

**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**

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## **CHAIR OF TRUSTEES' REPORT**

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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

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### **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 crippling 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.

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- 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"

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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.

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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

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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.



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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.

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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.

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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

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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.

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#### **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-

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2024**

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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. InHope 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.

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2024**

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#### **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

## **TRUSTEES' ANNUAL REPORT**

### **YEAR ENDED 31 MARCH 2024**

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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.

**inHope (Bristol) Limited**

**TRUSTEES' ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2024**

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**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: 16<sup>th</sup> September 2024



# inHope (Bristol) Limited

## REFERENCE & ADMINISTRATIVE INFORMATION

### YEAR ENDED 31 MARCH 2024

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<b>Chair of Trustees</b>	Andrew Street (to October 2023) Lindsay Smith (from October 2023)
<b>Trustees</b>	Granville Sykes John Dixon Catherine Adeniyi Lindsay Smith Catherine Carne Spencer Crowder Ruth Bevan
<b>Secretary</b>	Granville Sykes
<b>Senior Management Team</b>	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
<b>Principal Office</b>	32 Stapleton Road Bristol BS5 0QY
<b>Company Registration Number</b>	02214814
<b>Charity Registration Number</b>	298528

# **inHope (Bristol) Limited**

## **REFERENCE & ADMINISTRATIVE INFORMATION**

### **YEAR ENDED 31 MARCH 2024**

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#### **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 2024**

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#### **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 our 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

## **INDEPENDENT AUDITOR'S REPORT**

### **YEAR ENDED 31 MARCH 2024**

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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.

## **INDEPENDENT AUDITOR'S REPORT**

### **YEAR ENDED 31 MARCH 2024**

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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](http://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**

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

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**

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

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**

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

**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.

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

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

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**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

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

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**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 or 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.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

**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
	<u>457,665</u>	<u>1,370,594</u>	<u>1,828,259</u>

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
	<u>421,145</u>	<u>1,146,634</u>	<u>1,567,779</u>

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
	<u>295</u>	<u>42,689</u>	<u>42,984</u>

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

**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
	<u>12</u>	<u>6,886</u>	<u>6,898</u>

**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
	<u>207,392</u>	<u>144,043</u>

**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
	<u>1,509,665</u>	<u>425,726</u>	<u>1,935,391</u>

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
	<u>1,195,676</u>	<u>308,573</u>	<u>1,504,249</u>

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

**6 Support costs**

	<b>Raising funds</b>	<b>Charitable Activities</b>	<b>Total 2024</b>	<b>Raising funds</b>	<b>Charitable Activities</b>	<b>Total 2023</b>
	£	£	£	£	£	£
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
	<b>48,049</b>	<b>425,726</b>	<b>473,775</b>	<b>25,956</b>	<b>308,573</b>	<b>334,529</b>

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

**7 Net income**

This is stated after charging:

	<b>2024</b>	<b>2023</b>
	£	£
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.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

**8 Staff costs and numbers**

	<b>2024</b>	2023
	<b>£</b>	<b>£</b>
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
	<u>967,650</u>	<u>671,269</u>

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

	<b>2024</b>	2023
	<b>No.</b>	<b>No.</b>
Charitable activities	36.4	23.6
Fundraising	4.8	2.7
	<u>41.2</u>	<u>26.3</u>

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:

	<b>2024</b>	2023
	<b>No.</b>	<b>No.</b>
Charitable activities	24.7	17.5
Fundraising	3.9	2.4
	<u>28.6</u>	<u>19.9</u>

**9 Taxation**

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

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

## 10 Comparative figures for the Statement of Financial Activities

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

## 11 Tangible fixed assets

	Freehold interest in Land & Buildings £	Furniture, fittings & equipment £	Plant & machinery £	Motor Vehicles £	Totals £
<b>Cost</b>					
At 1 April 2023	711,341	40,471	99,079	71,834	922,725
Additions	-	-	2,893	-	2,893
At 31 March 2024	<b>711,341</b>	<b>40,471</b>	<b>101,972</b>	<b>71,834</b>	<b>925,618</b>
<b>Depreciation</b>					
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	<b>198,445</b>	<b>34,247</b>	<b>64,019</b>	<b>30,959</b>	<b>327,670</b>
<b>Net book value</b>					
At 31 March 2024	<b>512,896</b>	<b>6,224</b>	<b>37,953</b>	<b>40,875</b>	<b>597,948</b>
At 31 March 2023	<b>527,123</b>	<b>11,643</b>	<b>41,541</b>	<b>54,500</b>	<b>634,807</b>

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

**12 Debtors**

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

**13 Creditors: amounts falling due within one year**

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

**14 Commitments under operating leases**

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

	<b>Property Leases £</b>	<b>Other Leases £</b>	<b>Total 2024 £</b>	<b>Property Leases £</b>	<b>Other Leases £</b>	<b>Total 2023 £</b>
<b>Expiry date</b>						
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.



## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

**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
<b>Net cash outflow from operating activities</b>	<b>(267,040)</b>	<b>( 8,709)</b>

**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)
	<b>2023 £</b>	<b>2022 £</b>	<b>Change £</b>
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 £
<b>Restricted Funds</b>					
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
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Net book value of buildings	527,123	-	-	(14,227)	512,896
IT Spend	50,000	-	-	(50,000)	-
<b>General funds</b>	322,430	462,201	(209,660)	(297,125)	277,846
Unrestricted funds subtotal	899,553	462,201	(209,660)	(361,352)	790,742
<b>Total funds</b>	<b>1,244,445</b>	<b>1,875,484</b>	<b>(2,142,783)</b>	<b>-</b>	<b>977,146</b>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

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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.

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

## 18 Movement in funds (continued)

Prior year	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	At 31 Mar 2023 £
<b>Restricted Funds</b>					
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
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Net book value of buildings	541,349	-	-	(14,226)	527,123
IT Spend	50,000	-	-	-	50,000
<b>General funds</b>	387,155	422,621	(276,622)	(210,724)	322,430
Unrestricted funds subtotal	978,504	422,621	(276,622)	(224,950)	899,553
<b>Total funds</b>	<b>1,316,596</b>	<b>1,576,141</b>	<b>(1,648,292)</b>	<b>-</b>	<b>1,244,445</b>

## 19 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds Designated 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 £	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