URBAN OUTREACH (BOLTON)

England & Wales · Charity number 1044203

Details

Other names	UOB
Status	Registered
Legal form	Charitable company
Company number	03019108
Registered	1995-02-15
Register	View on the Charity Commission register

Contact

Address	Urban Outreach (Bolton) 232-236 St. Georges Road Bolton BL1 2PH
Phone	01204385848
Email	admin@urbanoutreach.co.uk
Website	www.urbanoutreach.co.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF PEOPLE IN NECESSITOUS CIRCUMSTANCES BY REASON OF THE HOMELESSNESS AND ECONOMIC CIRCUMSTANCES AND IN PARTICULAR BY, (1) TO RELIEVE POVERTY BY THE PROVISION OF TEMPORARY ACCOMMODATION (2) TO ADVANCE THE EDUCATION OF SUCH PEOPLE BY THE PROVISION OF TRAINING IN LIFE SKILLS, AND (3) TO ADVANCE THE CHRISTIAN RELIGION

Activities: WE ARE A VOLUNTARY CARE ORGANISATION MEETING THE NEEDS OF CHILDREN, YOUNG PEOPLE, FAMILIES AND INDIVIDUALS, DELIVERING HIGH QUALITY SERVICES AS A PRACTICAL EXPRESSION OF THE CHRISTIAN FAITH. PROJECTS: WINTER WATCH, STREET LIFE, REMEMBER YOU ARE NOT ALONE (RUNA), REACH OUT, MALE OFFENDER .EVES SPACE. FRIENDS OF FUN FOOD, STORE HOUSE,LOCAL WELFARE PROVISION.

Downloaded from opencharities.uk/ew/1044203

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing, Religious Activities
- **Who:** Children/young People, Elderly/old People, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** NOT DEFINED -IN PRACTICE GREATER MANCHESTER
- Bolton
- Lancashire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,098,624	£1,039,225	£4,556,820	25
2024-03-31	£1,300,814	£1,069,320	£4,283,864	25
2023-03-31	£1,365,398	£976,980	£4,052,370	23
2022-03-31	£1,809,788	£1,085,428	£3,669,058	25
2021-03-31	£2,530,217	£951,657	£2,944,698	26

Trustees

Name	Role	Appointed
MR S LANCASTER	Chair	2011-07-13
CHRISTINE BAGLEY		1994-12-09
CHRISTINE STOTT		1994-12-09
ROSS DOUGLAS PYLE		2015-11-25
Roger Donald Clarke		2023-07-01
Sue Stokes		2023-01-09

Downloaded from opencharities.uk/ew/1044203

URBAN OUTREACH (BOLTON)

England & Wales - Charity number 1044203

Accounts

URBAN OUTREACH (BOLTON)

FINANCIAL STATEMENTS

31 MARCH 2025

Registered charity No: 1044203
Registered company No: 03019108

WEDNESDAY

AEDQPNXK

A07 22/10/2025 #66

COMPANIES HOUSE

BARLOW ANDREWS LLP
BOLTON

URBAN OUTREACH (BOLTON)

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

CONTENTS

	Page
Trustees' report	1 - 20
Independent auditor's report	21 - 23
Statement of financial activities	24
Balance sheet	25
Statement of cash flows	26
Notes to the financial statements	27 - 38

URBAN OUTREACH (BOLTON)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

Reference and administrative information

Charity Name:	Urban Outreach (Bolton)
Charity registration number:	1044203
Company registration number:	03019108
Registered office and operational address:	Environ House Salop Street Bolton

Trustees

C Bagley	Executive Trustee
S Lancaster	Chair
R Oldfield	(Resigned 5 November 2024)
R Pyle	
C Stott	
D Clarke	
S Stokes	

Leadership Team

D Bagley	Chief Executive
N Gillard	Children and Families Team Leader
H Matthews	Adult Services Team Leader
L Bagley	Food Services Team Leader (resigned 25 April 2025)
C Williams	Senior Practitioner for Children and Families Team
V Beasley	Finance and Facilities Officer
M Leeson	Food Services Team Leader (appointed 1 May 2025) – former Senior Practitioner for Food Team

Auditor

Barlow Andrews LLP, Carlyle House, 78 Chorley New Road, Bolton

Bankers

Clydesdale Bank PLC (trading as Virgin Money), Oxford Street, Bolton

The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the company's Memorandum and Articles of Association, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)".

Our Purpose and Activities

Our Purpose is "to promote any charitable purpose for the benefit of people in necessitous circumstances....to relieve poverty.... (and) to advance the Christian religion". Funds from various sources are used in furtherance of these objects in order to provide high quality and creative support to all men, women and children who are disadvantaged, distressed and/or in acute need within the borough of Bolton.

Our Mission is to meet the needs of children, young people, families and individual adults through professional practice and the delivery of high-quality services by specialist support staff and volunteers, as a practical expression of the Christian faith. The support we provide is based on the needs of the whole person: physical, emotional, intellectual, social and spiritual.

Our Aim is to be consistently dependable, creative, challenging and inspirational in the support and care we provide in our town.

Our Vision is to see all the people of Bolton have the opportunity to flourish, realise their full potential and live lives which are free from abuse, poverty, neglect, crime, controlling substances and any sense of failure.

Our Values are founded on our collective Christian belief. From this solid base we are committed to work with all people in order to live out our values which pertain to integrity, compassion, equality, sustainability, accountability, ambition, creativity, collaboration and inclusiveness.

Our Activities are provided across the borough of Bolton through a range of projects, services and partnership work as summarised below:

PROJECTS & SERVICES		
Food Related Services	Bolton Lunches	Providing free packed lunches during the school holidays – aimed at children who would normally receive free school meals.
	Christmas Dinner on Jesus	Providing Christmas hampers to struggling individuals and families.
	Friends of Fun Food	Cooking with confidence and enthusiasm, meal-planning, budgeting and food safety training – aimed at the vulnerable, low skilled and those in food poverty.
	Household Support	Distribution of food, utility top-ups and other household consumables to people struggling to make ends meet and those in crisis via various projects.

PROJECTS & SERVICES		
Children & Families Services	RISE (Reaching Inside, Strengthening Emotions)	Personalised advice, guidance and in-depth therapeutic support focusing on children struggling with significant emotional problems helping them create solutions to their difficulties. Wellbeing group work for children and support and guidance for parents.
	RUNA (Remember U are Not Alone)	Providing Independent Return Interviews for children who go missing from home. Support to help remedy the causes and address safeguarding issues.
	No Hiding Place	Working with young people that are at risk of Child Criminal Exploitation and partner agencies by spreading awareness through classroom sessions as well as offering 1:1 support to educate, safety plan and build relationships with young people to reduce risk.
	Re-Root	Supporting young people at risk of Serious Youth Violence through the provision of: diversionary outdoor group activities giving young people access to the local environment; bespoke and aspirational 1:1 work around access to Employment, Education, Training and Emotional Wellbeing.
Adult Support Services	Eve's Space	Working with vulnerable women at risk of offending or reoffending. Helping them to rebuild their lives and fulfil their true potential.
	Reach Out	Practical and emotional support for women involved in sex work in Bolton. Our aim is to empower and help them to exit sex work and rebuild their lives.
	Street Life	Supporting the hardest-to-rehouse homeless people - helping to broker tenancy solutions and providing the support they need to keep them housed.
	Genesis	A safe space for people to flourish, be empowered and create community and relationships together.
Partnership Activities	Home for Good	Working with the national charity, 'Home for Good', to encourage churches across Bolton to support existing and new foster and adoptive carers to meet the needs and demands through the Bolton care system.

Trustees review our objectives and activities annually to ensure they continue to reflect our charitable purpose and aims, provide demonstrable public and community benefit and, wherever possible, demonstrate effective savings to the public purse. In doing so, we remain satisfied that the charity's activities continue to meet this test. We have kept within the Charity Commission's general guidance on 'public benefit' when reviewing our aims and objectives and in planning future activities. Specifically, we have considered how our planned activities will contribute to the aims and objectives we have set.

Achievements and Performance

Overview

The achievement of good outcomes and outputs in a cost effective and timely manner is central to the impact and overall success of our work. Many of our clients have multiple barriers to their leading healthy and rewarding lives. This presents both a very challenging and rewarding work environment for our staff and our volunteers.

The range of complex issues and needs experienced by our service users remain as challenging as ever. However, cuts in mainstream public sector funding, coupled with increasing thresholds for clients accessing statutory services, led to even more at risk of 'falling through the net', with larger numbers of people having need to access our services.

Despite these challenges, we are pleased to report that once again we have met the expectations of our principal supporters and funders.

Key Developments

On Thursday 13th March 2025 we were able to hold our Vision Away Day at Bolton Stadium Horwich. Attended by staff and Trustees the day focused on looking at our own personal faith journey and how we play a part in what God is doing in the wider frame of UOB. There was extended time of prayer, team discussions and a focus on "who are yer?". There were positive and hopeful messages and views which were expressed, and some audio recordings were made.

The growing cost of living crisis and reduction on available funding streams has impacted us organisationally. We reluctantly were forced to make two redundancies at the end of the year, both from the food team due to the impact of significant funds not being renewed.

We maintained communication channels through social media, web-based meetings, telephone calls and doorstep visits.

Over the course of the year, we maintained our strong working relationship with many specialist services ensuring a joined-up approach to meeting the needs of those who were struggling. We have greatly appreciated the combination of one-to-one events whilst still maintaining contact through virtual web-based meetings.

We were excited to be able to hold a barbecue to celebrate and say thank you to our volunteers. This took place at The Amber Centre in September. We also held our staff, Trustees and families BBQ in September which celebrated all the hard work of our staff and Trustees.

We are now just on the 3rd year of the night shelter transformation fund project, Genesis. This fund has enabled us to bring and install a servery into the large café area at the Amber Centre and have the kitchen brought up to date and into compliance with safety and hygiene standards. We were also grateful to Seddon Construction for installing a new heating and hot water boiler. The number of people attending the Genesis community on a Wednesday morning is growing. We have also received the good news that funding has been extended for the coming year.

In our Street Life project, we have seen referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have seen consistently high numbers of individuals and families coming to the Drop-in who have been given a section 21 eviction notice. This is due to many private landlords needing to raise the rents or have decided to sell their properties due to the increased cost of living. We have also seen a high number of those who have been granted leave to stay and therefore been issued 7 days to vacate their asylum seeker accommodation. This has led to a number of single homeless people with no support networks in the UK. Social Housing are tightening up rules for people seeking housing and they must show they are searching for housing and have up to 56 days to find somewhere themselves, if they don't show they are seeking accommodation they could be evicted.

Several reviews to organisational policy and procedures were made over the year. Key amongst these was an updating of policies such as "Absence Management" and updates to our "Child Protection and Adult Safeguarding".

Starting in January 2025 we began facilitating a new women's group due to those who completed the "for my future" course not wanting to cease meeting at the Amber centre. This group is driven by the women who are a part of it and facilitated by the Eve's Space Team.

The GMWSA health worker continued to attend the Amber Centre on a Monday and Tuesday to provide health targeted support to the women we are working with. We have also offered a range of activity sessions for women including, "For My Future" course facilitated by Step Together, continued to provide the VR Flourish course, a box fit workshop and crafting sessions.

Over the year we saw two new Collection Points open in order for food parcels to be collected in a safe and welcoming environment with further wrap around support. Brownlow Fold Church of the Nazarene, Halliwell opened in November 2024 (this coincided with the Halliwell Pantry closing). Also in February 2025, Eden Boys School opened for one session a week to give out food parcels to those referred in the local community.

The Children and Families' Team introduced a family mentor volunteer. We saw short term placements being taken by health visitors and school nurses. We also held a 12-week placement for a student at Bolton University (2nd Year Health & Social Care).

Projects and Services

44,991 individuals provided with critical support

Projects and services we delivered over 2024/25 were continued from the previous year with the addition of No Hiding Place and Re-Root which are embedded in our Children and Families Team. We are delighted to report that, with the continued support of our funders and partners, we were able to deliver vital support and provide over 28,773 individuals with direct support.

Achievements and performance headlines for each of our projects and services are summarised below.

Partnerships

An amazing **4,400+** volunteer interactions

We are hugely appreciative of the efforts made by our volunteers who collectively, volunteered over 4,400 times. Without them many of our projects and services simply would not be possible. We continued to receive regular food donations from **24** of our 'grub tubs' which were maintained in accessible locations across the town. These were used to collect food donations from thousands of anonymous, but highly valued donors. We continued to receive excellent support from Bolton Council, Bolton at Home and businesses and agencies across the town together with the cross-denominational support of more than **38** churches and over **51** local schools. As in the previous year, individual food donations decreased due to the impact of the cost-of-living crisis.

We remain ever grateful for all the support we receive – through corporate social responsibility initiatives, general volunteering, grants, individual financial giving and food donations. Amongst others this year, we must express our gratitude for the direct support we received from Warburtons, Carrs Pasties, Greenhalgh's Craft Bakery, Tesco, Lidl, Co-op, Aldi, Asda, Morrisons, Sainsburys, Donnelly Bentley (accountants), Bolton at Home, Bolton Council, The Bolton GP Federation, Seddon Construction, Dalkia, NatWest, British Gas, Amazon, Fluent Money, AXA, Broker Direct, RBS, Mansell Building Supplies and Teva.

We welcomed children to take part in our Poverty Lessons at our Food Hub. There the children and staff learnt about what poverty is, how it looks in Bolton, the work we do and how they can be part of making a difference. We welcomed 7 schools covering 10 sessions and that included 27 staff and 243 children.

Each year we are always so gratefully reliant on the huge volume of food that is donated at Harvest time largely through schools and churches. As in the previous year it was hard to predict how donations would be impacted by the cost-of-living crisis. This year was clearly a struggle for many to participate, in the end **108** schools, businesses and churches contributed less than **12** tons of food, (down from 18.5 tons in the previous year). All contributions are greatly appreciated and essential to ensuring our food related services could respond to the needs of the local community. These food donations, combined with contributions from supermarkets and other food suppliers, resulted in a total redistribution of **114.4** tons of food over the year!

Over the year, we gratefully received many financial donations both large and small – all equally valued and appreciated in helping us with our work.

Food Related Projects

7,633 food parcels supporting **17,472** people

We continued to deliver food to households in Bolton from our Food Hub. We continued to see the cost-of-living crisis have a direct impact on the demand for food parcels and fuel support. We simply could not deliver such a broad-based and far-reaching service without the help and support of specialist and local community-based agencies, the generosity of food donors, and the commitment of many volunteers.

Food collections and donations continued to be centrally received at our Food Hub warehouse where it was processed for doorstep deliveries or to go to collection points around Bolton. In total, over the year, we distributed **7,633 food parcels** as detailed in the projects below. The decrease in the total number of food parcels compared to last year is due to a change to Local Welfare Provision, a reduction of two food parcels to one per household, and the closure of two Storehouse Pantry venues. However, as shown below we can see that Storehouse Foodbank, where we have responsibility over the referrals, has increased.

We continued to develop our relationship with our current Collection Points and opened two more as detailed on page 4.

Most of the food we were able to supply came from individual donations, local supermarkets surplus and was supplemented by bulk purchases via small grants. Many of the 'grub tubs' we have traditionally used to collect donated food in community settings have not been in use post pandemic. Despite this, people have responded generously to the ongoing crisis.

During this year, food parcels were delivered via three distinct projects. These were as follows:

Storehouse Foodbank

3,956 food parcels supporting **8,357** people

Storehouse Foodbank has operated as Bolton's main centrally located foodbank since 2003. Primarily the service supports families and single people in distress as a result of redundancy, illness, debt, adverse changes or a delay in benefits. Other reasons for people needing to receive food parcels are homelessness and family breakdown.

Client referrals to the foodbank were made through many front-line organisations and staff. These included Citizens Advice, housing providers, community and Family Hubs, local authority workers, health visitors and other local charities. We continued to receive referrals through our website via trained professionals. Over the year we trained over **60** individual referrers to access food support through Storehouse Foodbank bringing our total to **669.**

Over the past year Storehouse Foodbank gave out **3,956** food parcels (up from 3,837 in the previous year) and totalling some **59.3** tonnes of food. The average household size decreased slightly to **2.1** (from 2.2). The food parcels supported **1,148** individual households and fed **8,357** people (down from 8,503 in the previous year).

In most cases, the main reasons given for requesting a foodbank parcel were for mental or physical health problems (26%) and debt (24%).

In January 2025, we had to make the decision to reduce down the offer Storehouse Foodbank provided to households. This was due to the reduction in donations but increased demand to ensure we could keep responding to the needs as the year goes on.

Local Welfare Provision

1,436 food parcels supporting **4,234** people

We provided emergency food parcels and pre-payment home energy top-ups on behalf of and funded by Bolton Council as part of its Local Welfare Provision (LWP). On occasion we were also funded to supply energy top-ups for Bolton at Home tenants, homeless households when housed through the Council's Housing Options team and those awarded through Bolton Guild of Help. We also received funding as an organisation to provide utility top-up directly from the Household Support Fund. This service provided an emergency safeguarding provision for individuals and households in acute crisis.

Over the last year we distributed **1,436 LWP food parcels**, (down from 3,299 in the previous year), totalling some **21.5** tonnes of food. Part of the reason for this lower amount is because in this year, the council reduced the number of food parcels from two per household down to a one-off parcel per household. The food parcels supported **1,436** individual households and **4,234** people (down from 7,394 people in the previous year). The food we provided was sized to be sufficient to meet the needs of each applicant household for a week. On average each month we supplied **£15,366** worth of emergency LWP utility top ups (down from £47,035).

Over the year we also processed **88** referrals for pre-payment card energy top-ups through Bolton at Home, Housing Options and Bolton Guild of Help. The average cost per month for this service was **£902** (down from £1,685).

Through the funding offered through the Housing Support Fund we provided support to **27** households, and distributed a total of **£2,699** to our clients in the Adult Team and Children and Families Team.

Volunteers have continued to provide a wonderful service by ID checking and giving out the food parcels. Over the next year we would like to develop our welcome and hospitality to improve people's experience when collecting the food and/or utility top ups. This will be particularly developed with moving LWP to the Amber Centre, where we can draw on more volunteer support to offer drinks in the café area.

Storehouse Pantry

2,241 supporting **4,881** people

Storehouse Pantry is an evolution of Storehouse Foodbank - providing struggling residents in target areas, access to food and other household essentials of which some can be selected for themselves for a small affordable weekly subscription.

Households access by application to become Pantry 'Members'. Members can attend their neighbourhood Pantry on a weekly basis. Here they receive a warm welcome, good conversation, and a range of help and support. Membership enrolment is based on foodbank and residency criteria and is reviewed on a one-to-one basis to avoid dependency and to support Members in addressing all that is creating hardship for them.

Members are offered and provided with additional specialist support to help them tackle some of the underlying reasons as to why they need help with food. This included debt and energy advice, help with CV's and finding work, help with making meals and support with rent arrears etc.

In April 2024, the pantry service was provided from 4 locations: New Bury, Deane, Breightmet and Halliwell. However, Deane pantry closed in June 2024 and Halliwell pantry closed in November 2024, leaving New Bury and Breightmet.

Over the year we distributed **2,241** food parcels (down from 3,966 the previous year), totalling over **33** tonnes of food. The food parcels supported **445** individual households, (down from 689 in the previous year) and fed **4,881** people (down from 9,028 in the previous year). The average size of supported households was **2.3** (same as last year).

Bolton Lunches

73,468 lunches supplied over the school summer holidays supporting **20,814** people

The number of school children eligible for free school meals has remained around 12,500. During the school holidays, many such families face a real struggle to find the money to feed their children. In response to this crisis, each year we mobilise many volunteers to prepare and deliver food for children's lunches. Working in partnership with churches, children's centres and other community venues, the lunch parcels are delivered for free collection at the point of need by children and their parents. Our aim with this project is to ensure that no child goes hungry.

This year the packed lunches were prepared in The Food Hub for distribution across Bolton. The venue In Horwich who we have worked with before also made up the lunch packs for distribution sites in their local area.

We again integrated Bolton Lunches with Bolton's Holiday Activities and Food (HAF) programme. This grant fund was awarded to Bolton Council and its partners to enable struggling young families access a range of free activities in their local area - including lunch! The activities ranged from sporting groups to arts and crafts, outdoor pursuits to cooking classes. We were thankful for additional financial donations.

With the help of an army of volunteers - we produced and delivered **73,468** lunches during the 2024 school summer holiday period (down from 75,733 the previous year). The lunches were delivered to 23 of our own distribution sites (same as last year), 19 HAF programme sites (down from 28) and 1 other site (down from 9).

Over the other half terms and holiday periods we made **5,000** snack bags for Bolton Council to distribute to their groups who were running activities.

Friends of Fun Food

1,100 people participated in food skills events

We had another exciting year with Friends of Fun Food. Our three main areas of focus this year were supporting the Holiday, Activity and Food (HAF) project, supporting Cost-of-Living events and running school cooking courses supported by the Warburtons Foundation.

HAF consisted of cooking with young people and their parents in the parks over the summer holiday. We cooked with over **700** young people and had some amazing adventures tasting new food, learning how to use a sharp knife and making some really easy but fantastic tasting dishes.

Friends of Fun Food supported Bolton Council's Cost of Living events in 2 primary schools and 3 Family Hub's across the town. These events enabled us to showcase cooking on a budget and using ingredients that, with a bit of extra attention, could become fantastic in meals. There was a focus on the use of slow cookers as a more cost-effective cooking alternative, providing cooking demonstrations and recipes to attendees. Over these 5 events, **285** people participated in demonstrations (130 adults and 155 children).

Friends of Fun Food also supported 3 similar Cost of Living events hosted by schools across Bolton to provide money-saving advice to reduce household shopping and cooking costs and to provide low-cost recipes to parents. Through these 3 events, we interacted with around **50** parents.

In May 2024, Friends of Fun Food started receiving support from the Warburton's Foundation to run 3 or 4 week-long cooking courses in primary schools across Bolton, with the aim to broaden knowledge of food, give children the opportunity to cook for themselves, and to teach basic cookery skills. Schools also had the option to include parents in the club to encourage parents to get their children involved with cooking at home, which one school did. This year, Friends of Fun Food has carried out courses in 5 schools, with **58** children and **5** parents.

Our recipe cards were used extensively across the town and in the Christmas Dinner on Jesus Hampers to help people to think about the food they had available and how else they could use it.

Christmas Dinner on Jesus

2,015 hampers 6,581 people including 3,267 children on Christmas Day

In the Autumn of 2024, we contacted all those who previously supported the project. We asked schools, churches, businesses and other groups to consider making a pledge to collect specific items that will be used to make up the hampers.

As in previous years, once again we depended upon the generosity of many individuals, churches, schools, businesses, Bolton Council, Bolton at Home, and many other groups who donated items for the hampers and the money we needed to purchase fresh items. In the weeks leading up to Christmas, our partner agency workers were invited to nominate individuals and families to receive a hamper. Then just before distribution day our volunteers started preparing the hampers.

We were grateful for the support of many agency workers who called to collect and then deliver hampers to the doorsteps of those they had nominated. The appreciation shown by hamper recipients was as always quite overwhelming!

Last Christmas we were able to provide **2,015 Christmas hampers** (down from 2,040 in the previous year). We received and were able to respond positively to all referrals from **116** nominating agencies and churches within the town and from our own service areas. Over **59** organisations, churches and community groups, and thousands of individuals, donated items for the hampers.

374 volunteers assisted us in the assembly and distribution of the hampers. We are immensely grateful to everyone who contributed in some way. We are proud to say that as a result of everyone's efforts **6,581** people (that's 3,284 adults and 3,297 children) benefited from the hampers (down from 6,780 in the previous year).

Children and Families Services

The Children and Families Team as a whole has supported:

1,092 young people and 742 parents on 3,360 occasions

RISE (Reaching Inside, Strengthening Emotions)

150 children and 138 family members supported on over 1,500 occasions

Independent research has highlighted that 2% of families in the UK suffer significant multiple problems which are often linked with parents not working, children not attending school, mental health, youth crime and anti-social behaviour. This in turn places increased demands on local services such as health, social care and criminal justice.

Our team of specialist practitioners has honed its skills in addressing these issues. In the past year, in conjunction with Bolton Together, our Reaching Inside Strengthening Emotions (RISE) project has delivered a range of individual and group emotional health support specifically aimed at 8 to 19 year olds – helping them take steps to create solutions to their difficulties.

Bolton Together working with schools and other agencies, refer children and families to us who are likely to benefit most from our support. Our experienced team works closely with a range of agencies and specialist practitioners to provide children and their families with advice, support, guidance and encouragement. Our partnership approach, coupled with our range of in-house services, has helped bring a joined-up 'family focused' approach to this work. A specific success has been the café style support at our Amber Centre engaging parents whilst their children are accessing the emotional health group providing them with peer support, understanding the emotional health topics covered and building their resilience and wellbeing.

Our initial home engagement with children and families referred to us builds trust and understanding. Once we have a clear picture of what is needed, we work with parents and children on putting together a Support Plan which identifies key goal setting. Our support workers are passionate about what they do, often going the extra mile and ensuring positive closing through home visits and feedback to family and referrers.

The evidence shows that our approach often works where engagement and relationships with other professionals has broken down. We are consistently able to report good positive outcomes around improved engagement with services, improved attendance at school, improvements in family approaches, thinking and attitudes and health and wellbeing issues.

Over the course of this last year 150 children and 138 family members were supported by our RISE service on over 1,500 occasions. We achieved positive outcomes with 77% of the families we supported over the year using the Outcome Rating Scale and additional goal-based measures. Typically, the outcomes achieved were increased management of emotional regulation especially anger and anxiety, implementing strategies to reduce anxiety and/or behavioural difficulties, improved school attendance, improved mental health, friendships and recovered family relationships.

Examples of typical parental feedback include:

"My daughter was able to learn strategies to help her anxiety and understand it. Very caring, helpful and supportive."

"I just also wanted to thank you for the work that you have done with Rio. He has said how much he has benefitted from simply having you there as someone to talk to. We have also really appreciated having your support over a prolonged period of time, and particularly through his transition to high school. That transition has gone better than expected and although he did dip in mood and behaviour after half term, we feel like we had the tools and support to be able to deal with that in a way which was hopefully more positive than previously. We are also seeing that the things you have discussed with him are impacting how he understands himself which is helping him exercise his own agency and work with us rather than against us when things get tricky. Basically, we just want to really thank you for the positive impact you have had on us all."

"Thanks, and can I add that I think that these sessions have helped him a lot and made him feel that he wanted to at least try a job."

"Very good. Well informed. Easy to talk to. Lovely lady."

"Every session with the worker is interesting and very supportive to me and my family. My daughter has improved with her mental health."

"The worker listened to everything we had to say. My son feels happy he has been speaking to him and listened to what he suggested etc."

"Everyone being positive and calm helped. Seeing my son benefit from this made him feel happy and settled."

Typical examples of feedback from children we have supported are:

"It helped me. I like everything and I don't think much needs improving."

"I felt listened to."

"I felt able to chat. My worker was a listening person, and he explained well."

"The staff are very supportive and friendly."

"My mental health is the best it has been in a while."

"I feel less anxious and calm."

"I have learned that emotions are important."

RUNA (Remember U are Not Alone)

728 young people supported on 1,787 occasions

Every year many hundreds of children and young people in Bolton go missing from their family homes, from school and from the 'looked after' system. We developed RUNA in response to this problem. Bolton Council funds us to provide a 'response' service which is triggered each time a 'missing' report is filed. In so doing we work alongside Greater Manchester Police (GMP), Bolton Council, the Complex Safeguarding Team, Social Care, parents, carers and local schools to ensure young people who go missing are returned safely and as quickly as possible. Our shared aim is to hear the voice of the child, reduce missing episodes, promote wellbeing, monitor and share appropriate intelligence and to strive against exploitation. The service provides advice, guidance and support to the children and young people who have gone missing and those who are at risk of running away.

Over our 2024/25 financial year, we are pleased to report that **92%** of our return interviews with young people were offered within the 72-hour government target and **56%** conducted within 72 hours. Our offer and completion rate remain high despite volumes of individual children reported missing going up by 13%.

We were pleased to have maintained a consistently high level of performance on this measure, despite some increased responsibilities with the assistance of the Local Authority in attending strategy meetings and coordinating Missing from Home information in the absence of the Missing from Home Coordinator for much of this financial year.

RUNA attended to **1,787** missing incidents in 2024/25, compared to 1,901 in the previous year. Numbers have decreased, but more children have been involved in missing episodes. A significant factor in this change has been the introduction of the Police's "Right Care Right Person" policy whereby less missing reports are being taken by the police if it is not deemed that the informant has made appropriate enquiries to locate the child.

We attended to a total of **728** missing young people last year. This compares to 644 in the previous year and 530 the year before that. Our overriding concern is to do all we can to reduce the number of children going missing.

Of the 728 we worked with this year, 573 went missing from their home in Bolton and 155 were Looked After Children (LAC's) within the care system. Last year, the average number of missing episodes per child for children who live at home was **2.0** (compared with 2.5 in the previous year). For those who were LAC the figure was **4.3** (compared with 5.0 in the previous year). This continues to illustrate that LAC experience more missing episodes and require more support.

RUNA continue to receive positive feedback from parents, carers, residential care placements, social workers, support workers and school staff. One mother told a RUNA staff member "Thank you so so much. You made her feel comfortable and x doesn't normally get on with new people. Thank you so much, she really felt like you heard her." Staff from a residential placement said, "we've worked around Greater Manchester for years and haven't seen a service that offers as much as RUNA does for children reported missing." One young person reflected that RUNA have helped him to acknowledge that his cannabis use has led to him being reported missing and ending up in unsafe situations. "RUNA helped me to reduce my cannabis use and keep me safe." A school safeguarding lead said, "Thank you all at RUNA, you really helped [young person] get her voice heard."

No Hiding Place

207 young people supported on **73** occasions

Our Children & Families Team acquired funding to launch our No Hiding Place Project to work with other agencies to support young people at risk of Child Criminal Exploitation (CCE) and County Lines. Bolton Together's One Life Fund, from the National Lottery, has funded this project from June 2024. No Hiding Place has so far offered direct support to young people affected by CCE as well as raising awareness in school sessions and in the wider community by bringing CCE out of the shadows and into the light. No Hiding Place has been commissioned to offer classroom-based sessions to 250 young people and 1:1 support sessions to 50 young people across the Breightmet and Halliwell areas of Bolton.

No Hiding Place has provided an opportunity for children RUNA sees to conduct independent return interviews to access further support around an identified CCE risk through the delivery of further 1:1 sessions. Referrals for 1:1 support are also received from a range of other professionals that identify CCE risk. Referrals have been received from social workers, schools, Targeted Early Help workers and Youth Justice Service. This financial year, No Hiding Place has offered 1:1 support to **31** individual young people and group support to **176** individual children. No Hiding Place has found particular success in developing a classroom session designed for year 6 children, ensuring they are equipped with the language to spot signs of CCE and the knowledge to keep themselves and each other safe.

Re-Root (since February 2025)

7 young people supported on **9** occasions

Further funding was acquired towards the end of the financial year to initiate another project in partnership with Bolton Together aimed at tackling Serious Youth Violence. This project commenced in February 2025 with the intention of supporting 60 young people 1:1 and a further 60 young people accessing group support over the next 18 months. Support will focus on diversionary activities through the outdoors and wellbeing. Re-Root is establishing connections with local partners such as the Woodland Trust to provide an opportunity for young people at risk of Serious Youth Violence to acquire new skills through volunteering and engage in the outdoors for their wellbeing and employment skills.

Between February 2025 and the end of March 2025, Re-Root has worked with **5** young people through group delivery and **2** young people receiving direct 1:1 support.

Adult Support Services

Eve's Space

188 Women at risk of offending or re-offending received meaningful intensive case support

Research undertaken by and for organisations working within the Criminal Justice System demonstrates that women who are at risk of offending and those involved in the criminal justice system present more acute and complex needs to their male counterparts, including backgrounds of abuse, chaotic lives that present differently to men. These women are amongst the most vulnerable in our town. With this project we are working within an Alliance of centres across Greater Manchester to support such women. The 'whole systems approach' adopted by our Alliance is recognised nationally as a model of good practice.

As with all the Greater Manchester Women's Support Alliance members, the services provided by our Eve's Space project are for women only delivered by our women workers. We offer a safe and relaxing space within our Amber Centre and our office as well as community outreach support provided by specialist female support workers.

The support we provide includes assistance with accommodation, finance and debts, health, skills and employment. We provide guidance and support with alcohol and drug issues, and difficulties experienced with children, families, attitudes and behaviour. Together with each service user, we produce an action plan to help them meet their needs and goals.

Our aim is to reduce the incidence of offending and to support those at risk – helping them to rebuild their lives and fulfil their true potential. Our vision is to see a sustained reduction in the number of women sent to custody from Bolton, where good alternatives are available in the community that address the causes of women offending and supports their rehabilitation, as we know that women in general have poorer outcomes than men in a custodial setting.

In total 100 referrals were received by Eve's Space in 2024/2025. (138 had been referred in the previous year). As ours is a voluntary service, there are those who chose not to participate for a variety of reasons. Over the year, we supported and worked with a total of 188 women in a meaningful way, (down from 198). Support was provided on the basis of individual need. This level of engagement underlines the complexity of need present in the women's lives. Over this last year the higher number of referrals into the service remained steady.

129 cases were closed in the year (up from 126). An analysis of what these women achieved with our support as they exited our service, found that 85% of those who completed engagement made positive progress in their mental health, 84% were able to address and maintain positive progress with financial issues. 85% had their accommodation needs met.

In feedback we collected from service users over the past year, 100% said they were satisfied (or better) with the service we provided. Typical of comments made in feedback this past year were: "Her help and understanding helped me be a better person, friend, mother and daughter." "The understanding, no judgement and absolute care for your wellbeing, I love this service it has changed my life." "Initially I was embarrassed about being on probation but Susan made me feel comfortable and did not judge me. She helped me understand that I needed to take ownership of my drinking problem."

Reach Out

24 women with sex work issues supported

Reach Out offers practical and emotional support, information and guidance to women involved in sex work in Bolton. The project aims to empower women - supporting them to exit sex work and rebuild their lives.

Working closely with Social Services, GMP and the NHS, our specialist support workers engage with women who are at risk on the street as well as working with women in 'parlours'. Here they provide one-to-one safety and sexual health advice, welfare, and harm reduction support sessions. Work to identify highly vulnerable trafficked women is undertaken. We also provide vulnerable women with contraception and rape alarms when we can. In this last year, the service was funded from a Bolton CVS grant and from charitable donations. We are uncertain about our free access to condoms continuing from April 2025.

In our work, the critical support we provide is often needed and wanted by women over many years before changes for the better can be realised. We often find that sex work is the result of other issues in their lives. So, in helping them address the problem, many of the women we support are also helped with past trauma from sex abuse, domestic violence, mental and physical health, drug, alcohol, finance, benefits, and debt issues. Where appropriate, we help the women address issues of attitude, thinking and behaviour. We also help them with training and employment and needs, using a holistic approach.

Reach Out has been instrumental in a dramatic and sustained reduction of street prostitution in Bolton over many years – down from 170 known individuals in 2003 to the lower numbers we see today. We have had contact with 12 women who have been street sex working. A further 12 women were supported in parlours and the community. In addition, we have supported 2 women who are sex working online. We hope in the next year to be able to develop the support we provide to extend to those who are sex working behind closed doors. So, although there was significant variation, users of this service were supported on 95 occasions. Although numbers seem lower this year, there are many women we are working with who have been involved in a sex for rent transaction. It is hard to count these figures as women often only disclose this to us after having built up a relationship of trust first.

During the year we were able to close files on 10 women for whom we had achieved positive outcomes, with 4 leaving sex work for good. In feedback we collected from each service user over the past year, 100% said they were satisfied (or better) with the service we provided. Some of the comments made in feedback included:

"Never felt judged and she knew I was sex working she gave condoms and I was screened. She would take me for brew when I was down. She left it up to me to say when I was ready to make changes."

Street Life

Accommodation found for **206** households - made up of **312** individuals.

Numbers will fluctuate, but we estimate that during the year there were around 82 adults who resorted to rough sleeping on the streets of Bolton. This is almost double the previous year. In addition to this we estimate there are many hundreds or more who were in temporary and often highly unsuitable accommodation. Street Life works hard to get 'difficult to house' individuals and families into suitable and sustainable accommodation. Our vision is to see no-one having to resort to living on the streets of Bolton, or in unsuitable accommodation at any time.

Street Life is funded by Bolton Council. We work with rough sleepers and other homeless people with complex and enduring housing related needs as well as those at risk of losing their accommodation. Our Street Life worker is particularly successful with those who have a complex housing history including rent arrears, property abandonment, eviction, and anti-social behaviour – all of which seriously limits their housing options. Our project helps prevent rough sleeping by helping people find accommodation as quickly as possible. We work with a range of private landlords and temporary accommodation providers to make the best possible solutions available.

This year the Street Life Drop-in has continued to grow in numbers with referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have noticed an increase in single homeless asylum seekers who have recently been granted leave to stay. Over the year we have seen more families having to resort to sofa surfing with various family or friends that are unsuitable which causes a lot of anxiety, stress and friction between those who they are staying with. Again, we have seen a huge number of between 40 to 50 Refugees/Asylum Seekers coming into the Street Life Drop-In who are resorting to either sleeping rough or sofa surfing. They had been in a SERCO property, but once they are given the right to stay, they are evicted within a few weeks. It is then impossible to either find a job or be on benefits and find accommodation within this time frame.

We also continued to speak with people face to face at our main office, at the Housing Department's office, by emails, phone and home/street visits. In the main, the advice and information we provided was in relation to housing options, applications for housing, benefit queries, ID's, rent areas, payment plans, private landlord concerns, Homeless drug and alcohol team, Achieve, the Homeless Nursing team and contacting the Home Office for asylum seekers.

Over the course of last year we continued to experience a steady demand for our Street Life service – engaging with a total of **356** New service users, through one or more discussions, practical advice, and support. Of these, we were able to provide sustained and meaningful support for **312 individuals.** Our engagement with each homeless household varied according to individual need, totalling more than **703 interventions** over the year.

By the year end Street Life had found accommodation for **206 households (total of 312 individuals)** this includes other non-dependants and children. 8% were accommodated with Bolton at Home; 10% in temporary hostel accommodation and Bed and Breakfasts; and 20% by private landlords and the largest percentage received other housing support, this included: housing for older people, housing out of borough, other schemes and solutions. The rough sleeper numbers on closing those we had worked with were 0.

We managed to collect 18 Household feedback surveys over the past year, 100% said they were very satisfied with the service we provided. These are some of the comments made in feedback included the following commendations:

"They fully met my needs, supported me with everything, emotionally and physical." M.N

"Yes, I am overwhelmed by the sympathy and kindness shown to me, especially from Alan. I was sleeping in my car or sofa surfing, Street Life definitely met my needs". G.F

"We are very satisfied with the support we received from Street Life, they were there for us when we needed them, understood our needs and we weren't judged. The staff at the Drop-In were very helpful and friendly and made us feel welcome". ES

Genesis Project

39 individuals joined the Genesis community

Over this last year Genesis has had time to grow and develop into more areas. We are now able to offer opportunities for our friends in the Genesis community to take care and pride in tending to the grounds, planting and maintaining hedging, growing edible plants in the bedding areas and more. Those who have attended have made new connections and relationships as well as nurturing and learning new skills. We have had 39 Individuals join the Genesis community throughout the year on a Wednesday morning.

Genesis is funded by the Department of Levelling Up Houses and Communities. The project is funded until March 2025, however we plan to keep the community running as we build on what we do at the Amber Centre. We plan to offer a creative art course for the Genesis Community which will allow people to explore their feeling through art. We also plan to allow those who have joined the community to bring along their own ideas/interests in which they can grow their skills and passions alongside the new relationships. This includes but is not limited to art, cooking, dance, gardening and other activities.

We are delighted to report that the funding has been extended for Genesis through to March 2026.

Financial Review

Principal Funding Sources

Urban Outreach is funded through contracts, grants and general giving. Our funders include grant-making bodies, trust funds, businesses, churches, local organisations and individuals. We are indebted to our principal funders last year; Bolton Council, Bolton at Home, MOJ (via Greater Manchester Women's Alliance), Bolton Together, Bolton CVS, the Department of Levelling Up Housing & Communities and the National Lottery.

Last financial year, grant and non-contract income made up 38% of total funding (down from 48% in the preceding year), Contract income made up 34% of total funding (up from 27% in the preceding year). Investment and other operating income made up 6% of total funding (down from 8% in the preceding year). Donations, Gift Aid and fundraising made up 22% of total funding, (up from 17% in the preceding year). In the main, the charity does not conduct any significant fundraising activity. Such funds are largely raised through unsolicited donations and fundraising activities undertaken by our supporters.

This funding mix has supported some of our most critical services, providing food, other consumables and support to benefit the most vulnerable and marginalised people in Bolton. Our work with churches and other small voluntary and community groups continues to provide a vital lifeline reaching those who struggle to access mainstream support.

Factors likely to affect future financial performance or position are reviewed at each trustee meeting alongside a review of performance against the original approved budget for the year in hand. Forecasts are amended as appropriate at such time. There have been no significant events that have affected our financial performance and position during the year.

We have reported an overall surplus for the year of £59,399 (2024: £294,347). When added to our total funds brought forward of £4,497,421, this takes our balance sheet funds at 31 March 2025 to £4,556,820.

Of this amount, £216,279 is represented by restricted funds, £1,579,845 is represented by designated funds and the balance of £2,760,696 by unrestricted funds. Unrestricted funds are comprised of fixed assets (mainly buildings) of £1,704,370 and free reserves of £1,056,326.

The accounting policies that support our fund accounting are explained in detail on page 27 of our financial statements for the year, and an analysis of net assets by fund is set out in note 14 of our financial statements.

Investment Powers and Policy

Our investment objective is to achieve capital growth in excess of inflation (RPI) on all our cash holdings. Our strategy is to strike a balance between:

- maintaining short term liquid cash holdings to meet our planned and possible unplanned needs on a rolling basis in accordance with our Reserves Policy;
- seeking increased interest yields available on medium-to-long-term cash investments within an acceptable level of risk in order to achieve a stable and growing income stream, and;
- the acquisition of buildings and facilities which meet our direct charitable needs.

In making investments, we are mindful of our duties and responsibility defined within our Memorandum and Articles of Association, i.e. trustees are required to:

"expend the funds of the Charity in such a manner as they shall consider most beneficial for the achievement of the Objects and to invest in the name of the Charity such part of the funds as they may see fit and to direct the sale or transposition of any such investments and to expend the proceeds of any such sale in furtherance of the Objects of the Charity".

The charity holds building assets in the form of our main registered office, The Amber Centre and the Food Hub. We are currently reviewing our building and facilities as outlined below under 'Plans for the Future'. In due course we expect this will result in an increased investment in fixed assets and buildings in accordance with the needs and demands placed upon the services we are delivering now, and plan to deliver in,the foreseeable future.

Reserves Policy

Our unrestricted liquid funds are defined as 'free reserves'. Combined with appropriate use of our 'designated' and 'restricted' funds, our policy is to accumulate free reserves sufficient to mitigate risks associated with: delayed capital receipts (cash-flow), unforeseen essential expenditure, costs arising from management of change or short-term cessation of project funding, to help fund required investment in buildings and facilities, or to accommodate plans for expansion and diversification – all with the aim of Improving our overall efficiency, effectiveness and sustainability.

Our lower free cash reserve holding has been established to reflect approximately two month's operational costs. Our upper free cash reserve holding has been established to reflect approximately 12 month's operational costs. On this basis, at the financial year end, our lower free cash reserve target was £167,000; and our upper free cash reserve target was £1,004,000. Our actual cash reserve holding at year end was £986,124 which is in line with our reserves policy.

If or when there is a shortfall on our lower free cash reserve holding, associated risks and remedial actions are defined, agreed and reviewed by management and trustees at a formal minuted trustees meeting. If or when the upper level of free cash reserve is exceeded, trustees and management will take timely action to bring the holding down within the target sum. This might involve investment or transfer to other forms of asset or by making grants to external parties for similar charitable purposes.

We remain satisfied that our reserves targets, combined with our 'designated' and 'restricted' fund holdings, are sufficient to enable the charity to effectively manage contractual risks, issues and organisational change as identified above, or to wind up its affairs in an orderly fashion should the need arise.

Plans for the Future

During the forthcoming year we will continue implementation and review of our Strategic Organisational Development Plan. The purpose of this Plan is in response to anticipated future needs, demands and expectations. Our Plan will continue to satisfy governance requirements, whilst strengthening our effectiveness in responding to the needs of those in desperate need of care and support.

With the above in mind, the Leadership Team has committed to meeting more regularly to focus on the strategic development of the charity.

Going forward, we intend to further develop our work with schools and deliver more training and awareness-raising around the issues and facts which give rise to the services we deliver for the most vulnerable, disadvantaged and marginalised of Bolton.

We plan to continue to make use of the grounds surrounding the Amber Centre to create a peaceful and therapeutic garden supported by volunteer mentors and service users. The vision for this - our Genesis Project - is that it will become a place where relationships with our service users can be developed over time and through the seasons.

'Street Life' has played a significant role in homelessness preventative work since 2003. We aspire to provide opportunities for those we are supporting through our drop-in, to receive additional therapeutic support by participating in our Genesis Project. We also aim to acquire a terraced house to provide safety net temporary emergency accommodation for service users we are closely supporting.

We have purchased new offices on St George's Road and are refurbishing them with an aim to move from Salop Street in 2025. Once the move has taken place, we will aim to sell the Salop Street offices.

We aim to revisit and refresh our good relationship with churches and other community organisations - particularly those with a desire to expand on their neighbourhood impact in addressing poverty in all its forms. We will continue to explore new models for joint working in this area which we recognise should take place both virtually and physically 'outside the walls' of buildings and other structures that for so many can present barriers to engagement.

Over the coming year we will be developing our communications strategy, reporting on our engagement, and launching a new website that meets our needs as a charity more appropriately. We are hoping for the website to be available to the public from Summer 2025.

We also plan to have training for improved digital skills for 2 of our staff in order to increase on online support and exposure.

Building upon the services we currently provide to women at risk of offending, we will continue to explore how we can add value to Bolton re-settlement pathways for female ex-offenders in providing alternatives to custody for low-risk offenders.

Our Next Chapter Transition work is due to launch in May 2025. This involves group and 1-1 support for those needing emotional health guidance moving from primary to secondary school to encourage positive and resilient mindsets. Aimed at those aged 10-11 years old, work will encompass: Facing the Fear – understanding resilience and capacity for change and being empowered in the journey; Embracing the opportunities – reviewing the new landscape with excitement and adventure; Making new relationships – increasing confidence to build friendships – how to start conversations and to seek out positive bonds with other young people and staff and Being Together – Parents and young people to consolidate knowledge of strategies, understanding of safe spaces, comprehension of growth mindset and trusted people.

Our Re-Root project will seek to develop further over the next financial year, setting up regular group sessions in both our Amber Centre building and out in the community for young people to have a sense of belonging and achievement and divert them from risks of Serious Youth Violence.

Structure, Governance and Management

Governing Document

Urban Outreach (Bolton) is a company limited by guarantee. The charity was first established in 1990 and was subsequently Registered on 15th February 1995. It was incorporated under a Memorandum of Association on 7th February 1995, as amended on 22nd September 1997. This Memorandum sets out our objectives, powers and governance arrangements through our Articles of Association.

Organisational Structure

The role, responsibilities and liability of trustees is defined by our Articles of Association. Trustees have approved a Scheme of Delegation whereby the roles and responsibilities of trustees, managers and staff are clearly expressed.

The charity has a clearly defined management structure, headed by a Chief Executive Officer (CEO), who is also Company Secretary. Four senior members of staff within a Leadership Team (listed above), work directly to the CEO, each with clear areas of responsibility and appropriate levels of staffing as determined by contracts, services and job descriptions.

The CEO and his Leadership Team are guided by a board of non-executive trustees. Trustees ordinarily meet every two months, principally to exercise financial and strategic oversight. An Annual General Meeting is convened annually. Special meetings are also periodically convened to focus on organisational planning and review.

Recruitment and Appointment of Trustees

The trustees, who are also directors of the charity for the purposes of the Companies Act, and who served during the year and up to the date of this Report are listed above under 'Reference and Administrative Details'.

There is no upper limit on the number of trustees, but the Articles of Association require a minimum of three. In considering the appointment of new trustees, existing trustees consider representations and make approaches primarily amongst partners and supporters of the charity. Consideration is given to diversity and the need for specific skills and expertise.

Prospective candidates are approached informally in the first instance. Following informal discussion and agreement by trustees, prospective candidates are introduced at the next Ordinary Meeting of trustees, at which formal election may be confirmed. The Company Secretary will then notify Companies House and the Charity Commission. Trustees are asked to make an annual declaration of their legal status to hold office, declare any conflict of interests, and are periodically asked to provide individual feedback by way of a questionnaire.

Trustee Induction and Training

The induction process is defined within a checklist, which includes reference to the responsibilities of trustees (who are also non-executive directors) as stated in the charity's Scheme of Delegation and Trustee Handbook. Upon appointment, new trustees are provided with a copy of these and other relevant policy documents. Arrangements are made for them to tour all the charity's locations and projects, with the opportunity to meet staff, volunteers and service users.

Co-operation with other Organisations

Urban Outreach (Bolton) is a wholly independent charitable company with no subsidiary. However, we work very closely with a number of national and local agencies in the capacity of delivery partner and service provider. Most significant amongst these relationships are with cross-sector partners including Seddons (construction), Bolton at Home, Bolton Together and Bolton Council; many other national and local business and many other local community organisations including churches and schools. In addition, we periodically receive grant and contract funding from national and regional commissioners for the delivery of specific services.

Risk Management

As trustees we have reviewed the major strategies and operational risks which we face as a charity in the short and medium term. We have formulated and maintained policies to mitigate such risks, including systems of regular reporting and forecasting. This includes the scrutiny and updating of our Risk Register, and our Investment and Reserves Policies which have been formulated and reviewed with these risks in mind.

Staff Remuneration

We have adopted the following principles around which remuneration for our staff is framed:

a) Offering pay which supports employment of appropriately qualified and experienced staff who will lead, manage and deliver our aims.
b) Remaining consistent with our ethos and values.
c) Ensuring we are always fully compliant with equal pay and other legislative requirements.
d) Maintaining our commitment to ensuring no one who works for us, receives less than the 'real living wage'.
e) Recognising that salary alone does not reflect the value we attach to our staff.
f) Recognising that monetary reward is not the primary motivating factor for many staff in doing the work they do for us.

Responsibilities of trustees

We, as charity trustees - who are also the directors of Urban Outreach (Bolton) for the purposes of company law - acknowledge our responsibility for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors of the charity (namely the trustees) to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming and application of resources, including the income and expenditure of the charitable company for that year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will be able to continue to meet its objectives.

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

Further, the trustees are responsible for preparing their Trustees' Report which should disclose the legal and administrative details of the charity and contain a narrative report explaining the organisation's objects, a review of the development, activities and achievements of the charity during the period and of its financial performance and position.

Statement of disclosure to auditors

So far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and as the directors of the company we have taken all steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditor

Barlow Andrews LLP were appointed as auditor during the year. A resolution for the reappointment of Barlow Andrews LLP as auditor is to be proposed at the forthcoming Annual General Meeting. The trustees recommend that Barlow Andrews LLP remain in office until further notice.

Your attention is drawn to the fact that the charity has prepared accounts in accordance with 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) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice applicable for reporting periods beginning on or after 1 January 2019 which is referred to in the extant regulations but has not been withdrawn.

We understand that this has been done in order for the accounts to provide a true and fair view in accordance with UK Generally Accepted Accounting Practice.

This report is approved by the trustees on 14 October 2025 and signed on their behalf by



Sam Lancaster
Chairman

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
URBAN OUTREACH (BOLTON)
FOR THE YEAR ENDED 31 MARCH 2025

Opinion

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows 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 the Financial Reporting Standard 102, 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 charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of Companies Act 2006.

Basis of opinion

We conducted our audit in accordance with International Standards on 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company'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 responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In light of the knowledge and understanding of the charitable company and its environment, obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities, the trustees (who are also directors of Urban Outreach (Bolton) for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities including fraud. Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

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

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

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

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

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

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

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

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/auditorsresponsibilities. This description forms part of our auditor's report.

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

Alison Cornes FCA (Senior Statutory Auditor)
For and on behalf of Barlow Andrews LLP
Accountants and Statutory Auditor
Carlyle House, 78 Chorley New Road, Bolton

14 October 2025

URBAN OUTREACH (BOLTON)
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 Unrestricted Funds	2025 Restricted Funds	2025 Total Funds	2024 Unrestricted Funds As Restated	2024 Restricted Funds As Restated	2024 Total Funds As Restated
		£	£	£	£	£	£
Income							
Donations and legacies	3	228,753	650	229,403	223,319	670	223,989
Fundraising income	4	14,414	-	14,414	13,500	-	13,500
Charitable activities	5	454,240	338,705	792,945	649,004	384,291	1,033,295
Investments	6	55,952	-	55,952	91,955	-	91,955
Other operating income	7	5,910	-	5,910	10,235	-	10,235
Total income		759,269	339,355	1,098,624	988,013	384,961	1,372,974
Expenditure on							
Charitable activities	8	484,056	555,169	1,039,225	604,561	474,066	1,078,627
Total expenditure		484,056	555,169	1,039,225	604,561	474,066	1,078,627
Net income/(expenditure) for the year		275,213	(215,814)	59,399	383,452	(89,105)	294,347
Transfers between funds		(23,682)	23,682	-	(104,543)	104,543	-
Net movement in funds		251,531	(192,132)	59,399	278,909	15,438	294,347
Reconciliation in funds							
Total funds brought forward		4,089,010	408,411	4,497,421	3,810,101	392,973	4,203,074
Total funds carried forward	15/16	4,340,541	216,279	4,556,820	4,089,010	408,411	4,497,421

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure is derived from continuing activities.

URBAN OUTREACH (BOLTON)

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	£	2025 £	£	2024 As Restated £
Fixed Assets					
Tangible assets	11		1,714,244		1,775,497
Current Assets					
Debtors	12	260,735		559,636	
Bank and cash balances		2,697,637		2,295,407	
		2,958,372		2,855,043	
Creditors: amounts falling due within one year	13	(115,796)		(133,119)	
Net current assets			2,842,576		2,721,924
Total assets less current liabilities			4,556,820		4,497,421
Net assets			4,556,820		4,497,421
Total funds of the charity					
Unrestricted income funds					
General			2,760,696		2,532,503
Designated			1,579,845		1,556,507
	15		4,340,541		4,089,010
Restricted funds	16		216,279		408,411
Total reserves			4,556,820		4,497,421

These financial statements are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 14 October 2025 and signed on its behalf by:

Mr S Lancaster
Trustee

Company registration number 03019108

URBAN OUTREACH (BOLTON)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Net cash generated by operating activities	17	346,278	157,121
Cash flow from investing activities:			
Interest received		55,952	91,955
Purchase of property, plant and equipment		-	(78,646)
Proceeds from the sale of fixed assets		-	25,750
Net cash generated by/(used in) investing activities		55,952	39,059
Net change in cash and cash equivalents in reporting period		402,230	196,180
Cash and cash equivalents brought forward		2,295,407	2,099,227
Cash and cash equivalents carried forward		2,697,637	2,295,407

1. Accounting policies

Charity information

Urban Outreach (Bolton) ("the charity") is a charitable company limited by guarantee, incorporated in England and Wales. The registered office is Environ House, Salop Street, Bolton.

In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The members of the charity are the trustees named on page 1.

1.1 Accounting convention

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 Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared on the historic cost convention. The principal accounting policies adopted are set out below.

Urban Outreach (Bolton) meets the definition of a public benefit entity under FRS102.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Management prepare an annual budget, including a forecast of cash flows, which is updated on a monthly basis. A review of this does not indicate any potential issues regarding the going concern status of the charity. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the objects of the charity without further purpose and which have not been designated for other purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

1.4 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

The specific bases used are as follows:

- Donation income is recognised when the charity has been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are met or the fulfilment of those conditions is within the control of the charity, and it is probably that they will be fulfilled.
- No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

- The charity receives donations of food and other household goods for distribution to beneficiaries. No value has been included in the accounts for these as the cost and practicality involved in undertaking a valuation is not considered to be justified by the benefit to the users of the accounts.
- Legacies are recognised at the earlier of the charity being notified of an impending distribution or the legacy being received.
- Grants are recognised when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.
- Investment income is recognised on a receivable basis.

1.5 **Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that a settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It comprises both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly whilst others are apportioned on an appropriate basis.

1.6 **Recharged utility costs**

Utility recharge income and related Paypoint and Payzone expenditure is not included in the accounts. This is because the utility recharges have been accounted for as an agency arrangement recognising the substance of the arrangement above its legal form.

The charity is, in effect, acting as an agent on behalf of BMBC and should therefore exclude any amounts received or paid as an agent from income and expenditure.

The only amounts related to utility top ups included in the accounts will be any amounts owed to or from BMBC at the year end.

1.7 **Tangible fixed assets and depreciation**

Tangible fixed assets are measured at cost less accumulated depreciation. Depreciation is provided on all tangible fixed assets at rates as follows:

Leasehold property and improvements	-	1-2% straight line
Office equipment	-	25% reducing balance
Plant and machinery etc.	-	25% reducing balance
Motor vehicles	-	25% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset and is recognised in the statement of financial activities.

1.8 **Cash at bank and in hand**

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

1.9 **Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset and the net amounts presented in the financial statements when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are measured at transaction price.

Basic financial liabilities

Basic financial liabilities, including creditors, are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised at transaction price.

1.10 **Pension costs**

The charity operates a defined contribution scheme for the benefit of its employees. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions payable for the year are charged to the statement of financial activities.

1.11 **Taxation**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 **Prior period adjustment**

A prior period adjustment has been undertaken to recognise income from charitable activities which the charity was entitled to in previous years. Another prior period adjustment has been undertaken to recognise expenditure which was omitted in previous years. A detailed analysis of the adjustments has been included in the financial statements as per note 21.

2. **Judgements and key sources of estimation uncertainty**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods, where the revision affects both current and future periods.

3. Donations and legacies	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Voluntary donations including gift aid	228,753	650	229,403	223,989
	228,753	650	229,403	223,989
Total by fund 31 March 2024	223,319	670		223,989

4. Income from fundraising activities	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 As restated £
Fundraising income	14,414	-	14,414	13,500
	14,414	-	14,414	13,500
Total by fund 31 March 2024 – as restated	13,500	-		13,500

5. Income from charitable activities	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 As restated £
Arnold Clark	2,000	-	2,000	-
Bolton Metropolitan Borough Council	303,040	90,000	393,040	498,635
Bolton at Home	55,188	-	55,188	50,000
Bolton Together	-	89,214	89,214	61,591
Bolton CVS	-	62,991	62,991	23,556
Costa Coffee	1,000	-	1,000	-
Girdlers Trust	-	-	-	1,000
Greater Manchester Women's Support Alliance	-	85,000	85,000	85,000
Irwell Valley Housing	300	1,500	1,800	1,500
National Lottery – Community Fund	-	-	-	75,000
Places for People	500	-	500	-
Sainsburys	500	-	500	-
Warburtons	-	10,000	10,000	3,000
Paypoint Commission	351	-	351	717
LWP Food Recharge	91,361	-	91,361	233,296
	454,240	338,705	792,945	1,033,295
Total by fund 31 March 2024 – as restated	649,004	384,291		1,033,295

6. Income from investments	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Bank interest receivable	55,952	-	55,952	91,955
	55,952	-	55,952	91,955
Total by fund 31 March 2024	91,955	-		91,955

7. Other operating income	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 As restated £
Sundry income	5,910	-	5,910	10,235
	5,910	-	5,910	10,235
Total by fund 31 March 2024 – as restated	10,235	-		10,235

8. Total resources expended

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total Restricted Funds	Total Unrestricted Funds	2025 Total Funds	2024 Total Funds As Restated
	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities										
Staff costs	183,241	198,364	52,848	-	-	-	434,453	129,465	563,918	522,625
Grants and donations	-	-	-	-	-	-	-	-	-	3,378
Fundraising costs	-	-	-	-	-	-	-	1,219	1,219	534
Rates	-	-	-	-	-	-	-	15,221	15,221	13,878
Insurance	-	-	-	-	-	-	-	10,812	10,812	5,216
Heat and light	11,685	12,156	2,002	-	-	-	25,843	34,638	60,481	13,659
Food supplies	-	-	786	-	-	-	786	195,280	196,066	325,968
Motor expenses	-	-	-	-	-	-	-	11,131	11,131	16,014
Travelling expenses	4,460	235	166	-	-	-	4,861	748	5,609	5,753
Entertaining	-	-	-	-	-	-	-	3,328	3,328	3,067
Printing, postage and stationery	75	20	410	-	-	-	505	2,607	3,112	2,528
Advertising	2	-	-	-	-	1,010	1,012	5,935	6,947	3,000
Telephone	-	-	-	-	-	-	-	6,753	6,753	5,366
Training	150	-	-	-	-	-	150	916	1,066	1,276
Repairs and renewals	38	1,623	4,908	-	-	-	6,569	3,653	10,222	29,223
Computer expenses	-	4,510	-	-	-	-	4,510	13,332	17,842	8,775
Sundry	-	122	-	-	-	495	617	5,391	6,008	3,718
Waste collection	-	-	-	-	-	-	-	2,840	2,840	3,390
Depreciation	8,371	12,835	3,632	-	-	-	24,838	21,895	46,733	54,178
Loss on disposal of fixed assets	-	14,520	-	-	-	-	14,520	-	14,520	4,579
Support costs allocated to activities										
Staff costs	11,286	12,217	3,255	-	-	-	26,758	7,973	34,731	33,873
Audit and accountancy	4,205	4,386	632	-	-	-	9,223	4,277	13,500	12,240
Legal and professional	153	358	13	-	-	-	524	6,642	7,166	6,389
Total 2025	223,666	261,346	68,652	-	-	1,505	555,169	484,056	1,039,225	1,078,627
Total 2024 – as restated	174,328	268,673	30,300	-	-	765	474,066	604,561		1,078,627

Governance costs included within support costs above are £25,908 in the year to 31 March 2025 (2024: £23,442).

9. Net incoming resources for the year

	2025 £	2024 £
This is stated after charging:		
Depreciation	46,733	54,178
(Profit)/Loss on disposals	14,520	4,579
Auditor's remuneration – audit fee	12,900	8,400

10. Staff costs

	2025 £	2024 £
Wages	544,200	508,758
Social security costs	38,917	33,240
Pension costs	15,532	14,500
	598,649	556,498

The average number of employees during the year excluding members of the Board of Management was 25 (2024: 25).

No employees received emoluments of more than £60,000 (2024: nil).

The total amount of employee benefits paid to the key management personnel for the year was £52,420 (2024: £48,130).

11. Tangible fixed assets

Cost	Leasehold Property £	Leasehold Property Improvements £	Office Equipment £	Plant and Machinery etc £	Motor Vehicles £	Total £
At 1 April 2024	1,650,635	213,746	64,054	65,968	115,248	2,109,651
Additions	-	-	-	-	-	-
Disposals	-	(20,167)	-	-	-	(20,167)
At 31 March 2025	1,650,635	193,579	64,054	65,968	115,248	2,089,484
Depreciation						
At 1 April 2024	94,760	73,742	50,336	52,192	63,124	334,154
Charge in the year	18,613	3,872	3,430	3,444	17,374	46,733
Disposals	-	(5,647)	-	-	-	(5,647)
At 31 March 2025	113,373	71,967	53,766	55,636	80,498	375,240
Net Book Value						
At 31 March 2025	1,537,262	121,612	10,288	10,332	34,750	1,714,244
At 31 March 2024	1,555,875	140,004	13,718	13,776	52,124	1,775,497

12. Debtors

	2025	2024 As restated
	£	£
Trade debtors	43,152	192,839
Other debtors	50,000	-
Prepayments and accrued income	152,129	351,109
Gift aid recoverable	15,454	15,688
	260,735	559,636

Included within other debtors is £50,000 relating to a loan made to another charitable organisation. This was repaid in full after the year end.

13. Creditors – amounts falling due within one year

	2025	2024 As restated
	£	£
Trade creditors	2,016	38,191
Tax and social security	-	9,995
Accruals and deferred income	107,910	81,809
Other creditors	5,870	3,124
	115,796	133,119

Accruals and deferred income above includes the following deferred income:

	£	
Deferred income brought forward	10,000	Bolton Together/Bolton at Home
Additions during the year	21,891	BMBC/HM Prison and Probation Service
Released to income	(10,000)	
	21,891	

This has been deferred until next year when the respective support activities will be performed.

14. Analysis of net assets between funds

Current year at 31 March 2025	General Fund	Designated Funds	Restricted funds	2025 Total
	£	£	£	£
Tangible fixed assets	1,704,370	1,678	8,196	1,714,244
Current assets	1,057,585	1,675,670	225,117	2,958,372
Creditors due within one year	(1,259)	(97,503)	(17,034)	(115,796)
	2,760,696	1,579,845	216,279	4,556,820

Prior year at 31 March 2024 – as restated	General Fund	Designated Funds	Restricted funds	2024 Total
	£	£	£	£
Tangible fixed assets	1,747,273	2,237	25,987	1,775,497
Current assets	796,048	1,635,540	423,455	2,855,043
Creditors due within one year	(10,818)	(81,270)	(41,031)	(133,119)
	2,532,503	1,556,507	408,411	4,497,421

15. Analysis of movements in unrestricted funds in the year

Current year:	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Designated funds:					
Children and Families	202,642	20,213	(334)	(23,682)	198,839
Health, Homeless and Offender Rehab	246,379	14,752	(4,940)	-	256,191
Relief of Poverty	1,107,486	450,314	(432,985)	-	1,124,815
	1,556,507	485,279	(438,259)	(23,682)	1,579,845
General funds	2,532,503	273,990	(45,797)	-	2,760,696
Total unrestricted funds	4,089,010	759,269	(484,056)	(23,682)	4,340,541

Prior year – as restated:	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Designated funds:					
Children and Families	237,546	20,090	(23)	(54,971)	202,642
Health, Homeless and Offender Rehab	213,481	74,522	(285)	(41,339)	246,379
Relief of poverty	1,073,988	614,037	(572,562)	(7,977)	1,107,486
	1,525,015	708,649	(572,870)	(104,287)	1,556,507
General funds	2,285,086	279,364	(31,691)	(256)	2,532,503
Total unrestricted funds	3,810,101	988,013	(604,561)	(104,543)	4,089,010

In accordance with our Reserves and Cash Holding Policy, designated funds are held to fund an initiative or costs that it is forecast will not, or should not, be met from anticipated future income, restricted funds or free reserves. The primary purpose of our designated funds is to support the cost of activities associated with our three service areas in accordance with our charitable purposes. These are:

Children and Families – information, advice, guidance and practical support for children, young people and parents/carers who are struggling with a multiplicity of problems and those in crisis. This involves work in schools and other settings and with other agencies to raise general awareness and reduce risks.

Health, Homeless and Offender Rehabilitation (Adult Support) – information, advice, guidance and practical support for adults experiencing difficulties with accommodation, offending backgrounds, finance and debts, health, skills and employment, and help in times of crisis.

Relief of Poverty – food related anti-poverty services for vulnerable and disadvantaged individuals and families. This includes the provision of food parcels, meals and other household essentials. It includes the provision of training and practical support on food safety and in the preparation of meals. It involves work with schools, churches, other agencies and businesses to raise general awareness and support this work.

In the event of there being a significant shortfall on the lower level of free cash reserves held at any time, a limited proportion of designated funds may be transferred to 'free reserves'. This will be a decision of the trustees based on information and advice provided by management.

16. Analysis of movements in restricted funds in the year

Current year:	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Children and Families	32,779	167,205	(223,666)	23,682	-
Health, Homeless and Offender Rehab	311,604	105,000	(261,346)	-	155,258
Relief of Poverty	60,283	66,500	(68,652)	-	58,131
Prayer Breakfast	5	-	-	-	5
Afghan	1,926	-	-	-	1,926
Passion for Bolton	1,814	650	(1,505)	-	959
Total restricted funds	408,411	339,355	(555,169)	23,682	216,279

Prior year – as restated:	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Children and Families	20,545	131,591	(174,328)	54,971	32,779
Health, Homeless and Offender Rehab	290,738	248,200	(268,673)	41,339	311,604
Relief of Poverty	77,810	4,540	(30,300)	8,233	60,283
Prayer Breakfast	5	-	-	-	5
Afghan	1,926	-	-	-	1,926
Passion for Bolton	1,949	630	(765)	-	1,814
Total restricted funds	392,973	384,961	(474,066)	104,543	408,411

The charity has various restricted funds which are grouped together as follows:

Children and Families

RISE
Funds from Bolton Together to support children and young people with their emotional health and wellbeing.

No Hiding Place
Funds from Bolton Together and Bolton CVS to work with young people that are at risk of Child Criminal Exploitation and partner agencies by spreading awareness through classroom sessions, as well as offering 1:1 support to educate, safety plan and build relationships with young people to reduce risk.

RUNA Response
Funds from Bolton Council were received and used in this period to provide return interviews and to support 'safe and well' checks on children and young people who have been returned having run away from home in Bolton.

Adult Support

Eve's Space
Funds from Greater Manchester Women's Support Alliance, the Ministry of Justice and Bolton Council have been used to provide intensive one-to-one support for vulnerable and marginalised women at risk of offending or reoffending.

Street Life
Funds from Bolton Council have been used to work intensively with homeless and 'difficult to house' adults, supporting them into suitable and sustainable accommodation and helping them overcome their housing related issues and difficulties.

16. Analysis of movements in restricted funds in the year (continued)

Transformation (Genesis Project)
Funds from Department of Levelling Up, Housing & Communities. The Genesis Project is a community that aims to support those who are homeless and rough sleeping by creating spaces and therapeutic activities to encourage positive social networks and ultimately to see long term meaningful transformation in their lives.

Relief of Poverty

Local Welfare Provision
Funding from Bolton Council enabled the provision of emergency food parcels and home energy top-ups to referred households as a crisis response service.

Storehouse Pantry
No income or expenditure this year.

Storehouse Foodbank
No income or expenditure this year.

Friends of Fun Food
Funding was received from Bolton Council and Warburtons to support families and individuals in healthy eating, budgeting and gaining skills and confidence with cooking.

17. Reconciliation of net income to net cash flow from operating activities

	2025	2024 As restated
	£	£
Net income/(expenditure) for the reporting period as per the statement of financial activities	59,399	294,347
Adjustments for:		
Investment income	(55,952)	(91,955)
Depreciation charges	46,733	54,178
Loss/(profit) on disposal of fixed assets	14,520	4,579
Decrease/(increase) in debtors	298,901	(160,403)
(Decrease)/increase in creditors	(17,323)	56,375
Net cash generated by operating activities	346,278	157,121

18. Transactions with Trustees

None of the Trustees received any remuneration for the services during the year (2024: £nil).

No Trustees had expenses reimbursed or paid for by the charity (2024: £nil).

19. Related party transactions

During the year, the charity received grant income of £85,000 (2024: £85,000) from Greater Manchester Women's Support Alliance, a charity of which Mr D Bagley (Chief Executive) is a Trustee.

During the year, the charity also received a donation of £37,312 (2024: £nil) from Bolton Accommodation and Support for Employment Limited, a company of which Mr D Bagley (Chief Executive) was a Director.

19. Related party transactions (continued)

Mr D Bagley is the husband of Mrs C Bagley, a Trustee of the charity. During the year, Mr D Bagley received a gross salary of £45,955 (2024: £42,918) and the charity incurred social security costs of £5,087 (2024: £3,925) and £1,379 (2024: £1,287) of employer pension costs.

Mr S Bagley is the son of Mrs C Bagley, a Trustee of the charity. During the year, Mr S Bagley received a gross salary of £4,917 (2024: £18,528) and the charity incurred social security costs of £220 (2024: £1,098) and £148 (2024: £556) of employer pension costs.

Mrs L Bagley is the wife of Mr S Bagley. During the year, Mrs L Bagley received a gross salary of £20,620 (2024: £19,257) and the charity incurred social security costs of £1,590 (2024: £1,184) and £619 (2024: £578) of employer pension costs.

20. Utility Recharges

Utility recharge income and related Paypoint and Payzone expenditure of £204,439 has not been included in the accounts.

This is because the utility recharges have been accounted for as an agency arrangement recognising the substance of the arrangement above its legal form.

21. Prior period adjustment

Following a review of the prior year financial statements, a number of adjustments have been identified in respect of grant income, rates expenditure and brought forward funds as at 1 April 2023.

Income from charitable activities was understated by £72,160, rates expenditure was understated by £9,307 and brought forward total funds as at 1 April 2023 were understated by £150,704. This was as a result of an understatement of restricted funds of £175,116 and an overstatement of designated funds of £24,412.

The cumulative effect of the misstatements above meant that accrued income as at 31 March 2024 was understated by £257,755 and accruals and deferred income as at 31 March 2024 were understated by £44,198.

Total funds as at 31 March 2024 were understated by £213,557, with restricted funds being understated by £230,910 and designated funds overstated by £17,353.

Reconciliation of changes in net funds

	1 April 2023 £	31 March 2024 £
Adjustment to prior year		
Total adjustments	150,704	213,557
Funds as previously reported	4,052,370	4,283,864
Funds as adjusted	4,203,074	4,497,421

Reconciliation of net movement in funds for the prior year

	2024 £
Adjustment to prior year	
Total adjustments	62,853
Net movement in funds as previously reported	231,494
Net movement in funds as adjusted	294,347

URBAN OUTREACH (BOLTON)

England & Wales - Charity number 1044203

Accounts

Sign

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee
Registered in England No: 03019108
A Registered Charity No: 1044203

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee
Registered in England No 03019108
A Registered Charity No 1044203

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

CONTENTS	PAGE
Reference and Administrative Details of the Charity	1
Report of the Trustees (including Directors' Report)	2
Independent Auditor's Report	3
Summary Income and Expenditure Account	4
Statement of Financial Activities	4.1
Balance Sheet	5
Statement of Cash Flows	6
Accounting Policies	7
Notes to the Financial Statements	8
Detailed Income and Expenditure	9

DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY

TRUSTEES:	C Bagley – Executive Trustee S Lancaster – Chairman of the Board of Trustees R Oldfield R Pyle C Stott D Clarke (appointed 01/07/2023) S Stokes (appointed 09/11/2023)
LEADERSHIP TEAM:	D Bagley – Chief Executive S Bagley – Head of Organisational Development S Bottrill – Deputy Chief Executive N Gillard – Children and Families Team Leader C Bagley – Executive Trustee H Matthews – Adult Services Team Leader L Bagley – Food Services Team Leader C Williams – Senior Practitioner for Children and Families Team V Beasley – Finance and Facilities Officer M Leeson – Senior Practitioner for Food Team
COMPANY REGISTERED NUMBER:	3019108
CHARITY REGISTERED NUMBER:	1044203
REGISTERED OFFICE:	Environ House Salop Street Bolton BL2 1DZ
INDEPENDENT AUDITORS:	DonnellyBentley Limited Hazlemere 70 Chorley New Road Bolton BL1 4BY
BANKERS:	Yorkshire Bank Oxford Street Bolton BL1 1RD

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

1. SCOPE

1.1 The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the period from 1st April 2023 to 31st March 2024.

1.2 The accompanying financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

2. OUR PURPOSE AND ACTIVITIES

2.1 **Our Purpose** is *"to promote any charitable purpose for the benefit of people in necessitous circumstances....to relieve poverty.... (and) to advance the Christian religion".* Funds from various sources are used in furtherance of these Objects in order to provide high quality and creative support to all men, women and children who are disadvantaged, distressed and/or in acute need within the borough of Bolton.

2.2 **Our Mission** is to meet the needs of children, young people, families and individual adults through professional practice and the delivery of high-quality services by specialist support staff and volunteers, as a practical expression of the Christian faith. The support we provide is based on the needs of the whole person: physical, emotional, intellectual, social and spiritual.

2.3 **Our Aim** is to be consistently dependable, creative, challenging and inspirational in the support and care we provide in our town.

2.4 **Our Vision** is to see all the people of Bolton have the opportunity to flourish, realise their full potential and live lives which are free from abuse, poverty, neglect, crime, controlling substances and any sense of failure.

2.5 **Our Values** are founded on our collective Christian belief. From this solid base we are committed to work with all people in order to live out our values which pertain to integrity, compassion, equality, sustainability, accountability, ambition, creativity, collaboration and inclusiveness.

2.6 **Our Activities** are provided across the borough of Bolton through a range of projects, services and partnership work as summarised below:

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

PROJECTS & SERVICES		
Food Related Services	**Bolton Lunches**	Providing free packed lunches during the school holidays – aimed at children who would normally receive free school meals.
	Christmas Dinner on Jesus	Providing Christmas hampers to struggling individuals and families.
	Friends of Fun Food	Cooking with confidence and enthusiasm, meal-planning, budgeting and food safety training – aimed at the vulnerable, low skilled and those in food poverty.
	Household Support	Distribution of food, utility top-ups and other household consumables to people struggling to make ends meet and those in crisis via various projects.
Children & Families Services	**RISE** (Reaching Inside, Strengthening Emotions)	Personalised advice, guidance and in-depth therapeutic support focusing on children struggling with significant emotional problems helping them create solutions to their difficulties. Wellbeing group work for children and support and guidance for parents.
	RUNA (Remember U are Not Alone)	Providing Independent Return Interviews for children who go missing from home. Support to help remedy the causes and address safeguarding issues.
	No Hiding Place	Working with young people that are at risk of Child Criminal Exploitation and partner agencies by spreading awareness through classroom sessions as well as offering 1:1 support to educate, safety plan and build relationships with young people to reduce risk.
Adult Support Services	**Eve's Space**	Working with vulnerable women at risk of offending or reoffending. Helping them to rebuild their lives and fulfil their true potential.
	Reach Out	Practical and emotional support for women involved in sex work in Bolton. Our aim is to empower and help them to exit sex work and rebuild their lives.
	Street Life	Supporting the hardest-to-rehouse homeless people - helping to broker tenancy solutions and providing the support they need to keep them housed.
	Genesis	A safe space for people to flourish, be empowered and create community and relationships together.
Partnership Activities	**Home for Good**	Working with the national charity, 'Home for Good', to encourage churches across Bolton to support existing and new foster and adoptive carers to meet the needs and demands through the Bolton care system.

2.7 Trustees review our objectives and activities annually to ensure they continue to reflect our charitable purpose and aims, provide demonstrable public and community benefit and wherever possible, demonstrate effective savings to the public purse. In so doing, we remain satisfied that the charity's activities continue to meet this test. We have kept within the Charity Commission's general guidance on 'public benefit' when reviewing our aims and objectives and in planning future activities. Specifically, we have considered how our planned activities will contribute to the aims and objectives we have set.

3. ACHIEVEMENTS AND PERFORMANCE

Overview

3.1 The achievement of good outcomes and outputs in a cost effective and timely manner is central to the impact and overall success of our work. Many of our clients have multiple barriers to their leading healthy and rewarding lives. This presents both a very challenging and rewarding work environment for our staff and our volunteers.

3.2 The range of complex issues and needs experienced by our service users remain as challenging as ever. However, cuts in mainstream public sector funding, coupled with increasing thresholds for clients accessing statutory services and the pandemic, led to even more at risk of 'falling through the net', with larger numbers of people having need to access our services.

3.3 Despite these challenges, we are pleased to report that once again we have met the expectations of our principal supporters and funders.

Key Developments

3.4 On Thursday 14th March 2024 we were able to hold our Vision Away Day at Bridge Church Horwich. Attended by staff and trustees the day focused on looking at the story of Nehemiah and how we can build differently as an organisation. There was extended time of prayer, team discussions and a focus on the concept of the Genesis project. There were lots of positive and hopeful messages and views were expressed and a video record was made.

3.5 The growing cost of living crisis and reduction on available funding streams has impacted us organisationally - and more crucially to the many who experienced profound need for our services. These were often most deeply impacted by isolation and poverty.

3.6 We maintained communication channels through social media, web-based meetings, telephone calls and doorstep visits. In January our Food Hub reduced its opening times to build in a healthier rhythm of work for our staff and volunteers. We continued our partnership with Bolton Council and Bolton at Home to provide food aid support for all those in crisis across the town.

3.7 Over the course of the year we maintained our strong working relationship with many specialist services ensuring a joined-up approach to meeting the needs of those who were struggling. We have greatly appreciated the combination of one-to-one events whilst still maintaining contact through virtual web-based meetings.

3.8 We were excited to be able to hold a barbecue to celebrate and say thank you to our volunteers. This took place at The Food Hub over volunteers' week. We also held our Staff, Trustees and families BBQ in May which celebrated all the hard work of our staff and trustees.

3.9 We are now just over the year two mark of the night shelter transformation fund project, Genesis. This fund has enabled us to bring and install a servery into the large café area at the Amber Centre, have the kitchen brought up to date and into compliance with safety and hygiene standards and the number of people attending the Genesis community on a Wednesday morning is growing.

3.10 In our Street Life project we have seen referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have seen a growing number of individuals and families coming to the Drop-in who have been given a section 21 eviction notice. This is due to many private landlords needing to raise the rents or have decided to sell their properties due to the increased cost of living. We have also seen a high number of those who have been granted leave to stay and therefore been issued 7 days to vacate their asylum seeker accommodation. This has led to a number of single homeless people with no support networks in the UK to fall back on.

3.11 Several reviews to organisational policy and procedures were made over the year. Key amongst these was an updating of policies such as "Supporting our Staff in Volunteering" and updates to our "Volunteer Policy and Handbook".

3.12 Starting in January 2024 we began facilitating a new virtual reality training programme, called Flourish. This was made possible by the loan of some VR headsets from Mother Mountain. This provided our service users with an immersive and interactive experience without being threatening or triggering, to look at life after domestic abuse and how to move forward and live a fulfilling life.

3.13 The GMWSA health worker continues to attend the Amber Centre on a Monday and Tuesday to provide health targeted support to the women we are working with. We have also offered a range of wellbeing sessions in partnership with the GMWSA health worker including, exercise sessions, art and craft, book exchange and more.

3.14 Over the year we have seen three new collection points opened for people to collect food more locally. In September 2023 Bridge Church Horwich opened alongside their community café. In January 2024 Sutton Community Centre (run by Bolton Wanderers in the Community) and Deane Church both opened alongside their warm spaces.

3.15 The Children and Families' Team introduced a family mentor volunteer. We saw short term placements being taken by health visitors and school nurses. We also held a 12-week placement for a student at Bolton University (2nd Year Health & Social Care).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

Projects and Services

122,838 **individuals provided with critical support**

3.16 All the projects and services we delivered over 2023/24 were continuations or variations of those delivered in the previous year. We are delighted to report that, with the continued support of our funders and partners, we were able to deliver vital and critical support to **122,838** individuals.

3.17 Achievements and performance headlines for each of our projects and services are summarised below.

Partnerships

An amazing 4,363 volunteer interactions

3.18 We are hugely appreciative of the efforts made by our volunteers who, collectively, volunteered over 4,300 times. Without them many of our projects and services simply would not be possible. We continued to receive regular food donations from **39** of our 'grub tubs' which were maintained in accessible locations across the town. These were used to collect food donations from thousands of anonymous, but highly valued donors. We continued to receive excellent support from Bolton Council, Bolton at Home and businesses and agencies across the town together with the cross-denominational support of more than **73** churches and over **68** local schools. Individual food donations decreased due to the impact of the cost-of-living crisis.

3.19 We remain ever grateful for all the support we receive – through corporate social responsibility initiatives, general volunteering, grants, individual financial giving and food donations. Amongst others this year, we must express our gratitude for the direct support we received from Warburton's, 'Carrs Pasties', Greenhalgh's Craft Bakery, Tesco, Lidl, Co-op, Aldi, Asda, Morrison's, Sainsburys, Donnelly Bentley (accountants), Bolton at Home, Bolton Council, The Bolton GP Federation, Seddon Construction, Dalkia (formerly SPIE), Santander, AO, NatWest, British Gas and NHBSA.

3.20 Our Open Day Sessions did not run this year due to running from two different buildings and a high amount of Annual Leave over the usual Open Day period. We did welcome one school in May to come and learn about poverty and the work of Urban Outreach. This class consisted of 32 children and 3 adults.

3.21 Each year we are always so gratefully reliant on the huge volume of food that is donated at Harvest time largely through schools and churches. As in the previous year it was hard to predict how donations would be impacted by the cost-of-living crisis. Although it was clearly a struggle for many to participate, in the end **108** schools, businesses and churches contributed a total of **18.5 tons** of food, (down from 21.4 tons in the previous year). This made an invaluable and greatly appreciated contribution to ensuring our food related services could respond to the needs of the local community. These food donations, combined with contributions from supermarkets and other food suppliers, resulted in a total redistribution of **166.5 tons** of food over the year!

3.22 Over the year, we gratefully received many financial donations both large and small – all equally valued and appreciated in helping us with our work.

Food Related Projects

Food Provision

11,102 **food parcels distributed**

3.23 We continued to deliver food to households in Bolton from our Food Hub. We continued to see the cost-of-living crisis have a direct impact on the demand for food parcels and fuel support. We simply could not deliver such a broad-based and far-reaching service without the help and support of specialist and local community-based agencies, the generosity of food donors, and the commitment of many volunteers.

3.24 Food collections and donations continued to be centrally received at our Food Hub warehouse where it was processed for doorstep deliveries or to go to collection points around Bolton. For a significant part of the year, we operated our warehouse duties from two venues due to complications with the Food Hub. This was corrected in September. In total, over the year, we distributed **11,102 food parcels** as detailed in the projects below. The small decrease in the total number of food parcels compared to last year is due to a change to Local Welfare Provision due to funding. However, as shown below we can see that all the projects that we have responsibility over the referrals have all increased.

3.25 A significant change this year has been the development of Collection Points. In October food was located to Environ House for those accessing Local Welfare Provision to collect food. Anyone with a Storehouse referral within a 2-mile radius of a Collection Point was asked to collect. Our Salop Street Office and Grace Church, Heaton continued to be open for food to be collected. Alongside these we saw Bridge Church Horwich open in September, Sutton Community Centre (run by Bolton Wanderers in the Community) and Deane Church both open in January. All the Collection Points run alongside further support such as community cafes, warm spaces, toddler groups, ESOL classes, debt and money advice as well as other activities and groups.

3.26 Some typical comments from very appreciative food parcel recipients were: *"Everything is so good, I don't know what we would do without this service. Thank you for everything", "Hallelujah there's toilet roll!" and "Thank you so much for the work you do, you'll never know how much it has helped."*

3.27 Most of the food we were able to supply came from individual donations, local supermarkets surplus and was supplemented by bulk purchases. Many of the 'grub tubs' we have traditionally used to collect donated food in community settings have not been in use post pandemic. Despite this, people have responded generously to the ongoing crisis.

3.28 During this year, food parcels were delivered via three distinct projects. These were as follows:

Storehouse Foodbank

3,837 food parcels distributed

3.29 Storehouse Foodbank has operated as Bolton's main centrally located foodbank since 2003. Primarily the service supports families and single people in distress as a result of redundancy, illness, debt, adverse changes or a delay in benefits. Other reasons for people needing to receive food parcels are homelessness and family breakdown.

3.30 Client referrals to the foodbank were made through many front-line organisations and staff. These included Citizens Advice, housing providers, community and Family Hubs, local authority workers, health visitors and other local charities. We continued to receive referrals through our website via trained professionals. Over the year we trained 161 individual referrers to access food support through Storehouse Foodbank bringing our total to 611.

3.31 Over the past year Storehouse Foodbank gave out 3,837 food parcels (up from 3,116 in the previous year) and totalling some 57.6 tonnes of food. The average household size increased slightly to 2.2 (from 2). The food parcels supported 1,040 individual households and fed 8,503 people (up from 6,256 in the previous year).

3.32 In most cases, the main reasons given for requesting a foodbank parcel were for mental or physical health problems (24%) and debt (22%).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

Local Welfare Provision

3,299 food parcels distributed

3.33 We provided emergency food parcels and pre-payment home energy top-ups on behalf of and funded by Bolton Council as part of its Local Welfare Provision (LWP). On occasion we were also funded to supply energy top-ups for Bolton at Home tenants, homeless households when housed through the Council's Housing Options team and those awarded through Bolton Guild of Help. This service provided an emergency safeguarding provision for individuals and households in acute crisis.

3.34 Over the last year we distributed **3,299 LWP food parcels**, (down from 6,993 in the previous year), totalling some 49.5 tonnes of food. The food parcels supported 1,894 individual households and fed 7,394 people (down from 15,509 in the previous year). The food we provided was sized to be sufficient to meet the needs of each applicant household for a week at a time. On average each month we supplied £47,035 worth of emergency LWP utility top ups (down from £58,044).

3.35 Over the year we also processed **195** referrals for pre-payment card energy top-ups through Bolton at Home, Housing Options and Bolton Guild of Help. The average cost per month for this service was £1,685 (down from £1,796).

3.36 Volunteers have continued to provide a wonderful service by ID checking and giving out the food parcels. Over the next year we would like to develop our welcome and hospitality to improve people's experience when collecting the food and/or utility top ups.

Storehouse Pantry

3,966 Food parcels distributed

3.37 Storehouse Pantry is an evolution of Storehouse Foodbank - providing struggling residents in target areas, access to food and other household essentials of which some can be selected for themselves for a small affordable weekly subscription.

3.38 Households access by application to become Pantry 'Members'. Members can attend their neighbourhood Pantry on a weekly basis. Here they receive a warm welcome, good conversation, and a range of help and support. Membership enrolment is based on foodbank and residency criteria and is reviewed on a one-to-one basis to avoid dependency and to support Members in addressing all that is creating hardship for them.

3.39 Members are offered and provided with additional specialist support to help them tackle some of the underlying reasons as to why they need help with food. This included debt and energy advice, help with CV's and finding work, help with making meals and support with rent arrears etc.

3.40 The service was provided from 4 locations over the year. These were in New Bury, Deane, Breightmet and Halliwell.

3.41 Over the year we distributed 3,966 food parcels (up from 3,136 the previous year), totalling over 60 tonnes of food. The food parcels supported 689 individual households, (up from 544 in the previous year) and fed 9,028 people (up from 7,010 in the previous year). The average size of supported households increased slightly from 2.2 to 2.3.

Bolton Lunches

75,733 **lunches supplied over the school summer holidays**

3.42 The number of school children eligible for free school meals has remained around 12,500. During the school holidays, many such families face a real struggle to find the money to feed their children. In response to this crisis, each year we mobilise many volunteers to prepare and deliver food for children's lunches. Working in partnership with churches, children's centres and other community venues, the lunch parcels are delivered for free collection at the point of need by children and their parents. Our aim with this project is to ensure that no child goes hungry.

3.43 This year the packed lunches were prepared in The Food Hub for distribution across Bolton. The venue in Horwich who we have worked with before also made up the lunch packs for distribution sites in their local area.

3.44 We again integrated Bolton Lunches with Bolton's Holiday Activities and Food (HAF) programme. This grant fund was awarded to Bolton Council and its partners to enable struggling young families access a range of free activities in their local area - including lunch! The activities ranged from sporting groups to arts and crafts, outdoor pursuits to cooking classes. We were thankful for additional financial donations but overall, the project ran at a deficit of £21,500.

3.45 With the help of an army of volunteers - we produced and delivered **75,733** lunches during the 2023 school summer holiday period (up from 71,450 the previous year). The lunches were delivered to 23 of our own distribution sites (down from 24), 28 HAF programme sites (up from 18) and 9 other sites (same as last year).

3.46 Over the other half terms and holiday periods we made 12,700 snack bags for Bolton Council to distribute to their groups who were running activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

Friends of Fun Food

1,250 **people participated in food skills events**

3.47 We had another exciting year with Friends of Fun Food. Our two main areas of focus this year were supporting the Holiday, Activity and Food (HAF) project and supporting the Cost-of-Living events.

3.48 HAF consisted of cooking with young people and their parents in the parks over the school holidays. We cooked with over 1000 young people and had some amazing adventures tasting new food, learning how to use a sharp knife and making some really easy but fantastic tasting dishes.

3.49 Friends of Fun Food supported Bolton Council's Cost of Living events in 9 different primary schools across the town. These events enabled us to showcase cooking on a budget and using ingredients that, with a bit of extra attention, could become fantastic in meals. There was a focus on the use of slow cookers as a more cost-effective cooking alternative, providing cooking demonstrations and recipe booklets to attendees. We also supported a Council Cost of Living event at Tonge Family Hub, where we were able to cook with families, whilst sharing recipes and money-saving advice. 69 adults and children took part in this special one-off event.

3.50 In January we provided a 4-week cooking class at Bolton St Catherine's Academy with 16 year 6 students where we taught basic food safety and cooking.

3.51 Our recipe cards were used extensively across the town and in the Christmas Dinner on Jesus Hampers to help people to think about the food they had available and how else they could use it.

3.52 We are hoping to develop this project further in the coming year with cooking clubs in primary schools supported by the Warburton's Foundation.

Christmas Dinner on Jesus

6,780 **people benefitted on Christmas Day**

3.53 In the Autumn of 2023, we contacted all those who previously supported the project. We asked schools, churches, businesses and other groups to consider making a pledge to collect specific items that will be used to make up the hampers.

3.54 As in previous years, once again we depended upon the generosity of many individuals, churches, schools, businesses, Bolton Council, Bolton at Home, and many other groups who donated items for the hampers and the money we needed to purchase fresh items. We were delighted that once again this year, what we received covered our project costs. In the weeks leading up to Christmas, our partner agency workers were invited to nominate individuals and families to receive a hamper. Then just before distribution day our volunteers started preparing the hampers.

3.55 We were grateful for the support of many agency workers who called to collect and then deliver hampers to the doorsteps of those they had nominated. The appreciation shown by hamper recipients was as always quite overwhelming!

3.56 Last Christmas we were able to provide **2,040 Christmas hampers** (up from 1,955 in the previous year). We received and were able to respond positively to all referrals from **98** nominating agencies and churches within the town and from our own service areas. Over **55** organisations, churches and community groups, and thousands of individuals, donated items for the hampers.

3.57 Over **340** volunteers assisted us in the assembly and distribution of the hampers. We are immensely grateful to everyone who contributed in some way. We are proud to say that as a result of everyone's efforts **6,780 people** (that's 3,497 adults and 3,283 children) benefited from the hampers (up from 6,146 in the previous year).

Children & Families Services

RISE (Reaching Inside, Strengthening Emotions)

141 children and 96 family members supported on over 1320 occasions

3.58 Independent research has highlighted that two per cent of families in the UK suffer significant multiple problems which are often linked with parents not working, children not attending school, mental health, youth crime and anti-social behaviour. This in turn places increased demands on local services such as health, social care and criminal justice.

Our team of specialist practitioners has honed its skills in addressing this issue over several years working in support of the governments 'troubled families' programme. In the past year, in conjunction with Bolton Together, our Reaching Inside Strengthening Emotions (RISE) project has delivered a range of individual and group emotional health support specifically aimed at 8 to 19 year olds – helping them take steps to create solutions to their difficulties.

3.59 Bolton Together working with schools and other agencies, refer children and families to us who are likely to benefit most from our support. Our experienced team works closely with a range of agencies and specialist practitioners to provide children and their families with advice, support, guidance and encouragement. Our partnership approach, coupled with our range of in-house services, has helped bring a joined-up 'family focused' approach to this work.

3.60 Our initial engagement with children and families referred to us builds trust and understanding. Once we have a clear picture of what is needed, we work with them on putting together a Support Plan. Often this will include a need to address emotional and behavioural issues, parental boundaries and approaches, developing resilience, making specialist referrals, and helping them access the services they need. Our support workers are passionate about what they do, often going the extra mile for those they work with, and keeping cases open for as long as our help is needed.

3.61 The evidence shows that our approach often works where engagement and relationships with other professionals has broken down. We are consistently able to report good positive outcomes around improved engagement with services, improved attendance at school, improvements in family approaches, thinking and attitudes, health and wellbeing issues.

3.62 Over the course of this last year **141** children and **96** family members were supported by our RISE service on over **1320** occasions. We achieved positive outcomes with **72%** of the families we supported over the year using the Outcome Rating Scale and additional goal-based measures. Typically, the outcomes achieved were increased management of emotional regulation especially anger and anxiety, implementing strategies to reduce anxiety and/or behavioural difficulties, improved school attendance, improved mental health and recovered family relationships.

3.63 Examples of typical parental feedback include:

'I was able to regain myself. As a parent I was worried a lot about my son then when I received the support everything looks like it is going back to normal.'

'I just wanted to say how marvellous the RISE worker has been with my son, who is 18 years now. He's been supported for the last few months. He is so much happier within himself now and she encouraged him to get involved in a few days out and helping at the food bank, and to get back into a good sleep routine as he used to be awake all night with anxiety. She has been a godsend.'

'We've really noticed the change in my daughter, she is much more confident at home and with all the things she is doing outside of school and she doesn't get upset as often, she often uses words like 'I feel.... and we think, that's the RISE worker speaking!"

'If she didn't have the tools you've given her, I think she would be finding this situation at school much more difficult.'

3.64 Typical examples of feedback from children we have supported are:
'You have been personable and helpful. You have listened and understood all my problems and helped greatly.'

RISE helped me by *'making me not worry.'*

The service *'was great'* and my worker *'was really kind.'*

RISE helped me *'get better at sharing and controlling my emotions.'*

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

RUNA (Remember U are Not Alone)

644 young people supported on 1,901 occasions

3.65 Every year many hundreds of children and young people in Bolton go missing from their family homes, from school and from the 'looked after' system. We developed RUNA in response to this problem. Bolton Council funds us to provide a 'response' service which is triggered each time a 'missing' report is filed. In so doing we work alongside Greater Manchester Police (GMP), Bolton Council, the Complex Safeguarding Team, Social Care, parents, carers and local schools to ensure young people who go missing are returned safely and as quickly as possible. Our shared aim is to hear the voice of the child, reduce missing episodes, promote wellbeing, monitor and share appropriate intelligence and to strive against exploitation. The service provides advice, guidance and support to the children and young people who have gone missing and those who are at risk of running away.

3.66 Over our 2023/24 financial year, we are pleased to report that **87%** of our return interviews with young people were offered within the 72-hour government target and **58%** conducted within 72 hours. Our offer and completion rate remain high despite volumes of missing episodes and individual children reported missing going up by 15% and 20%, respectively.

3.67 We were pleased to have maintained a consistently high level of performance on this measure, despite some increased responsibilities with the assistance of the Local Authority in attending strategy meetings and coordinating Missing from Home information in the absence of the Missing from Home Coordinator.

3.68 RUNA attended to **1,901** missing incidents in 2023/24, compared to 1,646 in the previous year. Numbers continue to rise and we continue to be able to respond in our offer by completing 1,143 return interviews compared with 1,050 last year.

3.69 We attended to a total of **644** missing young people last year. This compares to 530 in the previous year and 565 the year before that. Our overriding concern is to do all we can to reduce the number of children going missing.

3.70 Of the 644 we worked with this year, 521 went missing from their home in Bolton and 123 were Looked After Children (LAC's) within the care system. Last year, the average number of missing episodes per child for children who live at home was **2.5** (compared with 2.3 in the previous year). For those who were LAC the figure was **5.0** (compared with 6.0 in the previous year). This continues to illustrate that LAC experience more missing episodes and require more support. It is also worth noting the significant increase in missing episodes per child for both cohorts and how this change can be addressed in the coming year.

3.71 The team also offers a 'preventative' service for young people through the provision of one-to-one information, advice and guidance on risks and dangers, social media safety, rules and boundaries, emotional health and self-esteem, substance use, appropriate relationships, and recognition of child exploitation - linking with careers support and educational/employment opportunities and access to health services.

3.72 RUNA continue to receive positive feedback from parents, carers, residential care placements, social workers, support workers and school staff. One father told RUNA that they are the *"one professional that has stayed the same that I know will listen."* Staff from a residential placement said, *"we've worked around Greater Manchester for years and haven't seen a service that offers as much as RUNA does for children reported missing."* One young person reflected that RUNA have helped him to acknowledge that his cannabis use has led to him being reported missing and ending up in unsafe situations. *"RUNA helped me to reduce my cannabis use and keep me safe."*

No Hiding Place

3.73 Our Children & Families Team acquired funding to launch our No Hiding Place Project to work with other agencies to support young people at risk of Child Criminal Exploitation (CCE) and County Lines. Bolton Together's One Life Fund, from the National Lottery, has funded this project to commence in June 2024. No Hiding Place will aim to offer direct support to young people affected by CCE as well as raise awareness in school sessions and in the wider community by bringing CCE out of the shadows and into the light. No Hiding Place has been commissioned to offer classroom-based sessions to 250 young people and 1:1 support sessions to 50 young people across the Breightmet and Halliwell areas of Bolton.

Adult Support Services

Eve's Space

198 **women at risk of offending or re-offending received meaningful intensive case support.**

3.74 Research undertaken by and for organisations working within the Criminal Justice System demonstrates that women who are at risk of offending, ex-offenders and those currently serving a prison sentence have distinctly different needs from those of men. With this project we are working within an Alliance of centres across Greater Manchester to support such women. The 'whole systems approach' adopted by our Alliance is recognised nationally as a model of good practice.

3.75 As with all Alliance members, the services provided by our Eve's Space project are for women only. We offer a safe and relaxing space within our centre and our office as well as community outreach support provided by specialist female support workers.

3.76 The support we provide includes assistance with accommodation, finance and debts, health, skills and employment. We provide guidance and support with alcohol and drug issues, and difficulties experienced with children, families, attitudes and behaviour. Together with each service user, we produce an action plan to help them meet their goals and aspirations.

3.77 Our aim is to reduce the incidence of offending and to support those at risk – helping them to rebuild their lives and fulfil their true potential. Our vision is to see a sustained reduction in the number of women sent to custody from Bolton, where good alternatives are available in the community that address the causes of women offending and supports their rehabilitation.

3.78 In total 138 referrals were received by Eve's Space in 2023/2024. (60 had been referred in the previous year). As ours is a voluntary service, there are those who chose not to participate for a variety of reasons. Over the year, we supported and worked with a total of **198** women in a meaningful way, (up from 84). Support was provided on the basis of individual need. This level of engagement underlines the complexity of need present in the women's lives. Over this last year the higher number of referrals into the service remained steady.

3.79 126 cases were closed in the year (up from 40). An analysis of what these women achieved with our support as they exited our service, found that 85% of those who completed engagement made positive progress in their mental health, 75% were able to address and maintain positive progress with substance misuse issues. 82% had their accommodation needs met.

3.80 In feedback we collected from service users over the past year, 100% said they were satisfied (or better) with the service we provided. Typical of comments made in feedback this past year were: *"Very attentive and supportive to my needs. Gone from not knowing what to do as everything had gone wrong to having a clear plan."*

"She is a good listener and is patient with me I can trust her."

"Helped me understand myself and got me the support I needed. Encouraged me to try new things and how to improve things that will help me in the future."

"As this was never heard of let's face it, how many people can say they were ON probation, and ended up working for them. To this day I won't forget how even Amazon didn't want to employ me with a criminal conviction (as a female) it becomes near impossible to find employment. I only am where I am from a suggestion you gave me to volunteer and it opened doors, as all the ones I was knocking on for paid work (when I felt mentally ready) nobody was entertaining me at all....I remember the guidance and support you gave me always, you actually understood me and guided me in the correct direction when I was totally blind sighted.
You understand that females are totally different to men when it comes to offending and becoming involved in the CJS. None of us wake up in a morning and by choice want to end up on probation, it's a path... that ends up there which you understand because you have supported so many women through this, and I'm uber grateful to have met you."

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

Reach Out

30 **women with sex work issues supported**

3.81 Reach Out offers practical and emotional support, information and guidance to women involved in sex work in Bolton. The project aims to empower women - supporting them to exit sex work and rebuild their lives.

3.82 Working closely with Greater Manchester Police, Social Services and the NHS, our specialist support workers engage with women who are at risk on the street. They also work with women in 'parlours'. Here they provide one-to-one safety and sexual health advice, welfare, and harm reduction support sessions. Work to identify highly vulnerable trafficked women is undertaken. We also provide vulnerable women with contraception and rape alarms. In this last year, the service was funded from a Bolton CVS grant and from charitable donations.

3.83 In our work, the critical support we provide is often needed and wanted by women over many years before changes for the better can be realised. We often find that sex work is the result of other issues in their lives. So, in helping them address the problem, many of the women we support are also helped with past trauma from sex abuse, domestic violence, mental and physical health, drug, alcohol, finance, benefits, and debt issues. Where appropriate, we help the women address issues of attitude, thinking and behaviour. We also help them with training and employment and needs, using a holistic approach.

3.84 Reach Out has been instrumental in a dramatic and sustained reduction of street prostitution in Bolton over many years – down from 170 known individuals in 2003 to the lower numbers we see today. **8** women with a known street sex working issue or risk were newly supported by us last year. A further **17** women were supported in parlours and the community. In addition, we have supported 2 women who are sex working online. We are seeing a small growth in "hidden" sex work, those sex working online or in their own home. Support for the women was provided on the basis of individual need. So, although there was significant variation, users of this service were supported on **104 occasions**. Although numbers seem lower this year, there are many women we are working with who have been involved in a sex for rent transaction. It is hard to count these figures as women often only disclose this to us after having built up a relationship of trust first.

3.85 During the year we were able to close files on **19** women for whom we had achieved positive outcomes. In feedback we collected from each service user over the past year, **100%** said they were satisfied (or better) with the service we provided. Some of the comments made in feedback included:

3.86 *"Without Reach Out I would never have been supported in the Parlour, at home and then in Rehab when I was ready".*

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

Street Life

Accommodation found for 182 households - made up of 302 individuals

3.87 Numbers will fluctuate, but we estimate that last year there were on average between 40 and 50 adults who resorted to rough sleeping on the streets of Bolton. Added to this we estimate there are many hundreds or more who were in temporary and often highly unsuitable accommodation. Street Life works hard to get 'difficult to house' individuals and families into suitable and sustainable accommodation. Our vision is to see no-one having to resort to living on the streets of Bolton, or in unsuitable accommodation at any time.

3.88 Street Life is funded by Bolton Council. We work with rough sleepers and other homeless people with complex and enduring housing related needs as well as those at risk of losing their accommodation. Our Street Life worker is particularly successful with those who have a complex housing history including rent arrears, property abandonment, eviction, and anti-social behaviour – all of which seriously limits their housing options. Our project helps prevent rough sleeping by helping people find accommodation as quickly as possible. We work with a range of private landlords and temporary accommodation providers to make the best possible solutions available.

3.89 This year the Street Life Drop-in has continued to grow in numbers with referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have noticed an increase in single homeless asylum seekers who have recently been granted leave to stay. They are being issued with an eviction notice to vacate their asylum seeker property within 7 days due to no longer seeking asylum. Immigration have been clearing a back log of applications which has led to an increase in this cohort of people needing accommodation and support.

3.90 We also continued to speak with people face to face at our main office, at the Housing Department's office, by emails, phone and home/street visits. In the main, the advice and information we provided was in relation to housing options, applications for housing, benefit queries, ID's, rent areas, payment plans, private landlord concerns, Homeless drug and alcohol team, Achieve, the Homeless Nursing team and contacting the Home Office for asylum seekers.

3.91 Over the course of last year we continued to experience a steady demand for our Street Life service – engaging with a total of **737** service users, through one or more discussions, practical advice, and support. Of these, we were able to provide sustained and meaningful support for **364 individuals.** Our engagement with each homeless household varied according to individual need, totalling more than **250 interventions** over the year.

3.92 By the year end Street Life had found accommodation for **182 households (total of 302 individuals** this includes partners and children (we have started to collect all individuals in the households). 3% were accommodated with Bolton at Home; 30% in temporary hostel accommodation and Bed and Breakfasts; and 7% by private landlords and the largest percentage received other housing support, this included: housing for older people, housing out of borough, other schemes and solutions. The rough sleeper numbers on closing those we had worked with were 0.

3.93 We managed to collect 16 Household feedback surveys over the past year, 100% said they were satisfied (or better) with the service we provided. These are some of the comments made in feedback included the following commendations:

"I am very happy with the help I got from street Life, without them I wouldn't have a place to live." "I've known S/L for many years, and they have always been able to help me, they have supported me through many situations." DB

"We are very satisfied with the service we received from Street Life. We had been homeless for a few weeks and didn't know what or where to go. We are now in stable accommodation through the help of Street Life" "Street Life understood everything we needed and were very supportive throughout the process, they acted straight away, they did everything they could to help us, and we are very grateful to them and everyone at the Drop-In." JL & KW

"Street Life are nice caring people and have done more than anyone, I am very satisfied with all the help SL have given me." "They recognized my needs and helped in every way they could." GR

"Street Life and all the team have been very helpful and supportive." "They understood my needs and was there for me when I needed them, the staff have Supported me through a very hard time." DH

"We are more than satisfied with the help and support that Street Life have given us, they were always there for us when we needed the help". "All the staff we met at the Drop-In were very helpful and friendly." Mr and Mrs C

"I' am very satisfied with the support Street Life gave me, they were, I came out of a private rented property with a bad landlord which was causing me a lot of stress and anxiety". "They supported me with my mental health and helped with all the paperwork I needed". AW

"Very good service, English is not my first language, and he was very patient with me and made sure I understood what was going on at each stage of the process." "My husband is disabled, and they made sure the property met our needs." EK

ON and BN- Case Study

ON & BN was referred to the Street Life (SL) drop-in by Housing Options in November 2023, the couple were currently at a SERCO property, and need to leave that Friday due to them getting the right to stay in this country. They also hadn't made a claim for Universal Credit (UC) but will make a claim this week and said they had a friend who would let them stay for a week.

Street Life explained that until they are on UC there isn't much, they could do for them, as they have no claim for getting housing benefits and any landlord would need to be paid. SL told them to come back to the drop-in once he's live on UC and I will try to find them a private rented property.

O.N came back to the S.L drop-in a week later to say he had now made a claim for U.C but he could no longer stay at their friend's house as they didn't have the room for both of them, his wife is ok there but he is now sleeping rough in the town centre, he explained that he and his wife were very stressed, anxious, and frightened about the whole situation, as they had never been in this situation before. S.L gave O.N a sleeping bag and warm clothing and told him they would look for a private rented property for them A.S.A.P. they also explained the process of getting emergency housing with Housing Options and made an appointment with them for him, unfortunately they didn't have any spaces and put him on their emergency list.

For the next weeks S.L worked tirelessly to find accommodation for O.N and his wife with all the Housing Associations and private rented known to them in and out of Bolton. S.L was hopeful they had managed to find accommodation in Farnworth with a Housing Association, although the flat needed work doing to it before they could view it. In preparation for this street Life put in the referral to them and asked O.N to collect all the relevant documents and IDs needed to go ahead with the property once it was ready, which would make the process quicker.

Over the next month S.L uncovered that the property still needed a lot more work doing to it and would probably not be ready until the end of Jan 2024, this wasn't ideal for the couple. During this time O.N continued to stay between a friend's house and rough sleeping, Housing Options did however manage to put him in the NSAP for a few nights due to the cold weather protocol but was now sleeping rough again.

S.L tried to get them into Temporary Accommodation while they waited for the property and for over Christmas period with Housing Options, sadly this wasn't possible. However, S.L did manage to acquire the money to pay for a week in a B&B in Manchester that the couple knew and had space for them over the Christmas period, SL also obtained a Christmas Dinner on Jesus Hamper for them, in which they were extremely grateful.

Straight after Christmas O.N came back to the Drop-in to let us know that the B&B person had said they could stay there until the property was ready in a couple of weeks. Unfortunately, the same week, the Housing Association emailed to let us know they had got the wrong information about the flat, and that it wasn't a self-contained flat but a very small room in a shared property and would not be suitable for a couple.

The day after S.L had a message from O.N (this is the message S.L received).

This was his message, "Morning, Alan, some sad news, my mum has just passed away yesterday, I'm in shock and it's a lot for me to handle right now, I thought I should let you know." S.L messaged back say, "he was so sorry to hear the news and that we will be thinking of him and his family. And told him they are really trying hard to get him the property and will speak to him soon or when he can get to the Drop-In".

A few days later S.L received a call from a Landlady known to them to say she had a self-contained 1-bedroom flat available next week for a working person/couple. S.L explained the situation that the couple were in and managed to negotiate with the Landlady to let the couple view the property as they intend to look for work as soon as they are accommodated.

S.L and the couple went to view the property with the Landlady that same week 24th January 2024, the couple were overjoyed with the flat and the landlady was content with the couple signed them up for the tenancy and gave them the keys to move in the same day. As the couple need to top up the rent a long with their benefits to afford the property, they are looking for full time work now they have a place to call home. More importantly, as O.N is the oldest sibling he will be able go to Africa to arrange and attend his mother's funeral and sign all the legal documents.

Genesis Project

39 **individuals joined the Genesis community**

3.94 Last year was the first full year of the Genesis project. We were able to spend the initial part of the year getting the Amber centre to be fit for purpose. So far we have had a regular group of individuals attend to play boardgames together; Jenga being a popular choice. Those who have attended have made new connections and relationships. In the warmer months we have also been able to offer a gardening group and they have done some great work around the Centre. We have had 39 individuals join the Genesis community throughout the year on a Wednesday morning.

3.95 Genesis is funded by the Department of Levelling Up Houses and Communities. The project is funded until March 2025, however we plan to keep the community running as we build on what we do at the Amber Centre. We plan to offer a creative art course for the Genesis Community which will allow people to explore their feeling through art. We also plan to allow those who have joined the community to bring along their own ideas/interests in which they can grow their skills and passions alongside the new relationships. This includes but is not limited to art, cooking, dance, gardening and other activities.

4. FINANCIAL REVIEW

Principal Funding Sources

4.1 Urban Outreach is funded through contracts, grants and general giving. Our funders include grant-making bodies, trust funds, businesses, churches, local organisations and individuals. We are indebted to our principal funders last year; Bolton Council, Bolton at Home, MOJ (via Greater Manchester Women's Alliance), Bolton Together, the Department of Levelling Up Housing & Communities and the National Lottery.

4.2 Last financial year, grant and non-contract income made up 54% of total funding (up from 51% in the preceding year), Contract income made up 21% of total funding (the same as in the preceding year). Donations, Gift Aid and fundraising made up 25% of total funding, (down from 27% in the preceding year). In the main, the charity does not conduct any significant fundraising activity. Such funds are largely raised through unsolicited donations and fundraising activities undertaken by our supporters.

4.3 This funding mix has supported some of our most critical services, providing food, other consumables and support to benefit the most vulnerable and marginalised people in Bolton. Our work with churches and other small voluntary and community groups continues to provide a vital lifeline reaching those who struggle to access mainstream support.

4.4 Factors likely to affect future financial performance or position are reviewed at each trustee meeting alongside a review of performance against the original approved budget for the year in hand. Forecasts are amended as appropriate at such time. There have been no significant events that have affected our financial performance and position during the year.

4.5 We have reported an overall surplus for the year of £231,494. When added to our total funds brought forward - £4,052,370 – this takes our Balance Sheet funds at 31 March 2024 to £4,283,864.

4.6 Of this amount, £177,501 is represented by Restricted Funds, £1,573,860 is represented by Designated Funds and the balance of £2,532,503 by Unrestricted Funds. Unrestricted funds are comprised of fixed assets (mainly buildings) of £1,747,273 and unrestricted reserves of £785,230. The unrestricted reserves comprise of cash at bank of £769,762 and current assets / liabilities of £15,468.

4.7 The accounting policies that support our fund accounting are explained in detail on page 7 of our Financial Statement for the year, and an analysis of net assets by fund is set out in note 11 of our Financial Statement.

5. INVESTMENT POWERS AND POLICY

5.1 Our investment objective is to achieve capital growth in excess of inflation (RPI) on all our cash holdings. Our strategy is to strike a balance between:

- maintaining short term liquid cash holdings to meet our planned and possible unplanned needs on a rolling basis in accordance with our Reserves Policy,
- seeking increased interest yields available on medium-to-long-term cash investments within an acceptable level of risk in order to achieve a stable and growing income stream, and
- the acquisition of buildings and facilities which meet our direct charitable needs.

5.2 In making investments, we are mindful of our duties and responsibility defined within our Memorandum and Articles of Association, i.e. trustees are required to:

"expend the funds of the Charity in such a manner as they shall consider most beneficial for the achievement of the Objects and to invest in the name of the Charity such part of the funds as they may see fit and to direct the sale or transposition of any such investments and to expend the proceeds of any such sale in furtherance of the Objects of the Charity".

5.3 The charity holds building assets in the form of our main registered office, The Amber Centre and the Food Hub. We are currently reviewing our building and facilities as outlined below under 'Plans for the Future'. In due course we expect this will result in an increased investment in fixed assets and buildings in accordance with the needs and demands placed upon the services we are delivering now, and plan to deliver in the foreseeable future.

6. RESERVES POLICY

6.1 Our unrestricted liquid funds are defined as 'free reserves'. Combined with appropriate use of our 'designated' and 'restricted' funds, our policy is to accumulate free reserves sufficient to mitigate risks associated with: delayed capital receipts (cash-flow), unforeseen essential expenditure, costs arising from management of change or short-term cessation of project funding, to help fund required investment in buildings and facilities, or to accommodate plans for expansion and diversification – all with the aim of improving our overall efficiency, effectiveness and sustainability.

6.2 Our lower free cash reserve holding has been established to reflect approximately two month's operational costs. Our upper free cash reserve holding has been established to reflect approximately 12 month's operational costs. On this basis, at the financial year end, our lower free cash reserve target was £168,000; and our upper free cash reserve target was £1,010,000. Our actual cash reserve holding at year end was £769,762 which is in line with our reserves policy.

6.3 If or when there is a shortfall on our lower free cash reserve holding, associated risks and remedial actions are defined, agreed and reviewed by management and trustees at a formal minuted trustees meeting. If or when the upper level of free cash reserve is exceeded, trustees and management will take timely action to bring the holding down within the target sum. This might involve investment or transfer to other forms of asset or by making grants to external parties for similar charitable purposes.

6.4 We remain satisfied that our reserves targets, combined with our 'designated' and 'restricted' fund holdings, are sufficient to enable the charity to effectively manage contractual risks, issues and organisational change as identified above, or to wind up its affairs in an orderly fashion should the need arise.

7. PLANS FOR THE FUTURE

7.1 During the forthcoming year we will continue implementation and review of our Strategic Organisational Development Plan. The purpose of this Plan is in response to anticipated future needs, demands and expectations. Our Plan will continue to satisfy governance requirements, whilst strengthening our effectiveness in responding to the needs of those in desperate need of care and support.

7.2 With the above in mind, the Leadership Team has committed to meeting more regularly to focus on the strategic development of the charity.

7.3 Going forward, we intend to further develop our work with schools and deliver more training and awareness-raising around the issues and facts which give rise to the services we deliver for the most vulnerable, disadvantaged and marginalised of Bolton.

7.4 We plan to make use of the grounds surrounding the Amber Centre (Former Central Baptist Church) to create a peaceful and therapeutic garden supported by volunteer mentors and service users. The vision for this - our Genesis Project - is that it will become a place where relationships with our service users can be developed over time and through the seasons.

7.5 'Street Life' has played a significant role in homelessness preventative work since 2003. We aspire to provide opportunities for those we are supporting through our drop-in, to receive additional therapeutic support by participating in our Genesis Project. We also aim to acquire a terraced house to provide safety net temporary emergency accommodation for service users we are closely supporting.

7.6 We are still looking at options to improve our office establishment with a view to moving from our present building on Salop Street, which does not fully meet our current and future office needs.

7.7 We aim to revisit and refresh our good relationship with churches and other community organisations - particularly those with a desire to expand on their neighbourhood impact in addressing poverty in all its forms. We will continue to explore new models for joint working in this area which we recognise should take place both virtually and physically 'outside the walls' of buildings and other structures that for so many can present barriers to engagement.

7.8 Over the coming year we will be developing our communications strategy, reporting on our engagement, and launching a new website that meets our needs as a charity more appropriately. We are hoping for the website to be available to the public from autumn 2024.

7.9 We also plan to have training for improved digital skills for 2 of our staff in order to increase on online support and exposure.

7.10 Building upon the services we currently provide to women at risk of offending, we will continue to explore how we can add value to Bolton re-settlement pathways for female ex-offenders in providing alternatives to custody for low-risk offenders.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

8. REFERENCE AND ADMINISTRITIVE DETAILS

Charity name	Urban Outreach (Bolton)
Charity registration number:	1044203
Company registration number:	3019108
Registered office:	Environ House, Salop Street, Bolton, BL2 1DZ

Trustees

C Bagley	Executive Trustee
S Lancaster	Chairman of the Board of Trustees
R Oldfield	Trustee
R Pyle	Trustee
C Stott	Trustee
D Clarke (appointed 01/07/2023)	Trustee
S Stokes (appointed 09/11/2023)	Trustee

Secretary

D Bagley	Company Secretary

Leadership Team

D Bagley	Chief Executive Officer
C Bagley	Executive Trustee
S Bagley	Head of Organisational Development (from 18/03/2024 until 31/08/2024)
S Bottrill	Deputy Chief Executive Officer (until 31/05/2023)
N Gillard	Children and Families Team Leader
H Matthews	Adult Services Team Leader
L Bagley	Food Services Team Leader
C Williams	Senior Practitioner for Children and Families Team (from 25/10/23)
V Beasley	Finance and Facilities Officer (from 28/02/2024)
M Leeson	Senior Practitioner for Food Team (from 25/09/2024)

Auditors

Donnelly Bentley Chartered Accountants, 70 Chorley New Road, Bolton, BL1 4BY

Bankers

The Virgin Money Bank, Oxford Street, Bolton BL1 1RD.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

9. STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

9.1 Urban Outreach (Bolton) is a company limited by guarantee. The charity was first established in 1990 and was subsequently Registered on 15th February 1995. It was incorporated under a Memorandum of Association on 7th February 1995, as amended on 22nd September 1997. This Memorandum sets out our objectives, powers and governance arrangements through our Articles of Association.

Organisational Structure

9.2 The role, responsibilities and liability of trustees is defined by our Articles of Association. Trustees have approved a Scheme of Delegation whereby the roles and responsibilities of trustees, managers and staff are clearly expressed.

9.3 The charity has a clearly defined management structure, headed by a Chief Executive Officer (CEO), who is also Company Secretary. Four senior members of staff within a Leadership Team (listed above), work directly to the CEO, each with clear areas of responsibility and appropriate levels of staffing as determined by contracts, services and job descriptions.

9.4 The CEO and his Leadership Team are guided by a board of non-executive trustees. Trustees ordinarily meet every two months, principally to exercise financial and strategic oversight. An Annual General Meeting is convened annually. Special meetings are also periodically convened to focus on organisational planning and review.

Recruitment and Appointment of Trustees

9.5 The trustees, who are also directors of the charity for the purposes of the Companies Act, and who served during the year and up to the date of this Report are listed above under 'Reference and Administrative Details'.

9.6 There is no upper limit on the number of trustees, but the Articles of Association require a minimum of three. In considering the appointment of new trustees, existing trustees consider representations and make approaches primarily amongst partners and supporters of the charity. Consideration is given to diversity and the need for specific skills and expertise.

9.7 Prospective candidates are approached informally in the first instance. Following informal discussion and agreement by trustees, prospective candidates are introduced at the next Ordinary Meeting of trustees, at which formal election may be confirmed. The Company Secretary will then notify Companies House and the Charity Commission. Trustees are asked to make an annual declaration of their legal status to hold office, declare any conflict of interests, and are periodically asked to provide individual feedback by way of a questionnaire.

Trustee Induction and Training

9.8 The induction process is defined within a checklist, which includes reference to the responsibilities of trustees (who are also non-executive directors) as stated in the charity's Scheme of Delegation and Trustee Handbook. Upon appointment, new trustees are provided with a copy of these and other relevant policy documents. Arrangements are made for them to tour all the charity's locations and projects, with the opportunity to meet staff, volunteers and service users.

Co-operation with other Organisations

9.9 Urban Outreach (Bolton) is a wholly independent charitable company with no subsidiary. However, we work very closely with a number of national and local agencies in the capacity of delivery partner and service provider. Most significant amongst these relationships are with cross-sector partners including Seddon's (construction), Bolton at Home, Bolton Together and Bolton Council; many other national and local business and many other local community organisations including churches and schools. In addition, we periodically receive grant and contract funding from national and regional commissioners for the delivery of specific services.

Risk Management

9.10 As trustees we have reviewed the major strategies and operational risks which we face as a charity in the short and medium term. We have formulated and maintained policies to mitigate such risks, including systems of regular reporting and forecasting. This includes the scrutiny and updating of our Risk Register, and our Investment and Reserves Policies which have been formulated and reviewed with these risks in mind.

Staff Remuneration

9.11 We have adopted the following principles around which remuneration for our staff is framed:

a) Offering pay which supports employment of appropriately qualified and experienced staff who will lead, manage and deliver our aims.
b) Remaining consistent with our ethos and values.
c) Ensuring we are always fully compliant with equal pay and other legislative requirements.
d) Maintaining our commitment to ensuring no one who works for us, receives less than the 'real living wage'.
e) Recognising that salary alone does not reflect the value we attach to our staff.
f) Recognising that monetary reward is not the primary motivating factor for many staff in doing the work they do for us.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

10. TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

10.1 We, as charity trustees - who are also the directors of Urban Outreach (Bolton) for the purposes of company law - acknowledge our responsibility for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

10.2 Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, then trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and 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 to
- prepare the financial statements on a 'going concern' basis unless it is inappropriate to presume that the charity will continue in business.

10.3 We acknowledge our responsibility for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to ensure that the financial statements comply with the Companies Act 2006. We also acknowledge our responsibility for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud or other irregularities.

10.4 We acknowledge our responsibility for ensuring the maintenance and integrity of the corporate and financial information included on our website.

11. STATEMENT AS TO DISCLOSURE TO OUR AUDITORS

11.1 In so far as we as Trustees are aware at the time of approving this report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the auditor is unaware; and
- Having made enquiries of senior staff and our auditors, we have individually and collectively taken all steps that we are obliged to take to make ourselves aware of relevant audit information and to establish that our auditor is aware of this information.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

12. SMALL COMPANY EXEMPTION

12.1 In preparing this report, we have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

13. INDEPENDENT AUDIT

13.1 Donnelly Bentley was reappointed to undertake an Independent Audit of our 2024/25 accounts at our Annual General Meeting of Tuesday 5 November 2024.

13.2 The content of this Annual Report was approved by the trustees on 5 November 2024 and signed on behalf of all trustees by:



Sam Lancaster
Chairman

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the summary income and expenditure account, the balance sheet, the statement of cashflows 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 charitable company's affairs as at 31 March 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 on 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' 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.

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 this gives rise to a material misstatement in the financial statements themselves. 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 that 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 in the course of the audit:

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for 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.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the company and the sector in which it operates and considered the risk of non - compliance with applicable laws or regulations.

- We determined that the following laws and regulations were most significant: the Companies Act 2006, the Charities Act 2011, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial and Reporting Standard applicable to the United Kingdom and Republic of Ireland (FRS102), those that relate to health and safety, those that relate to safeguarding and child protection and those that relate to data protection. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, for example, forgery or intentional misrepresentations, or through collusion.

- We obtained an understanding of how the company is complying with those legal and regulatory frameworks by making enquiries of the management. We corroborated our enquiries through our review of board minutes.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

- Our tests also included agreeing the financial statements disclosures to underlying supporting documentation. There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.

- We also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the management or trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Catherine Cole

Catherine Cole FCA (Senior Statutory Auditor)
For and on behalf of DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

5 November 2024

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
INCOME	1	1,208,859	1,327,017
Staff Costs	3	556,498	531,461
Depreciation	7	54,178	48,583
Other Operating Charges		458,644	396,936
SURPLUS BEFORE INTEREST RECEIVABLE		139,539	350,037
Bank Interest Receivable	2	91,955	38,381
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		231,494	388,418
Tax on Income on Ordinary Activities	6	-	-
SURPLUS FOR THE FINANCIAL PERIOD AFTER TAXATION		231,494	388,418
RETAINED SURPLUS BROUGHT FORWARD		4,052,370	3,663,952
ACCUMULATED FUND TO CARRY FORWARD		4,283,864	4,052,370

In the years ended 31st March 2024 and 31st March 2023, the only surplus recognised by the company was the surplus for the period; all of the activities undertaken by the company were continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2024

	Note	General Fund	Designated Funds	Restricted Funds	Total Year End 31/03/2024	Total Year End 31/03/2023
		£	£	£	£	£
Income from:						
Donations and legacies:						
Voluntary donations including gift aid		168,804	54,515	670	223,989	263,642
		168,804	54,515	670	223,989	263,642
Charitable activities:						
Bolton Metropolitan Borough Council		-	52,726	106,797	159,523	110,000
Bolton Council Local Welfare Provision		-	86,000	-	86,000	86,000
Bolton at Home		-	50,000	-	50,000	50,000
Bolton Together		-	-	61,591	61,591	46,682
Bolton CVS		3,556	20,000	-	23,556	103,001
Bolton Youth Service Hub		-	89,912	-	89,912	175,678
Department of Levelling Up Housing & Communities		-	-	70,306	70,306	13,950
Girdlers Trust		1,000	-	-	1,000	-
Greater Manchester Combined Authority		-	-	-	-	35,659
Greater Manchester Women's Support Alliance		-	-	85,000	85,000	93,889
Irwell Valley Housing		-	1,500	-	1,500	-
Ministry of Justice		-	-	20,734	20,734	3,408
National Lottery - Community Fund		-	75,000	-	75,000	-
Neighbourly		-	-	-	-	2,500
Transforming Lives		-	-	-	-	2,300
Warburtons		-	-	3,000	3,000	-
Paypoint Commission		717	-	-	717	1,166
LWP Food Recharge		-	233,296	-	233,296	308,489
		5,273	608,434	347,428	961,135	1,032,722
Investment income:						
Bank interest receivable		91,748	207	-	91,955	38,381
		91,748	207	-	91,955	38,381
Other Income :						
Sundry Income		13,289	211	-	13,500	22,685
Rent Receivable		250	-	-	250	250
Subscriptions Receivable		-	9,985	-	9,985	7,718
Gain on disposal of tangible fixed asset					-	-
		13,539	10,196	-	23,735	30,653
Total Income	1	279,364	673,352	348,098	1,300,814	1,365,398
Expenditure						
Charitable Activities	4	31,691	544,632	492,997	1,069,320	976,980
Total Expenditure		31,691	544,632	492,997	1,069,320	976,980
Net Income/(Expenditure) for the Year Before Transfers		247,673	128,720	(144,899)	231,494	388,418
Transfers Between Funds		(256)	(104,287)	104,543	-	-
Net Movement in Funds		247,417	24,433	(40,356)	231,494	388,418
Fund Balances B/Fwd at 1 April 2023		2,285,086	1,549,427	217,857	4,052,370	3,663,952
Fund Balances C/Fwd at 31 March 2024		2,532,503	1,573,860	177,501	4,283,864	4,052,370

Voluntary donations including gift aid within the designated fund includes the following designated donations into seasonal projects;
Bolton Lunches £8,372
Christmas Dinner on Jesus £28,660

The General Fund is Unrestricted
Analysis of Restricted Funds is shown on page 4.2

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF RESTRICTED FUNDS
FOR THE YEAR ENDED 31 MARCH 2024

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total as per Page 4.1
	£	£	£	£	£	£	£
INCOME AND EXPENDITURE							
Income from Generated Funds:							
Donations and legacies:							
Voluntary donations including gift aid	-	-	40	-	-	630	670
Charitable activities:							
Bolton at Home	-	-	-	-	-	-	-
Bolton Metropolitan Borough Council	70,000	-	36,797	-	-	-	106,797
Bolton Together	61,591	-	-	-	-	-	61,591
Department of Levelling Up Housing & Communities	-	70,306	-	-	-	-	70,306
Greater Manchester Women's Support Alliance	-	85,000	-	-	-	-	85,000
Ministry of Justice	-	20,734	-	-	-	-	20,734
Warburtons	-	-	3,000	-	-	-	3,000
Investment Income:							
Bank Interest Receivable	-	-	-	-	-	-	-
Total Income	131,591	176,040	39,837	-	-	630	348,098
Expenditure							
Charitable Activities	174,328	268,673	49,231	-	-	765	492,997
Total Expenditure	174,328	268,673	49,231	-	-	765	492,997
Net Income/(Expenditure) for Year Before Transfers	(42,737)	(92,633)	(9,394)	-	-	(135)	(144,899)
Transfers between funds	54,971	41,339	8,233	-	-	-	104,543
	12234	(51,294)	(1,161)	-	-	(135)	(40,356)
Fund Balances B/Fwd at 1 April 2023	20,545	105,143	88,289	5	1,926	1,949	217,857
Fund Balances C/Fwd at 31 March 2024	32,779	53,849	87,128	5	1,926	1,814	177,501

#

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF DESIGNATED FUNDS
FOR THE YEAR ENDED 31 MARCH 2024

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Total as per Page 4.1
	£	£	£	£
INCOME AND EXPENDITURE				
Income from Generated Funds:				
Donations and legacies:				
Voluntary donations including gift aid	50	1,796	52,669	54,515
Bolton at Home	20,000	-	30,000	50,000
Bolton Metropolitan Borough Council	-	52,726	-	52,726
Bolton Council LWP	-	-	86,000	86,000
Bolton CVS	-	20,000	-	20,000
Bolton Youth Service Hub	-	-	89,912	89,912
Irwell Valley Housing	-	-	1,500	1,500
National Lottery - Community Fund	-	-	75,000	75,000
LWP Food Recharge	-	-	233,296	233,296
Other Income:				
Sundry Income	40	-	171	211
Subscriptions Receivable	-	-	9,985	9,985
Investment Income:				
Bank Interest Receivable	-	-	207	207
Total Income	20,090	74,522	578,740	673,352
Expenditure				-
Charitable Activities	23	285	544,324	544,632
Total Expenditure	23	285	544,324	544,632
Net Income/(Expenditure) for Year Before Transfers	20,067	74,237	34,416	128,720
Transfers between funds	(54,971)	(41,339)	(7,977)	(104,287)
	(34,904)	32,898	26,439	24,433
Fund Balances B/Fwd. at 1 April 2023	237,546	213,481	1,098,400	1,549,427
Fund Balances C/Fwd. at 31 March 2024	202,642	246,379	1,124,839	1,573,860

#

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

BALANCE SHEET

AS AT 31 MARCH 2024

	Note	£	2024 £	£	2023 £
FIXED ASSETS					
Tangible Assets	7		1,775,497		1,781,358
CURRENT ASSETS					
Debtors and Prepayments	8	301,881		213,638	
Cash at Bank		2,295,407		2,099,227	
		2,597,228		2,312,865	
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	9	88,921		41,853	
NET CURRENT ASSETS			2,508,367		2,271,012
TOTAL ASSETS LESS CURRENT LIABILITIES			4,283,864		4,052,370
FUNDS					
Restricted Funds			177,501		217,857
Designated Funds			1,573,860		1,549,427
Unrestricted Funds: General			2,532,503		2,285,086
	10		4,283,864		4,052,370

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 4-9 form part of these financial statements.

The financial statements on pages 4 to 9 were approved by the Board of Trustees and signed on its behalf by:

.....
Mr S Lancaster

.....
Mrs C Stott

5 November 2024

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	157,121	565,730
Cash flows from investing activities:		
Interest received	91,955	38,381
Purchase of property, plant and equipment	(78,646)	(13,064)
Proceeds from the sale of fixed assets	25,750	-
Net cash provided by (used in) investing activities	39,059	25,317
Cash flows from financing activities:		
Net cash provided by (used in) financing activities	-	-
Cash and cash equivalents at 1 April 2023	2,099,227	1,508,180
Cash and cash equivalents at 31 March 2024	2,295,407	2,099,227
Reconciliation of net movements in funds to net cash flow from operating activities		
Net movement in funds for the year ended 31 March 2024	231,494	388,418
Adjustments for:		
Depreciation charges	54,178	48,583
Deduct interest income shown in investing activities	(91,955)	(38,381)
Loss/(profit) on sale of fixed assets	4,579	-
(Increase)/decrease in debtors	(147,312)	203,267
Increase/(decrease) in creditors	106,137	(36,157)
Net cash provided by (used in) operating activities	157,121	565,730
Analysis of cash and cash equivalents		
Cash at bank and in hand	2,295,407	2,099,227
	2,295,407	2,099,227

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

The principal policies adopted in the Financial Statements are set out below.

BASIS OF PREPARATION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011 and the Companies Act 2006 and UK Generally Accepted Accounting Practice. Urban Outreach (Bolton) meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes). They have been prepared under the historic cost convention and the going concern basis.

The charity constitutes a public benefit entity as defined by FRS 102.

COMPANY STATUS

The charity is a company limited by guarantee incorporated in England and Wales. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is Environ House, Salop Street, Bolton, BL2 1DZ. The nature of the charity's operations and its principal activities are "to promote any charitable purpose for the benefit of people in necessitous circumstances --- to relieve poverty --- (and) to advance the Christian religion".

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in note 10 to the financial statements.

Investment income and gains are allocated to the appropriate fund.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

INCOME

Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

The charity receives donations of food and other household goods for distribution to beneficiaries. No value has been included in the accounts for these donated goods as the cost and practicality involved in undertaking a valuation is not considered to be justified by the benefit to the users of the accounts.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income comprises interest receivable on cash balances held in appropriate interest-bearing accounts.

Other income includes income such as gains on disposals of tangible fixed assets, rental income and job retention scheme income.

EXPENDITURE

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

RECHARGED UTILITY COSTS

Utility recharge income and related Paypoint and Payzone expenditure is not included in the accounts.

This is because the utility recharges have been accounted for as an agency arrangement recognising the substance of the arrangement above its legal form.

Urban Outreach (Bolton) is, in effect, acting as an agent on behalf of BMBC and should therefore exclude from revenue and expenditure any amounts received or paid as an agent.

The only amounts relating to utility top ups included in accounts will be any amounts owed to or from BMBC at the year end.

TANGIBLE FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at rates as follows:

Leasehold Property & Improvements	2% and 1% per annum	straight line method
Office Equipment	25% per annum	reducing balance method
Plant and Machinery etc.	25% per annum	reducing balance method
Motor Vehicles	25% per annum	straight line method

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

CASH AT BANK AND IN HAND

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

PROVISIONS

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

GOING CONCERN

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

PENSIONS COSTS

The company operates a defined contribution scheme for the benefit of its employees. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions payable for the year are charged in the Income and Expenditure Account.

VAT ACCOUNTING

All grant income and donations are outside the scope of VAT. Contract fees and certain other income are exempt supplies and therefore the Company is not liable to be registered for VAT.

Irrecoverable VAT on expenditure is not analysed separately but attributed to the category of expenditure on which it is incurred.

TAX

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of these financial statements require certain judgements, estimates and assumptions that affect the reported amounts of assets, liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. In particular the accounting treatment of utility top ups has been judged to be an agency relationship with Urban Outreach (Bolton) acting as an agent on behalf of BMBC. This relationship has been described more fully in then recharged utility costs accounting policy.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1. INCOME

The company, being a Registered Charity, currently receives the majority of its income in the form of grants. These are specifically provided in order to fund the company's principal aims and objectives, namely the proclaiming of the Christian Gospel through practical charitable acts in and around Bolton.

All the income is derived from the United Kingdom.

	2024	2023
The operating surplus is stated after:	£	£
Depreciation of Tangible Fixed Assets	54,178	48,583
(Profit)/Loss on Disposal of Tangible Fixed Assets	4,579	-
Directors and Trustees Remuneration	-	-
Auditor Remuneration –Audit	8,400	6,360

The directors and trustees have not received any reimbursement of expenses (2023: £nil).

Income from donations and legacies

Income from donations and legacies was £223,989 (2023: £263,642) of which £670 (2023: £2,029) was attributable to restricted, £54,515 (2023: £83,371) was attributable to designated and £168,804 (2023: £178,242) was attributable to unrestricted funds.

Income from charitable activities

Income from charitable activities was £961,135 (2023: £1,032,722) of which £347,428 (2023: £17,358) was attributable to restricted, £608,434 (2023: £965,538) was attributable to designated and £5,273 (2023: £49,826) was attributable to unrestricted funds.

Other income

Other income was £23,735 (2023: £30,653) of which £nil (2023: £nil) was attributable to restricted, £10,196 (2023: £8,222) was attributable to designated and £13,539 (2023: £22,431) was attributable to unrestricted funds.

Income from government grants and donations

£829,918 of government grants and donations were received in the year to 31 March 2024 (2023: £976,756).

Volunteers

Volunteers provide important support for the charity, in particular with food related projects.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

2. INVESTMENT INCOME

	2024	2023
	£	£
Bank Interest Receivable	91,955	38,381

£nil (2023: £4) was attributable to restricted, £207 (2023: £82) was attributable to designated and £91,748 (2023: £38,295) was attributable to unrestricted funds.

3. STAFF COSTS

	2024	2023
	£	£
Wages	508,758	484,566
Social Security	33,240	33,594
Pension contributions	14,500	13,301
	556,498	531,461

The average number of employees during the year excluding members of the Board of Management was:

	2024	2023
Direct Wages	25	23

No employees received emoluments of more than £60,000 (2023: nil).

The total amount of employee benefits paid to the key management personnel for the year was £48,130 (2023: £47,693).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

4. ANALYSIS OF CHARITABLE ACTIVITIES

		← OUTREACH WORK →								
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total 31/03/2024	Total 31/03/2023
	£	£	£	£	£	£	£	£	£	£
Staff Costs	-	164,997	149,307	219,694	12,874	-	-	-	546,872	521,922
Other Operating Charges	30,367	38,415	15,894	23,177	30,384	-	-	765	139,002	155,559
Food Supplies	1,324	324,489	14	25	116	-	-	-	325,968	259,613
Repairs and Renewals	-	7,850	1,233	14,977	5,163	-	-	-	29,223	15,192
Support Costs (See Note 5)	-	8,881	7,880	10,800	694	-	-	-	28,255	24,694
	31,691	544,632	174,328	268,673	49,231	-	-	765	1,069,320	976,980
Total 2023	59,176	497,384	157,214	246,326	16,661	-	-	219	976,980	

Included in charitable expenditure are the following donations:

	Unrestricted	Restricted	Total Year End 31/03/2024	Total Year End 31/03/2023
	£	£	£	£
Individuals	-	-	-	-
	-	-	-	-
Total 2023	-	-	-	

5. SUPPORT COSTS

	← OUTREACH WORK →									
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total 31/03/2024	Total 31/03/2023
	£	£	£	£	£	£	£	£	£	£
Staff Costs	-	3,025	2,686	3,678	237	-	-	-	9,626	9,539
Accountancy	-	3,848	3,412	4,679	301	-	-	-	12,240	10,200
Legal and Professional	-	2,008	1,782	2,443	156				6,389	4,955
	-	8,881	7,880	10,800	694	-	-	-	28,255	24,694
Total 2023	-	12,092	5,084	7,518	-	-	-	-	24,694	

Governance costs included within support costs are £23,442 in the year to 31 March 2024 (2023: £19,924).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

6. TAXATION

As a registered charity, the company is not liable to UK corporation tax.

7. TANGIBLE FIXED ASSETS

	Leasehold Property	Leasehold Property Improvements	Office Equipment	Plant and Machinery etc	Motor Vehicles	TOTAL
	£	£	£	£	£	£
COST						
At 1 April 2023	1,650,635	237,375	69,487	67,862	84,689	2,110,048
Additions	-	4,500	4,647	-	69,499	78,646
Disposals	-	(28,129)	(10,080)	(1,894)	(38,940)	(79,043)
At 31 March 2024	1,650,635	213,746	64,054	65,968	115,248	2,109,651
DEPRECIATION						
At 1 April 2023	76,147	77,206	55,669	49,464	70,204	328,690
Provided in Year	18,613	4,275	4,573	4,592	22,125	54,178
Disposals	-	(7,739)	(9,906)	(1,864)	(29,205)	(48,714)
At 31 March 2024	94,760	73,742	50,336	52,192	63,124	334,154
NET BOOK VALUE						
At 31 March 2024	1,555,875	140,004	13,718	13,776	52,124	1,775,497
NET BOOK VALUE						
At 31 March 2023	1,574,488	160,169	13,818	18,398	14,485	1,781,358

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

8. **DEBTORS AND PREPAYMENTS**	**2024**	**2023**
	£	**£**
Prepayments and Accrued Income	93,354	41,913
Other Debtors	192,839	154,550
Gift Aid Recoverable	15,688	17,175
	301,881	213,638

9. **CREDITORS - AMOUNTS FALLING DUE WITHIN ONE YEAR**	**2024**	**2023**
	£	**£**
Accruals and Deferred Income	37,611	25,269
Social Security and Other Taxes	9,995	-
Trade Creditors	38,191	13,938
Other Creditors	3,124	2,646
	88,921	41,853

Accruals and deferred income above include the following deferred income:

	£	
Deferred income brought forward	7,204	Bolton Together
Additions during the year	10,000	Bolton Together/Bolton at Home
Released to income	(7,204)	
	10,000	

This has been deferred until next year when the respective support activities will be performed.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

10. ANALYSIS OF MOVEMENTS IN FUNDS IN YEAR

	← RESTRICTED FUNDS →							UNRESTRICTED FUND		
	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Designated Funds	General Fund	SOFA Total 31/03/2024	SOFA Total 31/03/2023
	£	£	£	£	£	£	£	£	£	£
INCOME	131,591	176,040	39,837	-	-	630	673,352	279,364	1,300,814	1,365,398
EXPENSES	174,328	268,673	49,231	-	-	765	544,632	31,691	1,069,320	976,980
NET INCOMING/(OUTGOINGS) RESOURCES	(42,737)	(92,633)	(9,394)	-	-	(135)	128,720	247,673	231,494	388,418
TRANSFERS BETWEEN FUNDS	54,971	41,339	8,233	-	-	-	(104,287)	(256)	-	-
NET MOVEMENT IN FUNDS	12234	(51,294)	(1,161)	-	-	(135)	24,433	247,417	231,494	388,418
FUND AT START	20,545	105,143	88,289	5	1,926	1,949	1,549,427	2,285,086	4,052,370	3,663,952
AVAILABLE FOR USE AT CLOSE	32,779	53,849	87,128	5	1,926	1,814	1,573,860	2,532,503	4,283,864	4,052,370

The Urban Outreach General Fund administers the day to day running of the charitable company and includes leasehold property within its funds. Donations are paid from this fund to other projects which fit the objects of Urban Outreach (Bolton) Limited.

10. ANALYSIS OF MOVEMENTS IN DESIGNATED FUNDS IN YEAR

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	SOFA Total 31/03/2023	SOFA Total 31/03/2023
	£	£	£	£	£
INCOME	20,090	74,522	578,740	673,352	1,057,213
EXPENSES	23	285	544,324	544,632	497,384
NET INCOMING/(OUTGOINGS) RESOURCES	20,067	74,237	34,416	128,720	559,829
TRANSFERS BETWEEN FUNDS	(54,971)	(41,339)	(7,977)	(104,287)	(119,910)
NET MOVEMENT IN FUNDS	(34,904)	32,898	26,439	24,433	439,919
FUND AT START	237,546	213,481	1,098,400	1,549,427	1,109,508
AVAILABLE FOR USE AT CLOSE	202,642	246,379	1,124,839	1,573,860	1,549,427

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

10. ANALYSIS OF MOVEMENTS OF FUNDS IN YEAR

The charity has various restricted funds which are grouped together as follows:

Children and Families

RISE
Funds from Bolton Together to support children and young people with their emotional health and wellbeing.

No Hiding Place
No income or expenditure this year.

RUNA Response
Funds from Bolton Council were received and used in this period to provide return interviews and to support 'safe and well' checks on children and young people who have been returned having run away from home in Bolton.

Adult Support

Eve's Space
Funds from Greater Manchester Women's Support Alliance and the Ministry of Justice, have been used to provide intensive one-to-one support for vulnerable and marginalised women at risk of offending or reoffending. Funds were also received from Bolton CVS to support the costs of our Reach Out project.

Street Life
Funds from Bolton Council have been used to work intensively with homeless and 'difficult to house' adults – supporting them into suitable and sustainable accommodation and helping them overcome their housing related issues and difficulties.

Transformation (Genesis Project)
Funds from Department of Levelling Up, Housing & Communities. The Genesis project is a community that aims to support those who are homeless and rough sleeping by creating spaces and therapeutic activities to encourage positive social networks and ultimately to see long term meaningful transformation in their lives.

Relief of Poverty

Local Welfare Provision
Funding from Bolton Council enabled the provision of emergency food parcels and home energy top-ups to referred households as a crisis response service.

Storehouse Pantry
Funding from Bolton at Home for a project worker, enabled the provision of food and a wide range of wrap-around support services from mobile and community venues – supporting struggling households in some of Bolton's most deprived neighbourhoods.

Storehouse Foodbank
Funding was received from Bolton at Home and The National Lottery Community Fund in order to support an increasing number of struggling households throughout Bolton.

Friends of Fun Food
Funding was received from Bolton Council and Warburtons to support families and individuals in healthy eating, budgeting and gaining skills and confidence with cooking.

Statement on the Purpose of Designated Funds
In accordance with our Reserves and Cash Holding Policy, designated funds are held to fund an initiative or costs that it is forecast will not, or should not, be met from anticipated future income, restricted funds or free reserves.

The primary purpose of our designated funds is to support the cost of activities associated with our three service areas in accordance with our charitable purposes. These are:

Children and Families – information, advice, guidance and practical support for children, young people and parents/carers who are struggling with a multiplicity of problems and those in crisis. This involves work in schools and other settings and with other agencies to raise general awareness to reduce risks.

Health, Homelessness and Offender Rehabilitation (Adult Support) - information, advise, guidance and practical support for adults experiencing difficulties with accommodation, offending backgrounds, finance and debts, health, skills and employment, and help in times of crisis.

Relief of Poverty - food related anti-poverty services to vulnerable and disadvantaged individuals and families. This includes the provision of food parcels, meals and other household essentials. It includes the provision of training and practical support on food safety and in the preparation of meals. It involves work with schools, churches, other agencies and businesses to raise general awareness and support this work.

In the event of there being a significant shortfall on the lower level of free cash reserves held at any time, a limited proportion of designated funds may be transferred to 'free reserves'. This will be a decision of trustees based on information and advice provided by management

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Final balances at 31 March 2024 are represented by:

	General Fund	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible Fixed Assets	1,747,273	2,237	25,987	1,775,497
Current Assets	796,048	1,608,695	192,545	2,597288
Current Liabilities	(10,818)	(37,072)	(41,031)	(88,921)
	2,532,503	1,573,860	177,501	4,283,864

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

12. **CAPITAL COMMITMENTS**	**2024**	**2023**
	£	**£**
Contracted but not provided for in the financial statements	Nil	Nil

13. **CONSTITUTION**

The company is limited by guarantee and does not have a share capital. In the event of the company being wound up the members are committed to a contribution of £10 each.

14. **TRANSACTIONS WITH DIRECTORS AND TRUSTEES**

None of the trustees received any remuneration for their services during the year (2023: £nil).

No trustees had expenses reimbursed or paid for by the charity (2023: £nil).

15. **RELATED PARTY TRANSACTIONS**

Mr D Bagley is the husband of Mrs C Bagley, a trustee. During the year, Mr D Bagley received a gross salary of £42,918 (2023 - £42,400) and the company incurred social security costs of £3,925 (2023 - £4,021) and £1,287 (2023 - £1,272) of employer pensions costs. He is a director of Greater Manchester Women's Support Alliance which provided grant funding of £85,000 to Urban Outreach during the year.

Mr S Bagley is the son of Mrs C Bagley, a trustee. During the year, Mr S Bagley received a gross salary of £18,528 (2023 - £16,944) and the company incurred social security costs of £1,098 (2023 - £922) and £556 (2023 - £508) of employer pension costs.

Mrs L Bagley is the wife of Mr S Bagley, who is the son of Mrs C Bagley, a trustee. During the year, Mrs L Bagley received a gross salary of £19,257 (2023 - £17,691), and the company incurred social security costs of £1,184 (2023 - £1,197) and £578 (2023 – £539) of employer pension costs.

16. **ULTIMATE CONTROLLING PARTY**

The company is under the control of the Board of Management.

17. **UTILITY RECHARGES**

Utility recharge income and related Paypoint and Payzone expenditure of £586,444 has not been included in the accounts.

This is because the utility recharges have been accounted for as an agency arrangement recognising the substance of the arrangement above its legal form.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		2024		2023
INCOME	£	£	£	£
Grants	727,122		723,067	
Sundry Income	13,500		22,685	
Voluntary Donations Including Gift Aid	224,706		264,808	
Food/Welfare / Other Cost Recharge	233,296		308,489	
		1,198,624		1,319,049
GRANTS AND DONATIONS				
Individuals	3,378		-	
		3,378		-
OTHER OPERATING CHARGES				
Fundraising Activities	534		50	
Wages	508,758		484,566	
Social Security	33,240		33,594	
Pension Contributions	14,500		13,301	
Rates	4,571		5,749	
Insurance	5,216		4,855	
Heat and Light	13,659		31,995	
Food Supplies	325,968		259,613	
Motor Expenses	16,014		15,591	
Travelling Expenses	5,753		8,431	
Entertaining	3,067		2,141	
Printing, Stationery and Postage	2,528		3,035	
Advertising	3,000		5,000	
Telephone	5,366		5,979	
Training	1,276		2,005	
Repairs and Renewals	29,223		15,192	
Computer Expenses and Maintenance	8,775		10,102	
Accountancy and Audit	12,240		10,200	
Sundry Expenses	3,718		9,284	
Waste Collection and Cleaning	3,390		2,759	
Legal and Professional Fees	6,389		4,955	
Other Professional Fees	-		-	
Bank Charges and Interest	-		-	
HMRC Interest Paid	-		-	
		1,007,185		928,397
DEPRECIATION		54,178		48,583
LOSS ON DISPOSAL OF FIXED ASSETS		4,579		-
TOTAL EXPENDITURE		1,069,320		976,980
BANK INTEREST RECEIVABLE		91,955		38,381
SUBSCRIPTIONS RECEIVABLE		9,985		7,718
RENT RECEIVABLE		250		250
SURPLUS FOR PERIOD		231,494		388,418

URBAN OUTREACH (BOLTON)

England & Wales - Charity number 1044203

Accounts

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee
Registered in England No: 03019108
A Registered Charity No: 1044203

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee
Registered in England No 03019108
A Registered Charity No 1044203

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

CONTENTS	PAGE
Reference and Administrative Details of the Charity	1
Report of the Trustees (including Directors' Report)	2
Independent Auditor's Report	3
Summary Income and Expenditure Account	4
Statement of Financial Activities	4.1
Balance Sheet	5
Statement of Cash Flows	6
Accounting Policies	7
Notes to the Financial Statements	8

DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY

TRUSTEES:	C Bagley – Executive Trustee S Lancaster – Chairman of the Board of Trustees R Oldfield R Pyle C Stott D Clarke (appointed 01/07/2023) S Stokes (appointed 09/11/2023)
LEADERSHIP TEAM:	D Bagley – Chief Executive S Bagley – Head of Organisational Development S Bottrill – Deputy Chief Executive N Gillard – Children and Families Team Leader C Bagley – Executive Trustee H Matthews – Adult Services Team Leader L Bagley – Food Services Team Leader
COMPANY REGISTERED NUMBER:	3019108
CHARITY REGISTERED NUMBER:	1044203
REGISTERED OFFICE:	Environ House Salop Street Bolton BL2 1DZ
INDEPENDENT AUDITORS:	DonnellyBentley Limited Hazlemere 70 Chorley New Road Bolton BL1 4BY
BANKERS:	Yorkshire Bank Oxford Street Bolton BL1 1RD

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

1. SCOPE

1.1 The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the period from 1st April 2022 to 31st March 2023.

1.2 The accompanying financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

2. OUR PURPOSE AND ACTIVITIES

2.1 **Our Purpose** is *"to promote any charitable purpose for the benefit of people in necessitous circumstances....to relieve poverty.... (and) to advance the Christian religion"*. Funds from various sources are used in furtherance of these Objects in order to provide high quality and creative support to all men, women and children who are disadvantaged, distressed and/or in acute need within the borough of Bolton.

2.2 **Our Mission** is to meet the needs of children, young people, families and individual adults through professional practice and the delivery of high-quality services by specialist support staff and volunteers, as a practical expression of the Christian faith. The support we provide is based on the needs of the whole person: physical, emotional, intellectual, social and spiritual.

2.3 **Our Aim** is to be consistently dependable, creative, challenging and inspirational in the support and care we provide in our town.

2.4 **Our Vision** is to see <u>all</u> the people of Bolton have the opportunity to flourish, realise their full potential and live lives which are free from abuse, poverty, neglect, crime, controlling substances and any sense of failure.

2.5 **Our Values** are founded on our collective Christian belief. From this solid base we are committed to work with all people in order to live out our values which pertain to integrity, compassion, equality, sustainability, accountability, ambition, creativity, collaboration and inclusiveness.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

2.6 **Our Activities** are provided across the borough of Bolton through a range of projects, services and partnership work as summarised below:

PROJECTS & SERVICES		
Food Related Services	**Bolton Lunches**	Providing free packed lunches during the school holidays – aimed at children who would normally receive free school meals.
	Christmas Dinner on Jesus	Providing Christmas hampers to struggling individuals and families.
	Friends of Fun Food	Cooking with confidence and enthusiasm, meal-planning, budgeting and food safety training – aimed at the vulnerable, low skilled and those in food poverty.
	Household Support	Distribution of food, utility top-ups and other household consumables to people struggling to make ends meet and those in crisis via various projects.
Children & Families Services	**RISE** (Reaching Inside, Strengthening Emotions)	Personalised advice, guidance and in-depth therapeutic support focusing on children in families struggling with significant emotional problems – helping them create solutions to their difficulties.
	RUNA (Remember U are Not Alone)	Providing Independent Return Interviews for children who go missing from home. Support to help remedy the causes and address safeguarding issues.
Adult Support Services	**Eve's Space**	Working with vulnerable and marginalised women at risk of offending or reoffending. Helping them to rebuild their lives and fulfil their true potential.
	Reach Out	Practical and emotional support for women involved in sex work in Bolton. Our aim is to empower and help them to exit prostitution and rebuild their lives.
	Street Life	Supporting the hardest-to-rehouse homeless people - helping to broker tenancy solutions and providing the support they need to keep them housed.
Partnership Activities	**No Hiding Place**	Supporting GM Police initiatives addressing modern-day slavery and its links with serious and organised crime. Working with others to raise awareness and improve communication within affected communities and supporting victims in Bolton.
	Home for Good	Working with the national charity, 'Home for Good' to encourage churches across Bolton to support existing and new foster and adoptive carers to meet the needs and demands through the Bolton care system.

2.7 Trustees review our objectives and activities annually to ensure they continue to reflect our charitable purpose and aims, provide demonstrable public and community benefit and wherever possible, demonstrate effective savings to the public purse. In so doing, we remain satisfied that the charity's activities continue to meet this test. We have kept within the Charity Commission's general guidance on 'public benefit' when reviewing our aims and objectives and in planning future activities. Specifically, we have considered how our planned activities will contribute to the aims and objectives we have set.

3. ACHIEVEMENTS AND PERFORMANCE

Overview

3.1 The achievement of good outcomes and outputs in a cost effective and timely manner is central to the impact and overall success of our work. Many of our clients have multiple barriers to their leading healthy and rewarding lives. This presents both a very challenging and rewarding work environment for our staff and our volunteers.

3.2 The range of complex issues and needs experienced by our service users remain as challenging as ever. However, cuts in mainstream public sector funding, coupled with increasing thresholds for clients accessing statutory services and the pandemic, led to even more at risk of 'falling through the net', with larger numbers of people having need to access our services.

3.3 Despite these challenges, we are pleased to report that once again we have met the expectations of our principal supporters and funders.

Key Developments

3.4 On Thursday 16th March 2023 we were able to hold our Vision Away Day at The Hope Centre, Johnson Fold. Attended by staff and trustees the day focused on looking at the landscape around us as an organisation and within our organisation and the change that has begun. This was the beginning of a conversation we know will take several years to see come to fruition. There were lots of positive and hopeful messages and views were expressed and a video record was made.

3.5 The growing cost of living crisis and reduction on available funding streams has impacted us organisationally - and more crucially to the many who experienced profound need for our services. These were often most deeply impacted by isolation and poverty.

We maintained communication channels through social media, web-based meetings, telephone calls and doorstep visits. Our Food Hub operated extended opening times to cater for the huge increase in referrals for help and support which continued from the previous year. In this endeavour, we continued our partnership with Bolton Council and Bolton at Home to provide food aid support for all those in crisis across the town.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

3.6 Over the course of the year we maintained our strong working relationship with many specialist services ensuring a joined-up approach to meeting the needs of those who were struggling. We have greatly appreciated more one-to-one events whilst still maintaining contact through virtual web-based meetings.

3.7 We were excited to be able to hold a barbecue to celebrate and say thank you to our volunteers. This took place at The Food Hub during volunteer week. However, our annual staff event unfortunately had to be cancelled due to the sad passing of Queen Elizabeth II. Some of our long-serving volunteers who had taken a break because of the pandemic started to return to volunteering at The Food Hub. We saw many who had volunteered due to being on furlough go back to work.

3.8 Winter Watch and our dormitory based emergency night shelter have remained closed and we believe that this will be permanent. However, in November 2022 we were successful in receiving three years funding through the Transformational Bid fund. This piece of funding is aimed at supporting those longer term who are homeless and rough sleeping by creating spaces and activities to encourage positive social networks and ultimately to see long term meaningful transformation in their lives.

3.9 This year the Street Life Drop-in has continued to grow in number with referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have seen a growing number of individuals and families coming to the Drop-in who have been given a section 21 eviction notice. This is due to many private landlords needing to raise the rents or have decided to sell their properties due to the increased cost of living.

3.10 Several reviews to organisational policy and procedures were made over the year. Key amongst these was a review of our Organisational Development Plan incorporating a team-by-team SWOT analysis. We refreshed our Absence Management Policy to reflect changes to self-isolation requirements and 'fit-for-work notes'.

3.11 Our Reserves Policy was updated to include both an upper and lower cash reserve target. A Personal Data Asset Register was completed by each team which details the data owner for each category of data by project, review and data cleansing dates. The Fundraising Regulator code of practice and standards were adopted and communicated via our website.

3.12 In February 2023 we completed a digital skills training programme, with funding and resource support from the Good Things Foundation. This provided our service users with on-line navigation skills to enable access to essential services including money management, health and welfare support. Service users were able to access a free tablet and 6 months free data on completion of the course.

3.13 The GMWSA employed a health worker who is based alongside the Eve's Space team on the days the Women's centre is open. They are there to support the women's support work with anything to do with health.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

3.14 In November 2022, in partnership with the Grace Church, Heaton, we opened our first localised collection point for food parcels. Our hope is to open more of these collection points within local church contexts around Bolton to reduce the cost and time for those needing to pick up their food. It will also create more opportunities for local churches to engage with their surrounding communities.

Projects and Services

Individuals provided with critical support on over 110,984 occasions

3.13 All the projects and services we delivered over 2022/23 were continuations or variations of those delivered in the previous year. We are delighted to report that, with the continued support of our funders and partners, we were able to deliver vital and critical support to individuals on over **110,984** occasions.

3.14 Achievements and performance headlines for each of our projects and services are summarised below.

Partnerships

An amazing 4,300 volunteer interactions

3.15 We are hugely appreciative of the efforts made by our volunteers who, collectively, volunteered over 4,300 times. Without them many of our projects and services simply would not be possible. We continued to receive regular food donations from **38** of our 'grub tubs' which were maintained in accessible locations across the town. These were used to collect food donations from thousands of anonymous, but highly valued donors. We continued to receive excellent support from Bolton Council, Bolton at Home and businesses and agencies across the town together with the cross-denominational support of more than **90** churches and over **75** local schools. Individual food donations significantly increased to meet the huge demand generated by the cost-of-living crisis.

3.16 We remain ever grateful for all the support we receive – through corporate social responsibility initiatives, general volunteering, grants, individual financial giving and food donations. Amongst others this year, we must express our gratitude for the direct support we received from Warburton's, 'Carrs Pasties', Greenhalgh's and Greggs bakeries, Tesco, Lidl, Co-op, Aldi, Asda, Morrison's, Sainsburys, DonnellyBentley (accountants), Bolton at Home, Bolton Council, The Bolton GP Federation, Seddon Construction and SPIE Ltd.

3.17 Our Open Day Sessions, where schools are invited to attend a lesson on homelessness and the work of Urban Outreach, focussed on the issues surrounding poverty. Year 5's and 6's were invited to The Food Hub to take part interactively and see the work of the Food Hub. We also created a digital version of the lesson which went to schools who did not wish to visit but wanted to still teach the children about poverty. **10** schools chose to do in-person lessons and **2** schools received the digital lesson with resources. A total of **464** children participated.

3.18 Each year we are always so gratefully reliant on the huge volume of food that is donated at Harvest time largely through schools and churches. This year it was hard to predict how collections would be impacted by the cost-of-living crisis. We created and distributed a video that explained and showed how donated food is used. Although it was clearly a struggle for many to participate, in the end **114** schools, businesses and churches contributed a total of **21.4 tons** of food, (up from 18.9 tons in the previous year). This made an invaluable and greatly appreciated contribution to ensuring our food related services could respond to the needs of the local community. These food donations, combined with contributions from supermarkets and other food suppliers, resulted in a total redistribution of **215.6 tons** of food over the year!

3.19 Over the year, we gratefully received many financial donations both large and small – all equally valued and appreciated in helping us with our work.

Food Related Projects

Food Provision

13,278 food parcels distributed

3.20 We continued to deliver food to households in Bolton as well as introducing a collection service half way through the year. With the increase of fuel costs over the last year we saw the cost of living crisis have a direct impact on the demand for food parcels and fuel support. We simply could not deliver such a broad-based and far-reaching service without the help and support of specialist and local community-based agencies, the generosity of food donors, and the commitment of many volunteers.

3.21 Food collections and donations continued to be centrally received at our Food Hub warehouse where it was processed for doorstep deliveries or to go to collection points around Bolton. In total, over the year, we distributed **13,278 food parcels** as detailed in the projects below. The decrease in the total number of food parcels compared to last year is due to the significant change to Local Welfare Provision. However, as shown below we can see that all the projects that we have responsibility over the referrals have all increased.

3.22 A significant change this year has been the movement towards collection points. In October food was located to Environ House for those accessing Local Welfare Provision to collect food. Anyone with a Storehouse referral in the local area was also asked to collect. In November we saw the first church, Grace Church Heaton, open it's doors as a collection point running alongside it's warm space. The collection point is open for people in their local area to collect food from that may have previously been delivered.

3.23 Some typical comments from very appreciative food parcel recipients were: *"Thank you so much for the work you do, you'll never know how much it has helped." "I can eat as well as my children now!" "Everything is so good, I don't know what we would do without this service. Thank you for everything."*

3.24 Most of the food we were able to supply came from individual donations, local supermarkets surplus and was supplemented by bulk purchases. Many of the 'grub tubs' we have traditionally used to collect donated food in community settings have not been in use post pandemic. Despite this, people have responded generously to the ongoing crisis.

3.25 During this year, food parcels were delivered via three main distinct household cohorts with two ceasing to operate. These were as follows:

Storehouse Foodbank

3,116 food parcels distributed

3.26 Storehouse Foodbank has operated as Bolton's main centrally located foodbank since 2003. Primarily the service supports families and single people in distress as a result of redundancy, illness, debt, adverse changes or a delay in benefits. Other reasons for people needing to receive food parcels are homelessness and family breakdown.

3.27 Client referrals to the foodbank were made through many front-line organisations and staff. These included Citizens Advice, housing providers, community and Children's Centres, local authority workers, health visitors and other local charities. In April we changed from receiving referrals via email to through our website. Over the year we trained over 450 individual referrers to access food support through Storehouse Foodbank.

3.28 Over the past year Storehouse Foodbank gave out 3,116 food parcels (up from 873 in the previous year) and totalling some 47 tonnes of food. The average household size stayed the same at 2. The food parcels supported 836 individual households and fed 6,256 people (up from 1,832 in the previous year).

3.29 In most cases, the main reasons given for requesting a foodbank parcel were for repaying debt (30%) or mental or physical health problems (21%).

Humanitarian Food Aid

Individuals supported on 0 occasions

3.30 When lockdowns started in March 2020, Bolton Council joined forces with us to create a humanitarian food aid response to the crisis, operating from our Food Hub. The Humanitarian Response ceased to operate in March 2022.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Food Support for Bolton at Home Tenants

33 food parcels distributed

3.31 Bolton at Home wound down their food support via deliveries for their most vulnerable tenants.

3.32 The Bolton at Home food support programme only operated in April 2022 and saw 33 food parcels distributed (down from 1,329 the previous year), totalling 0.5 tonnes of food. This food fed 57 people, (down from 2,709 people in the previous year).

Local Welfare Provision

6,993 food parcels distributed

3.33 We provided emergency food parcels and pre-payment home energy top-ups on behalf of and funded by Bolton Council as part of its Local Welfare Provision (LWP). On occasion we were also funded to supply energy top-ups for Bolton at Home tenants, homeless households when housed through the Council's Housing Options team and those awarded through Bolton Guild of Help. This service provided an emergency safeguarding provision for individuals and households in acute crisis.

3.34 Over the last year we distributed **6,993 LWP food parcels**, (down from 11,642 in the previous year), totalling some 104.9 tonnes of food. The food parcels supported 2,982 individual households and fed 15,509 people (down from 23,725 in the previous year). The food we provided was sized to be sufficient to meet the needs of each applicant household for a week at a time. On average each month we supplied £58,044 worth of emergency LWP food (up from £36,471).

3.35 Over the year we also processed **263** referrals for pre-payment card energy top-ups through Bolton at Home, Housing Options and Bolton Guild of Help. The average cost per month for this service was £1,796 (up from £469).

3.36 In October we moved our LWP collection into the Reach Out Centre of Environ House, Salop Street. This allowed an indoor waiting area to be created providing those collecting utilities a better environment to wait. We also move food to Environ House so that food parcels could be collected at the same time. From February LWP became fully collection only.

3.37 LWP now includes roles for volunteers who ID check and give out the food parcels. We also have Money Skills and Digital Skills come to LWP to give advice on fuel costs, debt management and give out free SIM cards.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Storehouse Pantry

3,136 Food parcels distributed

3.38 Storehouse Pantry is an evolution of Storehouse Foodbank - providing struggling residents in target areas, access to food and other household essentials of which some can be selected for themselves for a small affordable weekly subscription.

3.39 Households access by application to become Pantry 'Members'. Members can attend their neighbourhood Pantry on a weekly basis. Here they receive a warm welcome, good conversation, and a range of help and support. Membership enrolment is based on foodbank and residency criteria and is reviewed on a one-to-one basis to avoid dependency and to support Members in addressing all that is creating hardship for them.

3.40 Members are offered and provided with additional specialist support to help them tackle some of the underlying reasons as to why they need help with food. This included debt and energy advice, help with CV's and finding work, help with making meals and support with rent arrears etc.

3.41 The service was provided from 5 locations over the year. These were in New Bury, Deane, Westhoughton (which closed in July), Breightmet and Halliwell (which started in September).

3.42 Over the year we distributed 3,136 food parcels (up from 2,791 the previous year), totalling over 47 tonnes of food. The food parcels supported 544 individual households, (up from 328 in the previous year) and fed 7010 people (up from 6,860 in the previous year). The average size of supported households reduced slightly from 2.5 to 2.2.

Bolton Lunches

71,450 lunches supplied over the school summer holidays

3.43 The number of school children eligible for free school meals has remained around 12,500. During the school holidays, many such families face a real struggle to find the money to feed their children. In response to this crisis, each year we mobilise many volunteers to prepare and deliver food for children's lunches. Working in partnership with churches, children's centres and other community venues, the lunch parcels are delivered for free collection at the point of need by children and their parents. Our aim with this project is to ensure that no child goes hungry.

3.44 This year the packed lunches were prepared in The Food Hub for distribution across Bolton. The venue in Horwich who we have worked with before also made up the lunch packs for distribution sites in their local area.

3.45 We again integrated Bolton Lunches with Bolton's Holiday Activities and Food (HAF) programme. This grant fund was awarded to Bolton Council and its partners to enable struggling young families access a range of free activities in their local area - including lunch! The activities ranged from sporting groups to arts and crafts, outdoor pursuits to cooking classes. We also received several individual financial donations, enabling us to cover all our costs.

3.46 With the help of an army of volunteers - we produced and delivered **71,450** lunches during the 2022 school summer holiday period (up from 66,690 the previous year). The lunches were delivered to 24 of our own distribution sites (up from 22), 18 HAF programme sites (down from 30) and 9 other sites (up from 8).

3.47 At Easter we provided Bolton Lunches for the HAF programme to 11 sites over 9 days. 5,066 lunches were distributed to children taking part in the activities.

Friends of Fun Food

1,000 people participated in food skills events

3.48 We had another exciting year with Friends of fun food. Our two main areas of focus this year were supporting the Holiday, Activity and Food (HAF) project and supporting the Cost of living events.

3.49 HAF consisted of cooking with young people and their parents in the parks over the school holidays. We cooked with over 1000 young people and had some amazing adventures tasting new food, learning how to use a sharp knife and making some really easy but fantastic tasting dishes.

3.50 Our support for Cost of Living events enabled us to showcase cooking on a budget and using ingredients that with a bit of extra attention could become fantastic in meals. We were able to support the Council's cost of living activities and especially in the provision of slow cookers to over 100 families. We provided the recipients with an introduction into how to use the cookers and a recipe booklet to take away with them.

3.51 Our recipe cards were used extensively across the town and in the Christmas Dinner on Jesus Hampers to help people to think about the food they had available and how else they could use it.

3.52 We are hoping to develop this project further in the coming year with the recruitment of a new team member and some cooking clubs in schools.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Christmas Dinner on Jesus

6,146 people benefitted on Christmas Day

3.53 Everyone should experience a little joy at Christmas, but we know for many it can be a sad time. Loneliness, family breakdown, bereavement, or having just too little money to celebrate the occasion are some of the reasons for sadness. So, with the help and support of many individuals and agencies, this annual project is able to provide hampers to many who are struggling. The hampers contain everything that an individual or family needs to enjoy a traditional Christmas meal with all the trimmings.

3.54 In the Autumn of 2022, we contacted all those who previously supported the project. We asked schools, churches, businesses and other groups to consider making a pledge to collect specific items that will be used to make up the hampers.

3.55 As in previous years, once again we depended upon the generosity of many individuals, churches, schools, businesses, Bolton Council, Bolton at Home, and many other groups who donated items for the hampers and the money we needed to purchase fresh items. We were delighted that once again this year, what we received covered our project costs. In the weeks leading up to Christmas, our partner agency workers were invited to nominate individuals and families to receive a hamper. Then just before distribution day our volunteers started preparing the hampers.

3.56 We were grateful for the support of many agency workers who called to collect and then deliver hampers to the doorsteps of those they had nominated. The appreciation shown by hamper recipients was as always quite overwhelming!

3.57 Last Christmas we were able to provide **1,955 Christmas hampers** (up from 1,644 in the previous year). We received and were able to respond positively to all referrals from **111** nominating agencies and churches within the town and from our own service areas. Over **52** organisations, churches and community groups, and thousands of individuals, donated items for the hampers.

3.58 Over **350** volunteers assisted us in the assembly and distribution of the hampers. We are immensely grateful to everyone who contributed in some way. We are proud to say that as a result of everyone's efforts **6,146 people** (that's 3,017 adults and 3,129 children) benefited from the hampers (up from 5,248 in the previous year).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Children & Families Services

RISE (Reaching Inside, Strengthening Emotions)

69 children and 24 family members supported on over 1035 occasions

3.59 Independent research has highlighted that two per cent of families in the UK suffer significant multiple problems which are often linked with parents not working, children not attending school, youth crime and anti-social behaviour. This in turn places increased demands on local services such as health, social care and criminal justice.

Our team of specialist practitioners has honed its skills in addressing this issue over several years working in support of the governments 'troubled families' programme. In July 2021 we were funded by Bolton Together to deliver a new service which we named 'RISE'. This is a programme of personalised in-depth therapeutic support specifically aimed at troubled 8 to11 year olds – helping them take steps to create solutions to their difficulties.

3.60 Bolton Together working with schools and other agencies, refer children and families to us who are likely to benefit most from our support. Our experienced team works closely with a range of agencies and specialist practitioners to provide children and their families with advice, support, guidance and encouragement. Our partnership approach, coupled with our range of in-house services, has helped bring a joined-up 'family focused' approach to this work.

3.61 Our initial engagement with children and families referred to us builds trust and understanding. Once we have a clear picture of what is needed, we work with them on putting together a Support Plan. Often this will include a need to address emotional and behavioural issues, parental boundaries and approaches, developing resilience, making specialist referrals, and helping them access the services they need. Our support workers are passionate about what they do, often going the extra mile for those they work with, and keeping cases open for as long as our help is needed.

3.62 The evidence shows that our approach often works where engagement and relationships with other professionals has broken down. We are consistently able to report good positive outcomes around improved engagement with services, improved attendance at school, improvements in family approaches, thinking and attitudes, health and wellbeing issues.

3.63 Over the course of this last year **69** children and **24** family members were supported by our RISE service on over **1035** occasions. We achieved positive outcomes with **70.3%** of the families we supported over the year using the Outcome Rating Scale. Typically, the outcomes achieved were increased management of emotional regulation, implementing strategies to reduce anxiety and/or behavioural difficulties, improved school attendance, improved mental health and recovered family relationships. Feedback from the children themselves demonstrated an average **73.9%** improvement across a range of indicators.

3.64 One school commented *'Thank you so much for this. We too have seen a positive change in Colin and his engagement has really improved. Thank you for all you have done with him.'*

3.65 Examples of typical parental feedback include:

- *'I really thought and felt that the RISE worker really wanted to help and tried to understand how I felt and how Claire felt.'*
- *'Everything was great.'*
- *'I am very happy with the service. The worker has been great and myself and Candice will miss her. Thank you so much.'*
- *'RISE has helped my daughter to find her voice and her general confidence has improved. The worker has a way with Chloe that I have not seen another adult achieve. Very helpful indeed'*

3.66 Typical examples of feedback from children we have supported are: *'It has helped me learn more about friendships. The worker was very nice.'*

*Names have been anonymised

RUNA (Remember U are Not Alone)

530 young people supported on 1,646 occasions

3.67 Every year many hundreds of children and young people in Bolton go missing from their family homes, from school and from the 'looked after' system. We developed RUNA in response to this problem. Bolton Council funds us to provide a 'response' service which is triggered each time a 'missing' report is filed. In so doing we work alongside Greater Manchester Police (GMP), Bolton Council, the Complex Safeguarding Team, Social Care, parents, carers and local schools to ensure young people who go missing are returned safely and as quickly as possible. Our shared aim is to hear the voice of the child, reduce missing episodes, promote wellbeing, monitor and share appropriate intelligence and to strive against exploitation. The service provides advice, guidance and support to the children and young people who have gone missing and those who are at risk of running away.

3.68 Over our 2022/23 financial year, we are pleased to report that **91%** of our return interviews with young people were offered within the 72-hour government target and **64%** conducted within 72 hours. Our offer rate continues to go up having risen from 90% in the previous year, but challenges still remain in engaging all young people in return interviews, shown in the completion rate falling from 70%.

3.69 We were pleased to have maintained a consistently high level of performance on this measure, despite some continuing pandemic restrictions impacting access to schools and homes.

3.70 RUNA attended to **1,646** missing incidents in 2022/23, compared to 1,729 in the previous year. This continues to be a high number, and despite the number of missing incidences being lower, the number of return interviews completed has remained consistently high at 1,050 when compared to 1,041 last year.

3.71 We attended to a total of **530** missing young people last year. This compares to 565 in the previous year and 528 the year before that. Our overriding concern is to do all we can to reduce the number of children going missing.

3.72 Of the 530 we worked with last year, 415 went missing from their home in Bolton and 115 were Looked After Children (LAC's) within the care system. Last year, the average number of missing episodes per child for children who live at home was **2.3** (compared with 1.5 in the previous year). For those who were LAC the figure was **6.0** (compared with 3.4 in the previous year). This continues to illustrate that LAC's experience more missing episodes and require more support. It is also worth noting the significant increase in missing episodes per child for both cohorts and how this change can be addressed in the coming year.

3.73 The team also offers a 'preventative' service for young people through the provision of one-to-one information, advice and guidance on risks and dangers, social media safety, rules and boundaries, emotional health and self-esteem, substance use, appropriate relationships, and recognition of child exploitation - linking with careers support and educational/employment opportunities and access to health services. Specifically, in March 2023 we delivered a programme of preventative support at Ladybridge High School to **600** children.

3.74 Parental/Carer feedback received this year has once again included many positive comments on improvement in their child's behaviour, emotional health, school attendance and communication. One mum commented on being "blown away" by the positive change in their 11 year-old son after RUNA was able to refer to Bereavement Support following a spout of missing episodes. Another young person who has been a prolific missing young person and well known to RUNA also commented this year that "two years ago, I would have told RUNA to go away, but now I see that RUNA can help me."

Adult Support Services

Eve's Space

114 women at risk of offending or re-offending received meaningful support

3.75 Research undertaken by and for organisations working within the Criminal Justice System demonstrates that women who are at risk of offending, ex-offenders and those currently serving a prison sentence have distinctly different needs from those of men. With this project we are working within an Alliance of centres across Greater Manchester to support such women. The 'whole systems approach' adopted by our Alliance is recognised nationally as a model of good practice.

3.76 As with all Alliance members, the services provided by our Eve's Space project are for women only. We offer a safe and relaxing space within our centre, plus outreach support provided by specialist female support workers.

3.77 The support we provide includes assistance with accommodation, finance and debts, health, skills and employment. We provide guidance and support with alcohol and drug issues, and difficulties experienced with children, families, attitudes and behaviour. Together with each service user, we produce an action plan to help them meet their goals and aspirations.

3.78 Our aim is to reduce the incidence of offending and to support those at risk – helping them to rebuild their lives and fulfil their true potential. Our vision is to see a sustained reduction in the number of women sent to custody from Bolton, where good alternatives are available in the community that address the causes of women offending and supports their rehabilitation.

3.79 In total 141 referrals were received by Eve's Space in 2022/2023. (112 had been referred in the previous year). As ours is a voluntary service, there are those who chose not to participate for a variety of reasons. Over the year, we supported and worked with a total of **114** women in a meaningful way, (up from 86). Support was provided on the basis of individual need. This level of engagement underlines the complexity of need present in the women's lives. Over this last year the courts were recovering from reduced levels of processing within the criminal justice system because of the pandemic.

3.80 86 cases were closed in the year (down from 92). An analysis of what these women achieved with our support as they exited our service, found that 91% of those who completed engagement made positive progress in their mental health, 85% were able to address alcohol issues, 100% were able to address drug misuse issues, and 62% had their accommodation needs met.

3.81 In feedback we collected from each service user over the past year, 100% said they were satisfied (or better) with the service we provided. Typical of comments made in feedback were:

- *"My support worker is amazing without her I wouldn't be alive and for this I'm truly blessed x",*
- *"very understanding I didn't know what to expect".*
- *"I work full time and my worker saw me when it was best for me. She is always at the end of the phone"*
- *"They took me back before my offence, and my problem with drink that was from a relationship many years ago, we did a drink diary and I learned about units and the effects of alcohol. I didn't realise I needed counselling or even how to go about it. I saw the alliance counsellor she was great. I am now able to drink only on a weekend and with other people I no longer use alcohol to sleep or just to get drunk."*

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Reach Out

77 women with sex work issues supported

3.82 Reach Out offers practical and emotional support, information and guidance to women involved in sex work in Bolton. The project aims to empower women - helping them exit sex work and rebuild their lives.

3.83 Working closely with Greater Manchester Police, Social Services and the NHS, our specialist support workers engage with women who are at risk on the street. They also work with women in 'parlours'. Here they provide one-to-one safety and sexual health advice, welfare, and harm reduction support sessions. Work to identify highly vulnerable trafficked women is undertaken. We also provide vulnerable women with contraception and rape alarms. In this last year, the service was funded from a Bolton CVS grant and from charitable donations.

3.84 In our work, the critical support we provide is often needed and wanted by women over many years before changes for the better can be realised. We often find that sex work is the result of other issues in their lives. So, in helping them address the problem, many of the women we support are also helped with past trauma from sex abuse, domestic violence, mental and physical health, drug, alcohol, finance, benefits, and debt issues. Where appropriate, we help the women address issues of attitude, thinking and behaviour. We also help them with training and employment and needs.

3.85 Reach Out has been instrumental in a dramatic and sustained reduction of street prostitution in Bolton over many years – down from 170 known individuals in 2003 to the lower numbers we see today. **44** women with a known street sex working issue or risk were newly supported by us last year. A further **17** women were supported in parlours. In addition, we continued to work with **16** who we were already supporting at the start of the year. This carry forward number was lower than usual because parlours had been closed for some time due to Covid restrictions. Support for the women was provided on the basis of individual need. So, although there was significant variation, users of this service were supported on **448 occasions.**

3.86 During the year we were able to close files on **8** women for whom we had achieved positive outcomes. In feedback we collected from each service user over the past year, **100%** said they were satisfied (or better) with the service we provided. Some of the comments made in feedback included:

- *"My Reach Out worker is always there for me when I need her. She understands all my needs and gives support, patience, and knowledge." CP*
- *"I like it that the service is just for women. They are always willing to help." EB*
- *"They have helped me for years, stood by me all through the bad times, always there for me when I need them and knows all about my needs. She stood by me through my rape trial, making me feel safe" WK*
- *"I see the support worker when she comes to my workplace – very friendly, understanding and approachable" L*

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Street Life

Accommodation found for 214 households - made up of **278** individuals.

3.88 Numbers will fluctuate, but we estimate that last year there were on average between 30 and 35 adults who resorted to rough sleeping on the streets of Bolton at any one time. Added to this we estimate there are many hundreds or more who were in temporary and often highly unsuitable accommodation. Street Life works hard to get 'difficult to house' individuals and families into suitable and sustainable accommodation. Our vision is to see no-one having to resort to living on the streets of Bolton, or in unsuitable accommodation at any time.

3.89 Street Life is funded by Bolton Council. We work with rough sleepers and other homeless people with complex and enduring housing related needs. Our Street Life worker is particularly successful with those who have a complex housing history including rent arrears, property abandonment, eviction, and anti-social behaviour – all of which seriously limits their housing options. Our project helps prevent rough sleeping by helping people find accommodation as quickly as possible. We work with a range of private landlords and temporary accommodation providers to make the best possible solutions available.

3.90 This year the Street Life Drop-in has continued to grow in numbers with referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. At present we are developing the Amber Centre (Baptist Church) in which we will be able to offer other services to those in need of additional support.

3.91 We also continued to speak with people face to face at our main office, at the Housing Department's office, by emails, phone and home visits. In the main, the advice and information we provided was in relation to housing options, applications for housing, benefit queries, ID's, rent areas, payment plans, private landlord concerns, drug and alcohol team Achieve, the Homeless Nursing team and contacting the Home Office for asylum seekers.

3.92 Over the course of last year we continued to experience a steady demand for our Street Life service – engaging with a total of **684** service users, through one or more discussions, practical advice, and support. Of these, we were able to provide sustained and meaningful support for **595 individuals** (up from 430 in the preceding year). Our engagement with each homeless household varied according to individual need, totalling more than **5,355 interventions** over the year.

3.93 By the year end Street Life had found accommodation for **214 households (total of 278 individuals** this includes partners and children (we have started to collect all individuals in the households) (up from 138 in the preceding year).
25% were accommodated with Bolton at Home; 18% in temporary hostel accommodation and Bed and Breakfasts; 19% were accommodated by housing association organisations and 32% by private landlords and 6% were accommodated by out of the borough or were able to return to previous accommodation.

3.94 We managed to collect 19 Household feedback surveys over the past year, 100% said they were satisfied (or better) with the service we provided. These are some of the comments made in feedback included the following commendations:

- *"I' am overwhelmed by the support Street Life gave me. I was sofa surfing and going downhill fast, getting into trouble with drugs etc."*
- *"I went to the Street Life Drop In with my probation worker and they were so helpful. Within a couple of months Street Life had got me a B@H property." "They helped me so much, understood what I needed and were always there for me and available on the phone".*
- *"I now have a home, I' am building my life up and have my family right near my new home."*
- *"I have the support I need to get my life back on track. I can't thank Street Life enough" FL.*
- *"Absolutely fantastic and marvellous service, I didn't know there were people like Street Life that could help. They have been so helpful, they got me everything I needed and fully understood my situation and what needed to be done." "I have somewhere to live which is wonderful, I was heading for jail because of the situation." "Now I have a good place to live, and I am starting work on 8th October as a brick layer." "What Street Life did for me was amazing, it was just the break I needed to get me on the right path." SB*
- *"Extremely, Extremely, satisfied with the service that Street Life give us, they went above and beyond to help myself and my children. They did everything on point, so supportive and have been a life raft for us." "We have a place of our own and feel more settled." "The children didn't tell me how stressed they felt at the time but now they are settled they have been able share how they felt." "Once I get on my feet, I want to volunteer my help and time". GS*

SM and her 2 children- Case Study

SM came to the Street Life Drop In, at the beginning of December 22, and had been referred to us by Housing Options. SM and her 2 children, a girl of 12 and a boy of 8 years, they were currently living in a Serco property for asylum seekers as they had to flee from Pakistan due to Domestic Violence. They had been given an eviction notice for the 15th Dec 22 due to them being given the right to stay in this country, which is the standard procedure.

While still in the interview the Street Life worker rang a landlord known to them to ask if they had any 2 bed properties available. The landlord informed them that he had just got a 2-bed property come through that day in the area that SM and the children need for school and would be available for the 15th once the cleaning and safety checks had been done.

Street Life explained the family's predicament and why they had no expenditure at the present time, but assured the Landlord that this would change now they have the right to stay in this country. He informed the landlord that she will be able to claim full Housing Benefit which could be paid straight to him, and would receive Universal Credit, and child benefits.

At the same appointment the Street Life worker contacted Housing and negotiated with them to pay for the deposit of £750 in which they agreed.

The worker then spoke to the landlord again to see if he would consider giving the family the deposit due to their situation in which they also agreed to. SM was extremely grateful and overjoyed at this and couldn't thank Street Life enough for the help.

The next day Street Life contacted Housing Options to obtain a homeless pack for the family which includes a microwave, toaster, pots, pans, cutlery, towels, bedding etc. Over the next week SM applied for the benefits she was entitled to, and all applications were successful.

On the 15th of December the family moved out of the Serco accommodation and straight into the private rented property. Street Life then delivered the homeless pack to their property and informed SM that we would be bringing Christmas presents for the children near the time.

SM thanked us again and informed us that she volunteers at a Charity shop in Bolton and would like to volunteer her time with Urban Outreach in the future when she gets more settled, we advised her that she can contact us when she is ready.

Permission has been given for us to share their story and our work with them in our publicity and on our website.

4. FINANCIAL REVIEW

Principal Funding Sources

4.1 Urban Outreach is funded through contracts, grants and general giving. Our funders include grant-making bodies, trust funds, businesses, churches, local organisations and individuals. We are indebted to our principal funders last year these were Bolton Council, Bolton at Home and the Greater Manchester Combined Authority, MOJ (via Greater Manchester Women's Alliance), Bolton Together and the Department of Levelling Up Housing & Communities.

4.2 Last financial year, grant and non-contract income made up 51% of total funding (down from 62% in the preceding year), Contract income made up 22% of total funding (up from 17% in the preceding year). Donations, Gift Aid and fundraising made up 27% of total funding, (up from 21% in the preceding year). In the main, the charity does not conduct any significant fundraising activity. Such funds are largely raised through unsolicited donations and fundraising activities undertaken by our supporters.

4.3 This funding mix has supported some of our most critical services, providing food, other consumables and support to benefit the most vulnerable and marginalised people in Bolton. Our work with churches and other small voluntary and community groups continues to provide a vital lifeline reaching those who struggle to access mainstream support.

4.4 Factors likely to affect future financial performance or position are reviewed at each trustee meeting alongside a review of performance against the original approved budget for the year in hand. Forecasts are amended as appropriate at such time. There have been no significant events that have affected our financial performance and position during the year.

4.5 We have reported an overall surplus for the year of £388,418. When added to our total funds brought forward - £3,663,952 – this takes our Balance Sheet funds at 31 March 2023 to £4,052,370.

4.6 Of this amount, £217,857 is represented by Restricted Funds, £1,549,427 is represented by Designated Funds and the balance of £2,285,086 by Unrestricted Funds. Unrestricted funds are comprised of fixed assets (mainly buildings) of £1,725,850 and unrestricted reserves of £559,236. The unrestricted reserves comprise of cash at bank of £531,906 and current assets / liabilities of £27,330.

4.7 The accounting policies that support our fund accounting are explained in detail on page 7 of our Financial Statement for the year, and an analysis of net assets by fund is set out in note 11 of our Financial Statement.

5. INVESTMENT POWERS AND POLICY

5.1 Our investment objective is to achieve capital growth in excess of inflation (RPI) on all our cash holdings. Our strategy is to strike a balance between:

- maintaining short term liquid cash holdings to meet our planned and possible unplanned needs on a rolling basis in accordance with our Reserves Policy,
- seeking increased interest yields available on medium-to-long-term cash investments within an acceptable level of risk in order to achieve a stable and growing income stream, and
- the acquisition of buildings and facilities which meet our direct charitable needs.

5.2 In making investments, we are mindful of our duties and responsibility defined within our Memorandum and Articles of Association, i.e. trustees are required to:

"expend the funds of the Charity in such a manner as they shall consider most beneficial for the achievement of the Objects and to invest in the name of the Charity such part of the funds as they may see fit and to direct the sale or transposition of any such investments and to expend the proceeds of any such sale in furtherance of the Objects of the Charity".

5.3 The charity holds building assets in the form of our main registered office, The Amber Centre and the Foodhub. We are currently reviewing our building and facilities as outlined below under 'Plans for the Future'. In due course we expect this will result in an increased investment in fixed assets and buildings in accordance with the needs and demands placed upon the services we are delivering now, and plan to deliver in the foreseeable future.

6. RESERVES POLICY

6.1 Our unrestricted liquid funds are defined as 'free reserves'. Combined with appropriate use of our 'designated' and 'restricted' funds, our policy is to accumulate free reserves sufficient to mitigate risks associated with: delayed capital receipts (cash-flow), unforeseen essential expenditure, costs arising from management of change or short-term cessation of project funding, to help fund required investment in buildings and facilities, or to accommodate plans for expansion and diversification – all with the aim of improving our overall efficiency, effectiveness and sustainability.

6.2 Our lower free cash reserve holding has been established to reflect approximately two month's operational costs. Our upper free cash reserve holding has been established to reflect approximately 12 month's operational costs. On this basis, at the financial year end, our lower free cash reserve target was £154,733; and our upper free cash reserve target was £928,397. Our actual cash reserve holding at year end was £531,906 which is in line with our reserves policy.

6.3 If or when there is a shortfall on our lower free cash reserve holding, associated risks and remedial actions are defined, agreed and reviewed by management and trustees at a formal minuted trustees meeting. If or when the upper level of free cash reserve is exceeded, trustees and management will take timely action to bring the holding down within the target sum. This might involve investment or transfer to other forms of asset or by making grants to external parties for similar charitable purposes.

6.4 We remain satisfied that our reserves targets, combined with our 'designated' and 'restricted' fund holdings, are sufficient to enable the charity to effectively manage contractual risks, issues and organisational change as identified above, or to wind up its affairs in an orderly fashion should the need arise.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

7. PLANS FOR THE FUTURE

7.1 During the forthcoming year we will continue implementation and review of our Strategic Organisational Development Plan. The purpose of this Plan is in response to anticipated future needs, demands and expectations. Our Plan will continue to satisfy governance requirements, whilst strengthening our effectiveness in responding to the needs of those in desperate need of care and support.

7.2 With the above in mind, the Leadership Team has committed to meeting more regularly to focus on the strategic development of the charity.

7.3 Going forward, we intend to further develop our work with schools and deliver more training and awareness-raising around the issues and facts which give rise to the services we deliver for the most vulnerable, disadvantaged and marginalised of Bolton.

7.4 In partnership with Bolton at Home, we will continue to develop a project called 'Greenworks'. Based on the estate around our Food Hub, our shared vision is to achieve a sustainable net-zero carbon future for Bolton and beyond. In so doing, we will meet our charitable objectives for individuals who have significant need for employment skills training by encouraging their engagement in a range of activities which support the Greenworks project objectives.

7.5 To achieve this vision, we will be investing in improvements to the Food Hub and its environs. This may involve sustainable food growing, hydroponics and composting. We are also working on designs for our internal spaces, our work vehicles and transport to and from work. We will also be exploring building a modular training house to help people develop trade skills in a real environment. We aim to ensure all our buildings and services meet our sustainability and carbon reduction objectives.

7.6 As part of this, we plan to make use of the grounds surrounding the Amber Centre (Former Central Baptist Chruch) to create a peaceful and therapeutic garden supported by volunteer mentors and service users. The vision for this - our Genesis Project - is that it will become a place where relationships with our service users can be developed over time and through the seasons.

7.7 'Street Life' has played a significant role in homelessness preventative work since 2003. We aspire to provide opportunities for those we are supporting through our drop-in, to receive additional therapeutic support by participating in our Genesis Project. We also aim to acquire a terraced house to provide safety net temporary emergency accommodation for service users we are closely supporting.

7.8 We are still looking at options to improve our office establishment with a view to moving from our present building on Salop Street, which does not fully meet our current and future office needs.

7.9 As a new normal emerges from the pandemic, we aim to revisit and refresh our good relationship with churches and other community organisations - particularly those with a desire to expand on their neighbourhood impact in addressing poverty in all its forms. We will continue to explore new models for joint working in this area which we recognise should take place both virtually and physically 'outside the walls' of buildings and other structures that for so many can present barriers to engagement.

7.10 We also have plans to establish a new project working with church communities. 'Close at Hand' will work in partnership with Bolton NHS and Bolton Council. We aim to recruit local community volunteers to offer practical support to vulnerable individuals upon their discharge from hospital or A&E. We are also supporting the Homes for Ukraine in Bolton group with support for Host families and a centre for the refugees to collect food along with a bicycle project.

7.11 Over this year we have started to develop a communications strategy. This has started by increasing the number staff involved in the creation of social media, newsletters and other means of communication.

7.12 Over the coming year we will be developing our communications strategy, reporting on our engagement, and launching a new website that meets our needs as a charity more appropriately. We are hoping for the website to be available to the public from autumn 2023.

7.13 Building upon the services we currently provide to women at risk of offending, we will continue to explore how we can add value to Bolton re-settlement pathways for both male and female ex-offenders and in providing alternatives to custody for low-risk offenders.

7.14 We also aim to engage a worker to lead on our work with Greater Manchester Police and other agencies in tackling Modern Day Slavery, supporting victims trafficked to Bolton, and raising awareness in the community to ensure there is 'no hiding place' for the perpetrators of this appalling crime. In developing our 'No Hiding Place' initiative we aim to provide a child exploitation focus for our RUNA team.

7.15 We have been looking to expand our trustee base over the last year and are excited to be welcoming two more trustees onto our board. Don Clarke will be joining us in June 2023 and Sue Stokes will hopefully be joining us over the summer.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

8. REFERENCE AND ADMINISTRATIVE DETAILS

Charity name	Urban Outreach (Bolton)
Charity registration number:	1044203
Company registration number:	3019108
Registered office:	Environ House, Salop Street, Bolton, BL2 1DZ

Trustees

C Bagley	Executive Trustee
S Lancaster	Chairman of the Board of Trustees
R Oldfield	Trustee
R Pyle	Trustee
C Stott	Trustee
D Clarke	Trustee (appointed 01/07/2023)
S Stokes	Trustee (appointed 09/11/2023)

Secretary

D Bagley	Company Secretary

Leadership Team

D Bagley	Chief Executive Officer
C Bagley	Executive Trustee
S Bagley	Head of Organisational Development
S Bottrill	Deputy Chief Executive Officer (retired 31/05/2023)
N Gillard	Children and Families Team Leader
H Matthews	Adult Services Team Leader (from 01.04.22)
L Bagley	Food Services Team Leader (from 01.10.22)

Auditors

Donnelly Bentley Chartered Accountants, 70 Chorley New Road, Bolton, BL1 4BY

Bankers

The Virgin Money Bank, Oxford Street, Bolton BL1 1RD.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

9. STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

9.1 Urban Outreach (Bolton) is a company limited by guarantee. The charity was first established in 1990 and was subsequently Registered on 15th February 1995. It was incorporated under a Memorandum of Association on 7th February 1995, as amended on 22nd September 1997. This Memorandum sets out our objectives, powers and governance arrangements through our Articles of Association.

Organisational Structure

9.2 The role, responsibilities and liability of trustees is defined by our Articles of Association. Trustees have approved a Scheme of Delegation whereby the roles and responsibilities of trustees, managers and staff are clearly expressed.

9.3 The charity has a clearly defined management structure, headed by a Chief Executive Officer (CEO), who is also Company Secretary. Four senior members of staff within a Leadership Team (listed above), work directly to the CEO, each with clear areas of responsibility and appropriate levels of staffing as determined by contracts, services and job descriptions.

9.4 The CEO and his Leadership Team are guided by a board of non-executive trustees. Trustees ordinarily meet every two months, principally to exercise financial and strategic oversight. An Annual General Meeting is convened annually. Special meetings are also periodically convened to focus on organisational planning and review.

Recruitment and Appointment of Trustees

9.5 The trustees, who are also directors of the charity for the purposes of the Companies Act, and who served during the year and up to the date of this Report are listed above under 'Reference and Administrative Details'.

9.6 There is no upper limit on the number of trustees, but the Articles of Association require a minimum of three. In considering the appointment of new trustees, existing trustees consider representations and make approaches primarily amongst partners and supporters of the charity. Consideration is given to diversity and the need for specific skills and expertise.

9.7 Prospective candidates are approached informally in the first instance. Following informal discussion and agreement by trustees, prospective candidates are introduced at the next Ordinary Meeting of trustees, at which formal election may be confirmed. The Company Secretary will then notify Companies House and the Charity Commission. Trustees are asked to make an annual declaration of their legal status to hold office, declare any conflict of interests, and are periodically asked to provide individual feedback by way of a questionnaire.

Trustee Induction and Training

9.8 The induction process is defined within a checklist, which includes reference to the responsibilities of trustees (who are also non-executive directors) as stated in the charity's Scheme of Delegation and Trustee Handbook. Upon appointment, new trustees are provided with a copy of these and other relevant policy documents. Arrangements are made for them to tour all the charity's locations and projects, with the opportunity to meet staff, volunteers and service users.

Co-operation with other Organisations

9.9 Urban Outreach (Bolton) is a wholly independent charitable company with no subsidiary. However, we work very closely with a number of national and local agencies in the capacity of delivery partner and service provider. Most significant amongst these relationships are with the 'Bolton family' of cross-sector partners including Seddon's (construction), Bolton at Home and Bolton Council; and many local community organisations including churches and schools. In addition, we periodically receive grant and contract funding from national and regional commissioners for the delivery of specific services.

Risk Management

9.10 As trustees we have reviewed the major strategies and operational risks which we face as a charity in the short and medium term. We have formulated and maintained policies to mitigate such risks, including systems of regular reporting and forecasting. This includes the scrutiny and updating of our Risk Register, and our Investment and Reserves Policies which have been formulated and reviewed with these risks in mind.

Staff Remuneration

9.11 We have adopted the following principles around which remuneration for our staff is framed:

a) Offering pay which supports employment of appropriately qualified and experienced staff who will lead, manage and deliver our aims.
b) Remaining consistent with our ethos and values.
c) Ensuring we are always fully compliant with equal pay and other legislative requirements.
d) Maintaining our commitment to ensuring no one who works for us, receives less than the 'real living wage'.
e) Recognising that salary alone does not reflect the value we attach to our staff.
f) Recognising that monetary reward is not the primary motivating factor for many staff in doing the work they do for us.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

10. FUNDRAISING STANDARDS STATEMENT

10.1 The charity does not carry out significant fundraising activities from the public.

11. TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

11.1 The trustees (who are also directors of Urban Outreach (Bolton) for the purposes of company law) are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

11.2 Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 2019 (FRS 102);
- make judgements and 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

11.3 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 have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

11.4 The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

12. STATEMENT AS TO DISCLOSURE TO OUR AUDITORS

12.1 In so far as we as Trustees are aware at the time of approving this report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the auditor is unaware; and
- Having made enquiries of senior staff and our auditors, we have individually and collectively taken all steps that we are obliged to take to make ourselves aware of relevant audit information and to establish that our auditor is aware of this information.

13. SMALL COMPANY EXEMPTION

13.1 In preparing this report, we have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

14. INDEPENDENT AUDIT

14.1 Donnelly Bentley was reappointed to undertake an Independent Audit of our 2023/2024 accounts at our Annual General Meeting of Tuesday 28th November 2023.

14.2 The content of this Annual Report was approved by the trustees on 28th November 2023 and signed on behalf of all trustees by:

Rev. Roger Oldfield
Chairman

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cashflows 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 charitable company's affairs as at 31 March 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 on 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2023

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' 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.

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 this gives rise to a material misstatement in the financial statements themselves. 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 that 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 in the course of the audit:

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for 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.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2023

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the company and the sector in which it operates and considered the risk of non - compliance with applicable laws or regulations.

- We determined that the following laws and regulations were most significant: the Companies Act 2006, the Charities Act 2011, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial and Reporting Standard applicable to the United Kingdom and Republic of Ireland (FRS102), those that relate to health and safety, those that relate to safeguarding and child protection and those that relate to data protection. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, for example, forgery or intentional misrepresentations, or through collusion.

- We obtained an understanding of how the company is complying with those legal and regulatory frameworks by making enquiries of the management. We corroborated our enquiries through our review of board minutes.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2023

- Our tests also included agreeing the financial statements disclosures to underlying supporting documentation. There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.

- We also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the management or trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Catherine Cole

Catherine Cole FCA (Senior Statutory Auditor)
For and on behalf of DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

28th November 2023

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
INCOME	1	1,327,017	1,497,666
Staff Costs	3	531,461	432,200
Depreciation	7	48,583	47,359
Other Operating Charges		396,936	299,515
SURPLUS BEFORE INTEREST RECEIVABLE		350,037	718,592
Bank Interest Receivable	2	38,381	662
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		388,418	719,254
Tax on Income on Ordinary Activities	6	-	-
SURPLUS FOR THE FINANCIAL PERIOD AFTER TAXATION		388,418	719,254
RETAINED SURPLUS BROUGHT FORWARD		3,663,952	2,944,698
ACCUMULATED FUND TO CARRY FORWARD		4,052,370	3,663,952

In the years ended 31st March 2023 and 31st March 2022, the only surplus recognised by the company was the surplus for the period; all of the activities undertaken by the company were continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2023

	Note	General Fund	Designated Funds	Restricted Funds	Total Year End 31/03/2023	Total Year End 31/03/2022
		£	£	£	£	£
Income from:						
Donations and legacies:						
Voluntary donations including gift aid		178,242	83,371	2,029	263,642	216,315
		178,242	83,371	2,029	263,642	216,315
Charitable activities:						
Bolton Metropolitan Borough Council		-	110,000	-	110,000	122,500
Bolton Council Local Welfare Provision		-	86,000	-	86,000	86,000
Bolton at Home		-	50,000	-	50,000	69,995
Bolton Together		-	46,682	-	46,682	21,611
Big Lottery Fund		-	-	-	-	66,919
Bolton CVS		13,001	90,000	-	103,001	94,420
Bolton Youth Service Hub		-	175,678	-	175,678	268,009
Cheshire & Greater Manchester CRC Probation		-	-	-	-	10,000
Department of Levelling Up Housing & Communities		-	-	13,950	13,950	-
Fresh as a Daisy		-	-	-	-	1,000
Greater Manchester Combined Authority		35,659	-	-	35,659	-
Greater Manchester Women's Support Alliance		-	93,889	-	93,889	62,483
Ministry of Justice		-	-	3,408	3,408	18,294
Neighbourly		-	2,500	-	2,500	5,050
Stockport Women's Centre (GM Women's Support Alliance)		-	-	-	-	335
Transforming Lives		-	2,300	-	2,300	-
Paypoint Commission		1,166	-	-	1,166	490
LWP Food Recharge		-	308,489	-	308,489	438,083
		49,826	965,538	17,358	1,032,722	1,265,189
Investment income:						
Bank interest receivable		38,295	82	4	38,381	662
		38,295	82	4	38,381	662
Other Income :						
Sundry Income		22,181	504	-	22,685	3,949
Rent Receivable		250	-	-	250	2,650
Subscriptions Receivable		-	7,718	-	7,718	6,120
Gain on disposal of tangible fixed asset		-	-	-	-	3,443
		22,431	8,222	-	30,653	16,162
Total Income	1	288,794	1,057,213	19,391	1,365,398	1,498,328
Expenditure						
Charitable Activities	4	59,176	497,384	420,420	976,980	779,074
Total Expenditure		59,176	497,384	420,420	976,980	779,074
Net Income/(Expenditure) for the Year Before Transfers		229,618	559,829	(401,029)	388,418	719,254
Transfers Between Funds		34,994	(119,910)	84,916	-	-
Net Movement in Funds		264,612	439,919	(316,113)	388,418	719,254
Fund Balances B/Fwd at 1 April 2022		2,020,474	1,109,508	533,970	3,663,952	2,944,698
Fund Balances C/Fwd at 31 March 2023		2,285,086	1,549,427	217,857	4,052,370	3,663,952

Voluntary donations including gift aid within the designated fund includes the following designated donations into seasonal projects;
Bolton Lunches £2,930
Christmas Dinner on Jesus £30,218

The General Fund is Unrestricted
Analysis of Restricted Funds is shown on page 4.2

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF RESTRICTED FUNDS
FOR THE YEAR ENDED 31 MARCH 2023

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total as per Page 4.1
	£	£	£	£	£	£	£
INCOME AND EXPENDITURE							
Income from Generated Funds:							
Donations and legacies:							
Voluntary donations including gift aid	-	-	111	-	-	1,918	2,029
Charitable activities:							
Department of Levelling Up Housing & Communities	-	13,950	-	-	-	-	13,950
Ministry of Justice	-	3,408	-	-	-	-	3,408
Investment Income:							
Bank Interest Receivable	-	-	-	4	-	-	4
Total Income	-	17,358	111	4	-	1,918	19,391
Expenditure							
Charitable Activities	157,214	246,326	16,661	-	-	219	420,420
Total Expenditure	157,214	246,326	16,661	-	-	219	420,420
Net Income/(Expenditure) for Year Before Transfers	(157,214)	(228,968)	(16,550)	4	-	1,699	(401,029)
Transfers between funds	30,092	46,976	7,848	-	-	-	84,916
	(127,122)	(181,992)	(8,702)	4	-	1,699	(316,113)
Fund Balances B/Fwd at 1 April 2022	147,667	287,135	96,991	1	1,926	250	533,970
Fund Balances C/Fwd at 31 March 2023	20,545	105,143	88,289	5	1,926	1,949	217,857

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF DESIGNATED FUNDS
FOR THE YEAR ENDED 31 MARCH 2023

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Total as per Page 4.1
	£	£	£	£
INCOME AND EXPENDITURE				
Income from Generated Funds:				
Donations and legacies:				
Voluntary donations including gift aid	-	708	82,663	83,371
Bolton at Home	20,000	-	30,000	50,000
Bolton Metropolitan Borough Council	70,000	40,000	-	110,000
Bolton Council LWP	-	-	86,000	86,000
Bolton CVS	-	20,000	70,000	90,000
Bolton Together	46,682	-	-	46,682
Bolton Youth Service Hub	-	-	175,678	175,678
Greater Manchester Women's Support Alliance	-	93,889	-	93,889
Neighbourly	-	-	2,500	2,500
LWP Food Recharge	-	-	308,489	308,489
Transforming Lives	-	2,300	-	2,300
Other Income:				
Sundry Income	-	-	504	504
Subscriptions Receivable	-	-	7,718	7,718
Investment Income:				
Bank Interest Receivable	-	-	82	82
Total Income	136,682	156,897	763,634	1,057,213
				-
Expenditure				
Charitable Activities	79	3,390	493,915	497,384
Total Expenditure	79	3,390	493,915	497,384
Net Income/(Expenditure) for Year Before Transfers	136,603	153,507	269,719	559,829
Transfers between funds	(23,293)	(87,047)	(9,570)	(119,910)
	113,310	66,460	260,149	439,919
Fund Balances B/Fwd. at 1 April 2022	124,236	147,021	838,251	1,109,508
Fund Balances C/Fwd. at 31 March 2023	237,546	213,481	1,098,400	1,549,427

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

BALANCE SHEET

AS AT 31 MARCH 2023

	Note	£	2023 £	£	2022 £
FIXED ASSETS					
Tangible Assets	7		1,781,358		1,816,876
CURRENT ASSETS					
Debtors and Prepayments	8	213,638		416,906	
Cash at Bank		2,099,227		1,508,180	
		2,312,865		1,925,086	
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	9	41,853		78,010	
NET CURRENT ASSETS			2,271,012		1,847,076
TOTAL ASSETS LESS CURRENT LIABILITIES			4,052,370		3,663,952
FUNDS					
Restricted Funds			217,857		533,970
Designated Funds			1,549,427		1,109,508
Unrestricted Funds: General			2,285,086		2,020,474
	10		4,052,370		3,663,952

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 4-8 form part of these financial statements.

The financial statements on pages 4 to 8 were approved by the Board of Trustees and signed on its behalf by:

Rev. R Oldfield

Mrs C Stott

28th November 2023

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	565,730	493,214
Cash flows from investing activities:		
Interest received	38,381	662
Purchase of property, plant and equipment	(13,064)	(48,413)
Proceeds from the sale of fixed assets	-	7,076
Net cash provided by (used in) investing activities	25,317	(40,675)
Cash flows from financing activities:		
Net cash provided by (used in) financing activities	-	-
Cash and cash equivalents at 1 April 2022	1,508,180	1,055,641
Cash and cash equivalents at 31 March 2023	2,099,227	1,508,180
Reconciliation of net movements in funds to net cash flow from operating activities		
Net movement in funds for the year ended 31 March 2023	388,418	719,254
Adjustments for:		
Depreciation charges	48,583	47,359
Deduct interest income shown in investing activities	(38,381)	(662)
Loss/(profit) on sale of fixed assets	-	(3,443)
(Increase)/decrease in debtors	203,267	(298,466)
Increase/(decrease) in creditors	(36,157)	29,172
Net cash provided by (used in) operating activities	565,730	493,214
Analysis of cash and cash equivalents		
Cash in hand	2,099,227	1,508,180
	2,099,227	1,508,180

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2023

The principal policies adopted in the Financial Statements are set out below.

BASIS OF PREPARATION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011 and the Companies Act 2006 and UK Generally Accepted Accounting Practice. Urban Outreach (Bolton) meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes). They have been prepared under the historic cost convention and the going concern basis.

COMPANY STATUS

The charity is a company limited by guarantee incorporated in England and Wales. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is Environ House, Salop Street, Bolton, BL2 1DZ. The nature of the charity's operations and its principal activities are "to promote any charitable purpose for the benefit of people in necessitous circumstances --- to relieve poverty --- (and) to advance the Christian religion".

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in note 10 to the financial statements.

Investment income and gains are allocated to the appropriate fund.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2023

INCOME

Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

The charity receives donations of food and other household goods for distribution to beneficiaries. No value has been included in the accounts for these donated goods as the cost and practicality involved in undertaking a valuation is not considered to be justified by the benefit to the users of the accounts.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income comprises interest receivable on cash balances held in appropriate interest-bearing accounts.

Other income includes income such as gains on disposals of tangible fixed assets, rental income and job retention scheme income.

EXPENDITURE

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2023

- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

RECHARGED UTILITY COSTS

In prior years, Urban Outreach (Bolton) included all the income received from BMBC relating to utility top-up's provided to referred customers within income. The total cost of the top-up's (paid through Paypoint and Payzone) were included within expenditure.

This policy was changed on 1st April 2022. It was decided that Urban Outreach (Bolton) was in effect acting as an agent on behalf of BMBC and should therefore exclude from revenue and expenditure any amounts received or paid as an agent.

Therefore amounts received from BMBC and paid to BMBC relating to then utility recharges are excluded from income and expenditure.

The only amounts relating to utility top ups included in accounts will be any amounts owed to or from BMBC at the year end.

TANGIBLE FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at rates as follows:

Leasehold Property & Improvements	2% and 1% per annum	straight line method
Office Equipment	25% per annum	reducing balance method
Plant and Machinery etc.	25% per annum	reducing balance method
Motor Vehicles	25% per annum	straight line method

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

CASH AT BANK AND IN HAND

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

PROVISIONS

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2023

GOING CONCERN

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

PENSIONS COSTS

The company operates a defined contribution scheme for the benefit of its employees. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions payable for the year are charged in the Income and Expenditure Account.

VAT ACCOUNTING

All grant income and donations are outside the scope of VAT. Contract fees and certain other income are exempt supplies and therefore the Company is not liable to be registered for VAT.

Irrecoverable VAT on expenditure is not analysed separately but attributed to the category of expenditure on which it is incurred.

TAX

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of these financial statements require certain judgements, estimates and assumptions that affect the reported amounts of assets, liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

1. INCOME

The company, being a Registered Charity, currently receives the majority of its income in the form of grants. These are specifically provided in order to fund the company's principal aims and objectives, namely the proclaiming of the Christian Gospel through practical charitable acts in and around Bolton.

All the income is derived from the United Kingdom.

	2023	2022
The operating surplus is stated after:	£	£
Depreciation of Tangible Fixed Assets	48,583	47,359
(Profit)/Loss on Disposal of Tangible Fixed Assets	-	(3,443)
Directors and Trustees Remuneration	-	-
Auditor Remuneration –Audit	6,360	4,200

The directors and trustees have not received any reimbursement of expenses (2021: £nil).

Income from donations and legacies

Income from donations and legacies was £263,642 (2022: £216,315) of which £2,029 (2022: £8,981) was attributable to restricted, £83,371 (2022: £31,987) was attributable to designated and £178,242 (2022: £175,347) was attributable to unrestricted funds.

Income from charitable activities

Income from charitable activities was £1,032,722 (2022: £1,265,189) of which £17,358 (2022: £72,641) was attributable to restricted, £965,538 (2022: £1,173,130) was attributable to designated and £49,826 (2022: £19,418) was attributable to unrestricted funds.

Other income

Other income was £30,653 (2022: £16,162) of which £nil (2022: £7,209) was attributable to restricted, £8,222 (2022: £6,300) was attributable to designated and £22,431 (2022: £2,653) was attributable to unrestricted funds.

Income from government grants and donations

£976,756 of government grants and donations were received in the year to 31 March 2023 (2022: £1,121,735).

Volunteers

Volunteers provide important support for the charity, in particular with food related projects.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

2. INVESTMENT INCOME

	2023	2022
	£	£
Bank Interest Receivable	38,381	662

£4 (2022: £1) was attributable to restricted, £82 (2022: £2) was attributable to designated and £38,295 (2022: £659) was attributable to unrestricted funds.

3. STAFF COSTS

	2023	2022
	£	£
Wages	484,566	395,638
Social Security	33,594	25,403
Pension contributions	13,301	11,159
	531,461	432,200

The average number of employees during the year excluding members of the Board of Management was:

	2023	2022
Direct Wages	23	21

No employees received emoluments of more than £60,000 (2022: nil).

The total amount of employee benefits paid to the key management personnel for the year was £47,693 (2022: £50,566).

4. ANALYSIS OF CHARITABLE ACTIVITIES

	OUTREACH WORK									
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total 31/03/2023	Total 31/03/2022
	£	£	£	£	£	£	£	£	£	£
Staff Costs	-	177,759	136,171	207,992	-	-	-	-	521,922	422,087
Other Operating Charges	56,337	42,738	14,775	24,829	16,661	-	-	219	155,559	134,681
Food Supplies	1,640	257,950	9	14	-	-	-	-	259,613	173,714
Repairs and Renewals	1,199	6,845	1,175	5,973	-	-	-	-	15,192	12,910
Support Costs (See Note 5)	-	12,092	5,084	7,518	-	-	-	-	24,694	35,682
	59,176	497,384	157,214	246,326	16,661	-	-	219	976,980	779,074
Total 2022	89,809	35,022	119,366	207,662	327,215	-	-	-	779,074	

Included in charitable expenditure are the following donations:

	Unrestricted	Restricted	Total Year End 31/03/2023	Total Year End 31/03/2022
	£	£	£	£
Individuals	-	-	-	5,000
	-	-	-	5,000
Total 2022	-	5,000	5,000	

5. SUPPORT COSTS

	OUTREACH WORK									
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total 31/03/2023	Total 31/03/2022
	£	£	£	£	£	£	£	£	£	£
Staff Costs	-	3,463	2,451	3,625	-	-	-	-	9,539	10,113
Accountancy	-	3,703	2,621	3,876	-	-	-	-	10,200	8,400
Legal and Professional	-	4,926	12	17	-	-	-	-	4,955	17,169
	-	12,092	5,084	7,518	-	-	-	-	24,694	35,682
Total 2022	13,255	-	6,685	9,034	6,708	-	-	-	35,682	

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

6. TAXATION

As a registered charity, the company is not liable to UK corporation tax.

7. TANGIBLE FIXED ASSETS

	Leasehold Property	Leasehold Property Improvements	Office Equipment	Plant and Machinery etc	Motor Vehicles	TOTAL
	£	£	£	£	£	£
COST						
At 1 April 2022	1,650,635	237,375	64,145	60,140	84,689	2,096,984
Additions	-	-	5,342	7,722	-	13,064
Disposals	-	-	-	-	-	-
At 31 March 2023	1,650,635	237,375	69,487	67,862	84,689	2,110,048
DEPRECIATION						
At 1 April 2022	57,534	72,459	51,063	43,332	55,719	280,107
Provided in Year	18,613	4,747	4,606	6,132	14,485	48,583
Disposals	-	-	-	-	-	-
At 31 March 2023	76,147	77,206	55,669	49,464	70,204	328,690
NET BOOK VALUE						
At 31 March 2023	1,574,488	160,169	13,818	18,398	14,485	1,781,358
NET BOOK VALUE						
At 31 March 2022	1,593,101	164,916	13,082	16,808	28,970	1,816,876

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

8. **DEBTORS AND PREPAYMENTS**	**2023**	**2022**
	£	**£**
Prepayments and Accrued Income	41,913	96,154
Other Debtors	154,550	303,106
Gift Aid Recoverable	17,175	17,646
	213,638	416,906

9. **CREDITORS - AMOUNTS FALLING DUE WITHIN ONE YEAR**	**2023**	**2022**
	£	**£**
Accruals and Deferred Income	25,269	75,913
Trade Creditors	13,938	2,097
Other Creditors	2,646	-
	41,853	78,010

Accruals and deferred income above include the following deferred income:

	£	
Deferred income brought forward	50,000	Bolton at Home
Additions during the year	7,204	Bolton Together
Released to income	(50,000)	
	7,204	

This has been deferred until next year when the respective support activities will be performed.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

10. ANALYSIS OF MOVEMENTS IN FUNDS IN YEAR

	← RESTRICTED FUNDS →							UNRESTRICTED FUND		
	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Designated Funds	General Fund	SOFA Total 31/03/2023	SOFA Total 31/03/2022
	£	£	£	£	£	£	£	£	£	£
INCOME	-	17,358	111	4	-	1,918	1,057,213	288,794	1,365,398	1,498,328
EXPENSES	157,214	246,326	16,661	-	-	219	497,384	59,176	976,980	779,074
NET INCOMING/(OUTGOINGS) RESOURCES	(157,214)	(228,968)	(16,550)	4	-	1,699	559,829	229,618	388,418	719,254
TRANSFERS BETWEEN FUNDS	30,092	46,976	7,848	-	-	-	(119,910)	34,994	-	-
NET MOVEMENT IN FUNDS	(127,122)	(181,992)	(8,702)	4	-	1,699	439,919	264,612	388,418	719,254
FUND AT START	147,667	287,135	96,991	1	1,926	250	1,109,508	2,020,474	3,663,952	2,944,698
AVAILABLE FOR USE AT CLOSE	20,545	105,143	88,289	5	1,926	1,949	1,549,427	2,285,086	4,052,370	3,663,952

The Urban Outreach General Fund administers the day to day running of the charitable company and includes leasehold property within its funds. Donations are paid from this fund to other projects which fit the objects of Urban Outreach (Bolton) Limited.

10. ANALYSIS OF MOVEMENTS IN DESIGNATED FUNDS IN YEAR

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	SOFA Total 31/03/2023	SOFA Total 31/03/2022
	£	£	£	£	£
INCOME	136,682	156,897	763,634	1,057,213	1,211,419
EXPENSES	79	3,390	493,915	497,384	35,022
NET INCOMING/(OUTGOINGS) RESOURCES	136,603	153,507	269,719	559,829	1,176,397
TRANSFERS BETWEEN FUNDS	(23,293)	(87,047)	(9,570)	(119,910)	(66,889)
NET MOVEMENT IN FUNDS	113,310	66,460	260,149	439,919	1,109,508
FUND AT START	124,236	147,021	838,251	1,109,508	-
AVAILABLE FOR USE AT CLOSE	237,546	213,481	1,098,400	1,549,427	1,109,508

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

10. ANALYSIS OF MOVEMENTS OF FUNDS IN YEAR

The charity has various restricted funds which are grouped together as follows:

Children and Families

RISE
Funds from Bolton Together to support children and young people with their emotional health and wellbeing.

No Hiding Place
No income and only a small amount of expenditure this year.

RUNA Response
Funds from Bolton Council were received and used in this period to provide return interviews and to support 'safe and well' checks on children and young people who have been returned having run away from home in Bolton.

Adult Support

Eve's Space
Funds from Greater Manchester Women's Support Alliance and the Ministry of Justice, have been used to provide intensive one-to-one support for vulnerable and marginalised women at risk of offending or reoffending. Funds were also received from Bolton CVS to support the costs of our Reach Out project.

Street Life
Funds from Bolton Council have been used to work intensively with homeless and 'difficult to house' adults – supporting them into suitable and sustainable accommodation and helping them overcome their housing related issues and difficulties.

Transformation (Genesis Project)
Funds from Department of Levelling Up, Housing & Communities. The Genesis project is a community that aims to support those who are homeless and rough sleeping by creating spaces and therapeutic activities to encourage positive social networks and ultimately to see long term meaningful transformation in their lives.

Relief of Poverty

Local Welfare Provision
Funding from Bolton Council enabled the provision of emergency food parcels and home energy top-ups to referred households as a crisis response service.

Storehouse Pantry
Funding from Bolton at Home for a project worker, enabled the provision of food and a wide range of wrap-around support services from mobile and community venues – supporting struggling households in some of Bolton's most deprived neighbourhoods.

Storehouse Foodbank
Funding was received from Bolton at Home and Bolton CVS in order to support an increasing number of struggling households throughout Bolton.

Statement on the Purpose of Designated Funds
In accordance with our Reserves and Cash Holding Policy, designated funds are held to fund an initiative or costs that it is forecast will not, or should not, be met from anticipated future income, restricted funds or free reserves.

The primary purpose of our designated funds is to support the cost of activities associated with our three service areas in accordance with our charitable purposes. These are:

Children and Families – information, advice, guidance and practical support for children, young people and parents/carers who are struggling with a multiplicity of problems and those in crisis. This involves work in schools and other settings and with other agencies to raise general awareness to reduce risks.

Health, Homelessness and Offender Rehabilitation (Adult Support) - information, advise, guidance and practical support for adults experiencing difficulties with accommodation, offending backgrounds, finance and debts, health, skills and employment, and help in times of crisis.

Relief of Poverty - food related anti-poverty services to vulnerable and disadvantaged individuals and families. This includes the provision of food parcels, meals and other household essentials. It includes the provision of training and practical support on food safety and in the preparation of meals. It involves work with schools, churches, other agencies and businesses to raise general awareness and support this work.

In the event of there being a significant shortfall on the lower level of free cash reserves held at any time, a limited proportion of designated funds may be transferred to 'free reserves'. This will be a decision of trustees based on information and advice provided by management

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Final balances at 31 March 2023 are represented by:

	General Fund	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible Fixed Assets	1,725,850	-	55,508	1,781,358
Current Assets	569,044	1,560,819	183,002	2,312,865
Current Liabilities	(9,808)	(11,392)	(20,653)	(41,853)
	2,285,086	1,549,427	217,857	4,052,370

12. CAPITAL COMMITMENTS

	2023	2022
	£	£
Contracted but not provided for in the financial statements	Nil	Nil

13. CONSTITUTION

The company is limited by guarantee and does not have a share capital. In the event of the company being wound up the members are committed to a contribution of £10 each.

14. TRANSACTIONS WITH DIRECTORS AND TRUSTEES

There have been no transactions with directors during the year.

15. RELATED PARTY TRANSACTIONS

Mr D Bagley is the husband of Mrs C Bagley, a trustee. During the year, Mr D Bagley received a gross salary of £42,400 (2022 - £44,701) and the company incurred social security costs of £4,021 (2022 - £4,524) and £1,272 (2022 - £1,341) of employer pensions costs. He is a director of Greater Manchester Women's Support Alliance which provided grant funding of £93,889 to Urban Outreach during the year.

Mr S Bagley is the son of Mrs C Bagley, a trustee. During the year, Mr S Bagley received a gross salary of £16,944 (2022 - £19,677) and the company incurred social security costs of £922 (2022 - £1,222) and £508 (2022 - £590) of employer pension costs.

Mrs L Bagley is the wife of Mr S Bagley, who is the son of Mrs C Bagley, a trustee. During the year, Mrs L Bagley received a gross salary of £17,961 (2022 - £12,264), and the company incurred social security costs of £1,197 (2022 - £411) and £539 (2022 – £368) of employer pension costs.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

16. **ULTIMATE CONTROLLING PARTY**

The company is under the control of the Board of Management.

17. **PRIOR YEAR ADJUSTMENTS**

Adjustments have been made to the prior year figures in relation to utility recharge income and related expenditure and accruals.

Prior to the change in accounting policy Urban Outreach (Bolton) included all the income received from BMBC relating to utility top-up's provided to referred customers within income. The total cost of the top-up's (paid through Paypoint and Payzone) were included within expenditure.

It was decided that Urban Outreach (Bolton) was in effect acting as an agent on behalf of BMBC and should therefore exclude from revenue and expenditure any amounts received or paid as an agent.

Therefore utility recharge income received from BMBC of £311,460 has been removed from income in the 2022 comparative and related paypoint and payzone expenditure of £306,354 has been removed from expenditure.

The total of utility recharge income and expenses during the prior year did not match and therefore opening reserves at 1st April 2022 have been reduced by the difference of £5,106. This is shown below:

	£
Opening reserves at 1 April 2022 (as previously stated)	3,669,058
Prior Year Adjustments:	
Accruals adjustment	(5,106)
Opening reserves at 1 April 2022 (restated)	3,663,952

No income or expenditure relating to utility recharges has been included in income or expenditure for the year to 31st March 2023.

18. **UTILITY RECHARGES**

Utility recharge income and related Paypoint and Payzone expenditure of £718,587 has been taken out of the income and expenditure account for the year to 31st March 2023.

URBAN OUTREACH (BOLTON)

England & Wales - Charity number 1044203

Accounts

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee
Registered in England No: 03019108
A Registered Charity No: 1044203

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee
Registered in England No 03019108
A Registered Charity No 1044203

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

CONTENTS **PAGE**

Reference and Administrative Details of the Charity	1
Report of the Trustees (including Directors' Report)	2
Independent Auditor's Report	3
Summary Income and Expenditure Account	4
Statement of Financial Activities	4.1
Balance Sheet	5
Statement of Cash Flows	6
Accounting Policies	7
Notes to the Financial Statements	8
Detailed Income and Expenditure	9

DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY

TRUSTEES:	C Bagley – Executive Trustee S Lancaster – Chairman of the Board of Trustees R Oldfield R Pyle C Stott
LEADERSHIP TEAM:	D Bagley – Chief Executive S Bagley – Food Services Senior Practitioner S Bottrill – Deputy Chief Executive N Gillard – Children and Families Team Leader C Bagley – Executive Trustee H Matthews – Adult Services Senior Practitioner
COMPANY REGISTERED NUMBER:	3019108
CHARITY REGISTERED NUMBER:	1044203
REGISTERED OFFICE:	Environ House Salop Street Bolton BL2 1DZ
INDEPENDENT AUDITORS:	DonnellyBentley Limited Hazlemere 70 Chorley New Road Bolton BL1 4BY
BANKERS:	Yorkshire Bank Oxford Street Bolton BL1 1RD

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

1. SCOPE

1.1 The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the period from 1st April 2021 to 31st March 2022.

1.2 The accompanying financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

2. OUR PURPOSE AND ACTIVITIES

2.1 **Our Purpose** is *"to promote any charitable purpose for the benefit of people in necessitous circumstances....to relieve poverty.... (and) to advance the Christian religion".* Funds from various sources are used in furtherance of these Objects in order to provide high quality and creative support to all men, women and children who are disadvantaged, distressed and/or in acute need within the borough of Bolton.

2.2 **Our Mission** is to meet the needs of children, young people, families and individual adults through professional practice and the delivery of high-quality services by specialist support staff and volunteers, as a practical expression of the Christian faith. The support we provide is based on the needs of the whole person: physical, emotional, intellectual, social and spiritual.

2.3 **Our Aim** is to be consistently dependable, creative, challenging and inspirational in the support and care we provide in our town.

2.4 **Our Vision** is to see all the people of Bolton have the opportunity to flourish, realise their full potential and live lives which are free from abuse, poverty, neglect, crime, controlling substances and any sense of failure.

2.5 **Our Values** are founded on our collective Christian belief. From this solid base we are committed to work with all people in order to live out our values which pertain to integrity, compassion, equality, sustainability, accountability, ambition, creativity, collaboration and inclusiveness.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

2.6 **Our Activities** are provided across the borough of Bolton through a range of projects, services and partnership work as summarised below:

PROJECTS & SERVICES		
Food Related Services	**Bolton Lunches**	Providing free packed lunches during the school holidays – aimed at children who would normally receive free school meals.
	Christmas Dinner on Jesus	Providing Christmas hampers to struggling individuals and families.
	Friends of Fun Food	Cooking with confidence and enthusiasm, meal-planning, budgeting and food safety training – aimed at the vulnerable, low skilled and those in food poverty.
	Household Support	Daily distribution of food, utility top-ups and other household consumables to people struggling to make ends meet and those in crisis.
Children & Families Services	**RISE** (Reaching Inside, Strengthening Emotions)	Personalised advice, guidance and in-depth support focusing on children in families struggling with significant emotional problems – helping them create solutions to their difficulties.
	RUNA (Remember U are Not Alone)	Providing Independent Return Interviews for children who go missing from home. Support to help remedy the causes and address safeguarding issues.
Adult Support Services	**Eve's Space**	Working with vulnerable and marginalised women at risk of offending or reoffending. Helping them to rebuild their lives and fulfil their true potential.
	Reach Out	Practical and emotional support for women involved in sex work in Bolton. Our aim is to empower and help them to exit prostitution and rebuild their lives.
	Street Life	Supporting the hardest-to-rehouse homeless people - helping to broker tenancy solutions and providing the support they need to keep them housed.
	Support First	Working with vulnerable adults with a range of complex social and lifestyle issues, who repeatedly use the emergency services. Offering advice and practical assistance.
Partnership Activities	**No Hiding Place**	Supporting GM Police initiatives addressing modern-day slavery and its links with serious and organised crime. Working with others to raise awareness and improve communication within affected communities and supporting victims in Bolton.
	Home for Good	Working with the national charity, 'Home for Good' to encourage churches across Bolton to support existing and new foster and adoptive carers to meet the needs and demands through the Bolton care system.

2.7 Trustees review our objectives and activities annually to ensure they continue to reflect our charitable purpose and aims, provide demonstrable public and community benefit and wherever possible, demonstrate effective savings to the public purse. In so doing, we remain satisfied that the charity's activities continue to meet this test. We have kept within the Charity Commission's general guidance on 'public benefit' when reviewing our aims and objectives and in planning future activities. Specifically, we have considered how our planned activities will contribute to the aims and objectives we have set.

3. ACHIEVEMENTS AND PERFORMANCE

Overview

3.1 The achievement of good outcomes and outputs in a cost effective and timely manner is central to the impact and overall success of our work. Many of our clients have multiple barriers to their leading healthy and rewarding lives. This presents both a very challenging and rewarding work environment for our staff and our volunteers.

3.2 The range of complex issues and needs experienced by our service users remain as challenging as ever. However, cuts in mainstream public sector funding, coupled with increasing thresholds for clients accessing statutory services and the pandemic, led to even more at risk of 'falling through the net', with larger numbers of people having need to access our services.

3.3 Despite these challenges, we are pleased to report that once again we have met the expectations of our principal supporters and funders.

Key Developments

3.4 Our regularly scheduled away day on Thursday 11th March 2021 (just prior to commencement of our new financial year), had to be cancelled because of the on-going pandemic. However, on Friday 4th June 2021 we were able to hold a Vision Day at our Centre. Attended by staff and trustees the day focused on exploring how we saw our work evolving post-pandemic. Lots of positive and hopeful messages and views were expressed and a video record was made.

3.5 The pandemic understandably gave rise to several operational challenges and changes over the course of the year. The impact of this was both to us organisationally - and more crucially to the many who experienced profound need for our services. These were often most deeply impacted by isolation and poverty. Whereas we continued with adjustments to the way we provided our customer facing services, we were determined to ensure client contact was maintained or increased as determined by individual need. We maintained communication channels through social media, web-based meetings, telephone calls and doorstep visits. Our Food Hub operated extended opening times to cater for the huge increase in referrals for help and support which continued from the previous year. In this endeavour, we continued our partnership with Bolton Council and Bolton at Home to provide food aid support for all those in crisis or shielding across the town.

3.6 Over the course of the year we maintained our strong working relationship with many specialist services ensuring a joined-up approach to meeting the needs of those who were struggling. Although there were very few face-to-face events, we, along with many other organisations, maintained contact through virtual web-based meetings.

3.7 We were disappointed that for a second year, we were not to be able to arrange our usual social events as a mark of appreciation for the work done by our many volunteers and our staff team. However, the vital work they do on the front line remained as important as ever. Some of our long-serving volunteers needed to take a break because of the pandemic. However, many new supporters – including some who were placed on furlough by their employer - continued to volunteer with us.

3.8 As the pandemic crisis continued, we were unable to run our Winter Watch project or facilitate Prayer networking breakfasts as we had in previous years. Similarly, we were not able to operate our dormitory-based emergency night shelter during the winter months although individual rooms for rough sleepers in Bolton were made available through statutory agencies.

3.9 Our Street Life homeless drop-in was similarly unable to operate for much of this year. However, the critical services we provide to the most vulnerable and destitute people in Bolton continued unabated. In January 2022 we were able to re-establish the drop-in at our new community access building - the former Central Baptist Church.

3.10 Several reviews to organisational policy and procedures were made over the year. Key amongst these was a review of our Organisational Development Plan incorporating a team-by-team SWOT analysis. We refreshed our Absence Management Policy to reflect changes to self-isolation requirements and 'fit-for-work notes'. We also updated our data protection procedures to align with the Government-backed, industry-supported Cyber Essentials Plus standard which we achieved accreditation against in January 2022. To support this, we undertook a comprehensive upgrade of our ICT and telephony systems.

3.11 As the pandemic continued to evolve, we maintained our Risk Register and Infection Control Policy - taking steps to ensure all our work environments remained 'Covid Secure' as rules and guidelines changed.

3.12 Our Reserves Policy was updated to include both an upper and lower cash reserve target. We also set out to provide clear definitions and uses for our 'free', 'designated' and 'restricted' funds in accordance with financial regulations. A Personal Data Asset Register was completed by each team which details the data owner for each category of data by project, review and data cleansing dates. The Fundraising Regulator code of practice and standards were adopted and communicated via our website. Staff guidance in Supporting Victims of Domestic Abuse was updated to reflect current multi-agency risk assessment practice.

3.13 In February 2022 we commenced a digital skills training programme, with funding and resource support from the Good Things Foundation. This is intended to provide our service users with on-line navigation skills to enable access to essential services including money management, health and welfare support.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Projects and Services

Individuals provided with critical support on over 120,000 occasions

3.14 All the projects and services we delivered over 2021/22 were continuations or variations of those delivered in the previous year. We are delighted to report that, with the continued support of our funders and partners, we were able to deliver vital and greatly increased critical support to individuals on over **120,000** occasions.

3.15 Achievements and performance headlines for each of our projects and services are summarised below.

Partnerships

Around 2,000 amazing volunteers

3.16 We are hugely appreciative of the efforts made by around **2,000** amazing volunteers, without whom many of our projects and services simply would not be possible. We continued to receive regular food donations from **34** of our 'grub tubs' which were maintained in accessible locations across the town. These were used to collect food donations from thousands of anonymous, but highly valued donors. We continued to receive excellent support from Bolton Council, Bolton at Home and businesses and agencies across the town together with the cross-denominational support of more than **85** churches and over **90** local schools. Individual food donations significantly increased to meet the huge surge in demand generated by lockdown.

3.17 We remain ever grateful for all the support we receive – through corporate social responsibility initiatives, general volunteering, grants, individual financial giving and food donations. Amongst others this year, we must express our gratitude for the direct support we received from Warburton's, 'Carrs Pasties', Allen's, Greenhalgh's and Greggs bakeries, Tesco, Lidl, Co-op, Asda, Bolton Action Group, Morrison's, Sainsburys, DonnellyBentley (accountants), Bolton at Home, Seddon Construction and the BIG Lottery.

3.18 Our usual Open Day Sessions where schools are invited to attend a lesson on homelessness and the work of Urban Outreach were updated. The lessons focussed more on the issues surrounding poverty rather than homelessness. Year 5's and 6's were invited to The Food Hub to take part interactively and see the work of the Food Hub. With the help of The Bridge Church, we created a digital version of the lesson which went to schools who did not wish to visit due to the pandemic but wanted to still teach the children about poverty. **2** schools choose to do in-person lessons. A total of **10** schools received the digital lesson with resources and a total of **746** children participated.

3.19 Each year we are always so gratefully reliant on the huge volume of food that is donated at Harvest time largely through schools and churches. This year it was hard to predict how collections would be impacted by the pandemic. We created and distributed a video that explained and showed how donated food is used. Although it was clearly a struggle for many to participate, in the end **119** schools, businesses and churches contributed a total of **18.9 tons** of food, (up from 15.3 tons in the previous year). This made invaluable and greatly appreciated contribution to ensuring our food related services could respond to greatly increased needs. These food donations, combined with contributions from supermarkets and other food suppliers, resulted in a total redistribution of **250 tons** of food over the year!

3.20 Over the year, we gratefully received many financial donations both large and small – all equally valued and appreciated in helping us with our work. The largest individual financial donations last year were received from The Duchy of Lancaster, Home Start NW, Barnabas Trust, Bolton Guild of Help, 1 Point NW, AFG Law, Bolton Medical Fund, Smithills Fellowship's proceeds from their Annual Christmas Market, and several individuals.

Food Related Projects

Food Provision

23,126 food parcels distributed

3.21 This was our second year in providing food parcels for households in crisis exacerbated by the pandemic. So, we continued to provide a hugely increased number of food parcels across the borough by comparison with pre-pandemic volumes. Recipient households included those who were isolating at home and those with health vulnerabilities that required them to shield. We simply could not deliver such a broad-based and far-reaching service without the help and support of specialist and local community-based agencies, the generosity of food donors, and the commitment of many volunteers.

3.22 Food collections and donations continued to be centrally received at our Food Hub warehouse where it was processed for onward 'Covid Secure' doorstep deliveries. In total, over the year, we distributed a staggering **23,126 food parcels** as detailed in the projects below.

3.23 Some typical comments from very appreciative food parcel recipients were: *"I really appreciate the help whilst going through difficult circumstances." "The food I received in my parcel was really good!" "The staff are helpful and polite and treated me with dignity."*

3.24 Most of the food we were able to supply came from individual donations, local supermarkets surplus and was supplemented by bulk purchases. Many of the 'grub tubs' we have traditionally used to collect donated food in community settings were not used during lock-down. Despite this, overall food donations were significantly up on the previous year as people responded generously to the ongoing crisis.

3.25 During this second exceptional year, food parcels continued to be delivered to five distinct household cohorts. These were as follows:

Storehouse Foodbank

Individuals supported on 1,832 occasions

3.26 Storehouse Foodbank has operated as Bolton's main centrally located foodbank since 2003. Primarily the service supports families and single people in distress as a result of redundancy, illness, debt, adverse changes or a delay in benefits including those who have been sanctioned. Other reasons for people needing to receive food parcels are homelessness and family breakdown.

3.27 Client referrals to the foodbank were made through many front-line organisations and staff. These included Citizens Advice, housing providers, community and Children's Centres, local authority workers, health visitors and other local charities. Many of the agencies we work with continued to work at least in part on a remote basis. We worked hard to ensure that the guidance and support needed by clients to help them address the underlying causes of their hardship, was not adversely affected by pandemic affected working arrangements.

3.28 Over the past year Storehouse Foodbank gave out 873 food parcels (down from 1,090 in the previous year) and totalling some 13 tonnes of food overall. The average household size slightly decreased from 2.4 to 2. Individuals were supported on **1,832** occasions (down from 2,643). This was because a greater proportion of support was provided through Local Welfare Provision (below) which is funded by Bolton Council.

3.29 In most cases, the main reasons given for requesting a foodbank parcel were mental or physical health problems and Domestic Violence. Pre-pandemic, the main reason given by applicants was changes, suspensions or delays to their benefit payments.

Humanitarian Food Aid

Individuals supported on 83 occasions

3.30 When lockdowns started in March 2020, Bolton Council joined forces with us to create a humanitarian food aid response to the crisis, operating from our Food Hub. In this second year of food aid, referrals continued to be made to us by the Council through a central helpline. In the main, these requests were from households that were shielding or self-isolating.

3.31 Over the year, our food aid programme distributed 32 food parcels totalling 0.5 tonnes of food overall, in support of households on **83** occasions, (down significantly from 2,068 occasions in the previous year). This decrease was due to a change in strategy and support from food aid to post-pandemic recovery and the normalisation of other support services.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Food Support for Bolton at Home Tenants

Individuals supported on 2,709 occasions

3.32 Alongside our humanitarian food aid programme, we continued to operate a parallel service in support of Bolton at Home's most vulnerable tenants via their own helpline. Once again, households we supported with food parcels were shielding or self-isolating or were experiencing food poverty.

3.33 Bolton at Home arranged for the food parcels to be delivered by their own staff alongside many of our existing volunteers.

3.34 Over the course of this past year, our Bolton at Home food support programme distributed 1,329 food parcels, totalling some 20 tonnes of food, in support of individuals on **2,709** occasions, (down from 31,812 occasions in the previous year). Over the year, focus and provision moved from home deliveries to the re-opened Storehouse Pantry provision (below) whereby beneficiaries were able to collect their own provisions from local community venues.

Local Welfare Provision

Individuals supported on 25,893 occasions

3.35 We provided emergency food parcels and pre-payment home energy top-ups on behalf of and funded by Bolton Council as part of its Local Welfare Provision (LWP). On occasion we were also funded to supply energy top-ups for Bolton at Home tenants and for homeless households when housed through the Council's Housing Options team. This service provided an emergency safeguarding provision for individuals and households in acute crisis.

3.36 Over the last year we distributed **11,642 LWP food parcels**, totalling some 174.6 tonnes of food, in support of individuals on **23,725** occasions, (Up significantly on the 9,085 occasions of the previous year). The food we provided was sized to be sufficient to meet the needs of each applicant household for a week at a time. On average each month we supplied £36,471 worth of emergency LWP food (up from £13,160).

3.37 Over the year we also processed **pre-payment card energy top-ups on 2,168 occasions** for struggling households who were referred to us through LWP, Bolton at Home and Housing Options. The average cost per month for this service was £25,380 (up from £4,711).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Storehouse Pantry

Individuals supported on 6,860 occasions

3.38 Storehouse Pantry is an evolution of Storehouse Foodbank - providing struggling residents in target areas, access to food and other household essentials which they can select for themselves for a small affordable weekly subscription.

3.39 Households access by application to become Pantry 'Members'. Members can attend their neighbourhood Pantry on a weekly basis. Here they receive a warm welcome, good conversation, and a range of help and support. Membership enrolment is based on foodbank and residency criteria and is periodically reviewed on a one-to-one basis to avoid dependency and to support Members in addressing all that is creating hardship for them.

3.40 Members are offered and provided with additional specialist support to help them tackle some of the underlying reasons as to why they need help with food. This included debt and energy advice, help with CV's and finding work, help with making meals and support with rent arrears etc.

3.41 This service had to close during the 2020-21 year but was reopened at the start of this financial year as we emerged from successive lockdowns. The service was provided from 4 locations over the year. These were in New Bury, Deane, Westhoughton and Breightmet.

3.42 Over the year, 328 households were supported, (up from 58 in the previous year). Adults and children were supported on **6,860** occasions. The average size of supported households remained 2.5 as in previous years.

Bolton Lunches

66,690 lunches supplied over the school holidays

3.43 Over the last year the number of school children eligible for free school meals increased from 8,600 to 12,500. During the school holidays, many such families face a real struggle to find the money to feed their children. In response to this crisis, each year we mobilise many volunteers to prepare and deliver food for children's lunches. Working in partnership with churches, children's centres and other community venues, the lunch parcels are delivered for free collection at the point of need by children and their parents. Our aim with this project is to ensure that no child goes hungry.

3.44 This year the packed lunches were prepared in centres across Bolton from food supplied through our central Food Hub. Additionally, a new venue in Horwich made up the lunch packs for distribution sites in their local area.

3.45 This year we integrated Bolton Lunches with Bolton's Holiday Activities and Food (HAF) programme. This grant fund was awarded to Bolton Council and its partners to enable struggling young families access a range of free activities in their local area - including lunch! The activities ranged from sporting groups to arts and crafts, outdoor pursuits to cooking classes. We also received several individual financial donations, enabling us to cover all our costs.

3.46 With help of an army of volunteers - we produced and delivered **66,690** lunches during the 2021 school summer holiday period. This was up from 53,285 when we were last able to run the project in 2019. The lunches were delivered to 22 of our own distribution sites, 30 HAF programme sites and 8 other sites. This totalled 60 sites, up from 29 in 2019.

Friends of Fun Food

1,226 people participated in food skills events

3.47 Following the completion of our highly successful lottery funded initiative, we continued our work with a range of organisations who share our concern to address the poverty of food skills, knowledge and interest which holds back so many of all ages. We continued to support delivery of a project with 'Rock It Bolton' - providing a range of food and music orientated activities which nurture confidence, skills and creativity in young people including young teens 'looked after' within the Care system. They prepared meals from scratch which they then sat down to eat with their support staff and foster parents.

3.48 We organized a healthy lifestyles food event for young people with additional needs, with free cinema tickets for all those that participated. We also ran a winter activities programme - with cooking demonstrations targeting vulnerable families and young people.

3.49 Working alongside a resident chef we worked with vulnerable young people and their significant adults to look at how to cook a Christmas lunch and what to do with leftovers. This was done just before Christmas to allow for families to put into practice what they had been a part of. The culmination of this activity was a visit to the pantomime.

3.50 With the benefit of a grant from Sainsbury's, this year our Friends of Fun Food project helped a total of **626** people access food, skills advice and support. By providing cooking experiences and demonstrations in a socially interactive and stimulating way, participants gained new experiences, insights and tools to effect lifestyle changes for themselves.

3.51 We also provided pop-up interactive food demonstrations in Moss Bank Park as part of our 2021 summer lunch's programme. This was supported and funded by Bolton Council through a Holiday Activity Fund grant. Over **600** individual young people signed into the 30 sessions that were available.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Christmas Dinner on Jesus

5,248 people benefitted on Christmas Day

3.52 Everyone should experience a little joy at Christmas, but we know for many it can be a sad time. Loneliness, family breakdown, bereavement, or having just too little money to celebrate the occasion are some of the reasons for sadness. So, with the help and support of many individuals and agencies, this annual project is able to provide hampers to many who are struggling. The hampers contain everything that an individual or family needs to enjoy a traditional Christmas meal with all the trimmings.

3.53 In the Autumn of 2021, we contacted all those who previously supported the project. We asked schools, churches, businesses and other groups to consider making a pledge to collect specific items that will be used to make up the hampers.

3.54 As in previous years, once again we depended upon the generosity of many individuals, churches, schools, businesses, Bolton Council, Bolton at Home, and many other groups who donated items for the hampers and the money we needed to purchase fresh items. We were delighted that once again this year, what we received covered our project costs. In the weeks leading up to Christmas, our partner agency workers were invited to nominate individuals and families to receive a hamper. Then just before distribution day our volunteers started preparing the hampers.

3.55 We were grateful for the support of many agency workers who called to collect and then deliver hampers to the doorsteps of those they had nominated. The appreciation shown by hamper recipients was as always quite overwhelming!

3.56 Last Christmas we were able to provide **1,644 Christmas hampers** (up from 1,565 in the previous year). We received and were able to respond positively to all referrals from **106** nominating agencies and churches within the town and from our own service areas. Over **44** organisations, churches and community groups, and thousands of individuals, donated items for the hampers.

3.57 Over **200** volunteers assisted us in the assembly and distribution of the hampers. We are immensely grateful to everyone who contributed in some way. We are proud to say that as a result of everyone's efforts **5,248 people** (that's 2514 adults and 2734 children) benefited from the hampers (up from 5,042 in the previous year).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Children & Families Services

RISE (Reaching Inside, Strengthening Emotions)

36 children and 19 family members supported on over 660 occasions

3.58 Independent research has highlighted that two per cent of families in the UK suffer significant multiple problems which are often linked with parents not working, children not attending school, youth crime and anti-social behaviour. This in turn places increased demands on local services such as health, social care and criminal justice.

Our team of specialist practitioners has honed its skills in addressing this issue over several years working in support of the governments 'troubled families' programme. In July 2021 we were funded by Bolton Together to deliver a new service which we named 'RISE'. This is a programme of personalised in-depth therapeutic support specifically aimed at troubled 8 to11 year olds – helping them take steps to create solutions to their difficulties.

3.59 Bolton Together working with schools and other agencies, refer children and families to us who are likely to benefit most from our support. Our experienced team works closely with a range of agencies and specialist practitioners to provide children and their families with advice, support, guidance and encouragement. Our partnership approach, coupled with our range of in-house services, has helped bring a joined-up 'family focused' approach to this work.

3.60 Our initial engagement with children and families referred to us builds trust and understanding. Once we have a clear picture of what is needed, we work with them on putting together a Support Plan. Often this will include a need to address emotional and behavioural issues, parental boundaries and approaches, developing resilience, making specialist referrals, and helping them access the services they need. Our support workers are passionate about what they do, often going the extra mile for those they work with, and keeping cases open for as long as our help is needed.

3.61 The evidence shows that our approach often works where engagement and relationships with other professionals has broken down. We are consistently able to report good positive outcomes around improved engagement with services, improved attendance at school, improvements in family approaches, thinking and attitudes, health and wellbeing issues.

3.62 Over the course of this last year **36** children and **19** family members were supported by our RISE service on over **660** occasions. We achieved positive outcomes with 87% of the families we supported over the year using the Child Outcome Rating Scale. Typically, the outcomes achieved were increased management of emotional regulation, implementing strategies to reduce anxiety and/or behavioural difficulties, improved school attendance, improved mental health and recovered family relationships. Feedback from the children themselves demonstrated an average 50.15% improvement across a range of indicators.

3.63 One school we have worked alongside said *"Thank you for the help and support that you've given Jenny*. We've got through two days of SATs, and she's been great so far, which is due to your ongoing work with her".*

3.64 Examples of typical parental feedback include: *"The help I received was second to none. I felt listened to, heard and that me and my son mattered. The RISE worker is absolutely wonderful and a credit to her profession"*; and: *"Dion* made a real connection with his RISE worker. I am very happy with the support".*

3.64 Typical examples of feedback from children we have supported are: *"I really enjoyed you helping me. I learnt a lot of things. I felt like that my worries were taken seriously"; and "The support worker has helped me with my behaviour, my thoughts and my actions".*

*Names have been anonymised

RUNA (Remember U are Not Alone)

764 young people supported on 1,729 occasions

3.65 Every year many hundreds of children and young people in Bolton go missing from their family homes, from school and from the 'looked after' system. We developed RUNA in response to this problem. Bolton Council funds us to provide a 'response' service which is triggered each time a 'missing' report is filed. In so doing we work alongside Greater Manchester Police (GMP), Bolton Council, the Complex Safeguarding Team, Social Care, parents, carers and local schools to ensure young people who go missing are returned safely and as quickly as possible. Our shared aim is to hear the voice of the child, reduce missing episodes, promote wellbeing, monitor and share appropriate intelligence and to strive against exploitation. The service provides advice, guidance and support to the children and young people who have gone missing and those who are at risk of running away.

3.66 In addition, we received additional fixed-term funding from the Big Lottery (Reaching Communities) to provide a 'support' service until 21st October 2021. This supported children at repeat risk of running, but who fell under the threshold for statutory agency intervention. A unique aspect of this support service has been the joint visits and intelligence sharing arrangements we had with GMP. By the end of our 5-year project, RUNA Support worked with a total of 334 individual young people, and over 3,000 young people in school group settings. Of this total **19** were supported in this final 29-week period on approximately **342** occasions.

3.67 Prior to our 'response' and 'support' service approach (which commenced in 2015), only 14% of return interviews in Bolton were conducted within the '72 hour' government target of a young person being found. Over our 2021/22 financial year, we are pleased to report that **90%** of our return interviews with young people were offered within the 72-hour government target and 70% conducted within 72 hours.

3.68 We were pleased to have maintained a consistently high level of performance on this measure, despite some continuing pandemic restrictions impacting access to schools and homes.

3.69 RUNA attended to **1,386** missing incidents in 2021/22, compared to 1,054 in the previous year. Similarly, the total number of return interviews completed last year was 1,041 compared to 956 in the previous year.

3.70 We attended to a total of **565** missing young people last year. This compares to 528 in the previous year and 606 the year before that. Our overriding concern is to do all we can to bring the number that go missing down. It is significant that 82% of young people had reduced their missing episodes from case opening to closure.

3.71 Of the 565 we worked with last year, 461 went missing from their home in Bolton and 104 were Looked After Children (LAC's) within the care system. Last year, the average number of missing episodes per child for children who live at home was 1.5 (compared with 1.7 in the previous year). For those who were LAC the figure was 3.4 (compared with 3.2 in the previous year). This continues to illustrate that LAC's experience more missing episodes and require more support.

3.72 The team also offers a 'preventative' service for young people through the provision of one-to-one information, advice and guidance on risks and dangers, social media safety, rules and boundaries, emotional health and self-esteem, substance use, appropriate relationships, and recognition of child exploitation - linking with careers support and educational/employment opportunities and access to health services. Specifically, in November 2021 we delivered a programme of preventative support at Ladybridge High School to **180** children.

3.73 Parental feedback received this year has once again included many positive comments on improvement in their child's behaviour, emotional health, school attendance and communication.

Adult Support Services

Eve's Space

83 women at risk of offending or re-offending received meaningful support

3.74 Research undertaken by and for organisations working within the Criminal Justice System demonstrates that women who are at risk of offending, ex-offenders and those currently serving a prison sentence have distinctly different needs to those of men. With this project we are working within an Alliance of centres across Greater Manchester to support such women. The 'whole systems approach' adopted by our Alliance is recognised nationally as a model of good practice.

3.75 As with all Alliance members, the services provided by our Eve's Space project are for women only. We offer a safe and relaxing space within our centre, plus outreach support provided by specialist female support workers.

3.76 The support we provide includes assistance with accommodation, finance and debts, health, skills and employment. We provide guidance and support with alcohol and drug issues, and difficulties experienced with children, families, attitudes and behaviour. Together with each service user, we produce an action plan to help them meet their goals and aspirations.

3.77 Our aim is to reduce the incidence of offending and to support those at risk – helping them to rebuild their lives and fulfil their true potential. Our vision is to see a sustained reduction in the number of women sent to custody from Bolton, where good alternatives are available in the community that address the causes of women offending and supports their rehabilitation.

3.78 In total 112 referrals were received by Eve's Space in 2021/2022. (80 had been referred in the previous pandemic-affected year). As ours is a voluntary service, there are those who chose not to participate for a variety of reasons. Over the year, we supported and worked with a total of **83** women in a meaningful way, (up from 59). Support was provided on the basis of individual need. So, although there was significant variation, users of the service were supported on **2,988 occasions**. This level of engagement underlines the complexity of need present in the women's lives. Over this last year the courts were recovering from reduced levels of processing within the criminal justice system because of the pandemic.

3.79 92 cases were closed in the year (up from 88). An analysis of what these women achieved with our support as they exited our service, found that 92% of those who engaged positively made positive progress in their mental health, 18% of the women who engaged meaningfully were able to resolve finance or debt issues, 44% were able to address alcohol issues, 26% were able to address drug misuse issues, and 48% had their accommodation needs met.

3.80 In feedback we collected from each service user over the past year, 100% said they were satisfied (or better) with the service we provided. Typical of comments made in feedback were: *"Thank you for putting up with me and being such a great support" and "Thank you for all the help and support! You've helped me get through so much."*

Reach Out

77 women with sex work issues supported

3.81 Reach Out offers practical and emotional support, information and guidance to women involved in sex work in Bolton. The project aims to empower women - helping them exit sex work and rebuild their lives.

3.82 Working closely with Greater Manchester Police, Social Services and the NHS, our specialist support workers engage with women who are at risk on the street. They also work with women in 'parlours'. Here they provide one-to-one safety and sexual health advice, welfare, and harm reduction support sessions. Work to identify highly vulnerable trafficked women is undertaken. We also provide vulnerable women with contraception and rape alarms. In this last year, the service was funded from a Bolton CVS grant and from charitable donations.

3.83 In our work, the critical support we provide is often needed and wanted by women over many years before changes for the better can be realised. We often find that sex work is the result of other issues in their lives. So, in helping them address the problem, many of the women we support are also helped with past trauma from sex abuse, domestic violence, mental and physical health, drug, alcohol, finance, benefits, and debt issues. Where appropriate, we help the women address issues of attitude, thinking and behaviour. We also help them with training and employment and needs.

3.84 Reach Out has been instrumental in a dramatic and sustained reduction of street prostitution in Bolton over many years – down from 170 known individuals in 2003 to the lower numbers we see today. **44** women with a known street sex working issue or risk were newly supported by us last year. A further **17** women were supported in parlours. In addition, we continued to work with **16** who we were already supporting at the start of the year. This carry forward number was lower than usual because parlous had been closed for some time due to Covid restrictions. Support for the women was provided on the basis of individual need. So, although there was significant variation, users of this service were supported on **448 occasions**.

3.85 During the year we were able to close files on **8** women for whom we had achieved positive outcomes. In feedback we collected from each service user over the past year, **100%** said they were satisfied (or better) with the service we provided. Some of the comments made in feedback included:

3.86 *"My Reach Out worker is always there for me when I need her. She understands all my needs and gives support, patience, and knowledge." CK*

"I like it that the service is just for women. They are always willing to help." WT

"They have helped me for years, stood by me all through the bad times, always there for me when I need them and knows all about my needs. She stood by me through my rape trial, making me feel safe" SB

"I see the support worker when she comes to my workplace – very friendly, understanding and approachable" E

Street Life

Accommodation found for 138 homeless people

3.87 Numbers will fluctuate, but we estimate that last year there were on average between 25 and 30 adults who resorted to rough sleeping on the streets of Bolton at any one time. Added to this we estimate there are many hundreds or more who were in temporary and often highly unsuitable accommodation. Street Life works hard to get 'difficult to house' individuals into suitable and sustainable accommodation. Our vision is to see no-one having to resort to living on the streets of Bolton, or in unsuitable accommodation at any time.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

3.88 Street Life is funded by Bolton Council. We work with rough sleepers and other homeless people with complex and enduring housing related needs. Our Street Life worker is particularly successful with those who have a complex housing history including rent arrears, property abandonment, eviction, and anti-social behaviour – all of which seriously limits their housing options. Our project helps prevent rough sleeping by helping people find accommodation as quickly as possible. We work with a range of private landlords and temporary accommodation providers to make the best possible solutions available.

3.89 For over half of the year 2021-22, we still could not operate our usual weekly Street Life Drop-In due to the pandemic. However, in November 2021 our drop-in was re-opened in a new venue (our former church centre). It now opens every Wednesday between 12noon and 2.00pm.

3.90 We also continued to speak with clients face to face at our main office, at the Housing Department's office and by phone. In the main, the advice and information we provided was in relation to housing options, applications for housing, benefit queries, ID's, rent areas, payment plans and private landlord concerns.

3.91 Over the course of last year we continued to experience a steady demand for our Street Life service – engaging with a total of 531 service users, through one or more discussions, practical advice and support. Of these, we were able to provide sustained and meaningful support for **430 individuals** (up from 310 in the preceding year). Our engagement with each homeless household varied according to individual need, totalling more than **4,330 interventions** over the year.

3.92 By the year end Street Life had found accommodation for **138 service users** (up from 92 in the preceding year). 27% were accommodated with Bolton at Home; 21% in temporary hostel accommodation and Bed and Breakfasts; 16% were accommodated by housing association organisations and 28% by private landlords and 8% were accommodated by out of the borough or were able to return to previous accommodation.

3.93 In feedback we collected from each service user over the past year, 100% said they were satisfied (or better) with the service we provided. Comments made in feedback included the following commendations:

"I am more than satisfied with all the help Street Life gave me, my mental health is getting much better since I have got a place to live" ST

"We are happy with everything Street Life has helped us with. They found us a place to live, helped us budget, set up services and got us everything we needed." MH & KM

"The Street Life worker is helpful and friendly and is always there for me when I need him" GB

"Brilliant! If it wasn't for Street Life I would be still homeless. They got me a flat with everything I need. They were there for me more than anyone else" KP

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Support First

Intensive support provided on over 200 occasions

3.94 Research shows that people who have multiple and chaotic social and lifestyles needs, place disproportionately high demands on the emergency services. This includes repeat 999 calls, A&E attendances, high use of doctors and other walk-in services, and unplanned admissions to hospital.

3.95 'Support First' was designed to address this issue in Bolton by supporting such people on a one-to-one basis in a range of practical ways that reduces the need for them to access acute care services in crisis. With the support of local community-based services and networks, the project has built greater stability and self-sufficiency in the lives of service users.

3.96 Support First worked in partnership with and receives referrals from the NHS, the Northwest Ambulance Service, the Police and Bolton Integrated Drug and Alcohol Service. Local mental health support charity BAND (Building A New Direction) provided a befriending support to clients who access the service. The service was funded from July 2017 by the Big Lottery's 'Help Through Crisis' Fund and was completed in June 2021, which explains the small number supported in this last period.

3.97 Those who benefitted from our Support First service often presented with a range of complex issues. These included mental health difficulties, alcohol/drug dependency, learning/intellectual difficulties or a history of offending. Some have been victims of domestic violence and others exhibit anti-social behaviour. Frequently they struggled in insecure and unsuitable accommodation or were homeless.

3.98 Our support workers identified problems, offered advice and provided practical assistance to individuals and couples. This they did largely through home visits and by providing support into other specialist services where this was beneficial.

3.99 Over this last 3-month period, **5** service users were supported by our project. The intensive support that was required for each service user was provided on the basis of their individual need totalling over **200 occasions** in this last period.

3.100 Over the lifetime of our Support First project, we provided intensive support for 102 service users. Since the start of the project hospital attendances of all those we worked with reduced by 87%; unplanned admissions to hospital reduced by 60% and A&E attendances reduced by 50%. 57% of our service users who presented to us with a mental health need made meaningful progress. 60% of those who presented with an alcohol dependency made meaningful progress in addressing the problem. 38% of those who presented with drug addictions made meaningful progress in addressing the problem. 63% of those who had suffered domestic abuse made meaningful progress in addressing both the cause and the trauma. Overall, 54% of those we supported felt their self-esteem had increased.

3.101 In feedback we collected from each service user, 100% said they were satisfied (or better) with the service we provided. Typical of comments made in feedback were: *"Thank you I feel so supported. I feel I can ring my worker at any time and she's there for me. There's been a lot of change in my life and I'm now in a much better place"* and *"My support worker has taken me everywhere to get the help I need" "I've been encouraged and supported to do things for myself. I've picked myself up and feel more hopeful about the future".*

4. FINANCIAL REVIEW

Principal Funding Sources

4.1 Urban Outreach is funded through contracts, grants and general giving. Our funders include grant-making bodies, trust funds, businesses, churches, local organisations and individuals. We are indebted to our principal funders last year. These were Bolton Council, Bolton at Home and the Big Lottery.

4.2 Last financial year, grant and non-contract income made up 62% of total funding (down from 78% in the preceding year), Contract income made up 17% of total funding (up from 3.7% in the preceding year). Donations, Gift Aid and fundraising made up 21% of total funding, (up from 18.3% in the preceding year). In the main, the charity does not conduct any significant fundraising activity. Such funds are largely raised through unsolicited donations and fundraising activities undertaken by our supporters.

4.3 This funding mix has supported some of our most critical services, providing food, other consumables and support to benefit the most vulnerable and marginalised people in Bolton. Our work with churches and other small voluntary and community groups continues to provide a vital lifeline reaching those who struggle to access mainstream support.

4.4 Factors likely to affect future financial performance or position are reviewed at each trustee meeting alongside a review of performance against the original approved budget for the year in hand. Forecasts are amended as appropriate at such time. There have been no significant events that have affected our financial performance and position during the year.

4.5 We have reported an overall surplus for the year of £724,360. When added to our total funds brought forward - £2,944,698 – this takes our Balance Sheet funds at 31 March 2022 to £3,699,058.

4.6 Of this amount, £539,076 is represented by Restricted Funds, £1,109,508 is represented by Designated Funds and the balance of £2,020,474 by Unrestricted Funds. Unrestricted funds are comprised of fixed assets (mainly buildings) of £1,750,505 and unrestricted reserves of £269,969. The unrestricted reserves comprise of cash at bank of £253,472 and current assets/liabilities of £16,497.

4.7 The accounting policies that support our fund accounting are explained in detail on page 7 of our Financial Statement for the year, and an analysis of net assets by fund is set out in note 11 of our Financial Statement.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

5. INVESTMENT POWERS AND POLICY

5.1 Our investment objective is to achieve capital growth in excess of inflation (RPI) on all our cash holdings. Our strategy is to strike a balance between:

- maintaining short term liquid cash holdings to meet our planned and possible unplanned needs on a rolling basis in accordance with our Reserves Policy,
- seeking increased interest yields available on medium-to-long-term cash investments within an acceptable level of risk in order to achieve a stable and growing income stream, and
- the acquisition of buildings and facilities which meet our direct charitable needs.

5.2 In making investments, we are mindful of our duties and responsibility defined within our Memorandum and Articles of Association, i.e. trustees are required to:

"expend the funds of the Charity in such a manner as they shall consider most beneficial for the achievement of the Objects and to invest in the name of the Charity such part of the funds as they may see fit and to direct the sale or transposition of any such investments and to expend the proceeds of any such sale in furtherance of the Objects of the Charity".

5.3 The charity holds building assets in the form of our main registered office. We are currently reviewing our building and facilities as outlined below under 'Plans for the Future'. In due course we expect this will result in an increased investment in fixed assets and buildings in accordance with the needs and demands placed upon the services we are delivering now, and plan to deliver in the foreseeable future.

6. RESERVES POLICY

6.1 Our unrestricted liquid funds are defined as 'free reserves'. Combined with appropriate use of our 'designated' and 'restricted' funds, our policy is to accumulate free reserves sufficient to mitigate risks associated with: delayed capital receipts (cash-flow), unforeseen essential expenditure, costs arising from management of change or short-term cessation of project funding, to help fund required investment in buildings and facilities, or to accommodate plans for expansion and diversification – all with the aim of improving our overall efficiency, effectiveness and sustainability.

6.2 Our lower free cash reserve holding has been established to reflect approximately two month's operational costs. Our upper free cash reserve holding has been established to reflect approximately 12 month's operational costs. On this basis, at the financial year end, our lower free cash reserve target was £173,000; and our upper free cash reserve target was £1,038,000. Our actual cash reserve holding at year end was £253,472 which is in line with our reserves policy.

6.3 If or when there is a shortfall on our lower free cash reserve holding, associated risks and remedial actions are defined, agreed and reviewed by management and trustees at a formal minuted trustees meeting. If or when the upper level of free cash reserve is exceeded, trustees and management will take timely action to bring the holding down within the target sum. This might involve investment or transfer to other forms of asset or by making grants to external parties for similar charitable purposes.

6.4 We remain satisfied that our reserves targets, combined with our 'designated' and 'restricted' fund holdings, are sufficient to enable the charity to effectively manage contractual risks, issues and organisational change as identified above, or to wind up its affairs in an orderly fashion should the need arise.

7. PLANS FOR THE FUTURE

7.1 During the forthcoming year we will continue implementation and review of our Strategic Organisational Development Plan. The purpose of this Plan is in response to anticipated future needs, demands and expectations. Our Plan will continue to satisfy governance requirements, whilst strengthening our effectiveness in responding to the needs of those in desperate need of care and support.

7.2 Going forward, we intend to further develop our work with schools and deliver more training and awareness-raising around the issues and facts which give rise to the services we deliver for the most vulnerable, disadvantaged and marginalised of Bolton.

7.3 We will continue to develop a project we are developing in partnership with Bolton at Home called 'Greenworks'. Based on the estate around our Food Hub, our shared vision is to achieve a sustainable net-zero carbon future for Bolton and beyond. In so doing, we will meet our charitable objectives for individuals that have significant need for employment skills training by encouraging their engagement in a range of activities which support the Greenworks project objectives.

7.4 To achieve this vision, we will be investing in improvements to the Food Hub and its environs. This may involve sustainable food growing, hydroponics and composting. We are also working on designs for our internal spaces, our work vehicles and transport to and from work. We will also be exploring building a modular training house to help people develop trade skills in a real environment. We aim to ensure all our buildings and services meet our sustainability and carbon reduction objectives.

7.5 With the completion of our Support First project in June 2021, and our desire to provide effective support that goes beyond the boundaries of any individual project or service, we are taking a fresh look at how we support highly vulnerable and marginalised adults. We are realising this in part, within our buildings and outdoor spaces at the former Central Baptist Church which is to be renamed. Our premise and vision here is to see those we can support stopping with us (on 'red'), for as long as they need (on 'amber'), before they go (on 'green'), to live lives free from all that has held them back. We will expand our range of pop-up services and support from the Centre around which we will provide opportunities for additional support - working alongside churches and other agencies.

7.6 As part of this, we plan to make use of the grounds surrounding the building to create a peaceful and therapeutic garden supported by volunteer mentors and service users. The vision for this - our Genesis Project - is that it will become a place where relationships with our service users can be developed over time and through the seasons.

7.7 'Street Life' has played a significant role in homelessness preventative work since 2003. We aspire to provide opportunities for those we are supporting through our drop-in, to receive additional therapeutic support by participating in our Genesis Project. We also aim to acquire a terraced house to provide safety net temporary emergency accommodation for service users we are closely supporting.

7.8 We are still looking at options to improve our office establishment with a view to moving from our present building on Salop Street, which does not fully meet our current and future office needs.

7.9 As a new normal emerges from the pandemic, we aim to revisit and refresh our good relationship with churches and other community organisations - particularly those with a desire to expand on their neighbourhood impact in addressing poverty in all its forms. We will continue to explore new models for joint working in this area which we recognise should take place both virtually and physically 'outside the walls' of buildings and other structures that for so many can present barriers to engagement. As part of this, we would like to explore opportunities for established churches to undertake outreach worship services from within the church hall at our Centre.

7.10 We also have plans to establish a new project working with church communities. 'Close at Hand' will work in partnership with Bolton NHS and Bolton Council. We aim to recruit local community volunteers to offer practical support to vulnerable individuals upon their discharge from hospital or A&E. We are also supporting the Homes for Ukraine in Bolton group with support for Host families and a centre for the refuges to collect food along with a bicycle project.

7.11 We are working towards a redesign of our website which will improve access, functionality, and navigation for those we work with and our supporters. We aspire to make it a virtual space where visitors can see the impact of our work and a place where individuals and groups can readily participate in volunteering and fundraising in support of our work.

7.12 One project that was closed by the pandemic was 'Winter Watch'. For many years, this was a popular café providing homeless, transient, vulnerable and lonely adults with free hot meals, clothing, showers, support and a friendly listening ear over the winter months. We will give consideration as to how this vital service might be re-established and integrated with other services to be provided from our new Centre.

7.13 Three years ago, we established 'In Off The Street' as a dormitory based service providing bed spaces when there have been insufficient available in Bolton for the homeless and rough sleepers during the winter months. During the pandemic, government funded Covid-Secure single bedroomed provision has fortunately been made available and we have not opened our provision for this reason. However, we stand ready to re-open our emergency night shelter should the need arise in future.

7.14 Building upon the services we currently provide to women at risk of offending, we will continue to explore how we can add value to Bolton re-settlement pathways for both male and female ex-offenders and in providing alternatives to custody for low-risk offenders.

7.15 We also aim to engage a worker to lead on our work with Greater Manchester Police and other agencies in tackling Modern Day Slavery, supporting victims trafficked to Bolton, and raising awareness in the community to ensure there is 'no hiding place' for the perpetrators of this appalling crime. In developing our 'No Hiding Place' initiative we aim to provide a child exploitation focus for our RUNA team.

8. REFERENCE AND ADMINISTRATIVE DETAILS

Charity name	Urban Outreach (Bolton)
Charity registration number:	1044203
Company registration number:	3019108
Registered office:	Environ House, Salop Street, Bolton, BL2 1DZ

Trustees

C Bagley	Executive Trustee
S Lancaster	Chairman of the Board of Trustees
R Oldfield	Trustee
R Pyle	Trustee
C Stott	Trustee

Secretary

D Bagley	Company Secretary

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Leadership Team

D Bagley	Chief Executive Officer
C Bagley	Executive Trustee
S Bagley	Food Services Senior Practitioner
S Bottrill	Deputy Chief Executive Officer
N Gillard	Children and Families Team Leader
H Matthews	Adult Services Senior Practitioner (from 01.09.21)

Auditors

Donnelly Bentley Chartered Accountants, 70 Chorley New Road, Bolton, BL1 4BY

Bankers

The Yorkshire Bank plc, Oxford Street, Bolton BL1 1RD.

9. STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

9.1 Urban Outreach (Bolton) is a company limited by guarantee. The charity was first established in 1990 and was subsequently Registered on 15th February 1995. It was incorporated under a Memorandum of Association on 7th February 1995, as amended on 22nd September 1997. This Memorandum sets out our objectives, powers and governance arrangements through our Articles of Association.

Organisational Structure

9.2 The role, responsibilities and liability of trustees is defined by our Articles of Association. Trustees have approved a Scheme of Delegation whereby the roles and responsibilities of trustees, managers and staff are clearly expressed.

9.3 The charity has a clearly defined management structure, headed by a Chief Executive Officer (CEO), who is also Company Secretary. Four senior members of staff within a Leadership Team (listed above), work directly to the CEO, each with clear areas of responsibility and appropriate levels of staffing as determined by contracts, services and job descriptions.

9.4 The CEO and his Leadership Team are guided by a board of non-executive trustees. Trustees ordinarily meet every two months, principally to exercise financial and strategic oversight. An Annual General Meeting is convened annually. Special meetings are also periodically convened to focus on organisational planning and review.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Recruitment and Appointment of Trustees

9.5 The trustees, who are also directors of the charity for the purposes of the Companies Act, and who served during the year and up to the date of this Report are listed above under 'Reference and Administrative Details'.

9.6 There is no upper limit on the number of trustees, but the Articles of Association require a minimum of three. In considering the appointment of new trustees, existing trustees consider representations and make approaches primarily amongst partners and supporters of the charity. Consideration is given to diversity and the need for specific skills and expertise.

9.7 Prospective candidates are approached informally in the first instance. Following informal discussion and agreement by trustees, prospective candidates are introduced at the next Ordinary Meeting of trustees, at which formal election may be confirmed. The Company Secretary will then notify Companies House and the Charity Commission. Trustees are asked to make an annual declaration of their legal status to hold office, declare any conflict of interests, and are periodically asked to provide individual feedback by way of a questionnaire.

Trustee Induction and Training

9.8 The induction process is defined within a checklist, which includes reference to the responsibilities of trustees (who are also non-executive directors) as stated in the charity's Scheme of Delegation and Trustee Handbook. Upon appointment, new trustees are provided with a copy of these and other relevant policy documents. Arrangements are made for them to tour all the charity's locations and projects, with the opportunity to meet staff, volunteers and service users.

Co-operation with other Organisations

9.9 Urban Outreach (Bolton) is a wholly independent charitable company with no subsidiary. However, we work very closely with a number of national and local agencies in the capacity of delivery partner and service provider. Most significant amongst these relationships are with the 'Bolton family' of cross-sector partners including Seddon's (construction), Bolton at Home and Bolton Council; and many local community organisations including churches and schools. In addition, we periodically receive grant and contract funding from national and regional commissioners for the delivery of specific services.

Risk Management

9.10 As trustees we have reviewed the major strategies and operational risks which we face as a charity in the short and medium term. We have formulated and maintained policies to mitigate such risks, including systems of regular reporting and forecasting. This includes the scrutiny and updating of our Risk Register, and our Investment and Reserves Policies which have been formulated and reviewed with these risks in mind.

Staff Remuneration

9.11 We have adopted the following principles around which remuneration for our staff is framed:

a) Offering pay which supports employment of appropriately qualified and experienced staff who will lead, manage and deliver our aims.
b) Remaining consistent with our ethos and values.
c) Ensuring we are always fully compliant with equal pay and other legislative requirements.
d) Maintaining our commitment to ensuring no one who works for us, receives less than the 'real living wage'.
e) Recognising that salary alone does not reflect the value we attach to our staff.
f) Recognising that monetary reward is not the primary motivating factor for many staff in doing the work they do for us.

10. TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

10.1 We, as charity trustees - who are also the directors of Urban Outreach (Bolton) for the purposes of company law - acknowledge our responsibility for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

10.2 Company law requires that directors of the charity (namely the trustees), prepare financial statements which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure of the charity for that period. In preparing the financial statements, we acknowledge our obligation to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and 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 to
- prepare the financial statements on a 'going concern' basis unless it is inappropriate to presume that the charity will continue in business.

10.3 We acknowledge our responsibility for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to ensure that the financial statements comply with the Companies Act 2006. We also acknowledge our responsibility for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud or other irregularities.

10.4 We acknowledge our responsibility for ensuring the maintenance and integrity of the corporate and financial information included on our website.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

11. STATEMENT AS TO DISCLOSURE TO OUR AUDITORS

11.1 In so far as we as Trustees are aware at the time of approving this report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the auditor is unaware; and
- Having made enquiries of senior staff and our auditors, we have individually and collectively taken all steps that we are obliged to take to make ourselves aware of relevant audit information and to establish that our auditor is aware of this information.

12. SMALL COMPANY EXEMPTION

12.1 In preparing this report, we have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

13. INDEPENDENT AUDIT

13.1 Donnelly Bentley was reappointed to undertake an Independent Audit of our 2021/22 accounts at our Annual General Meeting of Tuesday 30th November 2021.

13.2 The content of this Annual Report was approved by the trustees on 8th November 2022 and signed on behalf of all trustees by:



Sam Lancaster
Chairman

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cashflows 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 charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 on 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 charitable company 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 the provisions available for small entities in the circumstances set out in Note 17 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2022

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' 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.

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 this gives rise to a material misstatement in the financial statements themselves. 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 that 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 in the course of the audit:

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for 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.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2022

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 2.25 - 2.26, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the company and the sector in which it operates and considered the risk of non - compliance with applicable laws or regulations.

- We determined that the following laws and regulations were most significant: the Companies Act 2006, the Charities Act 2011, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial and Reporting Standard applicable to the United Kingdom and Republic of Ireland (FRS102), those that relate to health and safety, those that relate to safeguarding and child protection and those that relate to data protection. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, for example, forgery or intentional misrepresentations, or through collusion.

- We obtained an understanding of how the company is complying with those legal and regulatory frameworks by making enquiries of the management. We corroborated our enquiries through our review of board minutes.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2022

- Our tests also included agreeing the financial statements disclosures to underlying supporting documentation. There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.

- We also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the management or trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

J C Hargraves

Mr Jonathan Hargraves BA(Hons) FCA (Senior Statutory Auditor)
For and on behalf of DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

8 November 2022

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
INCOME	1	1,809,126	2,527,485
Staff Costs	3	432,200	536,779
Depreciation	7	47,359	44,822
Other Operating Charges		605,869	370,056
SURPLUS BEFORE INTEREST RECEIVABLE		723,698	1,575,828
Bank Interest Receivable	2	662	2,762
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		724,360	1,578,590
Tax on Income on Ordinary Activities	6	-	-
SURPLUS FOR THE FINANCIAL PERIOD AFTER TAXATION		724,360	1,578,590
RETAINED SURPLUS BROUGHT FORWARD		2,944,698	1,366,108
ACCUMULATED FUND TO CARRY FORWARD		3,669,058	2,944,698

In the years ended 31st March 2022 and 31st March 2021, the only surplus recognised by the company was the surplus for the period; all of the activities undertaken by the company were continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2022

	Note	General Fund	Designated Funds	Restricted Funds	Total Year End 31/03/2022	Total Year End 31/03/2021
		£	£	£	£	£
Income from:						
Donations and legacies:						
Bolton at Home		-	-	-	-	240,000
BASE		-	-	-	-	353,462
Queen Street Mission		-	-	-	-	375,705
Voluntary donations including gift aid		175,347	31,987	8,981	216,315	404,783
		175,347	31,987	8,981	216,315	1,373,950
Charitable activities:						
Asda		-	-	-	-	500
Bolton Metropolitan Borough Council		-	122,500	-	122,500	202,499
Bolton Council Local Welfare Provision		-	86,000	-	86,000	30,000
Bolton at Home		-	69,995	-	69,995	166,650
Bolton Together		-	21,611	-	21,611	-
Big Lottery Fund		-	-	66,919	66,919	192,322
Bolton CVS		12,000	82,420	-	94,420	67,420
Bolton Youth Service Hub		5,528	261,009	1,472	268,009	-
Cheshire & Greater Manchester CRC Probation		-	10,000	-	10,000	45,000
Forever Manchester		-	-	-	-	25,000
Fresh as a Daisy		1,000	-	-	1,000	-
Greater Manchester Combined Authority		-	-	-	-	54,432
Greater Manchester Women's Support Alliance		-	62,483	-	62,483	-
Homestart		-	-	-	-	16,334
Ministry of Justice		-	18,294	-	18,294	14,578
Neighbourly		400	400	4,250	5,050	-
Stockport Women's Centre (GM Women's Support Alliance)		-	335	-	335	281
University of Bolton - Serco Foundation		-	-	-	-	1,000
WRAP		-	-	-	-	15,000
Paypoint Commission		490	-	-	490	132
LWP Utilities Recharge		-	-	305,351	305,351	52,040
LWP Food Recharge		-	438,083	-	438,083	162,889
Other Recharges		4,200	-	1,909	6,109	36,556
		23,618	1,173,130	379,901	1,576,649	1,082,633
Investment income:						
Bank interest receivable		659	2	1	662	2,762
		659	2	1	662	2,762
Other income :						
Sundry Income		3	180	3,766	3,949	67,157
Rent Receivable		2,650	-	-	2,650	3,400
Subscriptions Receivable		-	6,120	-	6,120	-
Gain on disposal of tangible fixed asset		-	-	3,443	3,443	345
		2,653	6,300	7,209	16,162	70,902
Total Income	1	202,277	1,211,419	396,092	1,809,788	2,530,247
Expenditure						
Charitable Activities	4	94,009	35,022	956,397	1,085,428	951,657
Total Expenditure		94,009	35,022	956,397	1,085,428	951,657
Net Income/(Expenditure) for the Year Before Transfers		108,268	1,176,397	(560,305)	724,360	1,578,590
Transfers Between Funds		-	(66,889)	66,889	-	-
Net Movement in Funds		108,268	1,109,508	(493,416)	724,360	1,578,590
Fund Balances B/Fwd at 1 April 2021		1,912,206	-	1,032,492	2,944,698	1,366,108
Fund Balances C/Fwd at 31 March 2022		2,020,474	1,109,508	539,076	3,669,058	2,944,698

Voluntary donations including gift aid within the designated fund includes the following designated donations into seasonal projects;
Bolton Lunches £895
Christmas Dinner on Jesus £22409

The General Fund is Unrestricted
Analysis of Restricted Funds is shown on page 4.2

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF RESTRICTED FUNDS
FOR THE YEAR ENDED 31 MARCH 2022

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total as per Page 4.1
	£	£	£	£	£	£	£
INCOME AND EXPENDITURE							
Income from Generated Funds:							
Donations and legacies:							
Voluntary donations including gift aid	1,260	-	5,545	-	250	1,926	8,981
Charitable activities:							
Big Lottery Fund	42,005	24,914	-	-	-	-	66,919
Bolton Youth Service Hub	-	-	1,472	-	-	-	1,472
Neighbourly	-	-	4,250	-	-	-	4,250
LWP Utilities Recharge	-	-	305,351	-	-	-	305,351
Other Recharges	-	-	1,909	-	-	-	1,909
Other Income:							
Job Retention Scheme	692	1,795	1,279	-	-	-	3,766
Gain on Disposal of Fixed Assets	-	(139)	3,582	-	-	-	3,443
Investment Income:							
Bank Interest Receivable	-	-	-	1	-	-	1
Total Income	43,957	26,570	323,388	1	250	1,926	396,092
Expenditure							
Charitable Activities	119,366	207,662	629,369	-	-	-	956,397
Total Expenditure	119,366	207,662	629,369	-	-	-	956,397
Net Income/(Expenditure) for Year Before Transfers	(75,409)	(181,092)	(305,981)	1	250	1,926	(560,305)
Transfers between funds	-	-	66,889	-	-	-	66,889
	(75,409)	(181,092)	(239,092)	1	250	1,926	(493,416)
Fund Balances B/Fwd at 1 April 2021	223,077	468,228	341,187	-	-	-	1,032,492
Fund Balances C/Fwd at 31 March 2022	147,668	287,136	102,095	1	250	1,926	539,076

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF DESIGNATED FUNDS
FOR THE YEAR ENDED 31 MARCH 2022

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Total as per Page 4.1
	£	£	£	£
INCOME AND EXPENDITURE				
Income from Generated Funds:				
Donations and legacies:				
Voluntary donations including gift aid	125	910	30,952	31,987
Bolton at Home	20,000	-	49,995	69,995
Bolton Metropolitan Borough Council	82,500	40,000	-	122,500
Bolton Council LWP	-	-	86,000	86,000
Bolton CVS	-	15,000	67,420	82,420
Bolton Together	21,611	-	-	21,611
Bolton Youth Service Hub	-	-	261,009	261,009
Cheshire and Greater Manchester CRC Probation	-	10,000	-	10,000
Greater Manchester Women's Support Alliance	-	62,483	-	62,483
Ministry of Justice	-	18,294	-	18,294
Neighbourly	-	-	400	400
Stockport Women's Centre	-	335		335
LWP Food Recharge	-	-	438,083	438,083
Other Income:				
Sundry Income	-	-	180	180
Subscriptions Receivable	-	0	6,120	6,120
Investment Income:				
Bank Interest Receivable	-	-	2	2
Total Income	124,236	147,022	940,161	1,211,419
Expenditure				-
Charitable Activities	-	-	35,022	35,022
Total Expenditure	-	-	35,022	35,022
Net Income/(Expenditure) for Year Before Transfers	124,236	147,022	905,139	1,176,397
Transfers between funds	-	-	(66,889)	(66,889)
	124,236	147,022	838,250	1,109,508
Fund Balances B/Fwd. at 1 April 2021	-	-	-	-
Fund Balances C/Fwd. at 31 March 2022	124,236	147,022	838,250	1,109,508

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

BALANCE SHEET

AS AT 31 MARCH 2022

	Note		2022		2021
		£	£	£	£
FIXED ASSETS					
Tangible Assets	7		1,816,876		1,819,456
CURRENT ASSETS					
Debtors and Prepayments	8	416,906		118,440	
Cash at Bank		1,508,180		1,055,641	
		1,925,086		1,174,081	
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	9	72,904		48,839	
NET CURRENT ASSETS			1,852,182		1,125,242
TOTAL ASSETS LESS CURRENT LIABILITIES			3,669,058		2,944,698
FUNDS					
Restricted Funds			539,076		1,032,492
Designated Funds			1,109,508		-
Unrestricted Funds: General			2,020,474		1,912,206
	10		3,669,058		2,944,698

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 4-9 form part of these financial statements.

The financial statements on pages 4 to 9 were approved by the Board of Trustees and signed on its behalf by:

.....

Mr S Lancaster

.....

Mrs C Stott

8 November 2022

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	493,214	1,550,083
Cash flows from investing activities:		
Interest received	662	2,762
Purchase of property, plant and equipment	(48,413)	(1,492,363)
Proceeds from the sale of fixed assets	7,076	19,500
Net cash provided by (used in) investing activities	(40,675)	(1,470,101)
Cash flows from financing activities:		
Net cash provided by (used in) financing activities	-	-
Cash and cash equivalents at 1 April 2021	1,055,641	975,659
Cash and cash equivalents at 31 March 2022	1,508,180	1,055,641
Reconciliation of net movements in funds to net cash flow from operating activities		
Net movement in funds for the year ended 31 March 2022	724,360	1,578,590
Adjustments for:		
Depreciation charges	47,359	44,822
Deduct interest income shown in investing activities	(662)	(2,762)
Loss/(profit) on sale of fixed assets	(3,443)	(345)
(Increase)/decrease in debtors	(298,466)	(33,855)
Increase/(decrease) in creditors	24,066	(36,367)
Net cash provided by (used in) operating activities	493,214	1,550,083
Analysis of cash and cash equivalents		
Cash in hand	1,508,180	1,055,641
	1,508,180	1,055,641

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2022

The principal policies adopted in the Financial Statements are set out below.

BASIS OF PREPARATION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011 and the Companies Act 2006 and UK Generally Accepted Accounting Practice. Urban Outreach (Bolton) meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes). They have been prepared under the historic cost convention and the going concern basis.

COMPANY STATUS

The charity is a company limited by guarantee incorporated in England and Wales. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is Environ House, Salop Street, Bolton, BL2 1DZ. The nature of the charity's operations and its principal activities are "to promote any charitable purpose for the benefit of people in necessitous circumstances --- to relieve poverty --- (and) to advance the Christian religion".

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in note 10 to the financial statements.

Investment income and gains are allocated to the appropriate fund.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2022

INCOME

Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

The charity receives donations of food and other household goods for distribution to beneficiaries. No value has been included in the accounts for these donated goods as the cost and practicality involved in undertaking a valuation is not considered to be justified by the benefit to the users of the accounts.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income comprises interest receivable on cash balances held in appropriate interest-bearing accounts.

Other income includes income such as gains on disposals of tangible fixed assets, rental income and job retention scheme income.

EXPENDITURE

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2022

- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

TANGIBLE FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at rates as follows:

Leasehold Property & Improvements	2% and 1% per annum	straight line method
Office Equipment	25% per annum	reducing balance method
Plant and Machinery etc.	25% per annum	reducing balance method
Motor Vehicles	25% per annum	straight line method

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

CASH AT BANK AND IN HAND

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

PROVISIONS

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2022

GOING CONCERN

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

PENSIONS COSTS

The company operates a defined contribution scheme for the benefit of its employees. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions payable for the year are charged in the Income and Expenditure Account.

VAT ACCOUNTING

All grant income and donations are outside the scope of VAT. Contract fees and certain other income are exempt supplies and therefore the Company is not liable to be registered for VAT.

Irrecoverable VAT on expenditure is not analysed separately but attributed to the category of expenditure on which it is incurred.

TAX

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of these financial statements require certain judgements, estimates and assumptions that affect the reported amounts of assets, liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1. INCOME

The company, being a Registered Charity, currently receives the majority of its income in the form of grants. These are specifically provided in order to fund the company's principal aims and objectives, namely the proclaiming of the Christian Gospel through practical charitable acts in and around Bolton.

All the income is derived from the United Kingdom.

	2022	2021
The operating surplus is stated after:	£	£
Depreciation of Tangible Fixed Assets	47,359	44,822
(Profit)/Loss on Disposal of Tangible Fixed Assets	(3,443)	(345)
Directors and Trustees Remuneration	-	-
Auditor Remuneration –Audit / Examination	8,400	8,400

The directors and trustees have not received any reimbursement of expenses (2021: £nil).

Income from donations and legacies

Income from donations and legacies was £216,315 (2021: £1,373,950) of which £8,981 (2021: £132,682) was attributable to restricted, £31,987 (2021: £nil) was attributable to designated and £175,347 (2021: £1,241,268) was attributable to unrestricted funds.

Income from charitable activities

Income from charitable activities was £1,576,649 (2021: £1,082,633) of which £379,901 (2021: £907,042) was attributable to restricted, £1,173,130 (2021: £nil) was attributable to designated and £23,618 (2021: £175,591) was attributable to unrestricted funds.

Other income

Other income was £16,162 (2021: £70,902) of which £7,209 (2021: £57,328) was attributable to restricted, £6,300 (2021: £nil) was attributable to designated and £2,653 (2021: £13,574) was attributable to unrestricted funds.

Income from government grants and donations

£1,427,086 of government grants and donations were received in the year to 31 March 2022 (2021: £594,511).

Volunteers

Volunteers provide important support for the charity, in particular with food related projects.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

2. INVESTMENT INCOME

	2022	2021
	£	£
Bank Interest Receivable	662	2,762

£1 (2021: £nil) was attributable to restricted, £2 (2021: £nil) was attributable to designated and £659 (2021: £2,762) was attributable to unrestricted funds.

3. STAFF COSTS

	2022	2021
	£	£
Wages	395,638	490,415
Social Security	25,403	33,355
Pension contributions	11,159	13,009
	432,200	536,779

The average number of employees during the year excluding members of the Board of Management was:

	2022	2021
Direct Wages	21	26

No employees received emoluments of more than £60,000 (2021: nil).

The total amount of employee benefits paid to the key management personnel for the year was £50,566 (2021: £49,856).

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

4. ANALYSIS OF CHARITABLE ACTIVITIES

	OUTREACH WORK									
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total 31/03/2022	Total 31/03/2021
	£	£	£	£	£	£	£	£	£	£
Staff Costs	40,453	-	101,633	167,633	112,368	-	-	-	422,087	526,909
Other Operating Charges	36,033	475	10,726	20,339	65,828	-	-	-	133,401	109,772
Food Supplies	-	34,547	-	-	139,167	-	-	-	173,714	171,990
Paypoint	4,220	-	-	-	303,414	-	-	-	307,634	62,662
Repairs and Renewals	48	-	322	10,656	1,884	-	-	-	12,910	4,616
Support Costs (See Note 5)	13,255	-	6,685	9,034	6,708	-	-	-	35,682	75,708
	94,009	35,022	119,366	207,662	629,369	-	-	-	1,085,428	951,657
Total 2021	124,497	-	169,829	243,772	413,559	-	-	-	951,657	

Included in charitable expenditure are the following donations:

	Unrestricted	Restricted	Total Year End 31/03/2022	Total Year End 31/03/2021
	£	£	£	£
Individuals	-	5000	5000	980
	-	5000	5000	980
Total 2021	980	-	980	

5. SUPPORT COSTS

	OUTREACH WORK									
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total 31/03/2022	Total 31/03/2021
	£	£	£	£	£	£	£	£	£	£
Staff Costs	10,113	-	-	-	-	-	-	-	10,113	9,870
Accountancy	-	-	2,267	3,538	2,595	-	-	-	8,400	8,400
Legal and Professional	3,142	-	4,418	5,496	4,113	-	-	-	17,169	57,438
	13,255		6,685	9,034	6,708	-	-	-	35,682	75,708
Total 2021	29,351	-	3,708	37,277	5,372	-	-	-	75,708	

All outreach work relates to restricted funds

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

6. TAXATION

As a registered charity, the company is not liable to UK corporation tax.

7. TANGIBLE FIXED ASSETS

	Leasehold Property	Leasehold Property Improvements	Office Equipment	Plant and Machinery etc	Motor Vehicles	TOTAL
	£	£	£	£	£	£
COST						
At 1 April 2021	1,650,635	214,925	54,111	47,520	113,939	2,081,130
Additions	-	22,450	13,343	12,620	-	48,413
Disposals	-	-	(3,309)	-	(29,250)	(32,559)
At 31 March 2022	1,650,635	237,375	64,145	60,140	84,689	2,096,984
DEPRECIATION						
At 1 April 2021	38,921	68,161	49,872	37,729	66,991	261,674
Provided in Year	18,613	4,298	4,360	5,603	14,485	47,359
Disposals	-	-	(3,169)	-	(25,756)	(28,925)
At 31 March 2022	57,534	72,459	51,063	43,332	55,720	280,108
NET BOOK VALUE						
At 31 March 2022	1,593,101	164,916	13,082	16,808	28,969	1,816,876
NET BOOK VALUE						
At 31 March 2021	1,611,714	146,764	4,239	9,791	46,948	1,819,456

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

8. **DEBTORS AND PREPAYMENTS**	**2022**	**2021**
	£	**£**
Prepayments and Accrued Income	96,154	25,035
Other Debtors	303,106	66,010
Gift Aid Recoverable	17,646	27,395
	416,906	118,440

9. **CREDITORS - AMOUNTS FALLING DUE WITHIN ONE YEAR**	**2022**	**2021**
	£	**£**
Accruals and Deferred Income	70,807	29,560
Taxation and Social Security	-	7,948
Trade Creditors	2,097	1,968
Other Creditors	-	9,363
	72,904	48,839

Accruals and deferred income above include the following deferred income:

- Bolton at Home – £50,000

This has been deferred until next year when the respective support activities will be performed.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

10. ANALYSIS OF MOVEMENTS IN FUNDS IN YEAR

	← RESTRICTED FUNDS →							UNRESTRICTED FUND		
	Children & Families	**Health, Homeless & Offender Rehab**	**Relief of Poverty**	**Prayer Breakfast**	**Afghan**	**Passion for Bolton**	**Designated Funds**	**General Fund**	**SOFA Total 31/03/2022**	**SOFA Total 31/03/2021**
	£	£	£	£	£	£	£	£	£	£
INCOME	43,957	26,570	323,388	1	250	1,926	1,211,419	202,277	1,809,788	2,530,247
EXPENSES	119,366	207,662	629,369	-	-	-	35,022	94,009	1,085,428	951,657
NET INCOMING/(OUTGOINGS) RESOURCES	(75,409)	(181,092)	(305,981)	1	250	1,926	1,176,397	108,268	724,360	1,578,590
TRANSFERS BETWEEN FUNDS	-	-	66,889	-	-	-	(66,889)	-	-	-
NET MOVEMENT IN FUNDS	(75,409)	(181,092)	(239,092)	1	250	1,926	1,109,508	108,268	724,360	1,578,590
FUND AT START	223,077	468,228	341,187	-	-	-	-	1,912,206	2,944,698	1,366,108
AVAILABLE FOR USE AT CLOSE	147,668	287,136	102,095	1	250	1,926	1,109,508	2,020,474	3,669,058	2,944,698

The Urban Outreach General Fund administers the day to day running of the charitable company and includes leasehold property within its funds. Donations are paid from this fund to other projects which fit the objects of Urban Outreach (Bolton) Limited.

£66,889 was transferred from the designated fund for the Relief of Poverty to the restricted fund for the Relief of Poverty as the restricted fund was in deficit at the year end.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

10. ANALYSIS OF MOVEMENTS IN DESIGNATED FUNDS IN YEAR

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	SOFA Total 31/03/2022	SOFA Total 31/03/2021
	£	£	£	£	£
INCOME	124,236	147,022	940,161	1,211,419	-
EXPENSES	-	-	35,022	35,022	-
NET INCOMING/(OUTGOINGS) RESOURCES	124236	147022	905139	1,176,397	-
TRANSFERS BETWEEN FUNDS	-	-	(66,889)	(66,889)	-
NET MOVEMENT IN FUNDS	124236	147022	838250	1,109,508	
FUND AT START	-	-	-	-	-
AVAILABLE FOR USE AT CLOSE	124,236	147,022	838,250	1,109,508	-

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

10. ANALYSIS OF MOVEMENTS OF FUNDS IN YEAR

The charity has various restricted funds which are grouped together as follows:

Children and Families

Family First/ Bolton Together (RISE)
Funds from Bolton Council's 'Troubled Families' programme and Bolton Together enabled us to provide personalised advice, guidance and in-depth support for referred families who are struggling with significant & multiple problems – helping them create solutions to their difficulties.

No Hiding Place
Funds from St. Peter's Halliwell Missionary Fund were secured in the period to support our work with GM Police and other local stakeholders in raising the profile of modern-day slavery within local communities, to support victims and to eradicate it for good across Bolton.

RUNA Response
Funds from Bolton Council were received and used in this period to provide return interviews and to support 'safe and well' checks on children and young people who have been returned having run away from home in Bolton.

RUNA Support
Big Lottery Reaching Communities funding was received and utilised to provide advice, guidance & support to children & young people who repeatedly go missing from home and their families. Awareness-raising is also provided in schools - targeting those at risk.

Adult Support

Eve's Space
Funds from Greater Manchester Women's Support Alliance, Cheshire and GM Community Rehabilitation Company and the Ministry of Justice, have been used to provide intensive one-to-one support for vulnerable and marginalised women at risk of offending or reoffending. Funds were also received from Bolton CVS to support the costs of our Reach Out project.

Street Life
Funds from Bolton Council have been used to work intensively with homeless and 'difficult to house' adults – supporting them into suitable and sustainable accommodation, and helping them overcome their housing related issues and difficulties.

Support First
A fund secured through the Big Lottery 'Help Through Crisis' initiative enabled work with adults who suffer with a range of complex issues leading them to repeatedly need emergency service intervention. The fund is used to provide advice and practical assistance that builds stability and self-sufficiency.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

Relief of Poverty

Local Welfare Provision
Funding from Bolton Council and Bolton at Home enabled the provision of emergency food parcels and home energy top-ups to referred households as a crisis response service.

Storehouse Pantry
Funding from Bolton at Home enabled the provision of food and a wide range of wrap-around support services from mobile and community venues – supporting struggling households in some of Bolton's most deprived neighbourhoods.

Storehouse Foodbank
Funding was received from Bolton at Home and Bolton CVS in order to support our continued pandemic response food distribution work.

Statement on the Purpose of Designated Funds
In accordance with our Reserves and Cash Holding Policy, designated funds are held to fund an initiative or costs that it is forecast will not, or should not, be met from anticipated future income, restricted funds or free reserves.

The primary purpose of our designated funds is to support the cost of activities associated with our three service areas in accordance with our charitable purposes. These are:

Children and Families – information, advise, guidance and practical support for children, young people and parents/carers who are struggling with a multiplicity of problems and those in crisis. This involves work in schools and other settings and with other agencies to raise general awareness to reduce risks.

Health, Homelessness and Offender Rehabilitation - information, advise, guidance and practical support for adults experiencing difficulties with accommodation, offending backgrounds, finance and debts, health, skills and employment, and help in times of crisis.

Relief of Poverty - food related anti-poverty services to vulnerable and disadvantaged individuals and families. This includes the provision of food parcels, meals and other household essentials. It includes the provision of training and practical support on food safety and in the preparation of meals. It involves work with schools, churches, other agencies and businesses to raise general awareness and support this work.

In the event of there being a significant shortfall on the lower level of free cash reserves held at any time, a limited proportion of designated funds may be transferred to 'free reserves'. This will be a decision of trustees based on information and advice provided by management.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Final balances at 31 March 2022 are represented by:

	General Fund	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible Fixed Assets	1,750,505	-	66,371	1,816,876
Current Assets	279,215	1,159,753	486,118	1,925,086
Current Liabilities	(9,246)	(50,245)	(13,413)	(72,904)
	2,020,474	1,109,508	539,076	3,669,058

12. CAPITAL COMMITMENTS

	2022	2021
	£	£
Contracted but not provided for in the financial statements	Nil	Nil

13. CONSTITUTION

The company is limited by guarantee and does not have a share capital. In the event of the company being wound up the members are committed to a contribution of £10 each.

14. TRANSACTIONS WITH DIRECTORS AND TRUSTEES

There have been no transactions with directors during the year.

15. RELATED PARTY TRANSACTIONS

Mr D Bagley is the husband of Mrs C Bagley, a trustee. During the year, Mr D Bagley received a gross salary of £44,701 (2021 - £44,751) and the company incurred social security costs of £4,524 (2021 - £4,600) and £1,341 (2021 - £505) of employer pensions costs.

Mr D Bagley is a director of Bolton Accommodation and Support For Employment Limited (BASE). During the year to 31st March 2021 BASE donated £353,462 to Urban Outreach (Bolton). BASE did not make any donations to Urban Outreach (Bolton) in the year to 31st March 2022.

Mr D Bagley is also a trustee of Queen Street Mission. During the year to 31st March 2021, Queen Street Mission donated £375,705 to Urban Outreach (Bolton). Queen Street Mission did not make any donations to Urban Outreach (Bolton) in the year to 31st March 2022.

Mr S Bagley is the son of Mrs C Bagley, a trustee. During the year, Mr S Bagley received a gross salary of £19,677 (2021 - £18,980) and the company incurred social security costs of £1,222 (2021 - £1,270) and £590 (2021 - £569) of employer pension costs.

Mrs L Bagley is the wife of Mr S Bagley, who is the son of Mrs C Bagley, a trustee. During the year, Mrs L Bagley received a gross salary of £12,264 (2021 - £11,428), and the company incurred social security costs of £411 (2021 - £383) and £368 (2021 – £343) of employer pension costs. The company received £nil SMP recovery (2021 – £1,245).

16. ULTIMATE CONTROLLING PARTY

The company is under the control of the Board of Management.

17. MANAGEMENT THREAT / SELF REVIEW THREAT IN RELATION TO NON -AUDIT SERVICES

In common with many other businesses of our size and nature, we use our auditor to assist with the preparation of the financial statements.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

		2022		2021
INCOME	£	£	£	£
Grants	826,616		1,800,183	
Sundry Income	3,949		67,157	
Voluntary Donations Including Gift Aid	216,805		404,915	
Food/Welfare / Other Cost Recharge	749,543		251,485	
		1,796,913		2,523,740
GRANTS AND DONATIONS				
Individuals	5,000		980	
		5,000		980
OTHER OPERATING CHARGES				
Fundraising Activities	50		50	
Wages	395,638		490,415	
Social Security	25,403		33,355	
Pension Contributions	11,159		13,009	
Rates	5,242		1,231	
Insurance	4,234		5,058	
Heat and Light	14,468		11,496	
Food Supplies	173,714		171,990	
Paypoint	307,634		62,662	
Motor Expenses	18,036		21,030	
Motor Vehicle Leasing	420		720	
Travelling Expenses	2,223		1,290	
Entertaining	1,733		-	
Printing, Stationery and Postage	2,758		3,425	
Advertising	10,437		-	
Telephone	6,175		5,150	
Training	-		-	
Repairs and Renewals	12,910		4,616	
Computer Expenses and Maintenance	9,143		9,120	
Accountancy and Audit	8,400		8,400	
Sundry Expenses	2,264		2,047	
Waste Collection and Cleaning	3,859		3,223	
Legal and Professional Fees	12,017		36,830	
Other Professional Fees	5,152		20,608	
Bank Charges and Interest	-		123	
HMRC Interest Paid	-		7	
		1,033,069		905,855
DEPRECIATION		47,359		44,822
TOTAL EXPENDITURE		1,085,428		951,657
BANK INTEREST RECEIVABLE		662		2,762
SUBSCRIPTIONS RECEIVABLE		6,120		-
RENT RECEIVABLE		2,650		3,400
GAIN ON DISPOSAL OF FIXED ASSETS		3,443		345
SURPLUS FOR PERIOD		724,360		1,578,590

URBAN OUTREACH (BOLTON)

England & Wales - Charity number 1044203

Accounts

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cashflows 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 charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 on 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2021

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' 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.

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 this gives rise to a material misstatement in the financial statements themselves. 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 that 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 in the course of the audit:

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.
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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for 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.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2021

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 2.24 - 2.25, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the company and the sector in which it operates and considered the risk of non - compliance with applicable laws or regulations.

- We determined that the following laws and regulations were most significant: the Companies Act 2006 and the Charities Act 2011. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, for example, forgery or intentional misrepresentations, or through collusion.

- We obtained an understanding of how the company is complying with those legal and regulatory frameworks by making enquiries of the management. We corroborated our enquiries through our review of board minutes.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2021

- Our tests also included agreeing the financial statements disclosures to underlying supporting documentation. There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.

- We also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the management or trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mr Jonathan Hargraves BA(Hons) FCA (Senior Statutory Auditor)
For and on behalf of DonnellyBentley Ltd
Chartered Accountants
Hazlemere
70 Chorley New Road
Bolton
BL1 4BY

30 November 2021

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
INCOME	1	2,527,485	1,019,826
Staff Costs	3	536,779	602,201
Depreciation	7	44,822	33,580
Other Operating Charges		370,056	315,279
SURPLUS BEFORE INTEREST RECEIVABLE		1,575,828	68,766
Bank Interest Receivable	2	2,762	6,109
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		1,578,590	74,875
Tax on Income on Ordinary Activities	6	-	-
SURPLUS FOR THE FINANCIAL PERIOD AFTER TAXATION		1,578,590	74,875
RETAINED SURPLUS BROUGHT FORWARD		1,366,108	1,291,233
ACCUMULATED FUND TO CARRY FORWARD		2,944,698	1,366,108

In the years ended 31st March 2021 and 31st March 2020, the only surplus recognised by the company was the surplus for the period; all of the activities undertaken by the company were continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021

	Note	General Fund	Restricted Funds	Total Year End 31/03/2021	Total Year End 31/03/2020
		£	£	£	£
Income from:					
Donations and legacies:					
Bolton Metropolitan Borough Council		-	-	-	30,000
Bolton at Home		240,000	-	240,000	43,500
BASE		353,462	-	353,462	-
Queen Street Mission		375,705	-	375,705	-
Seedbed Christian Community Trust		-	-	-	10,000
Other Recharges		-	-	-	690
Voluntary donations including gift aid		272,101	132,682	404,783	128,981
		1,241,268	132,682	1,373,950	213,171
Charitable activities:					
Asda		-	500	500	-
Bolton Metropolitan Borough Council		-	202,499	202,499	239,999
Bolton Council Local Welfare Provision		-	30,000	30,000	30,000
Bolton at Home		5,650	161,000	166,650	40,000
Lloyds Foundation		-	-	-	25,000
Big Lottery Fund		-	192,322	192,322	220,856
Bolton CVS		-	67,420	67,420	-
Cheshire & Greater Manchester CRC Probation		-	45,000	45,000	45,000
Forever Manchester		6,920	18,080	25,000	-
Greater Manchester Combined Authority		-	54,432	54,432	11,317
Homestart		-	16,334	16,334	-
Ministry of Justice		-	14,578	14,578	-
Stockport Women's Centre (GM Women's Support Alliance)		-	281	281	23,615
University of Bolton - Serco Foundation		-	1,000	1,000	4,793
WRAP		-	15,000	15,000	-
Paypoint Commission		132	-	132	149
Food/Welfare Cost Recharge (LWP)		-	52,040	52,040	89,698
Food/Welfare Cost Recharge		162,889	-	162,889	57,693
Other Recharges		-	36,556	36,556	13,633
		175,591	907,042	1,082,633	801,753
Investment income:					
Bank interest receivable		2,762	-	2,762	6,109
		2,762	-	2,762	6,109
Other Income :					
Sundry Income		13,229	53,928	67,157	1,502
Rent Receivable		-	3,400	3,400	3,400
Gain on disposal of tangible fixed asset		345	-	345	-
		13,574	57,328	70,902	4,902
Total Income	1	1,433,195	1,097,052	2,530,247	1,025,935
Expenditure					
Charitable Activities	4	124,497	827,160	951,657	951,060
Total Expenditure		124,497	827,160	951,657	951,060
Net Income/(Expenditure) for the Year Before Transfers		1,308,698	269,892	1,578,590	74,875
Transfers Between Funds		-	-	-	-
Net Movement in Funds		1,308,698	269,892	1,578,590	74,875
Fund Balances B/Fwd at 1 April 2020		603,508	762,600	1,366,108	1,291,233
Fund Balances C/Fwd at 31 March 2021		1,912,206	1,032,492	2,944,698	1,366,108

Voluntary donations including gift aid within the general fund includes the following designated donations into seasonal projects;
Bolton Lunches £3508
Christmas Dinner on Jesus £42214

The General Fund is Unrestricted
Analysis of Restricted Funds is shown on page 4.2

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF RESTRICTED FUNDS
FOR THE YEAR ENDED 31 MARCH 2021

	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	BLF RC Friends of Fun Food	Total as per Page 4.1
	£	£	£	£	£	£
INCOME AND EXPENDITURE						
Income from Generated Funds:						
Donations and legacies:						
Bolton at Home	-	-	-	-	-	-
Other Recharges	-	-	-	-	-	-
Voluntary donations including gift aid	1,741	570	130,371	-	-	132,682
Charitable activities:						
Asda	-	-	500	-	-	500
Bolton Metropolitan Council	119,999	62,500	20,000	-	-	202,499
Bolton Council Local Welfare Provision	-	-	30,000	-	-	30,000
Bolton at Home	20,000	-	141,000	-	-	161,000
Bolton CVS	-	-	67,420	-	-	67,420
Big Lottery Fund	82,239	101,751	8,332	-	-	192,322
Cheshire & Greater Manchester CRC Probation	-	45,000	-	-	-	45,000
Forever Manchester	-	-	18,080	-	-	18,080
Greater Manchester Combined Authority	-	34,932	19,500	-	-	54,432
Homestart	-	-	16,334	-	-	16,334
Ministry of Justice	-	14,578	-	-	-	14,578
Stockport Women's Centre (GM Women's Support Alliance)	-	281	-	-	-	281
University of Bolton - Serco Foundation	-	-	1,000	-	-	1,000
WRAP	-	-	15,000	-	-	15,000
Food/Welfare Cost Recharge (LWP)	-	-	52,040	-	-	52,040
Food/Welfare Cost Recharge	-	-	-	-	-	-
Other Recharges	-	-	36,556	-	-	36,556
Other Income:						
Job Retention Scheme	1,026	8,032	44,870	-	-	53,928
Rent receivable	-	3,400	-	-	-	3,400
Investment Income:						
Bank Interest Receivable	-	-	-	-	-	-
Total Income	225,005	271,044	601,003	-	-	1,097,052
Expenditure						
Charitable Activities	169,829	243,772	413,559	-	-	827,160
Total Expenditure	169,829	243,772	413,559	-	-	827,160
Net Income/(Expenditure) for Year Before Transfers	55,176	27,272	187,444	-	-	269,892
Transfers between funds	-	-	21,668	-	- 21,668	-
	55,176	27,272	209,112	-	- 21,668	269,892
Fund Balances B/Fwd at 1 April 2020	167,901	440,956	132,075	-	21,668	762,600
Fund Balances C/Fwd at 31 March 2021	223,077	468,228	341,187	-	-	1,032,492

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

BALANCE SHEET

AS AT 31 MARCH 2021

	Note		2021		2020
		£	£	£	£
FIXED ASSETS					
Tangible Assets	7		1,819,456		391,609
CURRENT ASSETS					
Debtors and Prepayments	8	118,440		84,585	
Cash at Bank		1,055,641		975,659	
		1,174,081		1,060,244	
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	9	48,839		85,205	
NET CURRENT ASSETS			1,125,242		975,039
TOTAL ASSETS LESS CURRENT LIABILITIES			2,944,698		1,366,108
FUNDS					
Restricted Funds			1,032,492		762,600
Unrestricted Funds: General			1,912,206		603,508
	10		2,944,698		1,366,108

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 4-9 form part of these financial statements.

The financial statements on pages 4 to 9 were approved by the Board of Trustees and signed on its behalf by:

....

Mr S Lancaster Mrs C Stott

30 November 2021

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	1,550,083	63,169
Cash flows from investing activities:		
Interest received	2,762	6,109
Purchase of property, plant and equipment	(1,492,363)	(25,449)
Proceeds from the sale of fixed assets	19,500	0
Net cash provided by (used in) investing activities	(1,470,101)	(19,340)
Cash flows from financing activities:		
Net cash provided by (used in) financing activities	-	-
Cash and cash equivalents at 1 April 2020	975,659	931,830
Cash and cash equivalents at 31 March 2021	1,055,641	975,659
Reconciliation of net movements in funds to net cash flow from operating activities		
Net movement in funds for the year ended 31 March 2021	1,578,590	74,875
Adjustments for:		
Depreciation charges	44,822	33,580
Deduct interest income shown in investing activities	(2,762)	(6,109)
Loss/(profit) on sale of fixed assets	(345)	0
(Increase)/decrease in debtors	(33,855)	(3,403)
Increase/(decrease) in creditors	(36,367)	(35,774)
Net cash provided by (used in) operating activities	1,550,083	63,169
Analysis of cash and cash equivalents		
Cash in hand	1,055,641	975,659
	1,055,641	975,659

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2021

The principal policies adopted in the Financial Statements are set out below.

BASIS OF PREPARATION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011 and the Companies Act 2006 and UK Generally Accepted Accounting Practice. Urban Outreach (Bolton) meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes). They have been prepared under the historic cost convention and the going concern basis.

COMPANY STATUS

The charity is a company limited by guarantee incorporated in England and Wales. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is Environ House, Salop Street, Bolton, BL2 1DZ. The nature of the charity's operations and its principal activities are "to promote any charitable purpose for the benefit of people in necessitous circumstances --- to relieve poverty --- (and) to advance the Christian religion".

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 or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in note 10 to the financial statements.

Investment income and gains are allocated to the appropriate fund.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2021

INCOME

Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

The charity receives donations of food and other household goods for distribution to beneficiaries. No value has been included in the accounts for these donated goods as the cost and practicality involved in undertaking a valuation is not considered to be justified by the benefit to the users of the accounts.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income comprises interest receivable on cash balances held in appropriate interest-bearing accounts.

Other income includes income such as gains on disposals of tangible fixed assets, rental income and job retention scheme income.

EXPENDITURE

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2021

- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

TANGIBLE FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at rates as follows:

Leasehold Property & Improvements	2% and 1% per annum	straight line method
Office Equipment	25% per annum	reducing balance method
Plant and Machinery etc.	25% per annum	reducing balance method
Motor Vehicles	25% per annum	straight line method

TANGIBLE FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at rates as follows:

Leasehold Property & Improvements	2% and 1% per annum	straight line method
Office Equipment	25% per annum	reducing balance method
Plant and Machinery etc.	25% per annum	reducing balance method
Motor Vehicles	25% per annum	straight line method

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

CASH AT BANK AND IN HAND

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

PROVISIONS

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2021

GOING CONCERN

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

PENSIONS COSTS

The company operates a defined contribution scheme for the benefit of its employees. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions payable for the year are charged in the Income and Expenditure Account.

VAT ACCOUNTING

All grant income and donations are outside the scope of VAT. Contract fees and certain other income are exempt supplies and therefore the Company is not liable to be registered for VAT.

Irrecoverable VAT on expenditure is not analysed separately but attributed to the category of expenditure on which it is incurred.

TAX

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of these financial statements require certain judgements, estimates and assumptions that affect the reported amounts of assets, liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. INCOME

The company, being a Registered Charity, currently receives the majority of its income in the form of grants. These are specifically provided in order to fund the company's principal aims and objectives, namely the proclaiming of the Christian Gospel through practical charitable acts in and around Bolton.

All the income is derived from the United Kingdom.

	2021	2020
The operating surplus is stated after:	£	£
Depreciation of Tangible Fixed Assets	44,822	33,580
(Profit)/Loss on Disposal of Tangible Fixed Assets	(345)	-
Directors and Trustees Remuneration	-	-
Auditor Remuneration –Audit / Examination	8,400	8,400

The directors and trustees have not received any reimbursement of expenses (2020: £nil).

Income from donations and legacies

Income from donations and legacies was £1,373,950 (2020: £213,171) of which £132,682 (2020: £34,655) was attributable to restricted and £1,241,268 (2020: £178,516) was attributable to unrestricted funds.

Income from charitable activities

Income from charitable activities was £1,082,633 (2020: £801,753) of which £907,042 (2020: £777,795) was attributable to restricted and £175,591 (2020: £23,958) was attributable to unrestricted funds.

Other income

Other income was £70,902 (2020: £4,902) of which £57,328 (2020: £3,400) was attributable to restricted and £13,574 (2020: £1,502) was attributable to unrestricted funds.

Income from government grants and donations

£594,511 of government grants and donations were received in the year to 31 March 2021 (2020: £503,707).

Volunteers

Volunteers provide important support for the charity, in particular with food related projects.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

2. INVESTMENT INCOME

	2021	2020
	£	£
Bank Interest Receivable	2,762	6,109

£nil (2020: £18) was attributable to restricted and £2,762 (2020: £6,091) was attributable to unrestricted funds.

3. STAFF COSTS

	2021	2020
	£	£
Wages	490,415	549,509
Social Security	33,355	38,975
Pension contributions	13,009	13,717
	536,779	602,201

The average number of employees during the year excluding members of the Board of Management was:

	2021	2020
Direct Wages	26	28

No employees received emoluments of more than £60,000 (2020: nil).

The total amount of employee benefits paid to the key management personnel for the year was £49,856 (2020: £44,785).

4. ANALYSIS OF CHARITABLE ACTIVITIES

	← OUTREACH WORK →							
	General Fund	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	BLF RC Friends of Fun Food	Total 31/03/2021	Total 31/03/2020
	£	£	£	£	£	£	£	£
Staff Costs	54,176	153,196	185,664	133,873	-	-	526,909	593,244
Other Operating Charges	21,922	12,863	20,395	54,592	-	-	109,772	125,194
Food Supplies	15,097	-	-	156,893	-	-	171,990	101,029
Paypoint	2,816	-	-	59,846	-	-	62,662	46,873
Repairs and Renewals	1,135	62	436	2,983	-	-	4,616	26,872
Support Costs (See Note 5)	29,351	3,708	37,277	5,372	-	-	75,708	57,848
	124,497	169,829	243,772	413,559	-	-	951,657	951,060
Total 2020	153,701	218,290	254,870	271,800	-	52,399	951,060	

Included in charitable expenditure are the following donations:

	Unrestricted	Restricted	Total Year End 31/03/2021	Total Year End 31/03/2020
	£	£	£	£
Individuals	980	-	980	10,187
	980	-	980	10,187
Total 2020	10,167	20	10,187	

5. SUPPORT COSTS

	← OUTREACH WORK →							
	General Fund	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	BLF RC Friends of Fun Food	Total 31/03/2021	Total 31/03/2020
	£	£	£	£	£	£	£	£
Staff Costs	9,870	-	-	-	-	-	9,870	8,957
Accountancy	-	3,280	3,170	1,950	-	-	8,400	8,400
Legal and Professional	19,481	428	34,107	3,422	-	-	57,438	40,491
	29,351	3,708	37,277	5,372	-	-	75,708	57,848
Total 2020	14,707	5,290	33,105	3,198	-	1,548	57,848	

All outreach work relates to restricted funds

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

6. TAXATION

As a registered charity, the company is not liable to UK corporation tax.

7. TANGIBLE FIXED ASSETS

	Leasehold Property	Leasehold Property Improvements	Office Equipment	Plant and Machinery etc	Motor Vehicles	TOTAL
	£	£	£	£	£	£
COST						
At 1 April 2020	210,635	214,925	52,674	35,534	113,308	627,076
Additions	1,440,000	-	1,437	11,986	38,940	1,492,363
Disposals	-	-	-	-	(38,309)	(38,309)
At 31 March 2021	1,650,635	214,925	54,111	47,520	113,939	2,081,130
DEPRECIATION						
At 1 April 2020	28,708	63,863	48,459	34,466	60,511	236,007
Provided in Year	10,213	4,298	1,413	3,263	25,635	44,822
Disposals	-	-	-	-	(19,155)	(19,155)
At 31 March 2021	38,921	68,161	49,872	37,729	66,991	261,674
NET BOOK VALUE						
At 31 March 2021	1,611,714	146,764	4,239	9,791	46,948	1,819,456
NET BOOK VALUE						
At 31 March 2020	181,927	151,062	4,215	1,068	52,797	391,069

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

8. **DEBTORS AND PREPAYMENTS**	**2021**	**2020**
	£	**£**
Prepayments and Accrued Income	25,035	16,668
Other Debtors	66,010	62,046
Gift Aid Recoverable	27,395	5,871
	118,440	84,585

9. **CREDITORS - AMOUNTS FALLING DUE WITHIN ONE YEAR**	**2021**	**2020**
	£	**£**
Accruals and Deferred Income	29,560	64,319
Taxation and Social Security	7,948	12,315
Trade Creditors	1,968	5,544
Other Creditors	9,363	3,027
	48,839	85,205

Accruals and deferred income above include the following deferred income:

- Bolton CVS – Standing Together £15,000

These have been deferred until next year when the respective support activities will be performed.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

10. ANALYSIS OF MOVEMENTS IN FUNDS IN YEAR

	← RESTRICTED FUNDS →					UNRESTRICTED FUND		
	Children & Families	**Health, Homeless & Offender Rehab**	**Relief of Poverty**	**Prayer Breakfast**	**BLF RC Friends of Fun Food**	**General Fund**	**SOFA Total 31/03/2021**	**SOFA Total 31/03/2020**
	£	£	£	£	£	£	£	£
INCOME	225,005	271,044	601,003	-	-	1,433,195	2,530,247	1,025,935
EXPENSES	169,829	243,772	413,559	-	-	124,497	951,657	951,060
NET INCOMING/(OUTGOINGS) RESOURCES	55,176	27,272	187,444	-	-	1,308,698	1,578,590	74,875
TRANSFERS BETWEEN FUNDS	-	-	21,668	-	- 21,668	-	-	-
NET MOVEMENT IN FUNDS	55,176	27,272	209,112	-	- 21,668	1,308,698	1,578,590	74,875
FUND AT START	167,901	440,956	132,075	-	21,668	603,508	1,366,108	1,291,233
AVAILABLE FOR USE AT CLOSE	223,077	468,228	341,187	-	-	1,912,206	2,944,698	1,366,108

The Urban Outreach General Fund administers the day to day running of the charitable company and includes leasehold property within its funds. Donations are paid from this fund to other projects which fit the objects of Urban Outreach (Bolton) Limited.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

10. **ANALYSIS OF MOVEMENTS OF FUNDS IN YEAR**

The charity has various restricted funds which are grouped together as follows:

Children and Families

Family First
Funds from Bolton Council's 'Troubled Families' programme enable us to provide personalised advice, guidance and in-depth support for referred families who are struggling with significant & multiple problems – helping them create solutions to their difficulties.

No Hiding Place
Funds from St. Peter's Halliwell Missionary Fund were secured in the period to support our work with GM Police and other local stakeholders in raising the profile of modern-day slavery within local communities, to support victims and to eradicate it for good across Bolton.

RUNA Response
Grants from Bolton Council and Bolton at Home were received and used in this period to provide return interviews and to support 'safe and well' checks on children and young people who have been returned having run away from home in Bolton.

RUNA Support
Big Lottery Reaching Communities funding was received and utilised to provide advice, guidance & support to children & young people who repeatedly go missing from home and their families. Awareness-raising is also provided in schools - targeting those at risk.

Adult Support

Eve's Space
Funds from Cheshire and GM Community Rehabilitation Company, GM Combined Authority and the Ministry of Justice, have been used to provide intensive one-to-one support for vulnerable and marginalised women at risk of offending or reoffending.

Street Life
Funds from Bolton Council have been used to work intensively with homeless and 'difficult to house' adults – supporting them into suitable and sustainable accommodation, and helping them overcome their issues and difficulties.

Support First
A fund secured through the Big Lottery 'Help Through Crisis' initiative enabled work with adults who suffer with a range of complex issues leading them to repeatedly need emergency service intervention. The fund is used to provide advice and practical assistance that builds stability and self-sufficiency.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

10. **ANALYSIS OF MOVEMENTS OF FUNDS IN YEAR (Continued)**

Homeless Alliance - In off the Street
Working in partnership with an alliance of statutory and voluntary sector partners, funds from Bolton Council and Greater Manchester City Council enabled continuation of a temporary emergency night shelter for those who find themselves homeless and sleeping rough over the winter period.

Relief of Poverty

Local Welfare Provision
Funding from Bolton Council and Bolton at Home enabled the provision of emergency food parcels and home energy top-ups to referred households as a crisis response service.

Mobile Pantry
Funding from Bolton at Home enabled the provision of food and a wide range of wrap-around support services from mobile and community venues – supporting struggling households in some of Bolton's most deprived neighbourhoods.

Storehouse
Funding was received from Bolton at Home, Greater Manchester Combined Authority, Forever Manchester, SERCO, Bolton CVS, HomeStart, the Waste and Resource Action Programme (WRAP) and the Big Lottery in order to support our pandemic response food distribution work.

Money Skills
Funding from Bolton Council's Winter Support grant enabled the provision of home energy top-ups to referred households as a crisis response service.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Final balances at 31 March 2021 are represented by:

	General Fund	Restricted Funds	Total
	£	£	£
Tangible Fixed Assets	1,753,269	66,187	1,819,456
Current Assets	167,016	1,007,065	1,174,081
Current Liabilities	(8,079)	(40,760)	(48,839)
	1,912,206	1,032,492	2,944,698

12. CAPITAL COMMITMENTS

	2021	2020
	£	£
Contracted but not provided for in the financial statements	Nil	Nil

13. CONSTITUTION

The company is limited by guarantee and does not have a share capital. In the event of the company being wound up the members are committed to a contribution of £10 each.

14. TRANSACTIONS WITH DIRECTORS AND TRUSTEES

There have been no transactions with directors during the year.

15. RELATED PARTY TRANSACTIONS

Mr D Bagley is the husband of Mrs C Bagley, a trustee. During the year, Mr D Bagley received a gross salary of £44,751 (2020 - £40,400) and the company incurred social security costs of £4,600 (2020 - £4,385) and £505 (2020 - £nil) of employer pensions costs.

Mr D Bagley is a director of Bolton Accommodation and Support For Employment Limited (BASE). During the year BASE donated £353,462 to Urban Outreach (Bolton).

Mr D Bagley is also a trustee of Queen Street Mission. During the year Queen Street Mission donated £375,705 to Urban Outreach (Bolton).

Mr S Bagley is the son of Mrs C Bagley, a trustee. During the year, Mr S Bagley received a gross salary of £18,980 (2020 - £16,261) and the company incurred social security costs of £1,270 (2020 - £1,053) and £569 (2020 - £488) of employer pension costs.

15. RELATED PARTY TRANSACTIONS (Continued)

Mrs L Bagley is the wife of Mr S Bagley, who is the son of Mrs C Bagley, a trustee. During the year, Mrs L Bagley received a gross salary of £11,428 (2020 - £9,647), and the company incurred social security costs of £383 (2020 - £138) and £343 (2020 – £291) of employer pension costs. The company received £1,245 SMP recovery (2020 – £4,806).

16. ULTIMATE CONTROLLING PARTY

The company is under the control of the Board of Management.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

		2021		2020
INCOME	£	£	£	£
Grants	1,800,183		724,080	
Sundry Income	67,157		1,502	
Voluntary Donations Including Gift Aid	404,915		129,130	
Food/Welfare / Other Cost Recharge	251,485		161,714	
		2,523,740		1,016,426
GRANTS AND DONATIONS				
Individuals	980		10,187	
		980		10,187
OTHER OPERATING CHARGES				
Fundraising Activities	50		1,402	
Wages	490,415		549,509	
Social Security	33,355		38,975	
Pension Contributions	13,009		13,717	
Rates	1,231		589	
Insurance	5,058		3,491	
Heat and Light	11,496		14,188	
Food Supplies	171,990		101,029	
Paypoint	62,662		46,873	
Motor Expenses	21,030		18,848	
Motor Vehicle Leasing	720		512	
Travelling Expenses	1,290		8,081	
Entertaining	-		2,530	
Printing, Stationery and Postage	3,425		3,713	
Advertising	-		2,399	
Telephone	5,150		7,754	
Training	-		3,065	
Repairs and Renewals	4,616		26,872	
Computer Expenses and Maintenance	9,120		5,896	
Accountancy and Audit	8,400		8,400	
Sundry Expenses	2,047		3,585	
Waste Collection and Cleaning	3223		5,313	
Legal and Professional Fees	36,830		17,291	
Other Professional Fees	20,608		23,200	
Bank Charges and Interest	123		-	
HMRC Interest Paid	7		61	
		906,835		917,480
DEPRECIATION		44,822		33,580
TOTAL EXPENDITURE		951,657		951,060
BANK INTEREST RECEIVABLE		2,762		6,109
RENT RECEIVABLE		3,400		3,400
GAIN ON DISPOSAL OF FIXED ASSETS		345		-
SURPLUS FOR PERIOD		1,578,590		74,875