the George Muller Charitable Trust Partnership Scheme.

The CEO and senior managers connect with various other networks to raise awareness about the needs of, and services available to, our client groups. These are also opportunities to increase our own awareness and be able to respond to the changes in services available through other organisations and statutory bodies.

Relationships with other groups, charities, and individuals

The Charity partners with over 100 local churches who provide volunteer teams, or from where individual volunteers come. 331 people volunteered to work with us last year to help deliver the services of the charity. Closer partnerships are developing with those churches supporting community houses with Hope into Action:

Bristol. The charity takes a lead role in both promoting and helping to coordinate homelessness work across the city through Christian Action Bristol.

Sixty local businesses partnered with inHope during 2022-23, twelve of them taking up volunteering opportunities through which their staff give time through Corporate Social Responsibility (CSR) schemes and fifty-one making financial contributions.

We work alongside many other groups from the voluntary, community and statutory sector with the shared aim of reducing and ending homelessness and food poverty. Some of the most significant being the Salvation Army, Bristol Housing Festival, Julian Trust, Sixty-One, Caring In Bristol, Beloved, Unseen, One25, the Bristol Methodist Centre, the Bristol Soup Run Trust, numerous churches, community groups based in and around Stokes Croft and Easton, different departments of Bristol City Council, the Neighbourhood Management Group and the NHS.

The major risks to which the Charity is exposed and reviews and systems to mitigate risks

The Board identifies the major risks to which the Charity is exposed and is satisfied that systems are in place to mitigate the impact of such risks occurring.

We consider our major risks to be:

1. Lack of funding
   We are keenly aware that the increased staffing needed to fulfil our service delivery commitments for the coming year demands increased funding, in a time when many charities are struggling to fund their work. We are also acutely aware of a reduction in donated food coupled with increased food poverty. Grant funding is enabling us to increase food purchasing. While inHope can be said to be in a sound financial position currently, should supporters find it hard to continue their commitment to us, or competition for grants make it difficult to raise the necessary funds, remedial action may become necessary. In mitigation of this risk, inHope has plans to increase the Fundraising & Comms team to 4.5 FTEs during the year. We have continued to cultivate partnerships with local businesses, sixty of whom partnered with us in 2022-23, especially in the Big Give. Boston Tea Party have hosted a contactless donation point in each of their five Bristol cafes, where customers are easily able to donate a small amount to provide food in the Wild Goose. A Christmas campaign is also planned in partnership with Boston Tea Party. We are grateful to all who support our work in any way and we thank God for putting our work in people's hearts.
2. Succession and recruitment
   The Trustees are grateful for the dedicated work of all our staff and the risk of being unable to replace key staff and Trustees presents a challenge. Our Chair steps down in October having served the maximum number of terms, and we are thankful to have been able to elect someone we feel is a very capable successor. At the same time we also lose another Trustee who has played an important role in the development of the charity over the past ten years. One new Trustee has been recruited, but we are actively searching for others and considering new ways of recruitment. Certain staff members have played and continue to play very important roles in the development of inHope and to lose any one of these without adequate consideration of their replacement would be crippling, yet we recognise that for very good reasons they may be called away to other openings. We have tried to make sure that nobody leaves because of poor working conditions or lack of reward but have also written full job descriptions, are looking carefully at existing periods of notice, and encouraging the career development of all staff members.
3. Unexpected event involving staff, trustees, volunteers or clients/service users
   The Trustees have recognised the risks of how inappropriate behaviour by a member of staff, a volunteer or a Trustee may impact the charity. A range of other risks are noted in service delivery risk registers which acknowledge the impacts of incidents that involve and/or affect beneficiaries. Whilst any of these risk areas may give rise to a significant event, the Trustees are also aware that should a

number of lower level risks be realised concurrently or in quick succession, this can have a significant impact on the charity and its ability to operate. The Senior Management Team are aware of reporting on such issues through monthly reporting, and more immediately for serious matters, to the CEO and Trustees.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to make themselves aware of that information

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office:
32 Stapleton Road
Bristol
England
BS5 0QY

Signed by order of the Trustees

Date:

Granville Sykes

inHope (Bristol) Limited

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2023

Chair of Trustees	Andrew Street
Trustees	Granville Sykes John Dixon Catherine Adeniyi Lindsay Smith Catherine Carne Spencer Crowder Ruth Bevan (appointed 24 June 2022)
Secretary	Granville Sykes
Senior Management Team	Jonathan Lee, Chief Executive Officer Mick Connolly, Wild Goose Manager Stuart Leitch, Life Recovery Manager Andy Irwin, Foodbank Manager Ruth Nott, Finance and Operations Manager Steve Baker, Development and Relationships Manager Amelia Glanville, Volunteer Manager Nicola Saunders, Spring of Hope Manager (appointed May 2022)
Principal Office	32 Stapleton Road Bristol BS5 0QY
Company Registration Number	02214814
Charity Registration Number	298528

inHope (Bristol) Limited

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2023

Bankers

HSBC plc
Bristol City Office
PO Box 120
49 Corn Street
Bristol BS99 7PP

Triodos Bank
Deanery Road
Bristol
BS1 5AS

Auditors

Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

inHope (Bristol) Limited

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2023

Independent auditor's report to the members of inHope (Bristol) Limited

Opinion

We have audited the financial statements of inHope (Bristol) Limited (the "Charity") for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with International Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken during the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the company's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and

reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/apb/scope/private.cfm This description forms part of our auditor's report.

Ed Marsh FCA DChA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date:

InHope (Bristol) Limited

STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income from:					
Donations and legacies	**2**	421,145	1,146,634	1,567,779	1,462,337
Charitable activities	**3**	12	6,886	6,898	30
Other trading activities		-	-	-	351
Investments		1,464	-	1,464	102
Total income		422,621	1,153,520	1,576,141	1,462,820
Expenditure on:					
Raising funds	**5**	144,043	-	144,043	149,694
Charitable activities	**6**	132,579	1,371,670	1,504,249	1,093,060
Total expenditure		276,622	1,371,670	1,648,292	1,242,754
Net income/(expenditure) before transfers	**8**	145,999	(218,150)	(72,151)	220,066
Transfers between funds	**18**	(224,950)	224,950	-	-
Net movement in funds		(78,951)	6,800	(72,151)	220,066
Reconciliation of funds					
Total funds at 1 April 2022	**18**	978,504	338,092	1,316,596	1,096,530
Total funds at 31 March 2023	**18**	899,553	344,892	1,244,445	1,316,596

The notes on pages 24 to 34 form part of these financial statements
See note 11 for the comparative Statement of Financial Activities

InHope (Bristol) Limited

BALANCE SHEET

AS AT 31 MARCH 2023 **Company Number: 02214814**

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	**11**	634,807	599,041
Current assets			
Debtors	**12**	47,323	66,664
Cash at bank and in hand		648,661	732,063
		695,984	798,727
Creditors: amounts falling due within one year	**13**	(86,346)	(71,990)
Net current assets		609,638	726,737
Total assets less current liabilities		1,244,445	1,325,778
Creditors: amounts falling due after more than one year	**14**	-	(9,182)
Net assets		1,244,445	1,316,596
Funds			
Unrestricted funds			
General funds	**21**	322,430	387,155
Designated funds	**21**	577,123	591,349
Total unrestricted funds		899,553	978,504
Restricted funds	**21**	344,892	338,092
Total funds		1,244,445	1,316,596

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Trustees on ..... and are signed on their behalf by:

Andrew Street
Chair of Trustees

The notes on pages 24 to 34 form part of these financial statements

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2023

	Notes		2023 £	2022 £
Net cash (outflow)/inflow from operating activities	**18**		(8,709)	229,698
Non-operational cash flows				
Investing activities				
Payments for tangible fixed assets		(61,975)		(7,903)
Investment income		1,464		102
			(60,511)	(7,801)
Financing activities				
Repayment of hire purchase and other creditors		(14,182)		(5,032)
			(14,182)	(5,032)
Net cash (outflow)/inflow for the year	**19**		(83,402)	216,865

Cashflow restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 24 to 34 form part of these financial statements

1 Accounting policies

Basis of preparing the financial statements

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

The charity is a public benefit entity as defined under FRS102.

The Trustees consider there to be no material uncertainties affecting the ability of the charity to continue as a going concern and therefore these accounts are prepared on the going concern basis. Please refer to Trustees' report for further detail.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Gifts of food and clothing for the charity are included at an estimate of fair value and are recognised when distributed. No amounts are included in the financial statements for services donated by volunteers. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation and allocated to the same fund as the original donation.

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

Expenditure

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities. Expenditure on raising funds includes those incurred in trading activities. Charitable activities include expenditure on The Wild Goose, Life Recovery, South and East Bristol Foodbank, Spring of Hope, Hope into Action:Bristol and Bristol Churches Shelter and includes both direct costs and support costs relating to those activities. Governance costs are those incurred in connection with meeting the constitutional and statutory requirements of the Charity. Governance costs are included within charitable activity costs.

Tangible fixed assets

Tangible fixed assets are classified as such when they have a value over £2,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives. Fixed assets are not depreciated in the first year of being capitalised.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Freehold interest in Land and Buildings	2% on cost
Furniture, fittings and equipment	25% on cost
Plant and machinery	10 - 20% on cost
Motor Vehicles	25% on cost

1 Accounting policies (continued)

Trade debtors
Trade debtors are recognised initially at the transcation price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established where there is objective evidence that the charitable company will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash in hand on-call deposits, and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods of services that have been acquired in the ordinary course of business from suppliers. Accounts payables are classified as current liabilities if the charitable company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settelement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

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

Winding up or dissolution of the charity
If upon winding up or dissolution of the charity there remain any assets, after satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

Controlling entity
The charity is a company limited by guarantee, and as such holds no share capital. In the event of the winding-up of the charity, the liability of the members of the charity is limited to £10 each.

Pension scheme
The charity operates a defined contribution pension scheme for eligible employees. During the year, the charity paid £26,566 (2022: £23,326) in contributions for employees.

2 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Committed giving	155,441	57,132	212,573
Appeals and donations	210,194	613,721	823,915
Gift Aid tax reclaimed	30,202	29,751	59,953
Gifts in kind	8,765	446,030	454,795
Legacies	16,543	-	16,543
	421,145	1,146,634	1,567,779

During the year, the charity received government grants totalling £130,000 (2022: £89,526), including £100,000 from the Night Shelter Transformation Fund, funded by the Department for Levelling up Housing and Communities; and £30,000 from Bristol City Council for Winter Provision - Bristol Churches Shelter.

The charity receives gifts in kind for all projects from local businesses, organisations, churches and individuals. These include food which is used to prepare meals to serve at the Wild Goose Drop-In Centre which are valued by multiplying the actual number of meals served by the estimated cost of a meal. Other donations such as clothing, toiletries and sleeping bags are valued at the cost the charity would be prepared to pay if it had to buy these items. Food distributed via the South and East Bristol Foodbank is valued at £2.37 per kilogram, being a recognised valuation. One individual has given the charity use of a building rent free. This is valued at the cost of the rent the building could obtain on the open market.

Prior year	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Committed giving	154,710	44,849	199,559
Appeals and donations	310,717	419,115	729,832
Gift Aid tax reclaimed	34,046	27,605	61,651
Gifts in kind	-	274,181	274,181
Legacies	197,114	-	197,114
	696,587	765,750	1,462,337

During the prior year, the charity received government grants totalling £89,526, including £89,430 from the Homelessness Winter Transformation Fund, via Homeless Link, funded by the Ministry of Housing, Communities and Local Government and £96 from HMRC in respect of Covid support.

3 Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Life Recovery	-	500	500
Hope into Action:Bristol	-	6,386	6,386
Other miscellaneous income	12	-	12
	12	6,886	6,898

Prior year	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Life Recovery	-	30	30
	-	30	30

4 Expenditure on raising funds

	Total funds 2023 £	Total funds 2022 £
Events, advertising & publicity costs	3,272	1,466
Cost of fundraising platforms	9,055	5,944
Salary costs	96,003	94,269
Publications and website costs	9,757	7,773
Support costs (see note 6)	25,956	40,242
	144,043	149,694

5 Expenditure on Charitable Activities

	Direct costs £	Support costs £	Total costs 2023 £
South and East Bristol Foodbank	593,868	139,517	733,385
Life Recovery	71,402	22,713	94,115
Spring of Hope	114,791	27,942	142,733
The Wild Goose	245,863	114,174	360,037
Bristol Churches Shelter	125,865	4,227	130,092
Hope into Action	43,887	-	43,887
	1,195,676	308,573	1,504,249

Prior year

	Direct costs £	Support costs £	Total costs 2022 £
South and East Bristol Foodbank	393,346	88,533	481,879
Life Recovery	90,492	26,828	117,320
Spring of Hope	79,211	21,076	100,287
The Wild Goose	194,138	97,753	291,891
Homes not Houses	5,772	-	5,772
Bristol Churches Shelter	91,183	-	91,183
Hope into Action	4,728	-	4,728
	858,870	234,190	1,093,060

6 Support costs

	Raising funds	**Charitable Activities**	**Total 2023**	Raising funds	Charitable Activities	Total 2022
	£	**£**	**£**	£	£	£
Salary costs	13,091	154,772	167,863	21,719	123,074	144,793
Volunteer mgt costs	399	4,588	4,987	25	140	165
Other staff costs	536	6,168	6,704	486	2,755	3,241
Depreciation	1,630	24,579	26,209	3,301	24,856	28,157
Office costs	3,012	34,647	37,659	3,750	21,249	24,999
Light and heat	465	5,343	5,808	1,242	7,037	8,279
Health & Safety Support	614	7,058	7,672	805	4,560	5,365
Repairs & Maintenance	634	7,294	7,928	1,148	6,505	7,653
Rent and rates	367	4,224	4,591	547	3,098	3,645
Vehicle Expenses	189	2,177	2,366	420	2,382	2,802
Waste & Pest Control	755	8,678	9,433	1,284	7,277	8,561
City Road costs	377	4,331	4,708	442	2,504	2,946
Governance costs	695	7,990	8,685	879	4,985	5,864
Finance support	53	614	667	92	522	614
Loan Interest paid	7	79	86	76	431	507
Legal & HR Expenses	98	1,126	1,224	694	3,934	4,628
Staff training	391	4,495	4,886	548	3,104	3,652
Travel expenses	187	2,153	2,340	201	1,138	1,339
Insurance	688	7,918	8,606	1,231	6,974	8,205
Printing, postage and stationary	527	6,062	6,589	980	5,554	6,534
Subscriptions	287	3,295	3,582	142	807	949
Consultancy fees	883	10,162	11,045	218	1,233	1,451
Sundry expenditure	71	820	891	12	71	83
	25,956	308,573	334,529	40,242	234,190	274,432

Support costs are split between fundraising costs and charitable activity costs based upon usage.

7 Net income

This is stated after charging:

	2023	2022
	£	£
Depreciation	26,209	28,157
Auditor's remuneration:		
Audit fees	7,100	4,800
Other fees	1,585	555
Trustees expenses	-	273

During the year no trustee received remuneration or other employment benefits from the charity. This was also the case in the prior year.

During the year no trustees were reimbursed for out of pocket expenses (2022: 3).

During the year, donations of £12,327 (2022: £7,944) were received from trustees, key management personnel and other related parties.

No related party transactions occurred in the year other than disclosed above or elsewhere in the financial statements.

8 Staff costs and numbers

	2023	2022
The aggregate payroll costs were:	£	£
Wages and salaries	598,808	496,842
Social security costs	45,895	37,275
Employer's pension contributions	26,566	23,326
	671,269	557,443

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	2023	2022
	No.	No.
Charitable activities	23.6	18.7
Fundraising	2.7	3.8
	26.3	22.5

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

The key management personnel employee benefits totalled £310,327 (2022: £281,123).

The average weekly number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2023	2022
	No.	No.
Charitable activities	17.5	14.2
Fundraising	2.4	3.1
	19.9	17.3

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes.

10 Comparative figures for the Statement of Financial Activities

	Unrestricted General Funds £	Restricted Funds £	Total Funds 2022 £
Income from:			
Donations	696,587	765,750	1,462,337
Charitable activities	-	30	30
Other trading activities	-	351	351
Investments	102	-	102
Total income	696,689	766,131	1,462,820
Expenditure on:			
Raising funds	147,729	1,965	149,694
Charitable activities	103,980	989,080	1,093,060
Total expenditure	251,709	991,045	1,242,754
Net income/(expenditure)	444,980	(224,914)	220,066
Transfers between funds	(253,707)	253,707	-
Net movement in funds	191,273	28,793	220,066
Reconciliation of funds			
Total funds at 1 April 2021	787,231	309,299	1,096,530
Total funds at 31 March 2022	978,504	338,092	1,316,596

11 Tangible fixed assets

	Freehold interest in Land & Buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor Vehicles £	Totals £
Cost					
At 1 April 2022	711,341	40,471	91,604	17,334	860,750
Additions	-	-	7,475	54,500	61,975
At 31 March 2023	711,341	40,471	99,079	71,834	922,725
Depreciation					
At 1 April 2022	169,992	23,409	51,695	16,613	261,709
Charge for the year	14,226	5,419	5,843	721	26,209
At 31 March 2023	184,218	28,828	57,538	17,334	287,918
Net book value					
At 31 March 2023	527,123	11,643	41,541	54,500	634,807
At 31 March 2022	541,349	17,062	39,909	721	599,041

12 Debtors

	Total 2023	Total 2022
	£	£
Other debtors	5,819	2,941
Prepayments	19,464	12,477
Accrued income	22,040	51,246
	47,323	66,664

13 Creditors: amounts falling due within one year

	Total 2023	Total 2022
	£	£
Trade creditors	40,182	32,199
Other taxation & social security	16,494	13,785
Loan < 1 year	-	5,000
Accruals	29,670	21,006
	86,346	71,990

14 Creditors: amounts falling due after more than one year

	Total 2023	Total 2022
	£	£
Loan 2-5 years	-	9,182
	-	9,182

15 Commitments under operating leases

At 31 March 2023 the charity had total commitments under non-cancellable operating leases as set out below:

	Property Leases 2023	Other Leases 2023	Total 2023	Property Leases 2022 (Restated)	Other Leases 2022	Total 2022 (Restated)
	£	£	£	£	£	£
Expiry date						
Under one year	23,225	1,440	24,665	10,000	2,152	12,152
Within 2 to 5 years	55,982	-	55,982	17,500	1,440	18,940

17 Capital commitments

There were no capital commitments at the end of the current or previous accounting periods.

18 Reconciliation of net movement in funds to net cash inflow from operating activities

	2023	2022
	£	£
Statement of Financial Activities: Net movement in funds	(72,151)	220,066
Investment income	(1,464)	(102)
Depreciation	26,209	28,157
Increase in creditors: Current Liabilities	19,356	19,248
Decrease/(Increase) in debtors	19,341	(37,671)
Net cash (outflow)/inflow from operating activities	(8,709)	229,698

19 Analysis of changes in cash flow during the year

	2023	2022	Change
	£	£	£
Cash at bank and in hand	648,661	732,063	(83,402)

	2022	2021	Change
	£	£	£
Cash at bank and in hand	732,063	515,198	216,865

20 Movement in funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Restricted Funds					
South and East Bristol Foodbank	213,465	748,669	(672,364)	(54,500)	235,270
Life Recovery	12,647	23,230	(84,180)	65,721	17,418
Spring of Hope	59,391	79,013	(129,395)	48,877	57,886
The Wild Goose	16,964	156,951	(307,929)	138,666	4,652
Bristol Churches Shelter	17,932	135,575	(130,092)	-	23,415
Hope into Action:Bristol	8,590	10,012	(43,887)	26,256	971
Other small funds	9,103	70	(3,823)	(70)	5,280
Restricted funds subtotal	338,092	1,153,520	(1,371,670)	224,950	344,892
Unrestricted funds					
Designated funds					
Net book value of buildings	541,349	-	-	(14,226)	527,123
IT Spend	50,000	-	-	-	50,000
General funds	387,155	422,621	(276,622)	(210,724)	322,430
Unrestricted funds subtotal	978,504	422,621	(276,622)	(224,950)	899,553
Total funds	1,316,596	1,576,141	(1,648,292)	-	1,244,445

20 Movement in funds (continued)

Fund Descriptions - Restricted

South and East Bristol Foodbank - this fund represents donations received to provide short-term emergency food provision to those in extreme need.

Life Recovery - this fund represents monies received to help clients in addiction recovery to develop resilience through the development of practical skills.

Spring of Hope - this fund represents donations received to operate a women's night shelter providing emergency accommodation and emotional and practical support to women fleeing from abuse, relationship breakdown and sex work.

The Wild Goose - this fund represents donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

Bristol Churches Shelter - this fund represents monies received for the running of a city-wide, multi church shelter which is overseen by inHope.

Hope into Action: Bristol - this fund represents monies received and spent on the franchise inHope holds to set up homes in partnership with churches across the Bristol region.

Covid Resilience - this fund represents grants received for core costs to assist with resilience of the charity through Covid.

Fund Descriptions - Unrestricted

The Net book value of buildings - this fund represents the buildings held by the charity, transferred into a designated fund for clarity.

Transfers have been made from general funds into The Wild Goose, Spring of Hope, Life Recovery and Hope into Action:Bristol funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received. In addition the transfer in from South and East Bristol Foodbank to general funds, represents the derestriction of funds received for purchase of a new van.

IT spend - this fund represents monies set aside for future IT investment.

20 Movement in funds (continued)

Prior year	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	At 31 Mar 2022 £
Restricted Funds					
South and East Bristol Foodbank	203,552	449,488	(439,575)	-	213,465
Life Recovery	20,075	11,060	(104,501)	86,013	12,647
Spring of Hope	41,655	56,289	(89,017)	50,464	59,391
The Wild Goose	15,026	127,877	(243,169)	117,230	16,964
Homes not Houses	-	5,772	(5,772)	-	-
Bristol Churches Shelter	23,283	85,832	(91,183)	-	17,932
Hope into Action:Bristol	-	13,318	(4,728)	-	8,590
Covid Resilience	5,000	-	(5,000)	-	-
Other small funds	708	16,495	(8,100)	-	9,103
Restricted funds subtotal	309,299	766,131	(991,045)	253,707	338,092
Unrestricted funds					
Designated funds					
Net book value of buildings	555,576	-	-	(14,227)	541,349
IT Spend	-	-	-	50,000	50,000
General funds	231,655	696,689	(251,709)	(289,480)	387,155
Unrestricted funds subtotal	787,231	696,689	(251,709)	(253,707)	978,504
Total funds	1,096,530	1,462,820	(1,242,754)	-	1,316,596

21 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	527,123	107,684	634,807
Cash at bank and in hand	344,892	50,000	253,769	648,661
Other current assets	-	-	(39,023)	(39,023)
	344,892	577,123	322,430	1,244,445

Analysis of net assets between funds - prior year

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	541,349	57,692	599,041
Cash at bank and in hand	338,092	50,000	343,971	732,063
Other current assets	-	-	(5,326)	(5,326)
Creditors due after one year	-	-	(9,182)	(9,182)
	338,092	591,349	387,155	1,316,596

inHope (Bristol) Limited

England & Wales - Charity number 298528

Accounts

inHope (Bristol) Limited

FINANCIAL STATEMENTS

31 MARCH 2022

Company Registration Number 02214814

Charity Number 298528

inHope (Bristol) Limited

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

Contents **Pages**

Chair of Trustees' Report	1
Trustees' Annual Report	2 – 15
Reference & Administrative Information	16 - 17
Independent Auditor's Report	18 - 21
Statement of Financial Activities (including Income and Expenditure account)	22
Balance Sheet	23
Cash Flow Statement	24
Notes to the Financial Statements	25 - 34

inHope (Bristol) Limited

CHAIR OF TRUSTEES' REPORT

YEAR ENDED 31 MARCH 2022

In my Chair of Trustees report for last year I noted the impact of the Covid-19 pandemic, and it is fair to say that over the period covered by this report to the end of March 2022 the pandemic has again been a significant influence on the work of the charity. A further emerging issue is the evolving Cost of Living crisis, in part caused by the pandemic, and worsened by conflict in Eastern Europe. I'm no economist, but it is clear that these, and a combination of other global issues are resulting in spiralling food and energy costs and levels of inflation that we haven't seen for 40 years. There is evidence to show that this is already causing increasing levels of homelessness, indebtedness and social need, and the work of inHope – alongside other charities and organisations working in the City and surrounding areas – is needed now more than ever before.

As you read the detail of this report you will see reflected in the text and financial details evidence of three key factors that I firmly believe have resulted in this being another very successful year for inHope. It is important to just clarify what I mean by 'successful'. For a charity such as inHope, it is inappropriate to measure 'success' simply in terms of the numbers of people supported, meals provided, food distributed and lives impacted in a positive way. To be blunt, if the demand for our services in increasing – and it clearly is - it merely reflects the sad reality of many more people struggling to get off the streets, break the cycle of addiction, put food on the table, and find a place they can call home within the context of a safe community. Increasing numbers is not a mark of success as such, but the ability of the charity to respond effectively and efficiently to increasing need, and to make a significant difference in the lives of many, is a measure of 'success' in terms of impact.

But let me come to those key factors if I may:

- Firstly, we have an amazing staff team, ably led by our CEO Jonathan Lee. I continue to be amazed by the level of commitment and faithfulness that every single member of the team has shown over the past year – often in very challenging circumstances. Simply saying 'thank you' doesn't seem enough, but I am hugely grateful for the contribution made by every single member of the team. Alongside this, I'd like personally to thank the other members of the Trustee Board. We have a highly competent group of volunteer Trustees who graciously and generously have given of their time, energy and skills over the last 12 months.
- Secondly, Bristol has benefitted in recent years from a much more collaborative and partnership-based approach to addressing social challenges across the city through what is referred to as the 'One City Approach'. The benefits of this have very much come to the fore during the pandemic, and I firmly believe will be vital in addressing the challenges of the emerging Cost of Living crisis. To me this very much speaks of the benefits of 'unity', which the writer of Psalm 133 (David) speaks into so clearly, and inHope has played a key role in this within the Bristol context.
- Lastly, inHope continues to be very well resourced financially. This of course reflects very well indeed on the skills of our fundraising team, and on the generosity of those Trusts, businesses, churches and individuals who have continued to support us so generously. On behalf of the Charity I would like to thank everyone who has contributed in this way. But I'd also like to reflect on the faithfulness of God in all of this. We seek to honour God in the way that we run the charity, and serve the City and the people that we work with, but ultimately we can never take for granted that the resources will be there when we need them. The fact that we are in such a strong financial position is something to very much be grateful to God for.

I hope that you will benefit from reading this report, and that it gives you a better understanding of the work of the charity over the last 12 months.

My very best regards

Andrew Street
Chair of Trustees

---

inHope (Bristol) Limited

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2022

Objectives and Activities

In October 2019 the Board and Members of Crisis Centre Ministries took the decision to rebrand the charity and change the name to inHope (Bristol) Limited so as to better reflect the aims not just to help those in poverty, but to help them out of it. Little was it understood at the time how succeeding events would change not only the charity but the city, the country, and the world. The period between April 2021 and March 2022 saw the UK emerge from lockdowns, not free from COVID-19 but largely vaccinated, able to gather in-person for work, education, entertainment, church, and social activities, though in a very different climate. The pandemic has accelerated the rate at which technology is influencing every sphere of life and for many it is a brave new world, yet others are being left behind. We are seeing increased mistrust of leaders at local, national, and international level. Businesses and whole industries, having been propped up by emergency payments, are finding it hard to cope. A cost of living crisis such as we have not seen in decades is threatening the livelihoods and even the health (physical and emotional) of large sections of the UK population. In addition, significant numbers are choosing to leave their homelands and seek refuge or simply a better life in European countries, including Britain. Against such a background inHope has sought to help 'those who need us most'.

InHope's objects are the advancement of the Christian religion and the prevention or relief of poverty and sickness of individuals in need. It is our long-term aim to provide those who are hungry, homeless or in distress with food, support services to facilitate well-being, means of self-management and accommodation. We understand that for specialist help we may have to refer to other organisations. We aim to offer opportunities for exploration of the Christian faith, for prayer, worship, study and fellowship, and consideration of how faith can play a significant part in recovery, though taking part in these is neither a requirement, nor a qualification to benefit from other services. Throughout the year the Board has consciously worked towards the aim of helping people out of their poverty rather than just helping them in it.

Changing needs have influenced the work of the teams serving in every part of inHope, and have accelerated the charity's response in terms of housing, shelter, and food provision. Specifically, we have worked towards our aims in the following ways:

- The Wild Goose team has resumed indoor service for breakfast and lunch, offering food without charge, practical help and support including the provision of sleeping bags, food bags, clothing and toiletries, along with haircuts, craft and creative writing workshops.
- Remote contact has continued to be offered to those who have been users of the Spring of Hope women's night shelter, providing signposting and support.
- The South and East Bristol Foodbank has secured funding for two advice workers and two empowerment and support workers for the next three years who will offer support in financial matters and has given out over twelve thousand foodbank parcels.
- The Life Recovery team has continued to run the Life Course in-person, and moved to new premises, allowing greater freedom to develop the course in preparation for other charities / groups to run the course on a franchise basis.
- inHope has taken on the Bristol franchise for the national charity Hope into Action, and two houses are in the process of being made ready to give a stable home to some who need one.
- Teams of volunteers have been re-trained so as to feel confident about starting or restarting in a new environment and inHope has achieved Investing in Volunteers accreditation.
- The Board has once again provided the governance for the Bristol Churches Winter Night Shelter, giving safety and warmth to some who might otherwise be on the streets.

Once again, the Trustees would like to express their gratitude to the staff who have worked tirelessly not simply to restore normal service after the Covid lockdowns, but in adapting to changing needs in so many

ways. We are blessed with a dedicated and united staff, passionate about helping others, who work together well and face challenges with enthusiasm and imagination.

Achievements and Performance

During 2021-22, the Wild Goose served 19,680 meals. On average this is 394 meals a week (98 per day in a four-day week) for 50 weeks. 779 items of practical help were given, including sleeping bags, food bags, clothing, and toiletries. 316 sessions of personal support were also provided. This includes listening support, telephone & computer use, prayer, financial support, and referrals to other agencies including drug advice services & housing advocacy. The refurbished Wild Goose is now fully open for indoor service or takeaway and from 9:30am until the afternoon teams serve breakfast and lunch on four days of the week. Engagement activities flourish in the afternoons, with craft and creative writing workshops, films and board games, while haircuts, showers and laundry service are also available. Two engagement workers are employed to support clients and volunteers work with them to host advisory sessions about housing, finance, employment, health, citizens' rights, alcohol and drug issues in partnership with local statutory and voluntary organisations. The Wild Goose itself is very different now, a much more welcoming environment, with plants and soft furnishings, better showers and washing facilities. It has been commented that, "Often, after having a shower, people will come out feeling so refreshed and rejuvenated it's almost like they've washed off layers of anxiety too." More recently, an evening service was offered, but the response was low, perhaps because alternative sources of food are available elsewhere. After the lockdowns, during which many homeless people were housed in hotel rooms and given vaccinations, many moved on to housing pathways and long-term accommodation. A smaller number, just over fifty it is estimated, continue to sleep rough, but food provision across the city remains plentiful. Events are currently being arranged at which those who have volunteered in the evenings on Wild Goose teams can re-evaluate how their services can best be used. The improved facilities of the Wild Goose are greatly appreciated. As an engagement worker commented, "For those who are sleeping rough, wet weather soaks through sleeping bags, clothing, and socks. This is why it's great we can offer clients a hot shower, fresh clothing, and facilities to wash and dry clothes."

Life Recovery has moved to new premises in Midland Rd, with rooms for meetings and better office space. Those on courses do not have to be in the busy environment of Carpenter House, while the staff have a quieter space in which to develop the Life Course in preparation for it being offered on a franchise basis. Much more careful work on the text is demanded for this to happen, but already other groups are running the course. Genesis Trust in Bath, Love Well, Changing Lives in Clevedon and a charity based in Cornwall are among those using the materials. The aim is that the course will be contained in a booklet, available to those who take on a franchise. In the meantime, three courses were run during 2021-2, for a total of sixteen people.

The South and East Bristol Foodbank operates in five outlets where people can attend in person, and one currently offering delivery service only, but scheduled to move to an in-person service shortly. 12,368 foodbank parcels were distributed over the year, weighing almost 130 tonnes, the equivalent of ten double-decker buses! 3,229 adults and 1,861 children were supported in this way. 845 issues, including debt advice, benefits and tax credits, housing and immigration issues, were addressed for 147 clients. In addition, 78 Christmas hampers were given out to support 436 people. Donations from the public in supermarkets have decreased but regular financial donations have grown, enabling the purchase of food, and we are grateful for all who have contributed in this way. inHope now employs two empowerment and support workers who offer financial help, intended to reduce outgoings and increase personal income, as well as referring clients to the Life Course or helping them to integrate into local churches. There are also two Citizens Advice workers, who are able to give more regulated advice. inHope has secured funding for these four workers for three years. Stories of those who have benefitted from this provision include a heavily pregnant Foodbank client who had been refused Universal Credit on two occasions. The support worker was able to communicate with the client in her

first language, and pass on the correct information, in conjunction with Citizens Advice. The client was then able to reclaim Universal Credit successfully. Once the client gave birth, the support worker registered the birth and obtained baby clothes. Another, a disabled and isolated Foodbank client, was struggling with bills. The support worker applied for a water bill reduction and the client was awarded a reduction to £1 per month, down from £35 per month. The water company also arranged that her arrears could be written off if she keeps to the £1 repayment arrangement for 2 years. Moreover, the quality of care given was described in this way by one client: "The many meals and essential items which foodbank have provided for me, when I had no one else to turn to, is only part of how they helped me. They took the time to compassionately and sincerely take a genuine concern in my personal problems". The South and East Bristol Foodbank is a partner in the Pathfinder Project, an initiative of the Trussell Trust, aimed at reducing the need for foodbanks to give away food, shifting the emphasis towards solving the problems that are causing hunger. The Project is clearly ambitious, but after a year of involvement we feel our working practices are being well thought out and allowing us to make more impact. Working with the Wild Goose chef, the S&EB Foodbank has produced recipes helping clients to make the most of the food they are given. In a new initiative, a list was made of items that could be given out during Ramadan and links made with local mosques.

InHope has worked hard to solve the problem caused by the closure of the Spring of Hope Women's Night Shelter that was forced by Covid-19. Previous ways of operating are no longer viable, and the building would only be able to house a much smaller number under present regulations. Nevertheless, the Spring of Hope team have visited and kept in touch with previous clients and have provided 236 sessions of personal support, including listening, help with telephone and computer use, with prayer, support around financial issues and house moves. There have been 21 items of practical help, such as sleeping bags, toiletries and clothing provided. Trustees would like to express their gratitude to Val Thompson, who decided to call time on a lengthy and dedicated time as Spring of Hope Manager. A new manager has been appointed and is now beginning the task of working out how the project can most effectively continue into the future.

Governance was provided to the Bristol Churches Winter Night Shelter once again. For a second year, a bed-and-breakfast house was block-booked, this time over an extended five-month period. Each guest, who would otherwise have been sleeping rough, had a room to themselves, and were referred by St Mungo's or Borderlands. Not only did this give protection from the spread of Covid, it also provided guests with privacy. Churches supported the guests by cooking meals, and volunteers provided a listening ear and support throughout the day. Sixteen people were supported, of whom eight subsequently moved on to secure housing. A befriending scheme was run, with one consequence being that ten of the guests have stayed in contact. Six were spared by the scheme from facing their first winter on the streets. 110 volunteers from 34 churches took part in providing food and friendship.

The Bristol Franchise of Hope into Action UK was taken on after much work by Trustees during the year. This is a project being 'incubated' by inHope, run under the title '*Homes not Houses*'. Church members or groups of investors are invited to invest in a property, tenants are found by inHope, and supported by an engagement worker and by a partnering church group. Other charities such as Sixty-One, a Bristol-based charity working with ex-offenders, are partnering with us to find suitable tenants. In the stable environment of such a house, Hope into Action UK currently host 315 people, and report 95% maintaining tenancy, 94% abstaining from crime, 88% reducing drug and alcohol intake, 94% reporting better mental health and 64% of adult tenants being involved in work, volunteering, or education and training. They have 100 homes in partnership with 96 churches in more than thirty towns and cities across the UK. Twelve churches across the Bristol region are in discussion with us about being involved. Four have already created a partnership with Homes not Houses and are in the process of acquiring a property. The first house has been purchased, a second is under offer and two others are being investigated.

Roles of Volunteers

During the lockdowns resulting from the Covid-19 pandemic, opportunities to volunteer were severely limited as a result of the suspension of inHope's usual activities. As society began to find its 'new normal' it was clearly going to be challenging to reconnect with those who had volunteered in the past, re-recruit such a significant number of volunteers as inHope used to boast and ensure that they were equipped to cope with new challenges and new ways of operating. We had effectively lost two years of recruiting new volunteers, while many who had served faithfully in the past might no longer feel able to work in the same way, perhaps feared the contact that volunteering would bring, or might not feel able to cope with new ways of working. In addition, some of those who had volunteered with inHope during the pandemic were no longer able to do so as they had returned to their full-time work.

It is a measure of the dedication of our volunteers and to the hard work of our Volunteer Manager, that from a total of 363 volunteers who were in contact with us at the time of the last report, the number now stands at 327. Most are once again actively involved, though some from evening teams in the Wild Goose no longer have that opportunity and events are being organised to help those volunteers reflect on ways in which they can help now.

Spring of Hope volunteers remain committed, have regular meetings and a social event has been arranged at which they can meet the new manager of the project and discuss ideas for new ways of operating. The contribution of a small number of volunteers who have lived experience to the Life Recovery Courses is much appreciated.

Trustees give of their time freely and unstintingly, often at anti-social hours in many ways. Recent recruitment has provided the Board with members who offer an array of skills and who are wholeheartedly in support of the work of the staff.

Volunteers have also contributed help with communications, providing specialist skills in photography, videography and illustration.

Wild Goose

Two volunteers served breakfast from 8:00am to 10:30am. Six served lunch from 11:30am to 2pm four days a week.

From February 2022, The Wild Goose re-opened two evenings a week. Volunteer evening shifts are 7pm to 9:30pm, with approximately six volunteers per evening.

Total for Wild Goose: **Approximately 4,270 hours.**

Foodbank

Volunteers meet clients, organise stocks, drive to some clients or collect from supermarkets.

Total for Foodbank: **Approximately 9,912 hours.**

Spring of Hope

Since March 2020 Spring of Hope has been closed, and therefore volunteering hours ceased.

Volunteers have engaged with prayer meetings and a social event, but these are not included in volunteering hours. A volunteer supported the Spring of Hope interviews, and another volunteer has supported contacting a client.

Total for Spring of Hope: **Approximately 8 hours.**

Life Recovery

Between one and three volunteers have volunteered at different times during the year assisting with facilitating the Life course and hospitality.

Total for Life Recovery: **Approximately 144 hours.**

Trustees

This includes board meetings, the set-up of board subgroups, a 'day-away' to plan for the future, specialised tasks such as consultations over buildings, wording of agreements with Hope into Action, meetings with other Hope into Action franchise holders, taking part in Pathfinder meetings to support the involvement of Foodbank in the project, discussions by the Treasurer with the Finance and Operations Manager, working with staff on wellbeing, Safeguarding meetings, report writing, AGM, interview support and much informal discussion with each other or with the CEO and other managers.

Total for Trustees: **Estimated 1,540 hours.**

Communications

Volunteers with skills such as Videography, illustration, administration, photography, and vision workshop facilitation have been recruited and have assisted with, for example, illustrations for the front cover of our supporters' magazine, '*Streetwise*', and photos to update the web site.

Total for communications: **Approximately 68 hours**

Office Admin

Volunteers have given assistance with administration in the office from January 2022

Total for volunteer admin: **Approximately 48 hours**

Maintenance

Approx. 6 hours per week, for 40 weeks per year.

Total for volunteer: **Approximately 240 hours.**

Total 327 volunteers have provided an estimated 16,230 hours of their time.

Corporate placement days

Businesses have supported us with approximately **26** volunteering hours this year.
Even on the basis of the National Living Wage, which stood at £8.91 per hour during 2021-2, this amounts to more than £143K, though many of our volunteers, were they charging for their time, would be charging considerably more than that.

Clearly inHope could not function without such enormous amounts of help from volunteers. The Trustees would like to thank all who have contributed in this way towards changing the lives of those who need us most.

Work continued towards accreditation with Investing in Volunteers, and this was eventually achieved in April 2022. Investing in Volunteers is the UK's quality standard for all organisations involving volunteers. InHope's Volunteer Manager said at the time, "achieving this standard is evidence that we are committed and strive to ensure that volunteers have the best quality experience possible as this reflects what is deserved. The incredible contribution made by volunteers is not only appreciated, but valued in-line with this national standard, and beyond this measure. We are truly thankful and blessed by each individual volunteer, and want them to know that they are integral to inHope". Accreditation is based on assessment in six areas: Vision for Volunteering, Planning for Volunteers, Volunteer Inclusion, Recruiting and Welcoming Volunteers, Supporting Volunteers and Valuing and Developing Volunteers. InHope passed in all six areas and the Chair of the awarding body, the UK Volunteering Forum (UKVF), said "UKVF is delighted to announce inHope's successful achievement of this Award, they have demonstrated a real commitment to volunteering, proving that their volunteer management policies and procedures meet nationally recognised standards."

Training

Training has taken place for significant numbers of people. All those who volunteer in the Wild Goose or Foodbanks have been trained, or re-trained, in safeguarding, health and safety, food hygiene, working with guests, boundaries and who to contact, should issues need to be passed on, as well as in the practicalities of working in newly furbished environments, with new or improved facilities.

The Wild Goose continues to host catering students from City of Bristol College, in particular from marginalised groups with learning difficulties and autism.

A budget is set aside to allow each member of staff to access training relevant to their post, and most have taken advantage of this, taking such courses as suicide prevention, motivational interviewing, fundraising and impact. The whole staff team receives monthly training. Topics included safeguarding, equality, diversion and inclusion, first aid, theory of change and practical issues.

Trustees held an Away day in October 2021, at which Ed Marsh, of Burton Sweet, led sessions on 'The Role of a Charity Board' and 'Maximising Board Effectiveness', which inspired the setting up of sub-groups.

Training has been given by inHope to a number of groups considering running a Life Course.

Public Benefit

The Trustees have complied with their duty under the Charities Act to have due regard to the public benefit guidance issued by the Charity Commission.

As the threat to health from Covid-19 recedes, the damage done by the pandemic becomes more and more obvious. Physical and mental health issues are prevalent, while many have lost careers, lost loved ones, or are feeling increasingly isolated. The cost of living crisis is forcing many into fuel poverty and journalists have

not been slow to draw the country's attention to those who are themselves going without food to feed their families. Against this backdrop, the provision of a food parcel from a foodbank comes as welcome relief, and allows children to have breakfast before school as well as a meal at the end of the day. Help with fuel bills is invaluable. Such support has the added benefit of reducing the need for begging on the streets and helps service users avoid frequent medical interventions. InHope is pleased to have been able to boost the support given in addition to food by support workers and engagement workers in the different projects we run, enabling clients to access help given by other agencies and integrate better into systems they may find intimidating. The various aspects of inHope's work reduce the strain put on over-stretched public services coming from instability of lifestyle.

Plans for the development of the Charity and for the incubation of other schemes are aimed to enhance inHope's capability to help people out of their poverty. Homes not Houses aims to incorporate employment, education or training possibilities and to increase connections with local churches. We are encouraged by the initial response of local churches to invitations to be involved in this.

Future Plans

Over the coming months and years inHope's drive will be to establish pathways out of poverty into a stable lifestyle, linking our current projects and developing initiatives such as Homes not Houses. Having said that, each project has its own immediate aim. The Life Recovery team will be working hard to edit the Life Course workbook prior to publication and the launch of the franchise. Spring of Hope's new Manager and her staff will be considering how the women's night shelter can open again under new regulations. Similarly, the Wild Goose team will be getting used to the new hours and ways of operation in the new environment, while the Foodbank finds ways of meeting the huge demands likely to be made of it and to make more progress along with others in the Trussell Trust's Pathfinder Project. It is hoped that sufficient support from the churches will be offered so that the Bristol Churches Winter Night Shelter can operate again, perhaps for a lengthier period, and Homes not Houses will hope to see its first tenants move into the first two properties at least, with further partnerships being formed with the churches with whom we are already in conversation. Recruitment will continue of more volunteers and supporters, with training to follow. The Board will need to find a new Chair, with the current Chair retiring in October 2023, and to make good use of the newly formed sub-groups.

Financial Review

Policies on reserves and investments

The free reserves of the charity (the unrestricted funds of the charity less any funds designated, committed or represented by tangible fixed assets used by the charity) are intended to be maintained at a minimum of two months of operational expenditure based on the approved budget for each financial year, excluding gifts in kind. As at 31 March 2022, this free reserve target equates to £190,160.

The charity maintains free reserves to:

- Provide a level of working capital that protects the continuity of our core work;
- Provide a level of funding for unexpected opportunities;
- Provide a level of funding for capital projects that might arise; and
- Provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

At the year-end, free reserves stood at £329,463 (General funds of £387,155 less tangible fixed assets within general funds of £57,692) equating to around 3.5 months' budgeted expenditure, an increase in the reserves

of £161,527. Given that the actual reserves at the year-end now exceed target level, the Trustees will continue to aspire to meet this target by: monitoring income by source and investing in building good relationships with key supporters; diversifying grant applications to secure additional income; good budgetary control of expenditure and will review of reserves policy to ensure it is realistic and relevant. The Trustees' will now establish an Investment Policy to ensure all funds held give maximum return

The Board is satisfied that the Charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund. The amounts owed to creditors includes a long-term loan which is being repaid at a sustainable level out of regular income.

The level of Restricted Funds of £338,092 represents the balance of funds remaining where donors have imposed specific restrictions on their use.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account and we have a separate deposit account for reserve funds.

Fundraising

During 2021-22 inHope employed a Fundraising and Communications team with four staff members (3.2 FTE). Their focus has been on securing income through donations from individuals, churches, businesses, and grant-making trusts, as well as through events. Our fundraising approach is integrally linked to our wider communications strategy aiming to bring our supporters closer to the people we serve, so that they are inspired to act and support our work.

inHope does not exploit the credulity, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any point in time. The charity does not contact individuals directly to ask for donations and does not engage in street or telephone-based fundraising. inHope has an online giving page on its website and utilises reputable platforms such as JustGiving and Blackbaud to support donations. Thankyou letters are sent where possible in response to donations, and an annual statement is provided for regular donors ensuring that donors have an accurate record of their donations.

We do not use any third parties to fundraise on our behalf, and issue guidance to any volunteers who do fundraise on our behalf, about how to do this in a manner compliant with the Fundraising Regulator. During the year inHope has not received any complaints regarding fundraising and contact details for the organisation are clearly available through the Charity's website.

inHope is committed to ensuring the highest standards of public accountability in all areas, including its fundraising. It is now registered with the Fundraising Regulator.

We wish to say thank you to all supporters who have made donations of time and energy to support the work of inHope, including those who have left legacies for our benefit. We are also grateful to our supporters and to grant-making organisations who have generously provided for in Hope's work to take place this year.

We pay tribute to the hard work of our Fundraising and Communications team and to their imaginative and efficient efforts to keep our supporters well-informed of the progress of the work. We also express our gratitude to event organisers who have raised money on our behalf over the year.

Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been remarkably very good, for which we are very thankful.

Total income was £1,462,820 in the year compared to £1,436,602 in the prior year. This small increase reflects the commitment of our donors (regular giving increased by 2% on prior year), and consistent response to grant applications, along with a number of significant legacies, for which we are very grateful. Total expenditure was £1,242,754 in the year compared to £1,260,831 in the prior year. This decrease was largely due to the cost of refurbishing Carpenter House being incurred in 2021. Foodbank was less reliant on purchasing food, as food donations increased during the year.. Life Recovery costs increased as there was a full staff team for the year, and there were costs associated with the move to Midland Road. BCWNS costs increased, with extended time of opening as well as the need to have staff on the premises overnight. These were funded by a grant from the Homelessness Winter Transformation fund.. Our support costs increased by 12%, mainly due to additional investment in supporting our volunteers (recruitment of a temporary part-time Volunteering Admin Officer to support the process of seeking accreditation with Investing in Volunteers). In addition, spend on staff training and wellbeing, and Carpenter House running costs increased as opportunities opened up after lockdowns. The Board was able to increase staffing and grant a pay rise in line with the RPI at the time.

The financial statements are set out on pages 22 to 35. The financial statements have been prepared implementing the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales.

The Statement of Financial Activities (SOFA) shows net income for the year of a revenue nature.

The total at the foot of the Balance Sheet shows the total reserves at the year-end.

We have given due consideration to the going concern status of the charity, looking at free reserves, budgets, income and cashflow forecasts and consider it to be appropriate to continue to adopt the going concern basis of accounting.

Specific changes in fixed assets

Changes in fixed assets are shown in detail in the notes to the financial statements.

The main assets are the two freehold properties: the first in City Road, most of which has been converted into accommodation; and Carpenter House, from which most of the Charity's work is undertaken. City Road was leased to Bristol Hope Project who effectively abandoned the property. Access has now been re-established and a working group has been formed to consider its future use. Carpenter House provides the premises from which the Charity operates The Wild Goose and is also the registered office for the company. The refurbishment of Carpenter House, which was completed in November 2020, has increased its value, as well as significantly upgrading its facilities for use as office space and for hosting The Wild Goose. The only major spend on fixed assets during the year was for a new printer/copier, which is networked for use by all staff.

The Charity also has use of a building on West Street in Old Market. This provides accommodation for Spring of Hope. The Charity leases this building under an agreement lasting until 2025. A process of surrender and signature to a new lease, at no detriment to the terms of our tenancy, remained ongoing during the financial year.

Structure, Governance and Management

Governing document

The Charity is constituted as a private company limited by guarantee and therefore has no share capital. It is governed by a Memorandum and Articles of Association which was substantially updated in 2019 with new objects and the then new name of inHope (Bristol) Ltd. There are no restrictions in the governing document on the operation of the Charity or on its investment powers, other than those imposed by general charity law.

Every Member undertakes to contribute an amount not exceeding £10 to the assets of the company in the event of the winding up of the company.

The company members elect Trustees who have the power and responsibility to run the company in accordance with Charity and Company Law and good practice.

Recruitment and appointment of new Trustees

We approach individuals, churches, and other organisations with which we are in contact, as part of our strategy for identifying suitable new Trustees.

Trustees are elected at the AGM or co-opted on a provisional basis by the Board of Trustees until the next AGM at which a vote can take place. When someone who has not been elected at the AGM comes forward as a potential new Trustee, they are invited to an informal meeting with the Chair, CEO and Company Secretary, given adequate opportunity to learn as much as possible about the Charity and its working and are encouraged to volunteer in one of the project areas. If it seems that they will be able to contribute to the work, they are invited to observe two Trustee meetings, after which they are interviewed by two of the existing Trustees before a final recommendation is made on becoming a Trustee. Prior to election to the Board, potential Trustees must declare eligibility and before serving, they must declare any conflicts of interest which may in any way influence them to vote other than in the best interests of the Charity. New Trustees are invited to tour the charity's premises and are given an induction pack by the Company Secretary.

Trustee appointments over the last two or three years have addressed the potential for lack of diversity in the Board and we continue to attempt to fill any skills gaps and to consider the possibility of appointing to trusteeship someone with lived experience of homelessness.

All Trustees give their time voluntarily and receive no benefits from the Charity. There must be at least six Trustees and not more than ten. Each Trustee may serve for a term of five years and may be re-elected to serve another term of five years at the Annual General Meeting. A Trustee who has served for two consecutive terms in office is eligible for re-election for a third term of five years only if the Board considers it would be in the best interests of the charity and has recommended such re-election to the members. Currently the Chair is in his third term with inHope and this is due to end in October 2023.

The organisational structure of the Charity and how decisions are made

Bi-monthly Board meetings continued throughout the pandemic, often completely online. In-person meetings have resumed, though the possibility of at least one board member attending remotely has been used to advantage where a trustee has been working some distance away, or ill, perhaps isolating, or prevented by family matters from leaving home. Apologies for absence have been virtually non-existent because of this. It is intended to continue to meet in person, though we can take advantage of such an arrangement if need be. In an increasingly busy Charity, agendas have been more and more crowded, and unsurprisingly, in spite of the Chair's valiant and determined efforts, meetings have sometimes run on past the two-hour allocation. At an away day during October 2021 the proposal was made to establish sub-groups to give preliminary discussion to various items so as to prepare clear presentation of them to the whole Board and save time on discussion. Three groups have been formed, for Finance, People matters and Policies and Procedures. Each is chaired by a Trustee, and the groups each include other Trustees and senior staff members with relevant responsibilities. Every Trustee serves on at least one of these groups. At the time of writing, each group has met once and an immediate impact was felt when the Finance group met just before the May Board meeting, streamlining decisions on finance matters, clarifying discussions, and enabling the Board meeting to finish early, a highly unusual event!

The Senior Management Team (SMT) of inHope has been re-structured so as to allow responsibility for various areas of the Charity's work to be distributed more widely, giving more freedom to the CEO. For an initial one-year period, three portfolios have been allocated to SMT members:

1. Finance, buildings and facilities, health and safety, IT and telecoms, and contract management. Allocated to the Finance and Operations Manager.
2. Policies and procedures, risk management. Allocated to the Wild Goose Drop-in Centre manager.
3. Human resources, staff training and managed activities. Allocated to the Development and Relations Manager.

These appointments entail having authority to make decisions and act, the responsibility of performing such duties and the accountability for decisions and actions. They carry an obligation to report formally to the CEO and when required, to the Board.

The SMT meets regularly, and the CEO brings proposals and significant decisions to the Board for discussion and decision.

The agenda for Board meetings is set by the Chair, the Company Secretary, and the CEO. The Board agenda, previous minutes, reports, and discussion papers are circulated to Trustees no less than 7 days in advance of the meeting, as far as reasonably practicable. The Trustees retain the following standing items on Board agenda: conflicts of interest, review of risks, and Health and Safety. Any Safeguarding concerns are introduced in the CEO's report or discussed as a main item. Under a regime of annual policy review key policies such as Safeguarding, Data Protection, Health and Safety, and Financial Practices, are annually approved by the Trustees.

All decisions at any Board meeting are determined by simple majority votes cast by Trustees present, with each Trustee having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote. As a Christian charity we recognise our dependence on God's provision and our decisions are made prayerfully as stewards of the resources which are generously given to us.

Salary bands covering all staff, and the salary of the CEO, are set by the Board each year, considering inflation, the recent pattern of our pay awards and the financial position of the Charity. Recruitment is managed by the

CEO, with Trustee input during the selection process and interviews for new or senior posts. Any appointments adding to the overall staff numbers are also made only after permission from the Board. On occasion, a post may be enhanced, and this too is subject to Board approval. Consideration is given to inflation and the need to attract and retain good quality staff.

Members

At the time of writing inHope has 116 members. Regular contact is made with all members of the Charity and with other supporters, who receive our newsletter, "Streetwise" and frequent email communications, updating information about the work of the Charity. Our communications database is operated in ways that are GDPR compliant with mailing lists requiring 'opt-in'. Improved communication with the charity's members has been achieved by the establishment of a Supporter Forum, a quarterly online event organised by the Fundraising and Communications Team.

Membership of a wider network

We belong to several networks, including the Evangelical Alliance, VOSCUR, the Bristol Homeless Forum, Homeless Link, Care Forum, Housing Justice, ACTS (Ashley Churches Together Serving), National Council for Voluntary Organisations (NCVO) and Trussell Trust. InHope is a partner in the Trussell Trust's Pathfinder Programme and has taken on the Bristol franchise for Hope into Action. We are also a member of the George Müller Charitable Trust Partnership Scheme.

The CEO and senior managers connect with various other networks to raise awareness about the needs of, and services available to, our client groups. These are also opportunities to increase our own awareness and be able to respond to the changes in services available through other organisations and statutory bodies.

Relationships with other groups, charities, and individuals

The Charity partners with over 100 local churches who provide volunteer teams, or from where individual volunteers come. Over 320 people volunteered to work with us last year to help deliver the services of the charity. The charity takes a lead role in both promoting and helping to coordinate homelessness work across the city through Christian Action Bristol.

Our usual promotion of volunteering opportunities to corporates through which their staff give time through Corporate Social Responsibility (CSR) schemes has been curtailed due to the pandemic, but opportunities are emerging with new modes of operation, and we are encouraged by the response.

We work alongside many other groups from the voluntary, community and statutory sector with the shared aim of reducing and ending homelessness and food poverty. Some of the most significant being the Salvation Army, Julian Trust, Sixty-One, Caring In Bristol, Beloved, Unseen, the Bristol Methodist Centre, the Bristol Soup Run Trust, numerous churches, community groups based in and around Stokes Croft and Easton, different departments of Bristol City Council, the Neighbourhood Management Group and the NHS.

The charity has continued in its partnership with Bristol City Council officers, particularly in the matter of shelter and housing for the homeless.

The major risks to which the Charity is exposed and reviews and systems to mitigate risks

The Board identifies the major risks to which the Charity is exposed and is satisfied that systems are in place to mitigate the impact of such risks occurring.

We consider our major risks to be:

1. The Cost of Living Crisis
The UK is not alone in suffering increasing inflation, particularly in energy prices, food and clothing. The effect of this is two-fold on inHope. Firstly, it puts more demand on the services we offer, and we anticipate in 2022-3 a large increase in the numbers of people accessing the Charity's services, particularly our Foodbanks. Donations from supermarkets are declining and this means increased expenditure on food. Secondly, much of inHope's income comes from individuals' and churches' donations, and in such circumstances giving can decrease. While we will not take this for granted, we are grateful that inHope is blessed at this time to be in a financial position to cope with this to a certain extent. The securing of funding for support workers and the investment in engagement workers in the Wild Goose and in Homes not Houses will give more help to service users in navigating this harsh economic environment.

2. Succession
The quality of service offered at inHope depends very much on the quality of the staff team, and Trustees are conscious that we have a group of capable and dedicated people working for the Charity. Capable people do not always stay for long before other opportunities come, and we are aware that we do not have them permanently. Trustees have invested time into consulting over staff wellbeing, considering, in particular, how the stress of frontline work can be relieved. Working conditions have been improved with the refurbishment of Carpenter House and the new premises for the Life Recovery Team and regular staff meetings encourage unity of purpose. Individual meetings with line managers ensure that every voice is properly heard. As the 'People' sub-group continues to monitor staff wellbeing, the 'Policies' sub-group is reviewing recruitment and appointment procedures, as well as such issues as equality, diversity and inclusion. Trustees may also come to the end of their terms of office and we are well aware that our Chair is due to leave in just over a year's time and others are into their second terms.

3. The Coronavirus Pandemic
While lockdowns have come to an end and the serious risk to health from the virus is less than it has been, infection rates remain high and many of our service users are vulnerable and still at risk. To mitigate this threat, inHope follows guidelines as issued by UK Health Security Agency and by Central and Local Government .Symptomatic staff and those testing positive for Covid-19 are asked to stay at and/or work from home, until symptoms pass or test negative. Vaccination opportunities are accessed whenever possible.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to make themselves aware of that information

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office:
32 Stapleton Road
Bristol
England
BS5 0QY

Signed by order of the Trustees

Date: 12 September 2022

Granville Sykes

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2022

Chair of Trustees	Andrew Street	
Trustees	Granville Sykes	
	John Dixon	
	Catherine Folashade Adeniyi	
	Lindsay Kay Smith	
	Catherine Emma Carne	(appointed 10 May 2021)
	Spencer Crowder	
	Owen Mason	(resigned 20 December 2021)
	Ruth Louise Bevan	(appointed 24 June 2022)
Secretary	Granville Sykes	
Senior Management Team	Jonathan Lee, Chief Executive Officer	
	Mick Connolly, Wild Goose Drop-in Centre Manager	
	Val Thompson, Spring of Hope Women's Night Shelter Manager (resigned December 2021)	
	Stuart Leitch, Life Recovery Manager	
	Andy Irwin, Foodbank Manager	
	Ruth Nott, Finance and Operations Manager	
	Steve Baker, Development and Relationships Manager	
	Amelia Glanville, Volunteering Manager	
Principal Office	32 Stapleton Road	
	Bristol	
	BS5 0QY	
Company Registration Number	02214814	
Charity Registration Number	298528	

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2022

Bankers	HSBC plc Bristol City Office PO Box 120 49 Corn Street Bristol BS99 7PP
	Triodos Bank Deanery Road Bristol BS1 5AS
Auditors	Burton Sweet Limited The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2022

Independent auditor's report to the members of inHope (Bristol) Limited

Opinion

We have audited the financial statements of inHope (Bristol) Limited (the "Charity") for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with International Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2022

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken during the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2022

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the company's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2022

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/apb/scope/private.cfm This description forms part of our auditor's report.

Ed Marsh FCA DChA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 12 September 2022

InHope (Bristol) Limited

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income from:					
Donations and legacies	2	696,587	765,750	1,462,337	1,433,125
Charitable activities	3	-	30	30	400
Other trading activities	4	-	351	351	2,907
Investments		102	-	102	170
Total income		696,689	766,131	1,462,820	1,436,602
Expenditure on:					
Raising funds	5	147,729	1,965	149,694	127,042
Charitable activities	6	103,980	989,080	1,093,060	1,133,789
Total expenditure		251,709	991,045	1,242,754	1,260,831
Net income/(expenditure) before transfers	8	444,980	(224,914)	220,066	175,771
Transfers between funds	18	(253,707)	253,707	-	-
Net movement in funds		191,273	28,793	220,066	175,771
Reconciliation of funds					
Total funds at 1 April 2021	18	787,231	309,299	1,096,530	920,759
Total funds at 31 March 2022	18	978,504	338,092	1,316,596	1,096,530

The notes on pages 25 to 34 form part of these financial statements
See note 11 for fund-accounting comparative figures

InHope (Bristol) Limited

BALANCE SHEET

AS AT 31 MARCH 2022 Company Number: 02214814

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	599,041	619,295
Current assets			
Debtors	13	66,664	28,993
Cash at bank and in hand		732,063	515,198
		798,727	544,191
Creditors: amounts falling due within one year	14	(71,990)	(52,742)
Net current assets		726,737	491,449
Total assets less current liabilities		1,325,778	1,110,744
Creditors: amounts falling due after more than one year	15	(9,182)	(14,214)
Net assets		1,316,596	1,096,530
Funds			
Unrestricted funds			
General funds	19	387,155	231,655
Designated funds	19	591,349	555,576
Total unrestricted funds		978,504	787,231
Restricted funds	19	338,092	309,299
Total funds		1,316,596	1,096,530

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Trustees on 12 September 2022 and are signed on their behalf by:



Andrew Street
Chair of Trustees

The notes on pages 25 to 34 form part of these financial statements

InHope (Bristol) Limited

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £
Net cash inflow from operating activities	A		229,698	188,539
Non-operational cash flows				
Investing activities				
Payments for tangible fixed assets		(7,903)		(99,514)
Investment income		102		170
			(7,801)	(99,344)
Financing activities				
Repayment of hire purchase and other creditors		(5,032)		(4,884)
			(5,032)	(4,884)
Net cash inflow for the year	B		216,865	84,311

NOTES TO THE CASH FLOW STATEMENT

	2022 £	2021 £
A. Reconciliation of net movement in funds to net cash inflow from operating activities		
Statement of Financial Activities: Net movement in funds	220,066	175,771
Investment income	(102)	(170)
Depreciation	28,157	23,796
Increase/(Decrease) in creditors: Current Liabilities	19,248	(10,344)
(Increase)/Decrease in debtors	(37,671)	(514)
Net cash inflow from operating activities	229,698	188,539

B. Analysis of changes in cash flow during the year

	2022 £	2021 £	Change £
Cash at bank and in hand	732,063	515,198	216,865

	2021 £	2020 £	Change £
Cash at bank and in hand	515,198	430,887	84,311

C. Cashflow restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 25 to 34 form part of these financial statements

1 Accounting policies

Basis of preparing the financial statements

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

The charity is a public benefit entity as defined under FRS102.

There are no material uncertainties affecting the ability of the charity to continue as a going concern. Please refer to Trustees' report for further detail.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Gifts of food and clothing for the charity are included at an estimate of fair value and are recognised when distributed. No amounts are included in the financial statements for services donated by volunteers. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation and allocated to the same fund as the original donation.

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

Expenditure

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities. Expenditure on raising funds includes those incurred in trading activities. Charitable activities include expenditure on the Wild Goose Drop-In Centre, LIFE Recovery, East Bristol Foodbank and the Spring of Hope Women's Night Shelter and includes both direct costs and support costs relating to those activities. Governance costs are those incurred in connection with meeting the constitutional and statutory requirements of the Charity. Governance costs are included within charitable activity costs.

Tangible fixed assets

Tangible fixed assets are classified as such when they have a value over £2,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Freehold interest in Land and Buildings	2% on cost
Furniture, fittings and equipment	25% on cost
Plant and machinery	10 - 20% on cost
Motor Vehicles	25% on cost

1 Accounting policies (continued)

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

Winding up or dissolution of the charity
If upon winding up or dissolution of the charity there remain any assets, after satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

Controlling entity
The charity is a company limited by guarantee, and as such holds no share capital. In the event of the winding-up of the charity, the liability of the members of the charity is limited to £10 each.

Pension scheme
The charity operates a defined contribution pension scheme for eligible employees. During the year, the charity paid £23,326 (2021: £21,657) in contributions for employees.

2 Income from Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Committed giving	154,710	44,849	199,559
Appeals and donations	310,717	419,115	729,832
Gift Aid tax reclaimed	34,046	27,605	61,651
Gifts in kind	-	274,181	274,181
Legacies	197,114	-	197,114
	696,587	765,750	1,462,337

During the year, the charity received government grants totalling £89,526, including £89,430 from the Homelessness Winter Transformation Fund, via Homeless Link, funded by the Ministry of Housing, Communities and Local Government and £96 from HMRC in respect of Covid support.

The charity receives gifts in kind for all projects from local businesses, organisations, churches and individuals. These include food which is used to prepare meals to serve at the Wild Goose Drop-In Centre which are valued by multiplying the actual number of meals served by the estimated cost of a meal. Other donations such as clothing, toiletries and sleeping bags are valued at the cost the charity would be prepared to pay if it had to buy these items. Food distributed via the South and East Bristol Foodbank is valued at £1.67 per kilogram, being a recognised valuation. One individual has given the charity use of a building rent free. This is valued at the cost of the rent the building could obtain on the open market.

Prior year comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Committed giving	153,161	42,326	195,487
Appeals and donations	261,136	609,854	870,990
Gift Aid tax reclaimed	36,839	26,125	62,964
Gifts in kind	-	298,684	298,684
Legacies	5,000	-	5,000
	456,136	976,989	1,433,125

During the prior year, the charity received government grants totalling £93,277 including £10,000 from Bristol City Council, £8,561 from HMRC in respect of Covid support and £74,716 from the Ministry of Housing, Communities and Local Government.

3 Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Life Recovery	-	30	30
	-	30	30

Prior year comparatives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Life Recovery	-	400	400
	-	400	400

4 Income from Other Trading Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Other miscellaneous income	-	351	351
	-	351	351

Prior year comparatives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Rental income and room hire	1,050	-	1,050
Other miscellaneous income	657	-	657
Sale of Kitchen Equipment	-	1,200	1,200
	1,707	1,200	2,907

5 Expenditure on Raising Funds

	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Events, advertising & publicity costs	1,466	-	1,466	1,597
Cost of fundraising platforms	5,944	-	5,944	6,870
Salary costs	94,269	-	94,269	82,508
Publications and website costs	7,773	-	7,773	7,186
Support costs (see note 7)	38,277	1,965	40,242	28,881
	147,729	1,965	149,694	127,042

All expenditure on raising funds in 2021 was unrestricted, other than expenditure of £8,094 relating to Support costs.

6 Expenditure on Charitable Activities

	Direct costs	Support costs	Total costs 2022
	£	£	£
South and East Bristol Foodbank	393,346	88,533	481,879
Life Recovery	90,492	26,828	117,320
Spring of Hope	79,211	21,076	100,287
The Wild Goose	194,138	97,753	291,891
Homes not Houses	5,772	-	5,772
Bristol Churches Winter Night Shelter	91,183	-	91,183
Hope into Action	4,728	-	4,728
	858,870	234,190	1,093,060

Prior year comparatives

	Direct costs	Support costs	Total costs 2021
	£	£	£
South and East Bristol Foodbank	405,166	91,713	496,879
Life Recovery	61,532	21,660	83,192
Spring of Hope	105,188	24,320	129,508
The Wild Goose	173,579	79,457	253,036
Homes not Houses	1,425	-	1,425
Bristol Churches Winter Night Shelter	44,117	-	44,117
Carpenter House refurbishment	125,632	-	125,632
	916,639	217,150	1,133,789

7 Support costs

	Raising funds	Charitable Activities	Total 2022	Raising funds	Charitable Activities	Total 2021
	£	£	£	£	£	£
Salary costs	21,719	123,074	144,793	16,107	118,118	134,225
Volunteer mgt costs	25	140	165	485	3,556	4,041
Other staff costs	486	2,755	3,241	-	-	-
Depreciation	3,301	24,856	28,157	2,243	21,553	23,796
Office costs	3,750	21,249	24,999	3,306	24,235	27,541
Light and heat	1,242	7,037	8,279	429	3,149	3,578
Health & Safety Support	805	4,560	5,365	996	7,306	8,302
Repairs & Maintenance	1,148	6,505	7,653	242	1,778	2,020
Rent and rates	547	3,098	3,645	481	3,527	4,008
Vehicle Expenses	420	2,382	2,802	217	1,592	1,809
Waste & Pest Control	1,284	7,277	8,561	952	6,983	7,935
City Road costs	442	2,504	2,946	-	-	-
Governance costs	879	4,985	5,864	715	5,243	5,958
Finance support	92	522	614	186	1,363	1,549
Loan Interest paid	76	431	507	79	577	656
Legal & HR Expenses	694	3,934	4,628	190	1,394	1,584
Staff training	548	3,104	3,652	345	2,788	3,133
Travel expenses	201	1,138	1,339	210	1,537	1,747
Insurance	1,231	6,974	8,205	773	5,668	6,441
Printing, postage and stationary	980	5,554	6,534	752	5,513	6,265
Subscriptions	142	807	949	108	792	900
Consultancy fees	218	1,233	1,451	-	-	-
Sundry expenditure	12	71	83	65	478	543
	40,242	234,190	274,432	28,881	217,150	246,031

Support costs are split between fundraising costs and charitable activity costs based upon usage.

8 Net income

This is stated after charging:

	2022	2021
	£	£
Depreciation	28,157	23,796
Audit Fees	5,355	5,160
Trustees expenses	273	-

During the year no trustee received remuneration or other employment benefits from the charity. This was also the case in the prior year.

During the year 3 trustees were reimbursed for out of pocket expenses (2021: None).

During the year, donations of £7,944 (2021: £23,625) were received from trustees, key management personnel and other related parties.

No related party transactions occurred in the year other than disclosed above or elsewhere in the financial statements.

9 Staff costs and numbers

The aggregate payroll costs were:	2022	2021
	£	£
Wages and salaries	496,842	466,215
Social security costs	37,275	35,416
Employer's pension contributions	23,326	21,657
	557,443	523,288

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	2022	2021
	No.	No.
Charitable activities	18.7	17.8
Fundraising	3.8	3.0
	22.5	20.8

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

The key management personnel employee benefits totalled £281,123 (2021: £275,106).

The average weekly number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2022	2021
	No.	No.
Charitable activities	14.2	13.9
Fundraising	3.1	2.6
	17.3	16.5

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes.

11 Fund-analysis comparative figures for the Statement of Financial Activities

	Unrestricted General Funds £	Restricted Funds £	Total Funds 2021 £
Income from:			
Donations	456,136	976,989	1,433,125
Charitable activities	-	400	400
Other trading activities	1,707	1,200	2,907
Investments	170	-	170
Total income	458,013	978,589	1,436,602
Expenditure on:			
Raising funds	118,948	8,094	127,042
Charitable activities	70,949	1,062,840	1,133,789
Total expenditure	189,897	1,070,934	1,260,831
Net income/(expenditure)	268,116	(92,345)	175,771
Transfers between funds	(144,257)	144,257	-
Net movement in funds	123,859	51,912	175,771
Reconciliation of funds			
Total funds at 1 April 2020	663,373	257,386	920,759
Total funds at 31 March 2021	787,232	309,298	1,096,530

12 Tangible fixed assets

	Freehold interest in Land & Buildings	Furniture, fittings & equipment	Plant & machinery	Motor Vehicles	Totals
	£	£	£	£	£
Cost					
At 1 April 2021	711,341	32,568	91,604	17,334	852,847
Additions	-	7,903	-	-	7,903
At 31 March 2022	711,341	40,471	91,604	17,334	860,750
Depreciation					
At 1 April 2021	155,765	19,965	45,543	12,279	233,552
Charge for the year	14,227	3,444	6,152	4,334	28,157
At 31 March 2022	169,992	23,409	51,695	16,613	261,709
Net book value					
At 31 March 2022	541,349	17,062	39,909	721	599,041
At 31 March 2021	555,576	12,603	46,061	5,055	619,295

13 Debtors

	Total 2022	Total 2021
	£	£
Other debtors	2,941	8,321
Prepayments	12,477	11,212
Accrued income	51,246	9,460
	66,664	28,993

14 Creditors: amounts falling due within one year

	Total 2022	Total 2021
	£	£
Trade creditors	32,199	21,824
Other taxation & social security	13,785	3,601
Loan < 1 year	5,000	5,000
Accruals & Deferred income	21,006	22,317
	71,990	52,742

15 Creditors: amounts falling due after more than one year

	Total 2022	Total 2021
	£	£
Loan 2-5 years	9,182	14,214
	9,182	14,214

16 Commitments under operating leases

At 31 March 2022 the charity had total commitments under non-cancellable operating leases as set out below:

	2022 Other Leases £	2021 Other Leases £
Expiry date		
Under one year	2,152	5,671
Within 2 to 5 years	1,440	3,592

17 Capital commitments

There were no capital commitments at the end of the current or previous accounting periods.

18 Movement in funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted Funds					
South and East Bristol Foodbank	203,552	449,488	(439,575)	-	213,465
Life Recovery	20,075	11,060	(104,501)	86,013	12,647
Spring of Hope	41,655	56,289	(89,017)	50,464	59,391
The Wild Goose	15,026	127,877	(243,169)	117,230	16,964
Homes not Houses	-	5,772	(5,772)	-	-
Bristol Churches Winter Night Shelter	23,283	85,832	(91,183)	-	17,932
Hope into Action:Bristol	-	13,318	(4,728)	-	8,590
Covid Resilience	5,000	-	(5,000)	-	-
Other small funds	708	16,495	(8,100)	-	9,103
Restricted funds subtotal	309,299	766,131	(991,045)	253,707	338,092
Unrestricted funds					
Designated funds					
Net Book Value of Buildings	555,576	-	-	(14,227)	541,349
IT Spend	-	-	-	50,000	50,000
General funds	231,655	696,689	(251,709)	(289,480)	387,155
Unrestricted funds subtotal	787,231	696,689	(251,709)	(253,707)	978,504
Total funds	1,096,530	1,462,820	(1,242,754)	-	1,316,596

18 Movement in funds (Continued)

Fund Descriptions - Restricted

South and East Bristol Foodbank - this fund represents donations received to provide short-term emergency food provision to those in extreme need.

Life Recovery - this fund represents monies received to help clients in addiction recovery to develop resilience through the development of practical skills.

Spring of Hope - this fund represents donations received to operate a women's night shelter providing emergency accommodation and emotional and practical support to women fleeing from abuse, relationship breakdown and sex

The Wild Goose - this fund represents donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

Homes not Houses - this fund represents monies received and spent on the call to action to the church in Bristol to partner with inHope to create homes for marginalised people.

Bristol Churches Winter Night Shelter - this fund repesents monies received for the running of a city-wide multi church winter night shelter which is overseen by inHope.

Hope into Action: Bristol - this fund represents monies received and spent on the franchise inHope holds to set up homes in partnership with churches across the Bristol region.

Carpenter House refurbishment - this fund represents monies received that are to be spent on the refurbishment of Carpenter House.

Covid Resilience - this fund represents grants received for core costs to assist with resilience of the charity through Covid.

Fund Descriptions - Unrestricted

The Net Book Value of Buildings - this fund represents the buildings held by the charity, transferred into a designated fund for clarity.

Transfers have been made from general funds into The Wild Goose, Spring of Hope and Life Recovery funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received. In addition the transfer in the prior year from Carpenter House refurbishment fund to NBV of buildings and general funds, represents the derestriction of funds received for capital refurbishment works along with the depreciation charge.

IT spend - this fund represents monies set aside for future IT investment.

18 Movement in funds - prior year (continued)

	At 01-Apr 2020 £	Income £	Expenditure £	Transfers £	At 31-Mar 2021 £
Restricted Funds					
South and East Bristol Foodbank	20,252	626,115	(442,815)	-	203,552
Life Recovery	6,588	22,724	(70,388)	61,151	20,075
Spring of Hope	33,953	65,073	(114,045)	56,674	41,655
The Wild Goose	10,017	101,585	(205,063)	108,487	15,026
Homes not Houses	-	-	(1,425)	1,425	-
Bristol Churches Winter Night Shelter	25,522	41,878	(44,117)	-	23,283
Carpenter House refurbishment	160,346	48,765	(125,631)	(83,480)	-
Covid Resilience	-	72,450	(67,450)	-	5,000
Other small funds	708	-	-	-	708
Restricted funds subtotal	257,386	978,590	(1,070,934)	144,257	309,299
Unrestricted funds					
Designated funds					
Net Book Value of Buildings	516,906	-	-	38,670	555,576
General funds	146,467	458,012	(189,897)	(182,927)	231,655
Unrestricted funds subtotal	663,373	458,012	(189,897)	(144,257)	787,231
Total funds	920,759	1,436,602	(1,260,831)	-	1,096,530

19 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	541,349	57,692	599,041
Cash at bank and in hand	338,092	50,000	343,971	732,063
Other current assets	-	-	(5,326)	(5,326)
Creditors due after one year	-	-	(9,182)	(9,182)
	338,092	591,349	387,155	1,316,596

Analysis of net assets between funds - prior year

	Restricted funds £	Unrestricted funds: Designated funds £	Unrestricted funds: General funds £	Total £
Tangible fixed assets	-	555,576	63,719	619,295
Cash at bank and in hand	309,299	-	205,899	515,198
Other current assets	-	-	(23,749)	(23,749)
Creditors due after one year	-	-	(14,214)	(14,214)
	309,299	555,576	231,655	1,096,530

inHope (Bristol) Limited

England & Wales - Charity number 298528

Accounts

inHope (Bristol) Limited

FINANCIAL STATEMENTS

31 MARCH 2021

Company Registration Number 02214814

Charity Number 298528

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

Contents **Pages**

Chair of Trustees' Report	1
Trustees' Annual Report	2 – 14
Reference & Administrative Information	15-16
Independent Auditor's Report	17 - 20
Statement of Financial Activities (including Income and Expenditure account)	21
Balance Sheet	22
Cash Flow Statement	23
Notes to the Financial Statements	24- 33

CHAIR OF TRUSTEES' REPORT

YEAR ENDED 31 MARCH 2021

This has been a year that has been unlike any other in living memory. In my contribution to last year's Annual report, I noted the following:

On 23rd March [2020], just a week before the end of the period covered by this report the UK entered 'lockdown' in response to the Covid-19 pandemic. Life since then has been incredibly challenging and this has had a significant impact on all of us to one extent or another. The team at inHope has continued to serve the charity – and the city – in amazing ways, and I wish to express my personal gratitude for their commitment and faithfulness.

As I write my contribution for this year's report it is now not far short of 18 months since that first lockdown was introduced, and we are now reporting on a full year of life at inHope within the context of Covid-19. It has been an extraordinary year, with many challenges for the staff team and volunteers supporting the charity. inHope is one of many charities and community organisations that have continued to operate over this period to support people in need across the Bristol region. For many the need has been very significant indeed – financially, relationally and emotionally, alongside the obvious health impact that has resulted in so many lives lost or impacted in profound ways.

In the context of all these difficulties it has nevertheless been heart-warming and hugely encouraging to see all sectors of the city coming together in partnership and collaboration to serve and support those in need – and the team at inHope has been a key part of this response. Simply saying 'thank you' doesn't really seem to be enough to express the heart-felt gratitude that I, and others, feel towards all those who have served so tirelessly and unselfishly over the past 12 months. It has been extraordinary to see.

As a Christian charity we hold dear the truths that we read of in the Bible. In referring to the amazing level of partnership and collaboration that has been evident over the past year, the word that we often use in the Christian context is 'unity'. Psalm 133, written by David, reminds us of the benefits on unity, and goes on to make the clear connection with it being the source of blessing. I strongly believe that the Bristol region will benefit hugely – be 'blessed' – as we all seek to work together more intentionally and effectively. The last 18 months of the pandemic is testament to that, and the Christian community – including Christian charities such as inHope, and others – has made a huge contribution, working alongside those of other faiths and none.

In addition to expressing my gratitude to the staff team and volunteers I'd also like to thank my fellow trustees for all they have given to governing the charity over the past year, which includes three new trustees who have joined the Board over the last year. And lastly, I'd like to thank all those organisations, churches and people who have supported us financially.

Blessings

Andrew Street

Chair of Trustees

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

Objectives and Activities

The hardships resulting from the Covid-19 global pandemic and subsequent lockdowns have exacerbated the difficulties of anyone already in any sort of need. Those lacking food, shelter or human contact have been even more significantly affected by world events that have substantially changed everyone's lives. For inHope, the increased need in the community, together with a year of disruption from a significant refurbishment project at Carpenter House, alongside the changes demanded to our normal modes of operation have presented an enormous challenge.

The Trustees would like to place on record their gratitude to the staff who have shown immense courage, patience, adaptability and such a positive spirit in coping with what has surely been the most demanding year of their working lives. Yet without complaint and with a smile, they have continued to serve 'those who need us most' in a way that has inspired. Behind the plastic shields, the masks, and the social distancing a deeper comradeship has developed by facing outwards and looking to the needs of the service users that rely on the services provided by the charity.

Changes of arrangements, emergency measures, the completion of the work on Carpenter House, and the continuing planning on projects in the Development Plan have meant more frequent meetings and a heavier workload for Trustees, too. inHope has seen significant enlarging of its Foodbank work, participation in the Trussell Trust's Pathfinder Project, aiming to eliminate the need for Foodbanks in the future, and the development of a strategic housing initiative, "Homes not Houses", in association with national charity Hope into Action, Bristol Housing Festival and Bristol and Bath Regional Capital.

inHope's objects are the advancement of the Christian religion and the prevention or relief of poverty and sickness of individuals in need. It is our long-term aim to provide those who are hungry, homeless or in distress with food, support services to facilitate well-being, means of self-management and accommodation. We understand that for specialist help we may have to refer to other organisations. We aim to offer opportunities for exploration of the Christian faith, for prayer, worship, study and fellowship, and consideration of how faith can play a significant part in recovery, though taking part in these is neither a requirement, nor a qualification to benefit from other services. Throughout the year the Board has consciously worked towards the aim of helping people out of their poverty rather than just helping them in it.

We have sought to react to the Coronavirus situation in such a way as to maximise our impact and play our part, along with other organisations including the local Council, in attempting to ensure good provision for those who have needed it. Specifically, we have worked towards our aims in the following ways:

- The Wild Goose has continued to operate throughout the period, offering food 'at the door' without charge, and providing practical help and support including provision of sleeping bags, clothing, etc.
- Remote contact has been maintained with those who have been users of the Spring of Hope women's night shelter, offering signposting and support.
- The East Bristol Foodbank has become the South and East Bristol Foodbank, through the progressive integration of three previously independent Foodbanks located in South Bristol. We have engaged sub-contract support workers and accessed funding for two seconded Citizens' Advice workers, continued the "More than Food" initiatives and begun to participate in the Trussell Trust's Pathfinder Programme.
- The Life Recovery team have continued to run the Life Course both in person and online, and other Bristol organisations are taking on the running of the course for their own needs. The course seeks to help clients who are in recovery from addiction to develop resilience through the attainment of practical life skills.

Raw headline numbers will look rather different this year, with limitations imposed by the restrictions. During the lockdown homeless people were housed in hotels in Bristol and fed there, thus numerically reducing the demand on the Wild Goose, while we have been unable to provide emergency accommodation at the Spring of Hope women's night shelter. The Life Recovery team has been able to run courses online, but necessarily with smaller numbers. In contrast, the work of the Foodbank has more than doubled, with home deliveries being made by an enlarged team of volunteers, to whom we are very grateful.

The Charity Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

Achievements and Performance

It is significant that in our first full year of operation under our new name of "inHope", aiming to support those who need us most out of their poverty and into a more stable lifestyle, a global pandemic has rendered the attainment of a stable lifestyle far more difficult for everyone. The City of Bristol has seen significant increases in the number of children on free school meals, those across all age groups reporting issues with mental health and self-harm, many suffering loneliness and isolation, and with the lapsing of the protection from eviction, such problems will be exacerbated by growing numbers of those without homes or in inadequate accommodation. Restrictions on socialising and travel have made it all the more difficult to provide much-needed relief. The resulting stress on inHope's staff and volunteers has been hard for everyone, and we have suffered illness and bereavement of family members. Yet the provision of food and other support has continued, even grown in the case of the Foodbanks, and the Board has pressed on in our commitment to the Development Plan as approved three years ago and revised from time to time.

In the year 20/21 the Wild Goose provided 12,871 meals served through the 'pop-up' takeaway service. This averaged at 257 meals in each of the 50 weeks of operation, and included breakfast, which re-commenced in December 2020. 535 counts of practical help were given, including provision of sleeping bags, food bags, clothing and toiletries. There were also 250 sessions of personal support, taking many forms such as listening support, telephone and computer use, prayer, support around financial issues, and referrals to other agencies including drug advice services and housing advocacy. With the refurbishment of Carpenter House taking place, the service initially operated from the next-door premises of Stapleton Road Chapel, and we are grateful for the continued co-operation and support from the church and its elders in allowing this use until the autumn, when we were able to move back into Carpenter House on the near completion of the refurbishment project. The new Wild Goose has improved kitchen facilities and better storage spaces which will enable smoother operation and a better working environment for staff and volunteer teams. Areas in which service users will be able to sit, eat, chat, or talk with team members have also been enhanced with the possibility of more private discussion and confidentiality. Showers and washing facilities have been used on an appointments basis and their use has grown recently, as allowed by Government restrictions. The new facilities include a wet room on the same level as the Wild Goose drop-in, and when we are eventually able to open the building, this will allow increased use as well as a very welcoming space. The placement of these facilities will also remove the necessity for service users to enter the office environment while showering or washing clothes.

Along with the re-decoration of offices and the modernisation of the entrances the refurbishment has brought substantial improvement to the working environment and to the facilities offered to our clients and the Trustees are grateful that the "Spruce the Goose" campaign realised the finances to cover this much-needed project. Our thanks to the many individuals and organisations who contributed. It is not lost on most observers that during the time when we were not able to use our premises because of the refurbishment works, we could not

have used them anyway because of the pandemic. We do, however, look forward to the time when we can fully welcome service users into the new facilities.

Food relief in the City of Bristol during the pandemic took place on a huge scale and our foodbank outlets certainly played their part. During 2020/21 food was provided to 13,964 individuals, more than doubling the previous year's total; 5,362 of these were children. Once more individuals and families have benefitted from the "More than Food" programme as well as help with the cost of energy. Users of the foodbank outlets have also been able to access help from our Support Workers and two Citizens Advice workers who spend their entire working weeks in our foodbanks. The East Bristol Foodbank has become the South and East Bristol Foodbank with the incorporation of three previously independently run foodbanks in South Bristol. There are now six outlets, St Mark's in East Bristol, Fishponds, Kingswood, BS3 (Southville and Bedminster), Counterslip in the Hengrove area, and a delivery only service run by Severn Vineyard in the BS4 area. All six now operate under the watchful eye and essential support of the Trussell Trust, and additional staff have been appointed for their operation. The Trussell Trust has recently launched their national Pathfinder Programme, a project with the ambitious aim of ending the need for emergency food services in the UK over the next few years. The South and East Bristol Foodbank has accepted an invitation to become a partner in this programme and work is underway to formulate a plan as to how we can move towards this in our area.

The Life Recovery Team has run three Life Courses during the year, involving a total of 35 people through working mostly online. Lack of face-to-face contact in this work is a considerable handicap, but 79% of participants who provided feedback rated the course as 'excellent', while 68% felt they could implement 'better self-care' as a consequence of taking the course, and 59% confirmed that the course had a positive impact on their mental health. Meanwhile plans are progressing toward the publication of the course and two other Life courses were run by other organisations.

The project in which the impact of the pandemic has been most keenly felt is the Spring of Hope, our women's night shelter. Lockdown regulations and Public Health guidance have prevented its operation in its normal format since their first introduction. Despite the lack of shelter provision, Spring of Hope staff have been able to provide 493 sessions of personal support, including listening support, telephone & computer use, prayer, financial support, help in house moves and visiting clients, and 36 counts of practical help including the provision of sleeping bags, clothing and toiletries. Much has been discussed concerning how soon and in what way the night shelter can resume, but the present building houses four dormitories of three beds, and such arrangements are neither permitted now, nor likely to be allowed in the foreseeable future under Covid restrictions. A working party drawn from the Senior Management Team and the Board continues to work towards a practicable solution.

Bristol City Council has worked very hard to reduce rough sleeping and by June 2020 just 35 people were found sleeping rough in the city, down by more than a half from previous figures. With the Government advice that communal night shelters were not allowed because of the risk of infection, the Bristol Churches Winter Night Shelter, with governance and oversight provided by inHope, block-booked seven en-suite rooms and a communal team room in a centrally located bed and breakfast, thus providing 24-hour Covid-secure accommodation over the winter months for those who would otherwise sleep rough. Funding was granted through Homeless Link/MHCLG to cover the additional costs of booking the B&B. In total 82 volunteers from 25 different churches took part. Their involvement enabled guests to benefit from a befriending scheme, toiletries, laundry service, three meals a day and a welcome box. An occupation rate of 83% was achieved over the three months. The 17 guests who used the service were able to choose when they wanted to interact with volunteers rather than feeling pressurised to do so every night. Several of them reported the positive difference the shelter had made to their lives, some simply feeling healthier because of the chance to sleep

properly. Three moved into more secure housing, three others reconnected to their country of origin and four joined the befriending scheme. With restrictions still in place, BCWNS plans to operate in a similar way during the coming winter. The Bristol Churches Winter Night Shelter was the only non-commissioned shelter in the city last winter, in contrast to previous years.

In a new initiative and in accordance with the charity's Development Plan content on housing, inHope has launched "Homes Not Houses". With the support of interested churches in the Bristol area, the plan is to provide a link in the chain from homelessness to independent living by setting up homes for small groups of individuals who are ready to take that step, while providing friendship and support over a period of around two years while clients prepare for employment and more independent living. A consultant has been engaged to lead the initiative and informal partnerships with churches and other organisations are being established. Meanwhile consideration is being given by the Board to adopting a franchise from national charity Hope into Action for the Bristol area. So far, two local churches have investors and/or a befriending team are ready to engage.

Roles of Volunteers

inHope has recognised the importance of volunteers to our work with the appointment of a full-time Volunteer Manager, whose task is to co-ordinate and standardise the work of all volunteers throughout the organisation. This includes achieving the Investors in Volunteers accreditation and our initial self-assessment has been completed. The manager will also represent the interests of volunteers at Senior Management level and will seek ways to enhance the provision of training for our volunteers.

Extensive work has been carried out organising the volunteer database to ascertain which volunteers are currently volunteering, wanting to come back in future, or have left. This was to ensure a strong foundation in how we communicate with volunteers and to ensure stability in knowing both who is actively involved in each team and how we are supporting them. Many volunteers on the database had not opted in to receiving communications. From this review, it has been established that inHope has 363 volunteers who are either active or hoping to return.

Wild Goose

During the refurbishment, the Wild Goose ran a pop-up lunch service from Stapleton Road Chapel, which is adjacent to Carpenter House, four days a week. Two volunteers served from 8:00am with preparing food. Four more arrived at 11:00am to serve the food.

Equivalent of 2,304 hours per year.

In November, the refurbishment was completed, and the team moved back into Carpenter House. Two volunteers served 8am to 11am and three from 11am to 2pm, four days a week and continue to do so.

Equivalent of 960 hours per year.

Total 3,264 hours

South and East Bristol Foodbank

There are six food bank outlets, each with approx. 10 volunteers a week giving three hours of time. The warehouse has approx. six volunteers, each two hours a week. Foodbank driver hours equate to approx. 12 hours total a week. Ten supermarket collections happen six times a year and take approximately two hours of volunteering hours each.

Total 9,912 hours.

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

Spring of Hope

Since March 2020, the Spring of Hope has been closed, and therefore volunteering hours ceased. Volunteers have engaged with prayer meetings and a Spring of Hope consultation, but these are not included in volunteering hours. A volunteer has supported staff with sorting belongings in Spring of Hope, for approximately ten hours.

Total 10 hours.

Life Recovery

Three volunteers have volunteered at different times during the year assisting with facilitating the Life course and hospitality.

Total 144 hours

Other Volunteering

Volunteers were recruited in 2020 with the following skills and have contributed in ways such as illustrating the front cover of Streetwise magazine and taking photos to update the inHope website.

Refurbishment Project Manager: 360 hours

Maintenance: 90 hours

Illustration: 24 hours

Photography: 16 hours

Videography: 80 hours

General: 16 hours

Total 586 hours.

Trustees

Formal and informal meetings of the Board, administration, meetings with staff, work on policies.

Total 650 hours.

Total inHope volunteer hours between April 2020 and March 2021: Approx. 1456

Investors in Volunteers (IiV)

An IiV group comprising of a cross section of inHope volunteers and staff have been meeting regularly since February 2021. A self-assessment was completed outlining what is working well and what needs improvement in relation to IiV standards. This self-assessment received excellent feedback from the IiV assessor. The group made a plan that has been approved by the assessor with the aim for final assessment in March 2022.

In-line with IiV, a volunteer consultation survey was sent out to all volunteers at the start of June 2021 as part of celebrating Volunteers' Week. Volunteers were given a month to complete the survey and have their say on what they enjoy about volunteering and suggestions for change. 49 volunteers responded. The IiV group will meet to review this consultation to see if the IiV plan needs adapting.

Training

Staff have been trained on how to use the re-organised volunteer database. Online First-Aid training with the British Red Cross has been booked in for volunteers for four dates in the near future. Staff and volunteers at the Foodbanks have the benefit of Trussell Trust training, such as vicarious trauma training that was presented to foodbank outlet volunteer managers this year. Other specific training such as this will be planned for all services.

Part of the Volunteer Manager's role is to act as Deputy Safeguarding Officer. All staff were given time in June 2021 to complete a basic online safeguarding course. Further training will be provided for those roles that require it.

Recruitment and induction processes are being reviewed alongside IiV and policy updates to ensure all volunteers receive information such as inHope's background, values and ethos, safeguarding, health and safety, boundaries, and volunteer well-being.

Public Benefit

During such a period of heightened awareness of issues regarding food poverty, mental health and social contact, the public benefit of the work of inHope has been self-evident. Free provision of healthy food reduces the need for begging on the streets and helps service users avoid frequent medical interventions. The support given in several areas of our work enables service users to access other help designed for them, and to integrate better into systems they may find intimidating. The various aspects of inHope's work reduce the strain put on over-stretched public services coming from instability of lifestyle. The response in terms of goodwill and financial support from the public and from grant providers has shown how much the work of the charity is valued by the community at large. Plans for the development of the charity and for the introduction of complete recovery pathways will not only help clients to achieve an independent lifestyle and increased wellbeing, but also provide workers to take part in an economic recovery.

Future Plans

The charity is not alone in considering a very different future under 'the new normal'. Old ways of working are being questioned and new opportunities opening up as society starts to press the reset button. Whilst in one area of our work, the Foodbank, we are taking part in a programme aimed at in effect making ourselves redundant by ridding the country of the need for emergency food provision, the Spring of Hope has been hit by the international emergency that has had a major impact on our current way of working. We are not alone in thinking that little of the old order will remain in place going forward.

inHope's future planning centres around the application of our aim to provide complete pathways out of poverty rather than emergency help that does little towards this end. We have observed the progression of the Bristol Churches Winter Night Shelter into a project that is known, understood, and financially supported into self-sufficiency and have considered this as an example of how initiatives can develop under the governance and oversight of inHope. Homes not Houses may become another such organisation or more formally a part of inHope's work. The establishment of a Christian rehabilitation centre in Bristol is also still on our longer-term agenda.

In the more immediate future, we are more than ready to allow service users into the Wild Goose drop-in as soon as Covid-19 restrictions allow and we have sufficient volunteers, and we are really looking forward to the time when we can offer use of the enhanced facilities there. The South and East Bristol Foodbank will continue to serve an increased number of clients while furthering participation in the Pathfinder Programme and

developing the work across five outlets and delivery centre. The Life Recovery team hope to run another training programme in the autumn, to enable more groups and organisations to run the Life Course. Planning also continues so that the Spring of Hope can once again find a way of operating under the existing restrictions.

Financial Review

Policies on reserves and investments

The free reserves of the charity (the unrestricted funds of the charity less any funds designated, committed, or represented by tangible fixed assets used by the charity) are intended to be maintained at a minimum of two months of operational expenditure based on the approved budget for each financial year, excluding gifts in kind. As at 31 March 2021, this free reserve target equates to £168,000.

The charity maintains free reserves to:

- Provide a level of working capital that protects the continuity of our core work
- Provide a level of funding for unexpected opportunities
- Provide a level of funding for capital projects that might arise and
- Provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

At the year-end, free reserves stood at £167,936 (General funds of £231,655 less tangible fixed assets within general funds of £63,719) equating to two months' budgeted expenditure, an increase in the reserves of £48,140. Given that the actual reserves at the year-end are now at the target level, the Trustees will continue to aspire to meet this target by monitoring income by source and investing in building good relationships with key supporters; diversifying grant applications to secure additional income; good budgetary control of expenditure and will review of reserves policy to ensure it is realistic and relevant.

The Board is satisfied that the Charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund. The amounts owed to creditors includes a long-term loan which is being repaid at a sustainable level out of regular income.

The level of Restricted Funds of £309,299 represents the balance of funds remaining where donors have imposed specific restrictions on their use.

Restricted funds are spent as soon as possible in line with the donor's wishes. Should this not prove practicable, we seek the donor's preference regarding the alternative use of funds, retention for future projects or the return of such funds.

The Trustees have wide powers of investment. Surplus short-term funds are retained in our general account, and we have a separate deposit account for reserve funds.

Fundraising

During 20/21 inHope employed a Fundraising and Communications team with three staff members (2.6 FTE). Their focus has been on securing income through donations from individuals, churches, businesses, and grant-making trusts, as well as through events. Our fundraising approach is integrally linked to our wider communications strategy aiming to bring our supporters closer to the people we serve, so that they are inspired to act and support our work.

inHope does not exploit the credulity, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any point in time. The charity does not contact individuals directly to ask for

donations and does not engage in street or telephone-based fundraising. inHope has an online giving page on its website and utilises reputable platforms such as JustGiving and Blackbaud to support donations. Thankyou letters are sent where possible in response to donations, and an annual statement is provided for regular donors ensuring that donors have an accurate record of their donations.

We do not use any third parties to fundraise on our behalf, and issue guidance to any volunteers who fundraise on our behalf, about how to do this in a manner compliant with the Fundraising Regulator. inHope has not received any complaints regarding fundraising and contact details for the organisation are clearly available through the Charity's website.

inHope is committed to ensuring the highest standards of public accountability in all areas, including its fundraising. It has an action plan to enable it to demonstrate compliance with the Fundraising Regulator and will register at the earliest opportunity.

We wish to say thank you to all supporters who have made donations of time and energy to support the work of inHope, including those who have left legacies for our benefit. We are also grateful to our supporters and to grant-making organisations who have generously provided for in Hope's work to take place this year. We appreciate response from individuals, organisations, and grant-making bodies to our appeals for funding during the pandemic. Significantly, grant funding was received to assist with our resilience, stabilisation, and recovery for the general funds of inHope, thereby ensuring the reserves to remain close to the level to which we aspire. We are conscious that such special appeals might have had a harmful effect on our general fundraising but that does not seem to have been the case. Other issues have had more impact, especially the expansion and perceived need of the client group during the Covid-19 pandemic.

We pay tribute to the hard work of our Fundraising and Communications team and to their imaginative and efficient efforts to keep our supporters well-informed of the progress of the work. We also express our gratitude to event organisers who have raised money on our behalf over the year.

Transactions and financial position

The Trustees consider the financial performance of the Charity during the year to have been remarkably very good, for which we are very thankful.

Total income was £1,436,602 in the year compared to £1,177,661 in the prior year. The increase was mainly due to the extraordinary response to appeals and grant applications to fund our response to the pandemic, especially for our foodbanks. Regular giving also increased by 16% and we've been able to use a wide variety of online giving platforms to boost donations.

Total expenditure was £1,260,831 in the year compared to £1,052,840 in the prior year. This increase was largely due to the more than doubling of Foodbank activity combined with the need to purchase food (using financial donations for the purpose) rather than relying of donations of food. There were reduced direct costs for the Wild Goose and the Spring of Hope reflecting reduced activity due to Coronavirus restrictions. Our support costs increased by 4%, mainly due to additional investment in supporting our volunteers (recruitment of a full-time Volunteer Manager and beginning the process of seeking accreditation with Investors in Volunteers). The Board was able to increase staffing and grant a pay rise slightly more than the RPI.

The financial statements are set out on pages 21 to 33. The financial statements have been prepared implementing the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales.

The Statement of Financial Activities (SOFA) shows net income for the year of a revenue nature.

The total at the foot of the Balance Sheet shows the total reserves at the year-end.

We have given due consideration to the going concern status of the charity, looking at free reserves, budgets, income and cashflow forecasts and consider it to be appropriate to continue to adopt the going concern basis of accounting.

Specific changes in fixed assets

Changes in fixed assets are shown in detail in the notes to the financial statements.

The main assets are the two freehold properties: the first in City Road, most of which has been converted into accommodation (and leased to the Bristol Hope Project whose aims and objects align with those of our own); and Carpenter House. Carpenter House provides the premises from which the Charity operates The Wild Goose and is also the registered office for the company. The refurbishment of Carpenter House, which began on March 23rd, 2020 and was completed in November 2020, has increased its value, as well as significantly upgrading its facilities for use as office space and for hosting The Wild Goose. As part of the refurbishment, a new (generously donated) CCTV system was installed which gives much better coverage of the building to safeguard clients, volunteers, and staff.

The Charity also has use of a building on West Street in Old Market. This provides accommodation for Spring of Hope. The Charity leases this building under an agreement lasting until 2025. A process of surrender and signature to a new lease, at no detriment to the terms of our tenancy, remained ongoing during the financial year.

Structure, Governance and Management

Governing document

The Charity is constituted as a private company limited by guarantee and therefore has no share capital. It is governed by a Memorandum and Articles of Association which was substantially updated with new objects and the new name of inHope (Bristol) Ltd. There are no restrictions in the governing document on the operation of the Charity or on its investment powers, other than those imposed by general charity law.

Every Member undertakes to contribute an amount not exceeding £10 to the assets of the company in the event of the winding up of the company.

The company members elect Trustees who have the power and responsibility to run the company in accordance with Charity and Company Law and good practice.

Recruitment and appointment of new Trustees

We approach individuals, churches, and other organisations with which we are in contact, as part of our strategy for identifying suitable new Trustees.

Trustees are elected at the AGM or co-opted on a provisional basis by the Board of Trustees until the next AGM at which a vote can take place. When someone who has not been elected at the AGM comes forward as a potential new Trustee, they are invited to informal meeting with the Chair, CEO and Company Secretary, given adequate opportunity to learn as much as possible about the Charity and its working and are encouraged to volunteer in one of the project areas. If it seems that they will be able to contribute to the work, they are invited to observe two Trustee meetings, after which they are interviewed by two of the existing Trustees before a final recommendation is made on becoming a Trustee. Prior to election to the Board, potential Trustees must declare eligibility and before serving, they must declare any conflicts of interest which may in any way influence them to vote other than in the best interests of the Charity. New Trustees are invited to tour the charity's premises and are given an induction pack by the Company Secretary.

With recent retirements the Board had been lacking in diversity and we have been happy to remedy that to

some extent by the recruitment of three new members of the Board, who we feel will contribute much towards the future direction of the charity.

All Trustees give their time voluntarily and receive no benefits from the Charity.

There must be at least six Trustees and not more than ten. Each Trustee may serve for a term of five years and may be re-elected to serve another term of five years at the Annual General Meeting. A Trustee who has served for two consecutive terms in office is eligible for re-election for a third term of five years only if the Board considers it would be in the best interests of the charity and has recommended such re-election to the members. Currently the Chair is in his third term with inHope and this is due to end in October 2023.

The organisational structure of the Charity and how decisions are made

In the early months of the pandemic, as new situations arose and restrictions were changing the way the charity could work and quick decisions were being demanded, the Board met as often as twice a week via Zoom at lunch times, and on one occasion for a half-day to consider future plans. These unminuted, informal meetings also gave opportunity to discuss new ways of working and how they would continue after the return to a more open way of life was allowed. It was understood that work commitments might prevent attendance, and no minimum number of Trustees was demanded for these meetings, but rarely did absentee numbers rise above one or two. Formal Board meetings, held virtually, continued at least once every two months as a full Board.

The Senior Management Team (SMT), led by the CEO, comprises of the Managers of the four project areas, the Development and Relations Manager, the Volunteer Manager (since appointment) and the Finance and Operations Manager. The administration of the charity's activities is overseen and led by this team. Proposals and significant decisions are brought to the Board, by the CEO, for discussion and decision.

The agenda for Board meetings is set by the Chair, the Company Secretary, and the CEO. The Board agenda, previous minutes, reports, and discussion papers are circulated to Trustees no less than 7 days in advance of the meeting, as far as reasonably practicable. The Trustees retain the following standing items on Board agenda: conflicts of interest, review of risks, and Health and Safety. Any Safeguarding concerns are introduced in the CEO's report or discussed as a main item. Under a regime of annual policy review key policies e.g. Safeguarding, Data Protection, Health and Safety, Financial Practices, are annually approved by the Trustees.

All proposals/decisions at any Board meeting are determined by simple majority votes cast by Trustees present, with each Trustee having one vote. In the event of an equality of votes, the Chair may exercise a second vote as a casting vote. As a Christian charity we recognise our dependence on God's provision and our decisions are made prayerfully as stewards of the resources which are generously given to us.

Salary bands covering all staff, and the salary of the CEO, are set by the Board each year, considering inflation, the recent pattern of our pay awards and the financial position of the Charity. Recruitment is managed by the CEO, with Trustee input during the selection process and interviews for new or senior posts. Any appointments adding to the overall staff numbers are also made only after permission from the Board. On occasion, a post may be enhanced, and this too is subject to Board approval. Consideration is given to inflation and the need to attract and retain good quality staff.

Members

At the time of writing inHope has 113 members. Regular contact is made with all members of the Charity and with other supporters, who receive our newsletter, "Streetwise" and frequent email communications, updating information about the work of the Charity, and more recently, the progress of the building works at Carpenter

House. Our communications database is operated in ways that are GDPR compliant with mailing lists requiring 'opt-in'. Improved communication with the charity's members has been achieved by the establishment of a Supporter Forum, a quarterly online event organised by the Fundraising and Communications Team.

Membership of a wider network

We belong to several networks, including the Evangelical Alliance, VOSCUR, the Bristol Homeless Forum, Homeless Link, Care Forum, Housing Justice, ACTS (Ashley Churches Together Serving), National Council for Voluntary Organisations (NCVO) and Trussell Trust. We are also a member of the George Müller Charitable Trust Partnership Scheme.

The CEO and senior managers connect with various other networks to raise awareness about the needs of, and services available to, our client groups. These are also opportunities to increase our own awareness and be able to respond to the changes in services available through other organisations and statutory bodies.

Relationships with other groups, charities, and individuals

The Charity partners with over 100 local churches who provide volunteer teams, or from where individual volunteers come. Over 350 people volunteered to work with us last year to help deliver the services of the charity. The charity takes a lead role in both promoting and helping to coordinate homelessness work across the city through Christian Action Bristol.

Our usual promotion of volunteering opportunities to corporates through which their staff give time through Corporate Social Responsibility (CSR) schemes has been curtailed due to the pandemic.

We work alongside many other groups from the voluntary, community and statutory sector with the shared aim of reducing and ending homelessness and food poverty. Some of the most significant being the Salvation Army, Julian Trust, Caring In Bristol, Beloved, Unseen, the Bristol Methodist Centre, the Bristol Soup Run Trust, numerous churches, community groups based in and around Stokes Croft and Easton, different departments of Bristol City Council, the Neighbourhood Management Group and the NHS.

During the year the charity has continued in its partnership with Bristol City Council officers, particularly in the matter of shelter and housing for the homeless.

The major risks to which the Charity is exposed and reviews and systems to mitigate risks

The Board identifies the major risks to which the Charity is exposed and is satisfied that systems are in place to mitigate the impact of such risks occurring.

We consider our major risks to be:

1. The Coronavirus Pandemic

At the time of writing, restrictions are still in place that prevent the full operation of the Spring of Hope, the Wild Goose and the Life Recovery services. Meanwhile the Delta and Delta Plus variants of Covid-19 are causing infections and hospitalisations to rise in the UK, and other countries struggle even more. In the race between vaccination and infection the future is very uncertain, and there is more than a remote possibility of another lockdown in the coming months. If this were to happen it would make life very difficult for many sectors, not least for charities. Demand for our services would no doubt increase, conditions would make it hard to operate and morale of service users would plummet. Such a risk is well beyond our control, and at inHope we can only play our part in keeping within the Government's guidelines, providing facilities for social distancing, and taking due care over all our activities.

2. The unpredictability of funding post-pandemic

Since the first months of the outbreak, individuals and grant-making bodies have been generous in their provision, clearly sensing the urgency of the need. There is a danger now, though, that weariness and compassion fatigue might dull that enthusiasm. There will also be competition for funding as new enterprises emerge and many previously profitable businesses might find it hard to recover, leaving individuals and organisations unable to support us. inHope keeps reserves for such a time and regularly monitors cashflow projections. An Impact Officer has recently been added to inHope's Fundraising and Communications team in order to enhance publicity and grant applications and to clarify both results and needs.

3. Premises at 12 City Rd

This property is owned by inHope and has been leased out to Bristol Hope Project, a CIC offering accommodation to women. Unfortunately, no rent has been received from the leaseholder since April 2020. We are unsure whether the CIC still exists or whether there are still tenants living there. Our attempts to contact Bristol Hope Project have not been successful and we have engaged GL Law solicitors to pursue the matter, seeking positive resolution. The lease expires in November 2021. Two active directors are named on the Companies House web site, one of which cannot be traced, even by a professional company engaged by GL Law, and the other denies all current involvement. The Board feels there is at least a duty of care towards any remaining residents, but all actions to mitigate this risk are in pursuance of legal advice.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to make themselves aware of that information

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office:

32 Stapleton Road

Bristol

England

BS5 0QY

Signed by order of the Trustees

Date: 13 September 2021

Granville Sykes

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2021

Chair of Trustees	Andrew Street	
Trustees	Granville Sykes	
	John Dixon	
	Catherine Adeniyi	(appointed 8 March 2021)
	Lindsay Smith	(appointed 8 March 2021)
	Catherine Carne	(appointed 10 May 2021)
	Spencer Crowder	
	Donna Robbie	(resigned 31 December 2020)
	Owen Mason	
Secretary	Granville Sykes	
Senior Management Team	J Lee, Chief Executive Officer	
	M Connolly, Wild Goose Drop-in Centre Manager	
	V Thompson, Spring of Hope Women's Night Shelter Manager	
	S Leitch, Life Recovery Manager	
	A Irwin, Foodbank Manager	
	R Nott, Finance and Operations Manager	
	S Baker, Development and Relationships Manager	
	A Glanville, Volunteer Manager	
Principal Office	32 Stapleton Road	
	Bristol	
	BS5 0QY	
Company Registration Number	02214814	
Charity Registration Number	298528	

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2021

Bankers	HSBC plc Bristol City Office PO Box 120 49 Corn Street Bristol BS99 7PP
Auditors	Burton Sweet Limited The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

Independent auditor's report to the members of inHope (Bristol) Limited

Opinion

We have audited the financial statements of inHope (Bristol) Limited (the "Charity") for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with international Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken during the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the company's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2021

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/apb/scope/private.cfm This description forms part of our auditor's report.

Ed Marsh FCA DChA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Limited and Statutory Auditor

The Clock Tower

5 Farleigh Court

Old Weston Road

Flax Bourton

Bristol BS48 1UR

Date: 13 September 2021

InHope (Bristol) Limited

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted General Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income from:					
Donations and legacies	**2**	456,136	976,989	1,433,125	1,163,586
Charitable activities	**3**	-	400	400	283
Other trading activities	**4**	1,707	1,200	2,907	13,605
Investments		170	-	170	187
Total income		458,013	978,589	1,436,602	1,177,661
Expenditure on:					
Raising funds	**5**	118,948	8,094	127,042	117,544
Charitable activities	**6**	70,949	1,062,840	1,133,789	935,296
Total expenditure		189,897	1,070,934	1,260,831	1,052,840
Net income/(expenditure) before transfers	**8**	268,116	(92,345)	175,771	124,821
Transfers between funds	**18**	(144,257)	144,257	-	-
Net movement in funds		123,859	51,912	175,771	124,821
Reconciliation of funds					
Total funds at 1 April 2020	**18**	663,373	257,386	920,759	795,938
Total funds at 31 March 2021	**18**	787,232	309,298	1,096,530	920,759

The notes on pages 24 to 33 form part of these financial statements
See note 11 for fund-accounting comparative figures

InHope (Bristol) Limited

BALANCE SHEET

AS AT 31 MARCH 2021 **Company Number: 02214814**

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	**12**	619,295	543,577
Current assets			
Debtors	**13**	28,993	28,479
Cash at bank and in hand		515,198	430,887
		544,191	459,366
Creditors: amounts falling due within one year	**14**	(52,742)	(63,086)
Net current assets		491,449	396,280
Total assets less current liabilities		1,110,744	939,857
Creditors: amounts falling due after more than one year	**15**	(14,214)	(19,098)
Net assets		1,096,530	920,759
Funds			
Unrestricted funds			
General funds	**19**	231,655	146,467
Designated funds	**19**	555,576	516,906
Total unrestricted funds		787,231	663,373
Restricted funds	**19**	309,299	257,386
Total funds		1,096,530	920,759

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Trustees on 13 September 2021 and are signed on their behalf by:

Andrew Street
Chair of Trustees

InHope (Bristol) Limited

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £
Net cash inflow from operating activities	**A**		188,539	176,499
Non-operational cash flows				
Investing activities				
Payments for tangible fixed assets		(99,514)		(11,373)
Investment income		170		187
			(99,344)	(11,186)
Financing activities				
Repayment of hire purchase and other creditors		(4,884)		(4,740)
			(4,884)	(4,740)
Net cash inflow for the year	**B**		84,311	160,573

NOTES TO THE CASH FLOW STATEMENT

	2021 £	2020 £
A. Reconciliation of net movement in funds to net cash inflow from operating activities		
Statement of Financial Activities: Net movement in funds	175,771	124,821
Investment income	(170)	(187)
Depreciation	23,796	21,685
(Decrease)/Increase in creditors: Current Liabilities	(10,344)	15,663
Decrease in debtors	(514)	14,517
Net cash inflow from operating activities	188,539	176,499

B. Analysis of changes in cash flow during the year

	2021 £	2020 £	Change £
Cash at bank and in hand	515,198	430,887	84,311

	2020 £	2019 £	Change £
Cash at bank and in hand	430,887	270,314	160,573

C. Cashflow restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

1 Accounting policies

Basis of preparing the financial statements

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared under the 'small companies' provisions of the Companies Act 2006 and in accordance with the Financial Reporting Standard FRS102 and the Charities Statement of Recommended Practice (SORP FRS102) based thereon.

The charity is a public benefit entity as defined under FRS102.

There are no material uncertainties affecting the ability of the charity to continue as a going concern. Please refer to Trustees' report for further detail.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not have been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Gifts of food and clothing for the charity are included at an estimate of fair value and are recognised when distributed. No amounts are included in the financial statements for services donated by volunteers. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation and allocated to the same fund as the original donation.

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

Expenditure

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities. Expenditure on raising funds includes those incurred in trading activities. Charitable activities include expenditure on the Wild Goose Drop-In Centre, LIFE Recovery, East Bristol Foodbank and the Spring of Hope Women's Night Shelter, and includes both direct costs and support costs relating to those activities. Governance costs are those incurred in connection with meeting the constitutional and statutory requirements of the Charity. Governance costs are included within charitable activity costs.

Tangible fixed assets

Tangible fixed assets are classified as such when they have a value over £2,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Freehold interest in Land and Buildings	2% on cost
Furniture, fittings and equipment	25% on cost
Plant and machinery	10 - 20% on cost
Motor Vehicles	25% on cost

1 Accounting policies (continued)

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

Winding up or dissolution of the charity
If upon winding up or dissolution of the charity there remain any assets, after satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

Controlling entity
The charity is a company limited by guarantee, and as such holds no share capital. In the event of the winding-up of the charity, the liability of the members of the charity is limited to £10 each.

Pension scheme
The charity operates a defined contribution pension scheme for eligible employees. During the year, the charity paid £21,657 (2020: £20,511) in contributions for employees.

2 Income from Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Committed giving	153,161	42,326	195,487
Appeals and donations	261,136	609,854	870,990
Gift Aid tax reclaimed	36,839	26,125	62,964
Gifts in kind	-	298,684	298,684
Legacies	5,000	-	5,000
	456,136	976,989	1,433,125

During the year, the charity received government grants totalling £93,277 including £10,000 from Bristol City Council, £8,561 from HMRC in respect of Covid support and £74,716 from the Ministry of Housing, Communities and Local Government.

The charity receives gifts in kind for all projects from local businesses, organisations, churches and individuals. These include food which is used to prepare meals to serve at the Wild Goose Drop-In Centre which are valued by multiplying the actual number of meals served by the estimated cost of a meal. Other donations such as clothing, toiletries and sleeping bags are valued at the cost the charity would be prepared to pay if it had to buy these items. Food distributed via the South and East Bristol Foodbank is valued at £1.67 per kilogram, being a recognised valuation. One individual has given the charity use of a building rent free. This is valued at the cost of the rent the building could obtain on the open market.

Prior year comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Committed giving	152,802	15,161	167,963
Appeals and donations	259,761	302,248	562,009
Gift Aid tax reclaimed	29,958	13,260	43,218
Gifts in kind	-	326,273	326,273
Legacies	1,436	62,687	64,123
	443,957	719,629	1,163,586

3 Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
The Wild Goose Friday breakfast	-	-	-
Life Recovery	-	400	400
	-	400	400

Prior year comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
The Wild Goose Friday breakfast	-	263	263
Life Recovery	-	20	20
	-	283	283

4 Income from Other Trading Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Rental income and room hire	1,050	-	1,050
Other miscellaneous income	657	-	657
Sale of Kitchen Equipment	-	1,200	1,200
	1,707	1,200	2,907

Prior year comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Rental income and room hire	12,588	-	12,588
Sales of clothing and donated goods	126	891	1,017
	12,714	891	13,605

5 Expenditure on Raising Funds

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Events, advertising & publicity costs	1,597	-	1,597	10,927
Cost of fundraising platforms	6,870	-	6,870	2,514
Salary costs	82,508	-	82,508	79,582
Publications and website costs	7,186	-	7,186	8,263
Support costs (see note 7)	20,787	8,094	28,881	16,258
	118,948	8,094	127,042	117,544

All expenditure on raising funds in 2020 was unrestricted, other than expenditure of £3,400 relating to Events, advertising and publicity costs.

6 Expenditure on Charitable Activities

	Direct costs	Support costs	Total costs 2021
	£	£	£
South and East Bristol Foodbank	405,166	91,713	496,879
Life Recovery	61,532	21,660	83,192
Spring of Hope	105,188	24,320	129,508
The Wild Goose	173,579	79,457	253,036
Homes not Houses	1,425	-	1,425
Bristol Churches Winter Night Shelter	44,117	-	44,117
Carpenter House refurbishment	125,632	-	125,632
	916,639	217,150	1,133,789

Prior year comparatives

	Direct costs	Support costs	Total costs 2020
	£	£	£
East Bristol Foodbank	164,953	32,519	197,472
Life Recovery	59,678	42,975	102,653
Spring of Hope	153,236	44,296	197,532
The Wild Goose	289,151	100,389	389,540
Bristol Churches Winter Night Shelter	25,685	-	25,685
Carpenter House refurbishment	22,414	-	22,414
	715,117	220,179	935,296

7 Support costs

	Raising funds	Charitable Activities	Total 2021	Raising funds	Charitable Activities	Total 2020
	£	£	£	£	£	£
Salary costs	16,107	118,118	134,225	7,884	104,762	112,646
Volunteer mgt costs	485	3,556	4,041	-	-	-
Depreciation	2,243	21,553	23,796	1,227	20,457	21,684
Office costs	3,306	24,235	27,541	1,935	25,703	27,637
Light and heat	429	3,149	3,578	946	12,569	13,515
Health & Safety Support	996	7,306	8,302	128	1,701	1,829
Repairs & Maintenance	242	1,778	2,020	198	2,636	2,835
Rent and rates	481	3,527	4,008	249	3,307	3,556
Vehicle Expenses	217	1,592	1,809	205	2,729	2,934
Waste & Pest Control	952	6,983	7,935	816	10,842	11,658
Governance costs	715	5,243	5,958	447	5,941	6,388
Finance support	186	1,363	1,549	409	5,439	5,848
Loan Interest paid	79	577	656	56	744	800
Legal & HR Expenses	190	1,394	1,584	71	949	1,020
Staff training	345	2,788	3,133	317	4,206	4,522
Travel expenses	210	1,537	1,747	206	2,739	2,945
Insurance	773	5,668	6,441	463	6,151	6,614
Printing, postage and stationary	752	5,513	6,265	503	6,676	7,179
Subscriptions	108	792	900	50	665	715
Consultancy fees	-	-	-	118	1,562	1,680
Sundry expenditure	65	478	543	30	401	431
	28,881	217,150	246,031	16,258	220,179	236,437

Support costs are split between fundraising costs and charitable activity costs based upon usage.

8 Net income

This is stated after charging:

	2021	2020
	£	£
Depreciation	23,796	21,685
Independent examiner's fee	-	336
Audit Fees	5,160	4,500

During the year no trustee received remuneration or other employment benefits from the charity. This was also the case in the prior year.

During the year no trustee was reimbursed for out of pocket expenses. This was also the case in the prior year.

During the year, donations of £23,625 (2020: £6,311) were received from trustees, key management personnel and other related parties.

No related party transactions occurred in the year other than disclosed above or elsewhere in the financial statements.

9 Staff costs and numbers

The aggregate payroll costs were:	2021 £	2020 £
Wages and salaries	466,215	440,143
Social security costs	35,416	33,127
Employer's pension contributions	21,657	20,511
	523,288	493,781

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	2021 No.	2020 No.
Charitable activities	17.8	17.4
Fundraising	3.0	3.5
	20.8	20.9

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

The key management personnel employee benefits totalled £275,106 (2020: £234,707).

The average weekly number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2021 No.	2020 No.
Charitable activities	13.9	13.6
Fundraising	2.6	2.6
	16.5	16.2

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes.

11 Fund-analysis comparative figures for the Statement of Financial Activities

	Unrestricted General Funds £	Restricted Funds £	Total Funds 2020 £
Income from:			
Donations	443,957	719,629	1,163,586
Charitable activities	-	283	283
Other trading activities	12,714	891	13,605
Investments	187	-	187
Total income	456,858	720,803	1,177,661
Expenditure on:			
Raising funds	114,144	3,400	117,544
Charitable activities	108,074	827,222	935,296
Total expenditure	222,218	830,622	1,052,840
Net income/(expenditure)	234,640	(109,819)	124,821
Transfers between funds	(264,206)	264,206	-
Net movement in funds	(29,566)	154,387	124,821
Reconciliation of funds			
Total funds at 1 April 2019	692,939	102,999	795,938
Total funds at 31 March 2020	663,373	257,386	920,759

12 Tangible fixed assets

	Freehold interest in Land & Buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor Vehicles £	Totals £
Cost					
At 1 April 2020	659,481	23,477	53,041	17,334	753,333
Additions	51,860	9,091	38,563	-	99,514
At 31 March 2021	711,341	32,568	91,604	17,334	852,847
Depreciation					
At 1 April 2020	142,575	18,794	40,442	7,945	209,756
Charge for the year	13,190	1,171	5,101	4,334	23,796
At 31 March 2021	155,765	19,965	45,543	12,279	233,552
Net book value					
At 31 March 2021	555,576	12,603	46,061	5,055	619,295
At 31 March 2020	516,906	4,683	12,599	9,389	543,577

13 Debtors

	Total 2021 £	Total 2020 £
Other debtors	8,321	10,752
Prepayments	11,212	7,036
Accrued income	9,460	10,691
	28,993	28,479

14 Creditors: amounts falling due within one year

	Total 2021 £	Total 2020 £
Trade creditors	21,824	20,290
Other taxation & social security	3,601	9,922
Other creditors	5,000	5,000
Accruals & Deferred income	22,317	27,874
	52,742	63,086

15 Creditors: amounts falling due after more than one year

	Total 2021 £	Total 2020 £
Other creditors	14,214	19,098
	14,214	19,098

16 Commitments under operating leases

At 31 March 2021 the charity had total commitments under non-cancellable operating leases as set out below:

	2021 Other Leases £	2020 Other Leases £
Expiry date		
Under one year	5,671	5,671
Within 2 to 5 years	3,592	9,263

17 Capital commitments

At the year end the charity had contracted capital commitments of £Nil. In the prior year, contracted capital commitments totalled £129,720 for the refurbishment works at Carpenter House.

18 Movement in funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Restricted Funds					
South and East Bristol Foodbank	20,252	626,115	(442,815)	-	203,552
Life Recovery	6,588	22,724	(70,388)	61,151	20,075
Spring of Hope	33,953	65,073	(114,045)	56,674	41,655
The Wild Goose	10,017	101,585	(205,063)	108,487	15,026
Homes not Houses	-	-	(1,425)	1,425	-
Bristol Churches Winter Night Shelter	25,522	41,878	(44,117)	-	23,283
Carpenter House refurbishment	160,346	48,765	(125,631)	(83,480)	-
Covid Resilience	-	72,450	(67,450)	-	5,000
Other small funds	708	-	-	-	708
Restricted funds subtotal	257,386	978,590	(1,070,934)	144,257	309,299
Unrestricted funds					
Designated funds					
Net Book Value of Buildings	516,906	-	-	38,670	555,576
General funds	146,467	458,012	(189,897)	(182,927)	231,655
Unrestricted funds subtotal	663,373	458,012	(189,897)	(144,257)	787,231
Total funds	920,759	1,436,602	(1,260,831)	-	1,096,530

18 Movement in funds (Continued)
Fund Descriptions - Restricted

South and East Bristol Foodbank - this fund represents donations received to provide short-term emergency food provision to those in extreme need.

Life Recovery - this fund represents monies received to help clients in addiction recovery to develop resilience through the development of practical skills.

Spring of Hope - this fund represents donations received to operate a women's night shelter providing emergency accommodation and emotional and practical support to women fleeing from abuse, relationship breakdown and sex work.

The Wild Goose - this fund represents donations of monies and food to operate a drop in centre serving free cooked meals and giving practical support to individuals in need.

Homes not Houses - this fund represents monies received and spent on the call to action to the church in Bristol to partner with inHope to create homes for marginalised people.

Bristol Churches Winter Night Shelter - this fund repesents monies received for the running of a city-wide multi church winter night shelter which is overseen by inHope.

Carpenter House refurbishment - this fund represents monies received that are to be spent on the refurbishment of Carpenter House.

Covid Resilience - this fund represents grants received for core costs to assist with resilience of the charity through Covid.

Fund Descriptions - Unrestricted

The Net Book Value of Buildings - this fund represents the buildings held by the charity, transferred into a designated fund for clarity.

Transfers have been made from general funds into The Wild Goose,Spring of Hope Life Recovery and Homes not Houses funds to cover expenditure made from general funds on these charitable activities over and above the restricted income received. In addition the transfer from Carpenter House refurbishment fund to NBV of buildings and general funds, represents the derestriction of funds received for capital refurbishment works along with the depreciation charge.

18 Movement in funds - prior year (continued)

	At 01-Apr 2019 £	Income £	Expenditure £	Transfers £	At 31-Mar 2020 £
Restricted Funds					
East Bristol Foodbank	3,735	197,607	(181,827)	737	20,252
Life Recovery	3,427	16,181	(81,979)	68,959	6,588
Spring of Hope	28,301	155,612	(175,535)	25,575	33,953
The Wild Goose	5,312	190,302	(339,782)	154,185	10,017
Bristol Churches Winter Night Shelter	-	51,207	(25,685)	-	25,522
Carpenter House refurbishment	61,266	106,494	(22,414)	15,000	160,346
Other small funds	958	3,400	(3,400)	(250)	708
Restricted funds subtotal	102,999	720,803	(830,622)	264,206	257,386
Unrestricted funds					
Designated funds					
Net Book Value of Buildings	530,096	-	-	(13,190)	516,906
General funds	162,843	456,858	(222,218)	(251,016)	146,467
Unrestricted funds subtotal	692,939	456,858	(222,218)	(264,206)	663,373
Total funds	795,938	1,177,661	(1,052,840)	-	920,759

19 Analysis of net assets between funds

		Unrestricted funds		
	Restricted funds £	Designated funds £	General funds £	Total £
Tangible fixed assets	-	555,576	63,719	619,295
Cash at bank and in hand	309,299	-	205,899	515,198
Other current assets	-	-	(23,749)	(23,749)
Creditors due after one year	-	-	(14,214)	(14,214)
	309,299	555,576	231,655	1,096,530

Analysis of net assets between funds - prior year

		Unrestricted funds		
	Restricted funds £	Designated funds £	General funds £	Total £
Tangible fixed assets	-	516,906	26,671	543,577
Cash at bank and in hand	257,386	-	173,501	430,887
Other current assets	-	-	(34,607)	(34,607)
Creditors due after one year	-	-	(19,098)	(19,098)
	257,386	516,906	146,467	920,759