



Housing Matters (Bristol)

Annual Report &
Accounts 2022/23

Housing Matters (Bristol)

Trustees' Annual Report & Accounts

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Reference and Administrative Information

Charity Name: Housing Matters (Bristol)

Charity Registration Number: 1180341

Company Number: 10675390

Trustees and directors

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

Andrew Gibbard	Chair
John Mathias	Trustee & Secretary
Chris Bird	Trustee & Treasurer (resigned 04.05.2023)
Ben Banks	Trustee
Alistair Clamp	Trustee (resigned 13.12.2022)
Lucy Fairbrother	Trustee (resigned 13.12.2022)
Gary Jordan	Trustee
Andrew Marshall-Jones	Trustee (appointed 13.12.2022)
Samantha Martin	Trustee (appointed 31.05.2023)
Jasmin Matharu	Trustee
Kim Mylchreest	Trustee (appointed 19.05.2023)
Alice Parsons	Trustee

Senior Manager:

Alice Tibbert (Director)

Registered Address:

Easton Business Centre
Felix Road
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BS5 0HE

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Independent Examiners:

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Chair's Review

Over the past year, we have proudly supported 975 clients through our over-the-phone advice service, community in-person drop-ins, and our partnership projects. Despite the ongoing difficulties presented by the cost-of-living crisis, our team has worked tirelessly to ensure that communities across Bristol (and beyond) have access to the advice, support, and advocacy they need.

Last year has been one of growth and change, as we achieved a long-standing strategic goal to rebrand from CHAS Bristol to Housing Matters (Bristol). Our clients have consistently told us that what matters to them is having a safe and secure home that is affordable and appropriate for their needs, within a community they feel they belong. We believe our new name and brand now fully reflects this.

Our work is vital, now more than ever - Bristol remains in housing crisis. Rents are the third highest of any UK city, and there are over 1,200 households in temporary accommodation; a 112% increase from the pre-pandemic period. Last year, a little under half of our clients came to us either homeless or threatened with homelessness, compared to a third before the pandemic.

We are very proud that, against the backdrop of an increasingly severe housing and economic crisis, we achieved impressive results, helping 30% more people than last year. Alongside expanding our Advice team last year, we recruited three volunteers to help clients with simple tasks such as applying for charity grants, freeing up our advisers to work on more complex issues.

We have run five impactful partnership projects across the year, working with advice and support agencies and community hubs across the city. We have used our insights around co-production and outreach to put lived experience perspective and client feedback at the heart of our work.

Responding to this, we utilised our resources across the winter months to increase our outreach work in welcoming spaces in East, North and South Bristol, making housing advice more accessible for those struggling with the cost-of-living crisis. We continued to develop online resources for clients, including factsheets around navigating the private rented sector and what to do when facing a 'revenge eviction'. We have also registered with the Office of Immigration Services Commission to deliver Level 1 immigration advice to clients who need it. We also moved to a new, fully wheelchair accessible office.

Looking to the future, we are excited about the opportunities that lie ahead for Housing Matters. We have a vision for continued and sustainable growth that reflects the growing need for housing advice in and around Bristol. Our team of experts will continue to amplify our clients' voices, find innovative ways to deliver advice and support, and fight for meaningful social and policy change.

I am grateful to my fellow Trustees, who have played a critical role in guiding our organisation throughout the year with their expertise and passion. I would also like to offer my sincere thanks to all our funders who make our work possible, and to our staff and volunteers, who work tirelessly every day to achieve our mission of ensuring that everyone has a safe and secure place to call home.

Andy Gibbard

Andy Gibbard
Chair of Trustees

Objectives and Activities

Charitable objects

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

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

How we achieve public benefit

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

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

Housing Matters aims to:

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

To achieve our aims, we:

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

More about Housing Matters



Our purpose: Why do we exist?

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



Our vision: What is our ultimate goal?

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



Our mission: How will we achieve our vision?

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



Our values: How and why we work with our clients

People First – Informed – Dedicated – Inclusive – Resourceful



Our services

1

Trusted and Timely Services

We provide a telephone advice line across the week. When people call Housing Matters, they get through to an adviser, rather than a receptionist, meaning they access expert advice quickly. Timely, quality advice helps prevent crises escalating and some problems are resolved through a short interaction with one of our advisers, often referred to as 'Brief Advice'.

2

Casework and Support

Where cases cannot be solved through brief advice, our caseworkers support people for as long as it takes to solve their housing issues. This holistic approach can involve home visits, regular phone calls, and sustained advocacy on our beneficiaries behalf.

3

Community Outreach

We work with a number of community hubs and anchor organisations across Bristol to deliver community based outreach, 1:1 in person advice, workshops and training. We also have a dedicated Outreach Officer to run regular resident and service user co-production groups, helping us to identify key housing issues in communities across Bristol and how to respond effectively.

4

Partnerships and Networks

We work in close partnership with local community groups, charities and agencies to deliver support, promote early intervention and increase community resilience. We ensure the voices of local people are heard at city-wide debates and policy making forums. Housing Matters sits on the Board of ACFA (The Advice Network) and the Steering Group for the Bristol Homelessness Forum.



I am so happy to be working with such committed professionals, you have certainly achieved the best outcome for this family. Thanks for hanging on in there.

- Central Bristol Family Centre Team



Local Context and Impact

While housing issues are felt in every corner of the UK, there are many reasons why our work is especially needed in Bristol. Rents are the third highest of any UK city and are continuing to rise. In addition, insecure employment and the cost-of-living crisis mean that many local people simply cannot afford to live in a private rented home anymore. Demand for social housing far outweighs supply – 20,000 households are currently on the waiting list, with around 1,500 properties available to allocate each year.

Although more ‘affordable homes’ are being built, the benefits of this are largely wiped out by increasing poverty rates and the legacy of the ‘Right to Buy’ policy. There are 1,200 households in temporary accommodation in Bristol, and at least 70 people are rough sleeping on any one night. Bristol City Council (BCC) have indicated that 42% of their tenants are now in some form of rent arrears. There have also been serious safety concerns amongst local people over the flammable cladding found in 3,000 BCC-owned flats, and mould and damp found in many more.

In Bristol, demand for housing advice has now overtaken demand for employment advice, making it the most requested type of support behind debt and welfare benefits advice. Evidence shows that early access to housing advice can help people avert crisis and homelessness. Unfortunately, there are very few agencies providing this support in and around Bristol, which is why Housing Matters continues to play such a vital role across the city.

Our Impact

Over the last year, we have worked on 1,075 cases, supporting 975 clients. A little under half of our clients came to us either homeless or threatened with homelessness. 45% of these clients were rehoused or had their homelessness prevented as a direct result of working with our advisers. A further 18% of clients had their rehousing prospects improved, meaning their wait for suitable housing has been greatly reduced, or had their current housing conditions improved. 21% felt empowered to take action themselves, and 14% of clients were referred to specialist legal, financial or immigration advice services.

We were able to secure over £45,000 in financial gains for our clients by helping them access the benefits they are entitled to, applying for charity grants and discretionary funds, and by reducing their debt liabilities. Whilst working with our clients, we strive to equip them with the skills, knowledge and confidence to help them going forward. Following our support, 83% of our clients felt they were better able to manage their own affairs and 92% of our clients had a better understanding of their options and rights.

Our clients approach us with a wide variety of housing issues, and we work with them to find solutions for their unique circumstances. With our advice, support and advocacy, our clients are able to secure and maintain safe and appropriate housing.

Our work does not just improve people’s housing situations, we enable people to stay near their friends and family, their school or work and in their communities, all of which has a positive effect on their mental health. In fact, many of our clients report feeling less stressed and anxious after working with us. Where homes are damp or in disrepair, we fight for improvements and repairs for a healthier environment for our clients and their families. By providing secure and stable housing we can also open doors to work, education and training. Through our combination of specialist advice and individual-centred support, we work with clients for as long as it takes to find the best possible solutions for them.

Our Partnerships

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

Aashyana

Aashyana is our partnership with St Pauls Advice Centre and Citizens Advice Bristol. Through this partnership, we offer targeted support to Bristol's South Asian communities with housing, welfare benefits, money, debt and immigration advice. By working with specialists in our partner agencies we can provide people with well-rounded support to deal with a multitude of issues.

Boost

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

Early Doors

The Early Doors project began in 2021, in partnership with local homelessness charity, Caring in Bristol. Together we aim to prevent homelessness through education and early intervention. We launched co-production groups with residents in East and South Bristol to identify key issues in these communities and understand how we can adapt our service delivery to effectively respond to these unique community needs. As a result of working with these residents, we have established more regular 1:1 advice and support in East and South Bristol, developed and delivered housing rights workshops, and we are tackling community concerns around fire safety, anti-social behavior and rising energy bills.

Homefull

In partnership with Talking Money, a local money and debt advice charity, we run our Homefull project for families. Over the last two years, we have worked together with children's centres in Central Bristol to help parents and carers to tackle debt, bills, benefits and housing issues. Many of these clients are lone parents, speak English as a second language and/or are digitally excluded. Clients who face these sorts of intersectional challenges often need longer, more complex advice and support. Working collaboratively on these cases with other experts means we can work more efficiently and effectively to get better outcomes for our clients.

North Bristol Pilot

We recently partnered with North Bristol Advice Centre (NBAC). Clients who were seeking support from NBAC regarding money, debt and welfare benefits issues were also able to access a housing adviser when it was relevant to their case. This approach allowed us to share knowledge, resource and adviser time more effectively. More importantly, this allows us to tackle the client's whole issue at once, providing stronger, longer lasting solutions.

Our cost-of-living strategy

The cost-of-living (COL) crisis was on the horizon at the start of the 2022.

After speaking to our clients, we knew that additional pressure on existing housing issues and budgets could throw thousands of people across Bristol into crisis and leave households at risk of homelessness.

We wanted to be proactive, thinking about how we could develop our existing service and upskill our team to best support people across Bristol who were at the highest risk of deprivation through the COL and energy crises.

We worked with our clients and other local agencies to find out what support was most needed and where.

We then approached a number of trusts and foundations to raise funds to support specific activities across Bristol. In true Housing Matters style, we were able to achieve a lot with a little.

Utilising the money raised in collaboration with our existing partnerships (such as Boost) we were able to deliver the following between November 2022 and March 2023.

ACTIVITIES	DETAILS	OUTCOME
Housing Advice - Community drop-in sessions.	Delivering 1:1 advice sessions at community hubs in East, North & South Bristol.	Supporting 155 individuals with housing, cost-of-living and energy advice across 26 sessions.
'Housing and the Cost of Living' training sessions.	Training delivered to community organisations' staff & volunteers.	70 people trained across 12 community organisations.



The housing drop-ins have been extremely useful to me and my neighbours. It's brilliant to be able to speak with someone face to face and have my situation listened to properly, I haven't found a similar service anywhere near to where I live before.



- North Bristol Drop-in Client.

What our clients say



You are wonderful people, I have never met such good people since I have known myself, thank you very much for your help, I am very satisfied

Thank you from the bottom of my heart I wish you all the best in the world for all the things you have done for my family.



I would like to thank you for your help this wouldn't happen without your support.



Thank you again, your support is everything to me right now!



From the bottom of my heart, I love what you have done - good people, the best people in my life I have met.



Oh gosh, thank you ever so much, you have really helped my stress and worry about it.



I am so happy, you have made my day, we will go off tonight and celebrate, I don't know what I can do to thank you.



Thank you for explaining everything, thank you for your brilliant service.



Thank you for being supportive and a kind voice at the end of the line during a very tense time.



Thank you very much I am so grateful you have help me so much I can't say how much. I was so worried and now I feel like a mountain has been removed from my head, so thank you!



Your kind, sensible replies, take the pressure off because you have a knack of explaining in a way I can understand, its great, thank you.



Financial Review

We had another successful year in fundraising. Total income banked during FY23 was £391,787 - a 16% increase on FY22 (£337,478). This included around £91k of restricted income for spend in FY24. This, together with carried forward funds from the FY22, enabled us to increase expenditure by 29% to £367,738 (FY22: £284,869).

Our primary source of funding was Trusts income (75%). In line with our strategy, a growing source of income (19%) was generated through charitable activities via our partnership projects. Smaller amounts came from companies and individuals (2%). The Trustees also agreed to designate funds (20K) from our reserves to offset the one-off increase in rent for our new office space.

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

We are incredibly grateful to our supporters, without whom our work and growth over 2022/23 wouldn't have been possible. As well as our partners, individual donors and community donors, we'd like to say a huge thank you to the following funders:

Access to Justice Foundation, Albert Hunt Trust, Burden Trust, Burges Salmon Charitable Trust, Denman Charitable Trust, Garfield Weston Foundation, John James Bristol Foundation, Lloyds Bank Foundation, MSE Charity, Nisbet Trust, National Lottery Community Fund, P & FW Charitable Trust, Pat Newman Memorial Trust, Quartet Community Foundation, Renishaw Charities Committee, Santander Foundation, St Stephen and St James Trust, Singer Foundation, Sir Harold Hood's Charitable Trust, Souter Charitable Trust, Bristol Water, National Grid and Stone King Foundation.

Reserves Policy

The Trustees have established a policy whereby the free reserves should be sufficient to cover the charity's operating costs for between three and six months to enable the charity to continue operations following an unforeseen drop in income. For FY24, the range required has been calculated to be between £107k and £210k. This policy is reviewed annually by Trustees.

Reserves Position

On 31st March 2023, total reserves amounted to £205k, of which £85k were restricted (see note 13 to the accounts). £120k remained as free reserves. This is sufficient to cover a little over three months' running costs of our FY24 budget (£430k).

Looking forward

We anticipate the demand for our service will continue to increase as the effects of the cost-of-living crisis continue to be felt across the city. Our commitment to service user involvement is at the heart of our strategy and will be incorporated into our service expansion through outreach work. This includes our regular co-production groups and 1:1 advice sessions in community hubs across Bristol. Our fundraising target is in line with this strategy, as well as gradually building our reserves to put us in a more sustainable position for growth.

Structure, Governance and Management

Organisational Structure

On 31 March 2023, the Housing Matters team consisted of 11 staff members (7.9 FTE) and three volunteers. The Director manages strategic development, supported by a Communications and Fundraising Assistant and Project Coordinator specialising in outreach. The Advice Service Lead oversees the Advice Service, supported by four Housing Advisers. The Operations and Development Manager oversees the day-to-day running of the charity, supported by an Office Administrator and Quality and Impact Officer.

Management

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

Trustee Board

On 31 March 2023, Housing Matters was governed by a Board consisting of eight Trustees, who bring a diverse range of skills and experience to the organisation. One third of the Trustees must retire at each AGM, with those longest in office retiring first. However, they are entitled to re-election.

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

Governance

The Trustee Board meet regularly (at least quarterly) to discuss strategic matters, review the risk register and make key decisions. The Board delegates certain responsibilities to the Finance and Fundraising committee, including approval of budgets and fundraising contracts; monitoring of financial performance fundraising; and managing the liquidity of the charity. The committee meet regularly (quarterly at a minimum), in advance of Trustee meetings.

Governing Document

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

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

Statement of Trustees' Responsibilities

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the 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 have to make themselves aware of that information.

Andy Gibbard

Andrew Gibbard

Chair

J.M. Mathias

John Mathias

Secretary

Date: 17 October 2023

Independent Examiner's Report

Independent examiner's report to the Trustees of Housing Matters (Bristol) ('the Company')
I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31st March 2023.

Responsibilities and basis of report

As the charity's Trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Joshua Kingston

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

27 September 2023
Date:

HOUSING MATTERS (BRISTOL)

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income from:					
Donations and legacies	2	185,721	120,452	306,173	261,430
Charitable activities	3	85,550	-	85,550	75,973
Investments		64	-	64	75
Total income		<u>271,335</u>	<u>120,452</u>	<u>391,787</u>	<u>337,478</u>
Expenditure on:					
Raising funds	4	13,000	-	13,000	15,135
Charitable activities	5	277,478	77,260	354,738	269,734
Total expenditure		<u>290,478</u>	<u>77,260</u>	<u>367,738</u>	<u>284,869</u>
Net income / (expenditure) for the year and net movement in fund	6	(19,143)	43,192	24,049	52,609
Total funds at start of year	12	139,195	41,984	181,179	128,570
Total funds at end of year	12	<u>120,052</u>	<u>85,176</u>	<u>205,228</u>	<u>181,179</u>

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

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

See note 9 for the comparative Statement of Financial Activities.

The notes on pages 18 to 25 form part of these financial statements.

HOUSING MATTERS (BRISTOL)

BALANCE SHEET

AS AT 31 MARCH 2023

Company no: 10675390

Charity number: 1180341

	Note	2023 £	2022 £
Current assets			
Debtors	10	18,085	13,994
Cash at bank and in hand		197,094	188,179
		<u>215,179</u>	<u>202,173</u>
Liabilities			
Creditors : amounts falling due within one year	11	(9,951)	(20,994)
Net current assets		<u>205,228</u>	<u>181,179</u>
Net assets		<u><u>205,228</u></u>	<u><u>181,179</u></u>
FUNDS			
Unrestricted funds			
General funds	13	120,052	119,195
Designated funds	13	-	20,000
Restricted funds	13	85,176	41,984
Total funds		<u><u>205,228</u></u>	<u><u>181,179</u></u>

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

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

These financial statements of Housing Matters (Bristol) were approved by the Board of Trustees on 27 September 2023..... and are signed on their behalf by:

Andy Gibbard

Andrew Gibbard
Chair

J.M. Mathias

John Mathias
Board Secretary

The notes on pages 18 to 25 form part of these financial statements.

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the historical cost convention (except for investments which have been included at fair value) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 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 that there are no material uncertainties affecting the ability of the charity to continue as a going concern as considered in the context of the cost of living crisis.

Income

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

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

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

Investment income is included on a receivable basis.

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

Expenditure

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

Raising funds

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

Governance costs

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

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

1 Accounting policies (*continued*)

Pension costs and other post-retirement benefits

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

Debtors

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

Cash at bank and in hand

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

Creditors

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

Fund accounting

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

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

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

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

2 Income from: Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Current year			
Donations	2,220	-	2,220
Grants received	183,501	120,452	303,953
	<u>185,721</u>	<u>120,452</u>	<u>306,173</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Prior year comparatives			
Donations	784	-	784
Grants received	202,506	58,140	260,646
	<u>203,290</u>	<u>58,140</u>	<u>261,430</u>

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

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

	2023	2022
	£	£
Grants received		
Van Neste Foundation	7,500	7,500
Access to Justice Foundation	12,196	16,768
Nisbet Charitable Trust	22,000	20,000
National Lottery Community Fund/Awards for All	9,886	9,903
Homefull	-	6,569
People's Postcode Lottery Trust/Postcode Local Trust	-	15,000
Garfield Weston Foundation	25,000	30,000
John James Bristol Foundation	15,000	15,000
Singer Foundation	10,000	10,000
St Stephen & St James Trust	15,000	15,000
Lloyds Bank Foundation	27,500	25,000
Santander Foundation	54,166	41,668
Quartet Community Foundation - Express and Resilience	-	14,988
Quartet Community Foundation - Tredwin/Pennington	7,500	-
Quartet Community Foundation - Bristol One City Social Action	5,000	-
Society of the Holy Child Jesus	-	15,000
Nationwide Foundation	49,510	
Bristol Water	6,232	-
National Grid Community Matters Fund	8,662	-
Albert Hunt Charitable Trust	7,000	-
Other grants and donations	24,021	19,034
	<u>306,173</u>	<u>261,430</u>

3 Income from: Charitable activities

	Total Funds 2023	Total Funds 2022
	£	£
Income received from partnerships	85,542	75,973
Other Income	8	-
	<u>85,550</u>	<u>75,973</u>

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

4 Expenditure on: Raising funds

	Total Funds 2023	Total Funds 2022
	£	£
Fees to Fundraiser	13,000	15,135
	<u>13,000</u>	<u>15,135</u>

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

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

5 Expenditure on: Charitable activities

Current year	Direct Costs £	Support Costs £	Governance Costs £	Total Funds 2023 £
Salaries including NI & Pension	259,318	-	-	259,318
Rent, utilities and repairs	-	34,274	-	34,274
Travel expenses	605	-	-	605
Interpreting	4,457	-	-	4,457
Telephone	2,302	-	-	2,302
Insurance	-	401	466	867
IT Costs	2,193	5,404	-	7,597
Postage, printing and Stationery	392	-	-	392
Refreshments	274	-	-	274
Legal and Professional fees	619	3,354	13	3,986
Training	3,856	-	-	3,856
Payroll service	-	681	-	681
Subscriptions	4,796	-	-	4,796
Sundry expenses	884	-	-	884
Recruitment	714	-	-	714
Marketing, Comms and Website costs	5,816	-	-	5,816
Accounts and independent examination	-	-	5,232	5,232
Project Costs - Homefull	17,752	-	-	17,752
Project Costs - Other	935	-	-	935
	<u>304,913</u>	<u>44,114</u>	<u>5,711</u>	<u>354,738</u>
Prior year comparatives	Direct Costs £	Support Costs £	Governance Costs £	Total Funds 2022 £
Salaries including NI & Pension	210,972	-	-	210,972
Rent, utilities and repairs	-	12,036	-	12,036
Travel expenses	145	-	-	145
Interpreting	3,021	-	-	3,021
Telephone	3,154	-	-	3,154
Insurance	-	609	234	843
IT Costs	4,583	3,968	-	8,551
Postage, printing and Stationery	365	-	-	365
Refreshments	60	-	-	60
Legal and Professional fees	200	1,909	13	2,122
Training	3,620	-	-	3,620
Payroll service	-	574	-	574
Subscriptions	3,590	-	-	3,590
Recruitment	1,885	-	-	1,885
Marketing, Comms and Website costs	220	-	-	220
Other staff costs	1,383	-	-	1,383
Accounts and independent examination	-	-	5,441	5,441
Project Costs - Homefull	11,752	-	-	11,752
	<u>244,950</u>	<u>19,096</u>	<u>5,688</u>	<u>269,734</u>

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

6 Net income/(expenditure) for the year

This is stated after charging:	2023	2022
	£	£
Independent Examiner's fee Current year	2,244	2,076
Prior year under/over accrual	156	-
Accountancy support	2,832	3,365
Trustees' meeting and training expenses	55	115
	<u>2,287</u>	<u>5,556</u>

Six (2022: Nil) Trustees have been reimbursed for their out of pocket expenses of £183 (2022:Nil) for subsistence and entertainment. No Trustee received any remuneration during the year.

7 Staff costs and numbers

The aggregate payroll costs were:

	2023	2022
	£	£
Wages & salaries	232,881	190,094
Social security costs	15,470	12,692
Pension contributions	10,967	8,186
	<u>259,318</u>	<u>210,972</u>

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

The average number of employees during the year was 10 (2022: 8), calculated on the basis of average headcount. The total employment benefits received by key management personnel (trustees and charity director) including employer national insurance contributions and employer pension contributions were £48,647 (2022: £36,040).

8 Taxation

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

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

9 Statement of Financial Activities comparative figures

For the year ended 31 March 2022	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income from:			
Donations and legacies	203,290	58,140	261,430
Charitable activities	75,973	-	75,973
Investments	75	-	75
Total income	<u>279,338</u>	<u>58,140</u>	<u>337,478</u>
Expenditure on:			
Raising funds	15,135	-	15,135
Charitable activities	242,245	27,489	269,734
Total expenditure	<u>257,380</u>	<u>27,489</u>	<u>284,869</u>
Net income / (expenditure) for the year and net movement in funds	21,958	30,651	52,609
Total funds at start of year	117,237	11,333	128,570
Total funds at end of year	<u>139,195</u>	<u>41,984</u>	<u>181,179</u>

10 Debtors

	2023 £	2022 £
Due in less than one year:		
Prepayments and accrued income	7,622	6,844
Other debtors	10,463	7,150
	<u>18,085</u>	<u>13,994</u>

11 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	5,649	15,963
Other creditors	1,599	1,579
Accruals and deferred income	2,703	3,452
	<u>9,951</u>	<u>20,994</u>

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

12 Movement in funds

For the year ended 31 March 2023

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

For the year ended 31 March 2022

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds					
Homefull	-	48,237	(11,752)	-	36,485
National Lottery Community Fund/Awards	-	9,903	(4,404)	-	5,499
Postcode Neighbourhood Trust	11,333	-	(11,333)	-	-
Total Restricted Funds	11,333	58,140	(27,489)	-	41,984
Unrestricted funds					
Designated funds					
New office fund	-	-	-	20,000	20,000
General Funds	117,237	279,338	(257,380)	(20,000)	119,195
Total Unrestricted Funds	117,237	279,338	(257,380)	-	139,195
Total Funds	128,570	337,478	(284,869)	-	181,179

HOUSING MATTERS (BRISTOL)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

12 Movement in funds (*continued*)

Fund Descriptions

Restricted funds

Homefull - a project in partnership with Talking Money.

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

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

Postcode Neighbourhood Trust - this was funding received for the Charity's Advice Service Lead.

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

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

Designated funds

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

13 Analysis of net assets between funds

As at 31 March 2023	Unrestricted			Total Funds 2023 £
	Restricted Funds £	General Funds £	Designated Funds £	
Net assets	85,176	120,052	-	205,228
	<u>85,176</u>	<u>120,052</u>	<u>-</u>	<u>205,228</u>

As at 31 March 2022	Unrestricted			Total Funds 2022 £
	Restricted Funds £	General Funds £	Designated Funds £	
Net assets	41,984	119,195	20,000	181,179
	<u>41,984</u>	<u>119,195</u>	<u>20,000</u>	<u>181,179</u>

14 Related party transactions

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