

URBAN OUTREACH (BOLTON)

FINANCIAL STATEMENTS

31 MARCH 2025

Registered charity No: 1044203  
Registered company No: 03019108

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BARLOW ANDREWS LLP  
BOLTON

**URBAN OUTREACH (BOLTON)**  
**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**CONTENTS**

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Reference and administrative information**

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

**Trustees**

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

**Leadership Team**

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

**Auditor**

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

**Bankers**

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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

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

### **Our Purpose and Activities**

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

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

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

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

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

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

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

<b>PROJECTS &amp; SERVICES</b>		
<b>Children &amp; Families Services</b>	<b>RISE</b> (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.
	<b>RUNA</b> (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.
	<b>No Hiding Place</b>	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.
	<b>Re-Root</b>	Supporting young people at risk of Serious Youth Violence through the provision of: diversionary outdoor group activities giving young people access to the local environment; bespoke and aspirational 1:1 work around access to Employment, Education, Training and Emotional Wellbeing.
<b>Adult Support Services</b>	<b>Eve's Space</b>	Working with vulnerable women at risk of offending or reoffending. Helping them to rebuild their lives and fulfil their true potential.
	<b>Reach Out</b>	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.
	<b>Street Life</b>	Supporting the hardest-to-rehouse homeless people - helping to broker tenancy solutions and providing the support they need to keep them housed.
	<b>Genesis</b>	A safe space for people to flourish, be empowered and create community and relationships together.
<b>Partnership Activities</b>	<b>Home for Good</b>	Working with the national charity, 'Home for Good', to encourage churches across Bolton to support existing and new foster and adoptive carers to meet the needs and demands through the Bolton care system.

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

## **Achievements and Performance**

### Overview

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

Key Developments

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

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

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

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

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

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

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

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

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

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

Projects and Services

**44,991** individuals provided with critical support

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

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

Partnerships

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

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

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

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

Food Related Projects

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

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

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

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

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

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

Storehouse Foodbank

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

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

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

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

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

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



URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

Local Welfare Provision

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

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

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

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

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

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

Storehouse Pantry

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

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

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

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### Bolton Lunches

<b>73,468</b> lunches supplied over the school summer holidays supporting <b>20,814</b> people
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The number of school children eligible for free school meals has remained around 12,500. During the school holidays, many such families face a real struggle to find the money to feed their children. In response to this crisis, each year we mobilise many volunteers to prepare and deliver food for children's lunches. Working in partnership with churches, children's centres and other community venues, the lunch parcels are delivered for free collection at the point of need by children and their parents. Our aim with this project is to ensure that no child goes hungry.

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

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

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

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

### Friends of Fun Food

<b>1,100</b> people participated in food skills events
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We had another exciting year with Friends of Fun Food. Our three main areas of focus this year were supporting the Holiday, Activity and Food (HAF) project, supporting Cost-of-Living events and running school cooking courses supported by the Warburtons Foundation.

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

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

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

#### Christmas Dinner on Jesus

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

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

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

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

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

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

#### Children and Families Services

The Children and Families Team as a whole has supported:

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

#### RISE (Reaching Inside, Strengthening Emotions)

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

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

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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

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

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

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

Examples of typical parental feedback include:

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

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

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

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

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

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

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

Typical examples of feedback from children we have supported are:

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

"I felt listened to."

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

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

"The staff are very supportive and friendly."

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

"I feel less anxious and calm."

"I have learned that emotions are important."

RUNA (Remember U are Not Alone)

**728** young people supported on **1,787** occasions

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

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

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

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

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

### No Hiding Place

**207** young people supported on **73** occasions

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

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

### Re-Root (since February 2025)

**7** young people supported on **9** occasions

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

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

### Adult Support Services

### Eve's Space

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

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

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

## Reach Out

### **24** women with sex work issues supported

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

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

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

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

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

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

### Street Life

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

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

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

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

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

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

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

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

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



URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

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

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

## Genesis Project

### **39** individuals joined the Genesis community

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

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

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

## Financial Review

### Principal Funding Sources

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

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

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

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

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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

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

### **Investment Powers and Policy**

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

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

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

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

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

### **Reserves Policy**

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

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

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

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

## Plans for the Future

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

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

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

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

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

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

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

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

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

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

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

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

## **Structure, Governance and Management**

### **Governing Document**

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

### **Organisational Structure**

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

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

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

### **Recruitment and Appointment of Trustees**

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

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

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

### **Trustee Induction and Training**

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

### **Co-operation with other Organisations**

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

**URBAN OUTREACH (BOLTON)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Risk Management**

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

**Staff Remuneration**

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

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

**Responsibilities of trustees**

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

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

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

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

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

**Statement of disclosure to auditors**

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

URBAN OUTREACH (BOLTON)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

**Auditor**

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

Your attention is drawn to the fact that the charity has prepared accounts in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice applicable for reporting periods beginning on or after 1 January 2019 which is referred to in the extant regulations but has not been withdrawn.

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

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



**Sam Lancaster**  
Chairman

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

**Opinion**

We have audited the financial statements of Urban Outreach (Bolton) (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including the Financial Reporting Standard 102, applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of Companies Act 2006.

**Basis of opinion**

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

**Conclusions relating to going concern**

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

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

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

**Other information**

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

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

We have nothing to report in this regard.

**Opinion on other matter prescribed by the Companies Act 2006**

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

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

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

**Matters on which we are required to report by exception**

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

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

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

**Responsibilities of trustees**

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

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

**Auditor's responsibilities for the audit of the financial statements**

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

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

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

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

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



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

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

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

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

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

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

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

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

**14 October 2025**

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

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

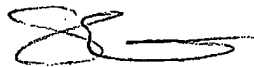
The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure is derived from continuing activities.

**URBAN OUTREACH (BOLTON)**  
**BALANCE SHEET**  
**AS AT 31 MARCH 2025**

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

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

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



Mr S Lancaster  
Trustee

Company registration number 03019108

**URBAN OUTREACH (BOLTON)**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**1. Accounting policies**

**Charity information**

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

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

**1.1 Accounting convention**

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

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

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

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

**1.2 Going concern**

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

**1.3 Fund accounting**

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

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

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

**1.4 Income**

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

The specific bases used are as follows:

- Donation income is recognised when the charity has been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are met or the fulfilment of those conditions is within the control of the charity, and it is 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.

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

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

**1.5 Expenditure**

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

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

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

**1.6 Recharged utility costs**

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

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

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

**1.7 Tangible fixed assets and depreciation**

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

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

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**1.8 Cash at bank and in hand**

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

**1.9 Financial instruments**

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

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

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

**Basic financial assets**

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

**Basic financial liabilities**

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

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

**1.10 Pension costs**

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

**1.11 Taxation**

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

**1.12 Prior period adjustment**

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

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

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

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

URBAN OUTREACH (BOLTON)  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2025

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

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

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



URBAN OUTREACH (BOLTON)  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2025

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

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

URBAN OUTREACH (BOLTON)  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2025

8. Total resources expended

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

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**9. Net incoming resources for the year**

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

**10. Staff costs**

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

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

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

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

**11. Tangible fixed assets**

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**12. Debtors**

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

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

**13. Creditors – amounts falling due within one year**

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

Accruals and deferred income above includes the following deferred income:

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

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

**14. Analysis of net assets between funds**

Current year at 31 March 2025	General Fund £	Designated Funds £	Restricted funds £	2025 Total £
Tangible fixed assets	1,704,370	1,678	8,196	1,714,244
Current assets	1,057,585	1,675,670	225,117	2,958,372
Creditors due within one year	(1,259)	(97,503)	(17,034)	(115,796)
	<u>2,760,696</u>	<u>1,579,845</u>	<u>216,279</u>	<u>4,556,820</u>
Prior year at 31 March 2024 – as restated	General Fund £	Designated Funds £	Restricted funds £	2024 Total £
Tangible fixed assets	1,747,273	2,237	25,987	1,775,497
Current assets	796,048	1,635,540	423,455	2,855,043
Creditors due within one year	(10,818)	(81,270)	(41,031)	(133,119)
	<u>2,532,503</u>	<u>1,556,507</u>	<u>408,411</u>	<u>4,497,421</u>

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**15. Analysis of movements in unrestricted funds in the year**

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

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

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

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

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

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

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**16. Analysis of movements in restricted funds in the year**

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

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

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

**Children and Families**

**RISE**

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

**No Hiding Place**

Funds from Bolton Together and Bolton CVS to work with young people that are at risk of Child Criminal Exploitation and partner agencies by spreading awareness through classroom sessions, as well as offering 1:1 support to educate, safety plan and build relationships with young people to reduce risk.

**RUNA Response**

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

**Adult Support**

**Eve's Space**

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

**Street Life**

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

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

**Transformation (Genesis Project)**

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

**Relief of Poverty**

**Local Welfare Provision**

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

**Storehouse Pantry**

No income or expenditure this year.

**Storehouse Foodbank**

No income or expenditure this year.

**Friends of Fun Food**

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

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

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

**18. Transactions with Trustees**

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

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

**19. Related party transactions**

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

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

**URBAN OUTREACH (BOLTON)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

**19. Related party transactions (continued)**

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

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

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

**20. Utility Recharges**

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

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

**21. Prior period adjustment**

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

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

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

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

**Reconciliation of changes in net funds**

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

**Reconciliation of net movement in funds for the prior year**

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