

URBAN OUTREACH (BOLTON)

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

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

URBAN OUTREACH (BOLTON)

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FOR THE YEAR ENDED 31 MARCH 2024

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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 C Williams – Senior Practitioner for Children and Families Team V Beasley – Finance and Facilities Officer M Leeson – Senior Practitioner for Food Team
COMPANY REGISTERED NUMBER:	3019108
CHARITY REGISTERED NUMBER:	1044203
REGISTERED OFFICE:	Environ House Salop Street Bolton BL2 1DZ
INDEPENDENT AUDITORS:	DonnellyBentley Limited Hazlemere 70 Chorley New Road Bolton BL1 4BY
BANKERS:	Yorkshire Bank Oxford Street Bolton BL1 1RD

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

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

FOR THE YEAR ENDED 31 MARCH 2024

1. SCOPE

- 1.1 The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the period from 1st April 2023 to 31st March 2024.
- 1.2 The accompanying financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

2. OUR PURPOSE AND ACTIVITIES

- 2.1 **Our Purpose** is *"to promote any charitable purpose for the benefit of people in necessitous circumstances....to relieve poverty.... (and) to advance the Christian religion"*. Funds from various sources are used in furtherance of these Objects in order to provide high quality and creative support to all men, women and children who are disadvantaged, distressed and/or in acute need within the borough of Bolton.
- 2.2 **Our Mission** is to meet the needs of children, young people, families and individual adults through professional practice and the delivery of high-quality services by specialist support staff and volunteers, as a practical expression of the Christian faith. The support we provide is based on the needs of the whole person: physical, emotional, intellectual, social and spiritual.
- 2.3 **Our Aim** is to be consistently dependable, creative, challenging and inspirational in the support and care we provide in our town.
- 2.4 **Our Vision** is to see all the people of Bolton have the opportunity to flourish, realise their full potential and live lives which are free from abuse, poverty, neglect, crime, controlling substances and any sense of failure.
- 2.5 **Our Values** are founded on our collective Christian belief. From this solid base we are committed to work with all people in order to live out our values which pertain to integrity, compassion, equality, sustainability, accountability, ambition, creativity, collaboration and inclusiveness.
- 2.6 **Our Activities** are provided across the borough of Bolton through a range of projects, services and partnership work as summarised below:

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

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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 14th March 2024 we were able to hold our Vision Away Day at Bridge Church Horwich. Attended by staff and trustees the day focused on looking at the story of Nehemiah and how we can build differently as an organisation. There was extended time of prayer, team discussions and a focus on the concept of the Genesis project. There were lots of positive and hopeful messages and views were expressed and a video record was made.
- 3.5 The growing cost of living crisis and reduction on available funding streams has impacted us organisationally - and more crucially to the many who experienced profound need for our services. These were often most deeply impacted by isolation and poverty.
- 3.6 We maintained communication channels through social media, web-based meetings, telephone calls and doorstep visits. In January our Food Hub reduced its opening times to build in a healthier rhythm of work for our staff and volunteers. We continued our partnership with Bolton Council and Bolton at Home to provide food aid support for all those in crisis across the town.

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- 3.7 Over the course of the year we maintained our strong working relationship with many specialist services ensuring a joined-up approach to meeting the needs of those who were struggling. We have greatly appreciated the combination of one-to-one events whilst still maintaining contact through virtual web-based meetings.
- 3.8 We were excited to be able to hold a barbecue to celebrate and say thank you to our volunteers. This took place at The Food Hub over volunteers' week. We also held our Staff, Trustees and families BBQ in May which celebrated all the hard work of our staff and trustees.
- 3.9 We are now just over the year two mark of the night shelter transformation fund project, Genesis. This fund has enabled us to bring and install a servery into the large café area at the Amber Centre, have the kitchen brought up to date and into compliance with safety and hygiene standards and the number of people attending the Genesis community on a Wednesday morning is growing.
- 3.10 In our Street Life project we have seen referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have seen a growing number of individuals and families coming to the Drop-in who have been given a section 21 eviction notice. This is due to many private landlords needing to raise the rents or have decided to sell their properties due to the increased cost of living. We have also seen a high number of those who have been granted leave to stay and therefore been issued 7 days to vacate their asylum seeker accommodation. This has led to a number of single homeless people with no support networks in the UK to fall back on.
- 3.11 Several reviews to organisational policy and procedures were made over the year. Key amongst these was an updating of policies such as "Supporting our Staff in Volunteering" and updates to our "Volunteer Policy and Handbook".
- 3.12 Starting in January 2024 we began facilitating a new virtual reality training programme, called Flourish. This was made possible by the loan of some VR headsets from Mother Mountain. This provided our service users with an immersive and interactive experience without being threatening or triggering, to look at life after domestic abuse and how to move forward and live a fulfilling life.
- 3.13 The GMWSA health worker continues to attend the Amber Centre on a Monday and Tuesday to provide health targeted support to the women we are working with. We have also offered a range of wellbeing sessions in partnership with the GMWSA health worker including, exercise sessions, art and craft, book exchange and more.
- 3.14 Over the year we have seen three new collection points opened for people to collect food more locally. In September 2023 Bridge Church Horwich opened alongside their community café. In January 2024 Sutton Community Centre (run by Bolton Wanderers in the Community) and Deane Church both opened alongside their warm spaces.
- 3.15 The Children and Families' Team introduced a family mentor volunteer. We saw short term placements being taken by health visitors and school nurses. We also held a 12-week placement for a student at Bolton University (2nd Year Health & Social Care).

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Projects and Services

122,838 individuals provided with critical support

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

Partnerships

An amazing **4,363** volunteer interactions

- 3.18 We are hugely appreciative of the efforts made by our volunteers who, collectively, volunteered over 4,300 times. Without them many of our projects and services simply would not be possible. We continued to receive regular food donations from **39** of our 'grub tubs' which were maintained in accessible locations across the town. These were used to collect food donations from thousands of anonymous, but highly valued donors. We continued to receive excellent support from Bolton Council, Bolton at Home and businesses and agencies across the town together with the cross-denominational support of more than **73** churches and over **68** local schools. Individual food donations decreased due to the impact of the cost-of-living crisis.
- 3.19 We remain ever grateful for all the support we receive – through corporate social responsibility initiatives, general volunteering, grants, individual financial giving and food donations. Amongst others this year, we must express our gratitude for the direct support we received from Warburton's, 'Carrs Pasties', Greenhalgh's Craft Bakery, Tesco, Lidl, Co-op, Aldi, Asda, Morrison's, Sainsburys, Donnelly Bentley (accountants), Bolton at Home, Bolton Council, The Bolton GP Federation, Seddon Construction, Dalkia (formerly SPIE), Santander, AO, NatWest, British Gas and NHBSA.
- 3.20 Our Open Day Sessions did not run this year due to running from two different buildings and a high amount of Annual Leave over the usual Open Day period. We did welcome one school in May to come and learn about poverty and the work of Urban Outreach. This class consisted of 32 children and 3 adults.

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

Food Related Projects

Food Provision

11,102 food parcels distributed
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- 3.23 We continued to deliver food to households in Bolton from our Food Hub. We continued to see the cost-of-living crisis have a direct impact on the demand for food parcels and fuel support. We simply could not deliver such a broad-based and far-reaching service without the help and support of specialist and local community-based agencies, the generosity of food donors, and the commitment of many volunteers.
- 3.24 Food collections and donations continued to be centrally received at our Food Hub warehouse where it was processed for doorstep deliveries or to go to collection points around Bolton. For a significant part of the year, we operated our warehouse duties from two venues due to complications with the Food Hub. This was corrected in September. In total, over the year, we distributed **11,102 food parcels** as detailed in the projects below. The small decrease in the total number of food parcels compared to last year is due to a change to Local Welfare Provision due to funding. However, as shown below we can see that all the projects that we have responsibility over the referrals have all increased.
- 3.25 A significant change this year has been the development of Collection Points. In October food was located to Environ House for those accessing Local Welfare Provision to collect food. Anyone with a Storehouse referral within a 2-mile radius of a Collection Point was asked to collect. Our Salop Street Office and Grace Church, Heaton continued to be open for food to be collected. Alongside these we saw Bridge Church Horwich open in September, Sutton Community Centre (run by Bolton Wanderers in the Community) and Deane Church both open in January. All the Collection Points run alongside further support such as community cafes, warm spaces, toddler groups, ESOL classes, debt and money advice as well as other activities and groups.

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- 3.26 Some typical comments from very appreciative food parcel recipients were: *"Everything is so good, I don't know what we would do without this service. Thank you for everything", "Hallelujah there's toilet roll!" and "Thank you so much for the work you do, you'll never know how much it has helped."*
- 3.27 Most of the food we were able to supply came from individual donations, local supermarkets surplus and was supplemented by bulk purchases. Many of the 'grub tubs' we have traditionally used to collect donated food in community settings have not been in use post pandemic. Despite this, people have responded generously to the ongoing crisis.
- 3.28 During this year, food parcels were delivered via three distinct projects. These were as follows:

Storehouse Foodbank

3,837 food parcels distributed

- 3.29 Storehouse Foodbank has operated as Bolton's main centrally located foodbank since 2003. Primarily the service supports families and single people in distress as a result of redundancy, illness, debt, adverse changes or a delay in benefits. Other reasons for people needing to receive food parcels are homelessness and family breakdown.
- 3.30 Client referrals to the foodbank were made through many front-line organisations and staff. These included Citizens Advice, housing providers, community and Family Hubs, local authority workers, health visitors and other local charities. We continued to receive referrals through our website via trained professionals. Over the year we trained 161 individual referrers to access food support through Storehouse Foodbank bringing our total to 611.
- 3.31 Over the past year Storehouse Foodbank gave out 3,837 food parcels (up from 3,116 in the previous year) and totalling some 57.6 tonnes of food. The average household size increased slightly to 2.2 (from 2). The food parcels supported 1,040 individual households and fed 8,503 people (up from 6,256 in the previous year).
- 3.32 In most cases, the main reasons given for requesting a foodbank parcel were for mental or physical health problems (24%) and debt (22%).

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Local Welfare Provision

3,299 food parcels distributed

- 3.33 We provided emergency food parcels and pre-payment home energy top-ups on behalf of and funded by Bolton Council as part of its Local Welfare Provision (LWP). On occasion we were also funded to supply energy top-ups for Bolton at Home tenants, homeless households when housed through the Council's Housing Options team and those awarded through Bolton Guild of Help. This service provided an emergency safeguarding provision for individuals and households in acute crisis.
- 3.34 Over the last year we distributed **3,299 LWP food parcels**, (down from 6,993 in the previous year), totalling some 49.5 tonnes of food. The food parcels supported 1,894 individual households and fed 7,394 people (down from 15,509 in the previous year). The food we provided was sized to be sufficient to meet the needs of each applicant household for a week at a time. On average each month we supplied £47,035 worth of emergency LWP utility top ups (down from £58,044).
- 3.35 Over the year we also processed **195** referrals for pre-payment card energy top-ups through Bolton at Home, Housing Options and Bolton Guild of Help. The average cost per month for this service was £1,685 (down from £1,796).
- 3.36 Volunteers have continued to provide a wonderful service by ID checking and giving out the food parcels. Over the next year we would like to develop our welcome and hospitality to improve people's experience when collecting the food and/or utility top ups.

Storehouse Pantry

3,966 Food parcels distributed

- 3.37 Storehouse Pantry is an evolution of Storehouse Foodbank - providing struggling residents in target areas, access to food and other household essentials of which some can be selected for themselves for a small affordable weekly subscription.
- 3.38 Households access by application to become Pantry 'Members'. Members can attend their neighbourhood Pantry on a weekly basis. Here they receive a warm welcome, good conversation, and a range of help and support. Membership enrolment is based on foodbank and residency criteria and is reviewed on a one-to-one basis to avoid dependency and to support Members in addressing all that is creating hardship for them.
- 3.39 Members are offered and provided with additional specialist support to help them tackle some of the underlying reasons as to why they need help with food. This included debt and energy advice, help with CV's and finding work, help with making meals and support with rent arrears etc.

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- 3.40 The service was provided from 4 locations over the year. These were in New Bury, Deane, Breightmet and Halliwell.
- 3.41 Over the year we distributed 3,966 food parcels (up from 3,136 the previous year), totalling over 60 tonnes of food. The food parcels supported 689 individual households, (up from 544 in the previous year) and fed 9,028 people (up from 7,010 in the previous year). The average size of supported households increased slightly from 2.2 to 2.3.

Bolton Lunches

75,733 lunches supplied over the school summer holidays

- 3.42 The number of school children eligible for free school meals has remained around 12,500. During the school holidays, many such families face a real struggle to find the money to feed their children. In response to this crisis, each year we mobilise many volunteers to prepare and deliver food for children's lunches. Working in partnership with churches, children's centres and other community venues, the lunch parcels are delivered for free collection at the point of need by children and their parents. Our aim with this project is to ensure that no child goes hungry.
- 3.43 This year the packed lunches were prepared in The Food Hub for distribution across Bolton. The venue in Horwich who we have worked with before also made up the lunch packs for distribution sites in their local area.
- 3.44 We again integrated Bolton Lunches with Bolton's Holiday Activities and Food (HAF) programme. This grant fund was awarded to Bolton Council and its partners to enable struggling young families access a range of free activities in their local area - including lunch! The activities ranged from sporting groups to arts and crafts, outdoor pursuits to cooking classes. We were thankful for additional financial donations but overall, the project ran at a deficit of £21,500.
- 3.45 With the help of an army of volunteers - we produced and delivered **75,733** lunches during the 2023 school summer holiday period (up from 71,450 the previous year). The lunches were delivered to 23 of our own distribution sites (down from 24), 28 HAF programme sites (up from 18) and 9 other sites (same as last year).
- 3.46 Over the other half terms and holiday periods we made 12,700 snack bags for Bolton Council to distribute to their groups who were running activities.

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Friends of Fun Food

1,250 people participated in food skills events

- 3.47 We had another exciting year with Friends of Fun Food. Our two main areas of focus this year were supporting the Holiday, Activity and Food (HAF) project and supporting the Cost-of-Living events.
- 3.48 HAF consisted of cooking with young people and their parents in the parks over the school holidays. We cooked with over 1000 young people and had some amazing adventures tasting new food, learning how to use a sharp knife and making some really easy but fantastic tasting dishes.
- 3.49 Friends of Fun Food supported Bolton Council's Cost of Living events in 9 different primary schools across the town. These events enabled us to showcase cooking on a budget and using ingredients that, with a bit of extra attention, could become fantastic in meals. There was a focus on the use of slow cookers as a more cost-effective cooking alternative, providing cooking demonstrations and recipe booklets to attendees. We also supported a Council Cost of Living event at Tonge Family Hub, where we were able to cook with families, whilst sharing recipes and money-saving advice. 69 adults and children took part in this special one-off event.
- 3.50 In January we provided a 4-week cooking class at Bolton St Catherine's Academy with 16 year 6 students where we taught basic food safety and cooking.
- 3.51 Our recipe cards were used extensively across the town and in the Christmas Dinner on Jesus Hampers to help people to think about the food they had available and how else they could use it.
- 3.52 We are hoping to develop this project further in the coming year with cooking clubs in primary schools supported by the Warburton's Foundation.

Christmas Dinner on Jesus

6,780 people benefitted on Christmas Day

- 3.53 In the Autumn of 2023, we contacted all those who previously supported the project. We asked schools, churches, businesses and other groups to consider making a pledge to collect specific items that will be used to make up the hampers.
- 3.54 As in previous years, once again we depended upon the generosity of many individuals, churches, schools, businesses, Bolton Council, Bolton at Home, and many other groups who donated items for the hampers and the money we needed to purchase fresh items. We were delighted that once again this year, what we received covered our project costs. In the weeks leading up to Christmas, our partner agency workers were invited to nominate individuals and families to receive a hamper. Then just before distribution day our volunteers started preparing the hampers.

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- 3.55 We were grateful for the support of many agency workers who called to collect and then deliver hampers to the doorsteps of those they had nominated. The appreciation shown by hamper recipients was as always quite overwhelming!
- 3.56 Last Christmas we were able to provide **2,040 Christmas hampers** (up from 1,955 in the previous year). We received and were able to respond positively to all referrals from **98** nominating agencies and churches within the town and from our own service areas. Over **55** organisations, churches and community groups, and thousands of individuals, donated items for the hampers.
- 3.57 Over **340** volunteers assisted us in the assembly and distribution of the hampers. We are immensely grateful to everyone who contributed in some way. We are proud to say that as a result of everyone's efforts **6,780 people** (that's 3,497 adults and 3,283 children) benefited from the hampers (up from 6,146 in the previous year).

Children & Families Services

RISE (Reaching Inside, Strengthening Emotions)

<p>141 children and 96 family members supported on over 1320 occasions</p>

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

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

- 3.59 Bolton Together working with schools and other agencies, refer children and families to us who are likely to benefit most from our support. Our experienced team works closely with a range of agencies and specialist practitioners to provide children and their families with advice, support, guidance and encouragement. Our partnership approach, coupled with our range of in-house services, has helped bring a joined-up 'family focused' approach to this work.
- 3.60 Our initial engagement with children and families referred to us builds trust and understanding. Once we have a clear picture of what is needed, we work with them on putting together a Support Plan. Often this will include a need to address emotional and behavioural issues, parental boundaries and approaches, developing resilience, making specialist referrals, and helping them access the services they need. Our support workers are passionate about what they do, often going the extra mile for those they work with, and keeping cases open for as long as our help is needed.

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

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

3.63 Examples of typical parental feedback include:

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

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

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

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

3.64 Typical examples of feedback from children we have supported are:

'You have been personable and helpful. You have listened and understood all my problems and helped greatly.'

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

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

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

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RUNA (Remember U are Not Alone)

644 young people supported on **1,901** occasions

- 3.65 Every year many hundreds of children and young people in Bolton go missing from their family homes, from school and from the 'looked after' system. We developed RUNA in response to this problem. Bolton Council funds us to provide a 'response' service which is triggered each time a 'missing' report is filed. In so doing we work alongside Greater Manchester Police (GMP), Bolton Council, the Complex Safeguarding Team, Social Care, parents, carers and local schools to ensure young people who go missing are returned safely and as quickly as possible. Our shared aim is to hear the voice of the child, reduce missing episodes, promote wellbeing, monitor and share appropriate intelligence and to strive against exploitation. The service provides advice, guidance and support to the children and young people who have gone missing and those who are at risk of running away.
- 3.66 Over our 2023/24 financial year, we are pleased to report that **87%** of our return interviews with young people were offered within the 72-hour government target and **58%** conducted within 72 hours. Our offer and completion rate remain high despite volumes of missing episodes and individual children reported missing going up by 15% and 20%, respectively.
- 3.67 We were pleased to have maintained a consistently high level of performance on this measure, despite some increased responsibilities with the assistance of the Local Authority in attending strategy meetings and coordinating Missing from Home information in the absence of the Missing from Home Coordinator.
- 3.68 RUNA attended to **1,901** missing incidents in 2023/24, compared to 1,646 in the previous year. Numbers continue to rise and we continue to be able to respond in our offer by completing 1,143 return interviews compared with 1,050 last year.
- 3.69 We attended to a total of **644** missing young people last year. This compares to 530 in the previous year and 565 the year before that. Our overriding concern is to do all we can to reduce the number of children going missing.
- 3.70 Of the 644 we worked with this year, 521 went missing from their home in Bolton and 123 were Looked After Children (LAC's) within the care system. Last year, the average number of missing episodes per child for children who live at home was **2.5** (compared with 2.3 in the previous year). For those who were LAC the figure was **5.0** (compared with 6.0 in the previous year). This continues to illustrate that LAC experience more missing episodes and require more support. It is also worth noting the significant increase in missing episodes per child for both cohorts and how this change can be addressed in the coming year.
- 3.71 The team also offers a 'preventative' service for young people through the provision of one-to-one information, advice and guidance on risks and dangers, social media safety, rules and boundaries, emotional health and self-esteem, substance use, appropriate relationships, and recognition of child exploitation - linking with careers support and educational/employment opportunities and access to health services.

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

No Hiding Place

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

Adult Support Services

Eve's Space

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

- 3.74 Research undertaken by and for organisations working within the Criminal Justice System demonstrates that women who are at risk of offending, ex-offenders and those currently serving a prison sentence have distinctly different needs from those of men. With this project we are working within an Alliance of centres across Greater Manchester to support such women. The 'whole systems approach' adopted by our Alliance is recognised nationally as a model of good practice.
- 3.75 As with all Alliance members, the services provided by our Eve's Space project are for women only. We offer a safe and relaxing space within our centre and our office as well as community outreach support provided by specialist female support workers.
- 3.76 The support we provide includes assistance with accommodation, finance and debts, health, skills and employment. We provide guidance and support with alcohol and drug issues, and difficulties experienced with children, families, attitudes and behaviour. Together with each service user, we produce an action plan to help them meet their goals and aspirations.

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- 3.77 Our aim is to reduce the incidence of offending and to support those at risk – helping them to rebuild their lives and fulfil their true potential. Our vision is to see a sustained reduction in the number of women sent to custody from Bolton, where good alternatives are available in the community that address the causes of women offending and supports their rehabilitation.
- 3.78 In total 138 referrals were received by Eve's Space in 2023/2024. (60 had been referred in the previous year). As ours is a voluntary service, there are those who chose not to participate for a variety of reasons. Over the year, we supported and worked with a total of **198** women in a meaningful way, (up from 84). Support was provided on the basis of individual need. This level of engagement underlines the complexity of need present in the women's lives. Over this last year the higher number of referrals into the service remained steady.
- 3.79 126 cases were closed in the year (up from 40). An analysis of what these women achieved with our support as they exited our service, found that 85% of those who completed engagement made positive progress in their mental health, 75% were able to address and maintain positive progress with substance misuse issues. 82% had their accommodation needs met.
- 3.80 In feedback we collected from service users over the past year, 100% said they were satisfied (or better) with the service we provided. Typical of comments made in feedback this past year were:
"Very attentive and supportive to my needs. Gone from not knowing what to do as everything had gone wrong to having a clear plan."

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

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

"As this was never heard of let's face it, how many people can say they were ON probation, and ended up working for them. To this day I won't forget how even Amazon didn't want to employ me with a criminal conviction (as a female) it becomes near impossible to find employment. I only am where I am from a suggestion you gave me to volunteer and it opened doors, as all the ones I was knocking on for paid work (when I felt mentally ready) nobody was entertaining me at all...I remember the guidance and support you gave me always, you actually understood me and guided me in the correct direction when I was totally blind sighted.

You understand that females are totally different to men when it comes to offending and becoming involved in the CJS. None of us wake up in a morning and by choice want to end up on probation, it's a path... that ends up there which you understand because you have supported so many women through this, and I'm uber grateful to have met you."

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Reach Out

30 women with sex work issues supported

- 3.81 Reach Out offers practical and emotional support, information and guidance to women involved in sex work in Bolton. The project aims to empower women - supporting them to exit sex work and rebuild their lives.
- 3.82 Working closely with Greater Manchester Police, Social Services and the NHS, our specialist support workers engage with women who are at risk on the street. They also work with women in 'parlours'. Here they provide one-to-one safety and sexual health advice, welfare, and harm reduction support sessions. Work to identify highly vulnerable trafficked women is undertaken. We also provide vulnerable women with contraception and rape alarms. In this last year, the service was funded from a Bolton CVS grant and from charitable donations.
- 3.83 In our work, the critical support we provide is often needed and wanted by women over many years before changes for the better can be realised. We often find that sex work is the result of other issues in their lives. So, in helping them address the problem, many of the women we support are also helped with past trauma from sex abuse, domestic violence, mental and physical health, drug, alcohol, finance, benefits, and debt issues. Where appropriate, we help the women address issues of attitude, thinking and behaviour. We also help them with training and employment and needs, using a holistic approach.
- 3.84 Reach Out has been instrumental in a dramatic and sustained reduction of street prostitution in Bolton over many years – down from 170 known individuals in 2003 to the lower numbers we see today. **8** women with a known street sex working issue or risk were newly supported by us last year. A further **17** women were supported in parlours and the community. In addition, we have supported 2 women who are sex working online. We are seeing a small growth in "hidden" sex work, those sex working online or in their own home. Support for the women was provided on the basis of individual need. So, although there was significant variation, users of this service were supported on **104 occasions**. Although numbers seem lower this year, there are many women we are working with who have been involved in a sex for rent transaction. It is hard to count these figures as women often only disclose this to us after having built up a relationship of trust first.
- 3.85 During the year we were able to close files on **19** women for whom we had achieved positive outcomes. In feedback we collected from each service user over the past year, **100%** said they were satisfied (or better) with the service we provided. Some of the comments made in feedback included:
- 3.86 *"Without Reach Out I would never have been supported in the Parlour, at home and then in Rehab when I was ready".*

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Street Life

Accommodation found for 182 households - made up of 302 individuals
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- 3.87 Numbers will fluctuate, but we estimate that last year there were on average between 40 and 50 adults who resorted to rough sleeping on the streets of Bolton. Added to this we estimate there are many hundreds or more who were in temporary and often highly unsuitable accommodation. Street Life works hard to get 'difficult to house' individuals and families into suitable and sustainable accommodation. Our vision is to see no-one having to resort to living on the streets of Bolton, or in unsuitable accommodation at any time.
- 3.88 Street Life is funded by Bolton Council. We work with rough sleepers and other homeless people with complex and enduring housing related needs as well as those at risk of losing their accommodation. Our Street Life worker is particularly successful with those who have a complex housing history including rent arrears, property abandonment, eviction, and anti-social behaviour – all of which seriously limits their housing options. Our project helps prevent rough sleeping by helping people find accommodation as quickly as possible. We work with a range of private landlords and temporary accommodation providers to make the best possible solutions available.
- 3.89 This year the Street Life Drop-in has continued to grow in numbers with referrals coming in from a variety of different agencies and organisations, the most coming from Housing Options. We have noticed an increase in single homeless asylum seekers who have recently been granted leave to stay. They are being issued with an eviction notice to vacate their asylum seeker property within 7 days due to no longer seeking asylum. Immigration have been clearing a back log of applications which has led to an increase in this cohort of people needing accommodation and support.
- 3.90 We also continued to speak with people face to face at our main office, at the Housing Department's office, by emails, phone and home/street visits. In the main, the advice and information we provided was in relation to housing options, applications for housing, benefit queries, ID's, rent areas, payment plans, private landlord concerns, Homeless drug and alcohol team, Achieve, the Homeless Nursing team and contacting the Home Office for asylum seekers.
- 3.91 Over the course of last year we continued to experience a steady demand for our Street Life service – engaging with a total of **737** service users, through one or more discussions, practical advice, and support. Of these, we were able to provide sustained and meaningful support for **364 individuals**. Our engagement with each homeless household varied according to individual need, totalling more than **250 interventions** over the year.
- 3.92 By the year end Street Life had found accommodation for **182 households (total of 302 individuals)** this includes partners and children (we have started to collect all individuals in the households). 3% were accommodated with Bolton at Home; 30% in temporary hostel accommodation and Bed and Breakfasts; and 7% by private landlords and the largest percentage received other housing support, this included: housing for older people, housing out of borough, other schemes and solutions. The rough sleeper numbers on closing those we had worked with were 0.

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

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

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

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

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

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

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

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

ON and BN- Case Study

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

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

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

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

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

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

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

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

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

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

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

Genesis Project

39 individuals joined the Genesis community

- 3.94 Last year was the first full year of the Genesis project. We were able to spend the initial part of the year getting the Amber centre to be fit for purpose. So far we have had a regular group of individuals attend to play boardgames together; Jenga being a popular choice. Those who have attended have made new connections and relationships. In the warmer months we have also been able to offer a gardening group and they have done some great work around the Centre. We have had 39 individuals join the Genesis community throughout the year on a Wednesday morning.
- 3.95 Genesis is funded by the Department of Levelling Up Houses and Communities. The project is funded until March 2025, however we plan to keep the community running as we build on what we do at the Amber Centre. We plan to offer a creative art course for the Genesis Community which will allow people to explore their feeling through art. We also plan to allow those who have joined the community to bring along their own ideas/interests in which they can grow their skills and passions alongside the new relationships. This includes but is not limited to art, cooking, dance, gardening and other activities.

4. FINANCIAL REVIEW

Principal Funding Sources

- 4.1 Urban Outreach is funded through contracts, grants and general giving. Our funders include grant-making bodies, trust funds, businesses, churches, local organisations and individuals. We are indebted to our principal funders last year; Bolton Council, Bolton at Home, MOJ (via Greater Manchester Women's Alliance), Bolton Together, the Department of Levelling Up Housing & Communities and the National Lottery.
- 4.2 Last financial year, grant and non-contract income made up 54% of total funding (up from 51% in the preceding year), Contract income made up 21% of total funding (the same as in the preceding year). Donations, Gift Aid and fundraising made up 25% of total funding, (down from 27% in the preceding year). In the main, the charity does not conduct any significant fundraising activity. Such funds are largely raised through unsolicited donations and fundraising activities undertaken by our supporters.

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- 4.3 This funding mix has supported some of our most critical services, providing food, other consumables and support to benefit the most vulnerable and marginalised people in Bolton. Our work with churches and other small voluntary and community groups continues to provide a vital lifeline reaching those who struggle to access mainstream support.
- 4.4 Factors likely to affect future financial performance or position are reviewed at each trustee meeting alongside a review of performance against the original approved budget for the year in hand. Forecasts are amended as appropriate at such time. There have been no significant events that have affected our financial performance and position during the year.
- 4.5 We have reported an overall surplus for the year of £231,494. When added to our total funds brought forward - £4,052,370 – this takes our Balance Sheet funds at 31 March 2024 to £4,283,864.
- 4.6 Of this amount, £177,501 is represented by Restricted Funds, £1,573,860 is represented by Designated Funds and the balance of £2,532,503 by Unrestricted Funds. Unrestricted funds are comprised of fixed assets (mainly buildings) of £1,747,273 and unrestricted reserves of £785,230. The unrestricted reserves comprise of cash at bank of £769,762 and current assets / liabilities of £15,468.
- 4.7 The accounting policies that support our fund accounting are explained in detail on page 7 of our Financial Statement for the year, and an analysis of net assets by fund is set out in note 11 of our Financial Statement.

5. INVESTMENT POWERS AND POLICY

- 5.1 Our investment objective is to achieve capital growth in excess of inflation (RPI) on all our cash holdings. Our strategy is to strike a balance between:
- maintaining short term liquid cash holdings to meet our planned and possible unplanned needs on a rolling basis in accordance with our Reserves Policy,
 - seeking increased interest yields available on medium-to-long-term cash investments within an acceptable level of risk in order to achieve a stable and growing income stream, and
 - the acquisition of buildings and facilities which meet our direct charitable needs.

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

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

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

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6. RESERVES POLICY

- 6.1 Our unrestricted liquid funds are defined as 'free reserves'. Combined with appropriate use of our 'designated' and 'restricted' funds, our policy is to accumulate free reserves sufficient to mitigate risks associated with: delayed capital receipts (cash-flow), unforeseen essential expenditure, costs arising from management of change or short-term cessation of project funding, to help fund required investment in buildings and facilities, or to accommodate plans for expansion and diversification – all with the aim of improving our overall efficiency, effectiveness and sustainability.
- 6.2 Our lower free cash reserve holding has been established to reflect approximately two month's operational costs. Our upper free cash reserve holding has been established to reflect approximately 12 month's operational costs. On this basis, at the financial year end, our lower free cash reserve target was £168,000; and our upper free cash reserve target was £1,010,000. Our actual cash reserve holding at year end was £769,762 which is in line with our reserves policy.
- 6.3 If or when there is a shortfall on our lower free cash reserve holding, associated risks and remedial actions are defined, agreed and reviewed by management and trustees at a formal minuted trustees meeting. If or when the upper level of free cash reserve is exceeded, trustees and management will take timely action to bring the holding down within the target sum. This might involve investment or transfer to other forms of asset or by making grants to external parties for similar charitable purposes.
- 6.4 We remain satisfied that our reserves targets, combined with our 'designated' and 'restricted' fund holdings, are sufficient to enable the charity to effectively manage contractual risks, issues and organisational change as identified above, or to wind up its affairs in an orderly fashion should the need arise.

7. PLANS FOR THE FUTURE

- 7.1 During the forthcoming year we will continue implementation and review of our Strategic Organisational Development Plan. The purpose of this Plan is in response to anticipated future needs, demands and expectations. Our Plan will continue to satisfy governance requirements, whilst strengthening our effectiveness in responding to the needs of those in desperate need of care and support.
- 7.2 With the above in mind, the Leadership Team has committed to meeting more regularly to focus on the strategic development of the charity.
- 7.3 Going forward, we intend to further develop our work with schools and deliver more training and awareness-raising around the issues and facts which give rise to the services we deliver for the most vulnerable, disadvantaged and marginalised of Bolton.

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- 7.4 We plan to make use of the grounds surrounding the Amber Centre (Former Central Baptist Church) to create a peaceful and therapeutic garden supported by volunteer mentors and service users. The vision for this - our Genesis Project - is that it will become a place where relationships with our service users can be developed over time and through the seasons.
- 7.5 'Street Life' has played a significant role in homelessness preventative work since 2003. We aspire to provide opportunities for those we are supporting through our drop-in, to receive additional therapeutic support by participating in our Genesis Project. We also aim to acquire a terraced house to provide safety net temporary emergency accommodation for service users we are closely supporting.
- 7.6 We are still looking at options to improve our office establishment with a view to moving from our present building on Salop Street, which does not fully meet our current and future office needs.
- 7.7 We aim to revisit and refresh our good relationship with churches and other community organisations - particularly those with a desire to expand on their neighbourhood impact in addressing poverty in all its forms. We will continue to explore new models for joint working in this area which we recognise should take place both virtually and physically 'outside the walls' of buildings and other structures that for so many can present barriers to engagement.
- 7.8 Over the coming year we will be developing our communications strategy, reporting on our engagement, and launching a new website that meets our needs as a charity more appropriately. We are hoping for the website to be available to the public from autumn 2024.
- 7.9 We also plan to have training for improved digital skills for 2 of our staff in order to increase on online support and exposure.
- 7.10 Building upon the services we currently provide to women at risk of offending, we will continue to explore how we can add value to Bolton re-settlement pathways for female ex-offenders in providing alternatives to custody for low-risk offenders.

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)****FOR THE YEAR ENDED 31 MARCH 2024****8. REFERENCE AND 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 (appointed 01/07/2023)	Trustee
S Stokes (appointed 09/11/2023)	Trustee

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

Auditors

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

Bankers

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

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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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FOR THE YEAR ENDED 31 MARCH 2024

Trustee Induction and Training

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

Co-operation with other Organisations

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

Risk Management

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

Staff Remuneration

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

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)****FOR THE YEAR ENDED 31 MARCH 2024****10. TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

- 10.1 We, as charity trustees - who are also the directors of Urban Outreach (Bolton) for the purposes of company law - acknowledge our responsibility for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).
- 10.2 Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, then trustees are required to:
- select suitable accounting policies and then apply them consistently;
 - observe the methods and principles in the Charities SORP 2019 (FRS 102);
 - make judgements and estimates that are reasonable and prudent;
 - state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and to
 - prepare the financial statements on a 'going concern' basis unless it is inappropriate to presume that the charity will continue in business.
- 10.3 We acknowledge our responsibility for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to ensure that the financial statements comply with the Companies Act 2006. We also acknowledge our responsibility for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud or other irregularities.
- 10.4 We acknowledge our responsibility for ensuring the maintenance and integrity of the corporate and financial information included on our website.

11. STATEMENT AS TO DISCLOSURE TO OUR AUDITORS

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

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****REPORT OF THE BOARD OF THE TRUSTEES (INCLUDING DIRECTORS' REPORT)****FOR THE YEAR ENDED 31 MARCH 2024****12. SMALL COMPANY EXEMPTION**

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

13. INDEPENDENT AUDIT

- 13.1 Donnelly Bentley was reappointed to undertake an Independent Audit of our 2024/25 accounts at our Annual General Meeting of Tuesday 5 November 2024.
- 13.2 The content of this Annual Report was approved by the trustees on 5 November 2024 and signed on behalf of all trustees by:



Sam Lancaster
Chairman

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

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the summary income and expenditure account, the balance sheet, the statement of cashflows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

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

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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

A Private Company Limited by Guarantee

FOR THE YEAR ENDED 31 MARCH 2024

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

- We obtained an understanding of the legal and regulatory framework applicable to the company and the sector in which it operates and considered the risk of non-compliance with applicable laws or regulations.
- We determined that the following laws and regulations were most significant: the Companies Act 2006, the Charities Act 2011, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial and Reporting Standard applicable to the United Kingdom and Republic of Ireland (FRS102), those that relate to health and safety, those that relate to safeguarding and child protection and those that relate to data protection. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, for example, forgery or intentional misrepresentations, or through collusion.
- We obtained an understanding of how the company is complying with those legal and regulatory frameworks by making enquiries of the management. We corroborated our enquiries through our review of board minutes.

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

A Private Company Limited by Guarantee

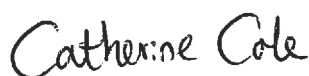
FOR THE YEAR ENDED 31 MARCH 2024

- Our tests also included agreeing the financial statements disclosures to underlying supporting documentation. There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.
- We also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the management or trustees that represented a risk of material misstatement due to fraud.

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

Use of our report

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



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

5 November 2024

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****INCOME AND EXPENDITURE ACCOUNT****FOR THE YEAR ENDED 31 MARCH 2024**

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

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

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

All income and expenditure derives from continuing activities.

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF RESTRICTED FUNDS
FOR THE YEAR ENDED 31 MARCH 2024

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

A Private Company Limited by Guarantee

STATEMENT OF FINANCIAL ACTIVITIES

ANALYSIS OF DESIGNATED FUNDS
FOR THE YEAR ENDED 31 MARCH 2024

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

BALANCE SHEET

AS AT 31 MARCH 2024

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

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



Mr S Lancaster



Mrs C Stott

5 November 2024

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 MARCH 2024

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

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

BASIS OF PREPARATION

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

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

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

COMPANY STATUS

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

FUND ACCOUNTING

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

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

Investment income and gains are allocated to the appropriate fund.

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

INCOME

Income recognition

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

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

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

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

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

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

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

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

EXPENDITURE

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

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

ACCOUNTING POLICIES

FOR THE YEAR ENDED 31 MARCH 2024

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

RECHARGED UTILITY COSTS

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

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

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

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

TANGIBLE FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation.

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

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

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

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

CASH AT BANK AND IN HAND

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

PROVISIONS

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

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****ACCOUNTING POLICIES****FOR THE YEAR ENDED 31 MARCH 2024****GOING CONCERN**

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

PENSIONS COSTS

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

VAT ACCOUNTING

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

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

TAX

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

JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS**FOR THE YEAR ENDED 31 MARCH 2024****1. INCOME**

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

All the income is derived from the United Kingdom.

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

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

Income from donations and legacies

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

Income from charitable activities

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

Other income

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

Income from government grants and donations

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

Volunteers

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

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2024****2. INVESTMENT INCOME**

	2024	2023
	£	£
Bank Interest Receivable	<u>91,955</u>	<u>38,381</u>

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

3. STAFF COSTS

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

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

	2024	2023
	25	23
Direct Wages	<u>25</u>	<u>23</u>

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

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

URBAN OUTREACH (BOLTON)

8.2

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

4. ANALYSIS OF CHARITABLE ACTIVITIES

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

Included in charitable expenditure are the following donations:

	Unrestricted	Restricted	Total
	£	£	£
Individuals	-	-	-
Total 2023	-	-	-

5. SUPPORT COSTS

← O U T R E A C H W O R K →									
	General Fund	Designated Funds	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Total
	£	£	£	£	£	£	£	£	£
Staff Costs	-	3,025	2,686	3,678	237	-	-	-	9,626
Accountancy	-	3,848	3,412	4,679	301	-	-	-	12,240
Legal and Professional	-	2,008	1,782	2,443	156	-	-	-	6,389
	<u>-</u>	<u>8,881</u>	<u>7,880</u>	<u>10,800</u>	<u>694</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>28,255</u>
Total 2023	-	12,092	5,084	7,518	-	-	-	-	24,694

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

6. TAXATION

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

7. TANGIBLE FIXED ASSETS

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

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2024**

8. DEBTORS AND PREPAYMENTS	2024	2023
	£	£
Prepayments and Accrued Income	93,354	41,913
Other Debtors	192,839	154,550
Gift Aid Recoverable	<u>15,688</u>	<u>17,175</u>
	<u>301,881</u>	<u>213,638</u>
 9. CREDITORS - AMOUNTS FALLING DUE WITHIN ONE YEAR	 2024	 2023
	£	£
Accruals and Deferred Income	37,611	25,269
Social Security and Other Taxes	9,995	-
Trade Creditors	38,191	13,938
Other Creditors	<u>3,124</u>	<u>2,646</u>
	<u>88,921</u>	<u>41,853</u>

Accruals and deferred income above include the following deferred income:

	£	
Deferred income brought forward	7,204	Bolton Together
Additions during the year	10,000	Bolton Together/Bolton at Home
Released to income	<u>(7,204)</u>	
	<u>10,000</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 2024

10. ANALYSIS OF MOVEMENTS IN FUNDS IN YEAR

	R E S T R I C T E D F U N D S						UNRESTRICTED FUND		SOFA Total 31/03/2023
	Children & Families	Health, Homeless & Offender Rehab	Relief of Poverty	Prayer Breakfast	Afghan	Passion for Bolton	Designated Funds	General Fund	
	£	£	£	£	£	£	£	£	£
INCOME	131,591	176,040	39,837	-	-	630	673,352	279,364	1,365,398
EXPENSES	174,328	268,673	49,231	-	-	765	544,632	31,691	976,980
NET INCOMING/(OUTGOINGS) RESOURCES	(42,737)	(92,633)	(9,394)	-	-	(135)	128,720	247,673	388,418
TRANSFERS BETWEEN FUNDS	54,971	41,339	8,233	-	-	-	(104,287)	(256)	-
NET MOVEMENT IN FUNDS	12,234	(51,294)	(1,161)	-	-	(135)	24,433	247,417	388,418
FUND AT START	20,545	105,143	88,289	5	1,926	1,949	1,549,427	2,285,086	3,663,952
AVAILABLE FOR USE AT CLOSE	32,779	53,849	87,128	5	1,926	1,814	1,573,860	2,532,503	4,052,370

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

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

10. ANALYSIS OF MOVEMENTS IN DESIGNATED FUNDS IN YEAR

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

10. ANALYSIS OF MOVEMENTS OF FUNDS IN YEAR

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

Children and Families

RISE

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

No Hiding Place

No income or expenditure this year.

RUNA Response

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

Adult Support

Eve's Space

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

Street Life

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

Transformation (Genesis Project)

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

Relief of Poverty

Local Welfare Provision

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

Storehouse Pantry

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

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2024****Storehouse Foodbank**

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

Friends of Fun Food

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

Statement on the Purpose of Designated Funds

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

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

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

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

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

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

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Final balances at 31 March 2024 are represented by:

	General Fund £	Designated Funds £	Restricted Funds £	Total £
Tangible Fixed Assets	1,747,273	2,237	25,987	1,775,497
Current Assets	796,048	1,608,695	192,545	2,597,288
Current Liabilities	(10,818)	(37,072)	(41,031)	(88,921)
	<u>2,532,503</u>	<u>1,573,860</u>	<u>177,501</u>	<u>4,283,864</u>

URBAN OUTREACH (BOLTON)**A Private Company Limited by Guarantee****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2024**

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

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

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

15. RELATED PARTY TRANSACTIONS

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

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

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

16. ULTIMATE CONTROLLING PARTY

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

17. UTILITY RECHARGES

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

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

URBAN OUTREACH (BOLTON)

A Private Company Limited by Guarantee

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

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