

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

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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)

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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 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.

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- 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.

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- 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.

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- 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.

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- 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.

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- 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."*

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- 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.

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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.

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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.

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- 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.

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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).

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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 to 11 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.

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- 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.

URBAN OUTREACH (BOLTON)

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

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- 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.

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- 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."*

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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*

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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.

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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.

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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.

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- 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.

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****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.

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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 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.
- 7.7 '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.

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- 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.

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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
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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.

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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.

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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.

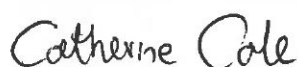
INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****FOR THE YEAR ENDED 31 MARCH 2023**

- 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 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		<u>396,936</u>	<u>299,515</u>
 SURPLUS BEFORE INTEREST RECEIVABLE		 350,037	 718,592
Bank Interest Receivable	2	<u>38,381</u>	<u>662</u>
 SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		 388,418	 719,254
Tax on Income on Ordinary Activities	6	<u>-</u>	<u>-</u>
 SURPLUS FOR THE FINANCIAL PERIOD AFTER TAXATION		 388,418	 719,254
RETAINED SURPLUS BROUGHT FORWARD		<u>3,663,952</u>	<u>2,944,698</u>
ACCUMULATED FUND TO CARRY FORWARD		<u>4,052,370</u>	<u>3,663,952</u>

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)

4.2

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)

4.3

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	-	-	-	-
Total Income	136,682	156,897	82	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		<u>2,099,227</u>	<u>1,508,180</u>
		2,312,865	1,925,086
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	9	<u>41,853</u>	<u>78,010</u>
NET CURRENT ASSETS		<u>2,271,012</u>	<u>1,847,076</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>4,052,370</u>	<u>3,663,952</u>
FUNDS			
Restricted Funds		217,857	533,970
Designated Funds		1,549,427	1,109,508
Unrestricted Funds: General		<u>2,285,086</u>	<u>2,020,474</u>
	10	<u>4,052,370</u>	<u>3,663,952</u>

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	<u>565,730</u>	<u>493,214</u>
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	<u>25,317</u>	<u>(40,675)</u>
Cash flows from financing activities:		
Net cash provided by (used in) financing activities	-	-
Cash and cash equivalents at 1 April 2022	<u>1,508,180</u>	<u>1,055,641</u>
Cash and cash equivalents at 31 March 2023	<u>2,099,227</u>	<u>1,508,180</u>
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
<u>Adjustments for:</u>		
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	<u>(36,157)</u>	<u>29,172</u>
Net cash provided by (used in) operating activities	<u>565,730</u>	<u>493,214</u>
Analysis of cash and cash equivalents		
Cash in hand	2,099,227	1,508,180
	<u>2,099,227</u>	<u>1,508,180</u>

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-ups provided to referred customers within income. The total cost of the top-ups (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.

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2023****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	<u>6,360</u>	<u>4,200</u>

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	<u>38,381</u>	<u>662</u>

£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	<u>13,301</u>	<u>11,159</u>
	<u>531,461</u>	<u>432,200</u>

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

	2023	2022
	23	21
Direct Wages	<u>23</u>	<u>21</u>

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).

URBAN OUTREACH (BOLTON)

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A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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:

	OUTREACH WORK				Total Year End 31/03/2023	Total Year End 31/03/2022
	Unrestricted	Restricted				
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	<u>1,650,635</u>	<u>237,375</u>	<u>69,487</u>	<u>67,862</u>	<u>84,689</u>	<u>2,110,048</u>
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	<u>76,147</u>	<u>77,206</u>	<u>55,669</u>	<u>49,464</u>	<u>70,204</u>	<u>328,690</u>
NET BOOK VALUE						
At 31 March 2023	<u>1,574,488</u>	<u>160,169</u>	<u>13,818</u>	<u>18,398</u>	<u>14,485</u>	<u>1,781,358</u>
NET BOOK VALUE						
At 31 March 2022	<u>1,593,101</u>	<u>164,916</u>	<u>13,082</u>	<u>16,808</u>	<u>28,970</u>	<u>1,816,876</u>

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	<u>17,175</u>	<u>17,646</u>
	<u>213,638</u>	<u>416,906</u>

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	<u>2,646</u>	<u>-</u>
	<u>41,853</u>	<u>78,010</u>

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	<u>(50,000)</u>	
	<u>7,204</u>	

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

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.

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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	<u>(9,808)</u>	<u>(11,392)</u>	<u>(20,653)</u>	<u>(41,853)</u>
	<u>2,285,086</u>	<u>1,549,427</u>	<u>217,857</u>	<u>4,052,370</u>

12. CAPITAL COMMITMENTS

	2023 £	2022 £
Contracted but not provided for in the financial statements	<u>Nil</u>	<u>Nil</u>

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)	<u>3,663,952</u>

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.