

BARROW CITIZENS ADVICE BUREAU

England & Wales · Charity number 1077427

Details

Other names	Citizens Advice Barrow
Status	Registered
Legal form	Charitable company
Company number	03765728
Registered	1999-09-15
Register	View on the Charity Commission register

Contact

Address	Ramsden Hall Abbey Road Barrow In Furness LA14 5QW
Phone	01229830367
Email	advice@barrowcitizensadvice.org.uk
Website	www.barrowcitizensadvice.org.uk

Activities

Objects: FOR THE PROMOTION OF ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN BARROW AND DISTRICT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: TO PROVIDE THE ADVICE PEOPLE NEED FOR THE PROBLEMS THEY FACE AND TO IMPROVE THE POLICIES AND PRACTISES THAT AFFECT PEOPLES' LIVES

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** BARROW AND DISTRICT
- Cumbria

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£294,158	£346,432	-	-
2024-03-31	£433,037	£345,285	-	-
2023-03-31	£397,300	£391,560	-	-
2022-03-31	£342,623	£370,667	-	-
2021-03-31	£459,685	£400,631	-	-

Trustees

Name	Role	Appointed
Colin Hewson		2026-01-15
Frederick Anthony Chatfield		2023-10-19
Lois Kate Postlethwaite		2024-07-25
Lucy Mayou		2025-11-20
Natalie Calvert		2024-07-25
Rebecca Louise Knagg		2022-01-20
Richard Spencer Madden		2025-05-08
Russell Patten		2025-11-20

Accounts

Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2025

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2025

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

Objectives and Activities

Citizens Advice Barrow's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Barrow's aims are:

- To provide the advice people need for the problems they face and
- To improve the policies and practices that affect people's lives

The charity provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Citizens Advice Barrow values diversity, promotes equality, and challenges discrimination.

Public Benefit Statement

The trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

In delivering our services and planning future activities, we ensure our work furthers our charitable purposes and provides clear public benefit.

Activities

In 2024/25, Citizens Advice Barrow supported 2,705 clients with a total of 14,468 issues, averaging 5.3 issues per person. These covered a range of areas and like previous years, the majority of need was regarding benefits and tax credits, debt and housing.

65% of our clients had a long-term health condition or disability. Our advice work secured £3,570,597 in direct financial gains for clients, boosting the local economy. Major projects included ongoing delivery of the Macmillan Welfare Benefits Project and MAPS (Money and Pensions Advice Service).

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2025

Achievements and Performance

Despite leadership transition and continued funding uncertainty, Citizens Advice Barrow delivered high-quality advice and support during a challenging year.

The retirement of long-standing CEO Christine McKinlay in August 2024 marked a significant change in leadership. Likewise, the resignation of Steve Trainer as chair of trustees after many years of dedicated service. Joanna Young from Citizens Advice North Lancashire was appointed Interim CEO (September 2024–April 2025), providing continuity while the Board considers future strategic options.

A decision on long-term leadership and strategy has been delayed due to funding uncertainties in the new Westmorland and Furness local authority area.

The trustees thank Christine and Steve for their commitment, leadership and guidance of Citizens Advice Barrow for many years. They also express their sincere thanks to the dedicated team of staff who have continued to deliver high-quality advice and support during a year marked by considerable uncertainty and organisational change. The professionalism, resilience and commitment shown by the team — particularly during the transition in leadership — have ensured that Citizens Advice Barrow remained a trusted and vital service for local people.

We are also pleased to report the successful recruitment of two new volunteers, the first in several years. Volunteers are a vital part of the Citizens Advice service and enable us to extend our reach and provide additional capacity, ensuring that more people in our community can access the help they need when they need it most.

Financial Review

The results for the year show an operating deficit of £52,274 which was in line with our forecasts and was funded from reserves. Income was primarily derived from project-based grants and contracts, including from Westmorland and Furness Council, Macmillan Cancer Support and the Money and Pensions Advice Service (MAPS).

The trustees continue to monitor financial risks closely and aim to diversify income sources to safeguard core services.

The charity holds unrestricted reserves to provide stability and flexibility in managing future risks and commitments. Our reserves policy is to maintain a minimum of three months' operating costs, to allow the charity to respond to unexpected income shortfalls or expenditure needs. This amounts to £101,603 and our actual unrestricted funds at 31 March 2025 excluding fixed assets was £338,452.

Where possible, additional funds are designated for specific strategic needs — including staff contractual obligations, IT and building upgrades, and delivery of our core First Contact service. The trustees review the reserves level annually in line with operating costs and future funding outlook.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2025

Investment policy

The charity maintains only those funds necessary for day-to-day operations in its current account, ensuring that no more than is required for regular monthly activity is held as non-interest-bearing cash.

A proportion of remaining unrestricted funds is held in interest-bearing savings accounts. The trustees aim to achieve the best possible return on these reserves while ensuring flexibility to access funds when needed for operational purposes. This cautious and low-risk approach ensures that funds designated for future investment in frontline services retain their value and are readily available when required.

The trustees regularly review the charity's banking arrangements to ensure that interest rates remain competitive and that the charity's funds are managed prudently and securely.

Donations policy

Citizens Advice Barrow does not make grants or donations to other organisations.

Plans for Future Periods

The trustees recognise that the cost-of-living crisis and local government restructuring will continue to place pressure on both our clients and our organisation. Citizens Advice Barrow will remain focused on supporting the most vulnerable individuals in the community, particularly those with low incomes and long-term health conditions.

Over the coming year, the Board will review its strategic direction, including the appointment of a new Chief Executive Officer, expected in April 2025. This period of transition will also involve reviewing staffing, service delivery models, and partnership arrangements across the Barrow area. The charity will continue to seek sustainable funding to safeguard existing services and expand access to advice where demand continues to grow.

Structure, Governance and Management

Citizens Advice Barrow is a company limited by guarantee, governed under Memorandum and Articles of Association.

Appointment of trustees

Trustees are appointed in accordance with the charity's Articles of Association. They may be elected at the Annual General Meeting or co-opted by the Board, with co-opted trustees not exceeding one third of the total. Trustees serve a term of up to three years and may be reappointed.

Recruitment, induction and training of trustees

All trustees are volunteers and are expected to act in the best interests of the charity, ensuring compliance with legal duties and good governance. New trustees receive an induction and ongoing support to help them understand their responsibilities and the work of Citizens Advice Barrow. Trustees are encouraged to access relevant training, and all sign up to the charity's Code of Conduct and Conflict of Interest policy.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2025

Organisational structure & networks

Citizens Advice Barrow is governed by the Board of Trustees. The Board sets the strategic direction of the organisation and holds overall responsibility for its conduct, legal compliance, and contractual obligations. The Board meets quarterly, with additional meetings convened as needed. Trustees also undertake biannual reviews of the business plan to assess progress and determine future direction. Non-trustee members may be co-opted to provide specific expertise on a temporary basis.

Operational management is delegated to the Chief Executive Officer, who works closely with the Advice Services Manager to ensure delivery of all services and projects.

Citizens Advice Barrow is a member of the national Citizens Advice network and actively contributes to the development and delivery of countywide services as part of the consortium of local Citizens Advice offices in Cumbria.

Services are delivered by a small team of committed paid staff.

Risks Policy

The Trustees have considered the major risks to which the charity is exposed and have reviewed those risks, establishing systems and procedures to manage them.

The Trustees consider the current key risk to be the ongoing uncertainty regarding local authority funding, with a significant delay in the confirmation of core funding. To mitigate this, the Trustees have worked closely with the Interim CEO, who has led efforts to review and update key policies and procedures and to improve internal efficiency. Risk will continue to be reviewed regularly at board meetings.

Citizens Advice Barrow is part of the Cumbria-wide consortium of Citizens Advice offices. This collaboration enables the sharing of resources and expertise and strengthens the sustainability of Citizens Advice services in the region. Citizens Advice Barrow has also begun working more closely with Citizens Advice South Lakes to explore opportunities for joint roles.

Reference and Administrative Details

Registered charity name Barrow Citizens Advice Bureau
(known as Citizens Advice Barrow)

Charity registration number 1077427

Company registration number 3765728

Principal office and registered office Ramsden Hall
Abbey Road
Barrow In Furness
Cumbria
LA14 5QW

The Trustees

L Chambers, Chair	(Appointed as Chair 4 November 2024)
F Chatfield	
R Knagg	
N Calvert	(Appointed 25 July 2024)
L Postlethwaite	(Appointed 25 July 2024)
J Mayhew	(Retired 29 April 2024)
M Hoggan	(Retired 18 October 2024)
S Trainer	(Retired 4 October 2024)

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2025

Chief Officer	J Young (Interim from 1 September 2024 to 21 April 2025) C McKinlay (until 31 August 2024)
Company Secretary	C McKinlay (to 31 August 2024)
Independent Examiner	Jane Ascroft FCA MA (Cantab) Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XP

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report (incorporating the directors' report) was approved on 17.7.25 and signed on behalf of the board of trustees by:



L Chambers, Chair
Trustee

Barrow Citizens Advice Bureau

Independent Examiner's Report to the Trustees of Barrow Citizens Advice Bureau

Year Ended 31 March 2025

I report to the trustees on my examination of the financial statements of Barrow Citizens Advice Bureau ('the charity') for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

Independent Examiner's Statement

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

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

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

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

Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2025

		Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	51	–	51	91,227
Charitable activities	6	223,310	55,860	279,170	322,483
Investment income	7	9,937	–	9,937	9,467
Other income	8	5,000	–	5,000	9,860
Total income		<u>238,298</u>	<u>55,860</u>	<u>294,158</u>	<u>433,037</u>
Expenditure					
Expenditure on charitable activities	9,10	274,075	72,357	346,432	345,285
Total expenditure		<u>274,075</u>	<u>72,357</u>	<u>346,432</u>	<u>345,285</u>
Net (expenditure)/income		<u>(35,777)</u>	<u>(16,497)</u>	<u>(52,274)</u>	<u>87,752</u>
Transfers between funds		(12,830)	12,830	–	–
Net movement in funds		<u>(48,607)</u>	<u>(3,667)</u>	<u>(52,274)</u>	<u>87,752</u>
Reconciliation of funds					
Total funds brought forward		457,658	23,038	480,696	392,944
Total funds carried forward		<u>409,051</u>	<u>19,371</u>	<u>428,422</u>	<u>480,696</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 9 to 19 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed Assets			
Tangible fixed assets	16	70,599	80,268
Current Assets			
Debtors	17	3,585	3,930
Cash at bank and in hand		380,852	453,385
		<u>384,437</u>	<u>457,315</u>
Creditors: amounts falling due within one year	18	<u>26,614</u>	<u>56,887</u>
Net Current Assets		<u>357,823</u>	<u>400,428</u>
Total Assets Less Current Liabilities		<u>428,422</u>	<u>480,696</u>
Net Assets		<u>428,422</u>	<u>480,696</u>
Funds of the Charity			
Restricted funds		19,371	23,038
Unrestricted funds		<u>409,051</u>	<u>457,658</u>
Total charity funds	20	<u>428,422</u>	<u>480,696</u>

For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 17.1.25, and are signed on behalf of the board by:

R Knagg
Trustee

The notes on pages 9 to 19 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2025

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow In Furness, Cumbria, LA14 5QW.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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 (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Trustees consider that there are no significant estimates or judgements affecting these accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

3. Accounting Policies *(continued)*

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each project.

Tangible Assets

All fixed assets are initially recorded at cost.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

3. Accounting Policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	- 33% straight line
Computer Equipment	- 33% straight line
Property Improvements	- Over length of lease

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash 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.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

3. Accounting Policies *(continued)*

Creditors

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

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2025 there were 5 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations	51	—	51
	<u>51</u>	<u>—</u>	<u>51</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations	—	—	—

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations	51	–	51
	<u>51</u>	<u>–</u>	<u>51</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Grants			
Sir John Fisher Foundation - Building work	–	23,000	23,000
Barrow Borough Council - Heritage grant for building work	–	68,227	68,227
	<u>–</u>	<u>91,227</u>	<u>91,227</u>

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Barrow Borough Council	99,280	–	99,280
MAPS	–	55,860	55,860
Westmorland & Furness Council - Money Advice project	57,060	–	57,060
Westmorland & Furness Council - Money Advice Outreach project	38,365	–	38,365
Macmillan/CAB welfare benefits	28,605	–	28,605
	<u>223,310</u>	<u>55,860</u>	<u>279,170</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Cumbria County Council - Emergency Fund	–	29,559	29,559
Barrow Borough Council	99,280	–	99,280
MAPS	–	58,030	58,030
Barrow Foodbank	–	3,859	3,859
CA Manchester (Energy NW)	1,860	–	1,860
Westmorland & Furness Council - Money Advice project	57,060	–	57,060
Citizens Advice - Energy Advice Project	–	15,488	15,488
Macmillan/CAB welfare benefits	28,308	–	28,308
Mind - Help Through Crisis	–	28,855	28,855
Other charitable income	184	–	184
	<u>186,692</u>	<u>135,791</u>	<u>322,483</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

7. Investment Income

	Unrestricted Funds	Total Funds 2025	Unrestricted Funds	Total Funds 2024
	£	£	£	£
Bank interest receivable	<u>9,937</u>	<u>9,937</u>	<u>9,467</u>	<u>9,467</u>

8. Other Income

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Employment allowance	<u>5,000</u>	<u>—</u>	<u>5,000</u>
	<u>5,000</u>	<u>—</u>	<u>5,000</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Insurance claim	—	1,656	1,656
Employment allowance	5,000	—	5,000
Rates refund	<u>3,204</u>	<u>—</u>	<u>3,204</u>
	<u>8,204</u>	<u>1,656</u>	<u>9,860</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Expenditure on charitable activities	200,000	55,234	255,234
Support costs	<u>74,075</u>	<u>17,123</u>	<u>91,198</u>
	<u>274,075</u>	<u>72,357</u>	<u>346,432</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Expenditure on charitable activities	141,561	106,029	247,590
Support costs	<u>76,404</u>	<u>21,291</u>	<u>97,695</u>
	<u>217,965</u>	<u>127,320</u>	<u>345,285</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2025	Total fund 2024
	£	£	£	£
Expenditure on charitable activities	255,234	89,998	345,232	344,085
Governance costs	<u>—</u>	<u>1,200</u>	<u>1,200</u>	<u>1,200</u>
	<u>255,234</u>	<u>91,198</u>	<u>346,432</u>	<u>345,285</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

11. Net (Expenditure)/Income

Net (expenditure)/income is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation of tangible fixed assets	<u>9,669</u>	<u>9,669</u>

12. Independent Examination Fees

	2025	2024
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,200</u>	<u>1,200</u>

13. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025	2024
	£	£
Wages and salaries	237,658	240,204
Social security costs	20,035	20,393
Employer contributions to pension plans	<u>18,556</u>	<u>19,708</u>
	<u>276,249</u>	<u>280,305</u>

The average head count of employees during the year was 10 (2024: 11). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Advice and information	<u>10</u>	<u>11</u>

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £27,033 (2024: £42,929).

14. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £Nil during the year (2024 - £Nil).

15. Transfers Between Funds

During the year £12,830 was transferred from unrestricted to restricted funds being match funding for the MAPS project.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

16. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2024 and 31 March 2025	<u>15,486</u>	<u>27,843</u>	<u>105,054</u>	<u>148,383</u>
Depreciation				
At 1 April 2024	13,556	27,843	26,716	68,115
Charge for the year	965	—	8,704	9,669
At 31 March 2025	<u>14,521</u>	<u>27,843</u>	<u>35,420</u>	<u>77,784</u>
Carrying amount				
At 31 March 2025	<u>965</u>	<u>—</u>	<u>69,634</u>	<u>70,599</u>
At 31 March 2024	<u>1,930</u>	<u>—</u>	<u>78,338</u>	<u>80,268</u>

17. Debtors

	2025 £	2024 £
Prepayments	1,127	1,571
Accrued income	2,458	2,359
	<u>3,585</u>	<u>3,930</u>

18. Creditors: amounts falling due within one year

	2025 £	2024 £
Accruals	6,092	4,111
Social security and other taxes	3,705	4,792
Pension creditor	1,817	2,119
Deferred income	15,000	45,865
	<u>26,614</u>	<u>56,887</u>

19. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £18,556 (2024: £19,708).

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

20. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
General Reserves	138,399	238,298	(264,406)	(8,700)	103,591
Capital Fund	80,268	–	(9,669)	–	70,599
Front line services in 24/25	56,126	–	–	(56,126)	–
Contractual commitments to staff	32,481	–	–	(11,702)	20,779
First Contact Service	150,384	–	–	63,698	214,082
	<u>457,658</u>	<u>238,298</u>	<u>(274,075)</u>	<u>(12,830)</u>	<u>409,051</u>

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General Reserves	129,914	204,363	(208,296)	12,418	138,399
Capital Fund	2,895	–	(9,669)	87,042	80,268
Front line services in 24/25	–	–	–	56,126	56,126
Contractual commitments to staff	60,292	–	–	(27,811)	32,481
ICT upgrades and building works	5,000	–	–	(5,000)	–
First Contact Service	194,843	–	–	(44,459)	150,384
	<u>392,944</u>	<u>204,363</u>	<u>(217,965)</u>	<u>78,316</u>	<u>457,658</u>

Funds have been designated for the following purposes:

First Contact service: The service continues to operate at a loss as combined funding is insufficient for staffing current levels. Maintaining this service is vital in order to meet local demand for advice. We have designated £214,082 for this service for 2024 to 2026.

Contractual obligations to staff: this is essential expenditure needed to meet redundancy and notice costs for all eligible staff should projects end. We have designated £20,779 for this financial year.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

20. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
MAPS	–	55,860	(68,690)	12,830	–
Help thru Crisis - Emergency Fund	17,373	–	(3,667)	–	13,706
Building work	5,665	–	–	–	5,665
	<u>23,038</u>	<u>55,860</u>	<u>(72,357)</u>	<u>12,830</u>	<u>19,371</u>

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
MAPS	–	58,030	(66,591)	8,561	–
Citizens Advice - Energy Advice Project	–	15,488	(15,653)	165	–
Foodbank	–	3,859	(3,859)	–	–
Help thru Crisis	–	28,855	(28,855)	–	–
Help thru Crisis - Emergency Fund	–	29,559	(12,186)	–	17,373
Building work	–	92,883	(176)	(87,042)	5,665
	<u>–</u>	<u>228,674</u>	<u>(127,320)</u>	<u>(78,316)</u>	<u>23,038</u>

The Money Advice Service project is funded by the Money Advice and Pensions Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

Help Through Crisis - The Lottery funded this project to support individuals in crisis get the advice they needed to resolve the crisis and then address its underlying causes. The Lancashire & South Cumbria NHS Foundation Trust awarded a grant to enable this work to continue during 2023/24.

Barrow Foodbank - Provided a grant so individuals in urgent need of food and advice to resolve the underlying causes of hardship could be referred for immediate support and advice. This partnership ended in June 2023

Emergency Fund - Cumbria County Council and the Baywind Community Energy Trust provided grants to enable Barrow CAB to provide support to individuals struggling to meet their energy costs.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

21. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	70,599	–	70,599
Current assets	365,066	19,371	384,437
Creditors less than 1 year	(26,614)	–	(26,614)
Net assets	409,051	19,371	428,422

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	80,268	–	80,268
Current assets	401,563	55,752	457,315
Creditors less than 1 year	(56,887)	–	(56,887)
Net assets	424,944	55,752	480,696

22. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2025 £	2024 £
Not later than 1 year	10	10
Later than 1 year and not later than 5 years	40	40
Later than 5 years	28	38
	78	88

23. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary and CEO) was also a trustee of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	2025 £
Macmillan Cancer Support	28,605

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2025

The Following Pages Do Not Form Part of the Financial Statements.

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2025

	2025 £	2024 £
Income and endowments		
Donations and legacies		
Donations	51	–
Sir John Fisher Foundation - Building work	–	23,000
Barrow Borough Council - Heritage grant for building work	–	68,227
	<u>51</u>	<u>91,227</u>
Charitable activities		
Cumbria County Council - Emergency Fund	–	29,559
Barrow Borough Council	99,280	99,280
MAPS	55,860	58,030
Barrow Foodbank	–	3,859
CA Manchester (Energy NW)	–	1,860
Westmorland & Furness Council - Money Advice project	57,060	57,060
Citizens Advice - Energy Advice Project	–	15,488
Westmorland & Furness Council - Money Advice Outreach project	38,365	–
Macmillan/CAB welfare benefits	28,605	28,308
Mind - Help Through Crisis	–	28,855
Other charitable income	–	184
	<u>279,170</u>	<u>322,483</u>
Investment income		
Bank interest receivable	9,937	9,467
Other income		
Insurance claim	–	1,656
Employment allowance	5,000	5,000
Rates refund	–	3,204
	<u>5,000</u>	<u>9,860</u>
Total income	<u>294,158</u>	<u>433,037</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2025

	2025 £	2024 £
Expenditure		
<i>Activities undertaken directly</i>		
Wages & salaries	207,373	188,772
NIC	20,035	20,393
Pension costs	18,556	19,708
Emergency fund disbursements	3,667	12,186
Training	5,212	4,629
Sundry costs	391	1,902
	<u>255,234</u>	<u>247,590</u>
<i>Support costs</i>		
Wages and salaries	30,285	51,432
Rent, rates and water	274	2,011
Light & heat	3,536	2,503
Insurance	1,655	2,593
Cleaning, waste collection, repairs and maintenance	5,543	3,802
L&P fees	22,602	351
Telephone	8,999	9,101
Postage, stationery and other office costs	6,366	6,908
Depreciation	9,669	9,669
Computer expenses	886	5,548
Travel and training	143	722
Other staff and volunteer costs	40	1,855
	<u>89,998</u>	<u>96,495</u>
<i>Governance costs</i>		
Accountancy fees	1,200	1,200
	<u>1,200</u>	<u>1,200</u>
Total expenditure	<u>346,432</u>	<u>345,285</u>
Net (expenditure)/income	<u>(52,274)</u>	<u>87,752</u>

Accounts

Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau

Financial Statements

For the Year Ending

31 March 2024

Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2024

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Independent Examiner's Report to the Trustees	6
Statement of Financial Activities (Including Income and Expenditure Account)	7
Statement of Financial Position	8
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The Following Pages Do Not Form Part of the Financial Statements

Detailed Statement of Financial Activities	21
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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2024.

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees confirm that in reviewing and planning the charity's aims and objectives they have paid due regard to Charity Commission guidance on Public Benefit and have complied with the duty in section 4 of the Charities Act 2006.

Barrow CAB's aims are:

- To provide the advice people need for the problems they face and
- To improve the policies and practices that affect people's lives

The charity provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Barrow CAB values diversity, promotes equality and challenges discrimination.

Achievements and Performance

Objectives, Strategies and Activities for the Year

2023/24 was one of the most challenging in recent years caused mainly by external factors beyond our control including:

Major changes in the organisations that have been stalwart supporters of Barrow Citizens Advice for decades. Notably Barrow Borough Council and Cumbria County Council were dissolved and replaced with Westmorland and Furness Council. With new structures, systems and personnel in key roles, we, like our clients, experienced great difficulty in identifying and communicating with the right people within the new Council.

Serious delays in confirmation of grant funding for existing essential front line services for the year meant Trustees could only finalise the annual budget for 2024/25 budget in July and had to delay and/or postpone staff recruitment and retention measures.

Continued uncertainty over future funding reduced service capacity and resulted in our lowest staffing levels since 2018.

Change in clients' behaviours, personal resilience and their expectations of our service to fill gaps left by statutory services, commercial companies and other agencies meant each client required more adviser time per case.

Introduction by national Citizens Advice of a new telephony platform for our free advice line resulted in numerous complaints about its accessibility and led to a significant increase in clients seeking face to face help or using our admin number to access advice.

Introduction of new regulatory requirements for debt advice providers resulted in additional training for Trustees and staff plus more time needing to be spent by front line workers to evidence how our service met the requirements in each and every case.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2024

Ensuring our service continued to operate effectively in such an environment demanded extra efforts from the staff team. They are to be praised for their sustained commitment throughout the year, especially for adapting so compassionately to the very noticeable diminishment of individual client's personal resilience. People experiencing acute hopelessness, anxiety and depression, digital illiteracy or immense frustration at agencies/companies failure to respond in a timely way, added significant pressure to their workload.

They can be justifiably proud that as in previous years, independent client satisfaction surveys placed Barrow Citizens Advice in the top performing tier of Citizens Advice offices.

The quality of advice provided also remained among the highest rated across the Citizens Advice network. National Citizens Advice also carried out its Ofsted equivalent assessment of our organisation. This in depth assessment examines all aspects of the organisation to ensure we meet the very highest, nationally recognised standards. Barrow Citizens Advice was highly commended for its sound governance, strategic and financial planning, operational management and delivery on our Charity's objectives.

In total we helped 2,469 individuals with 13,762 separate issues, securing close to £2.5 million in additional income for our clients and supporting clients with debts totalling close to £1 million to be written off, repaid or managed.

Those we helped were amongst the most disadvantaged in our local area i.e. 62% had long term health conditions or were disabled, 39% had children of which 22% were single parents, 64% had a household income of less than £15,000 per year.

Barrow Citizens Advice was fortunate to secure a grant from the English Heritage and Sir John Fisher Foundation for renovation works on Ramsden Hall. After a protracted period resolving lease renewal and planning permissions in 2022/23, building work was finally carried out this year to replace Ramsden Hall's windows and external doors. Some complications arose because the building is listed so the work took much longer than expected and is still subject to final remedial work. Nonetheless we were very pleased to be able to host a visit from our charity's patron, Her Royal Highness Princess Anne, to celebrate the refurbishment of a much loved local heritage building and to recognise the incredible work carried out by BCA in supporting local residents.

The visit also provided a unique opportunity to celebrate the close, productive, supportive partnerships BCA has with other local third sector agencies and our local council.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2024

Financial Review

Financial Position

The trustees are satisfied that the Charity has adequate reserves to continue its work for the next twelve months.

Reserves policy

The Charity follows the guidance issued by the Charity Commission and seeks to maintain adequate reserves to meet the Charity's commitments. This amounts to the equivalent of 3 months running costs, currently £89,330. The trustees have also designated £56,126 to maintain front line services in 2024/25, £32,481 to meet the cost of contractual commitments to staff in the event the Charity must close, and £150,384 in staffing costs for the First Contact service until December 2026. This gives total required reserves of £328,321. Actual unrestricted funds at 31st March 2024 excluding fixed assets were £377,390.

Investment policy

The recommended level of resources which the charity carries in its current account is maintained at not more than is required for a normal month's activity. A proportion of remaining monies are held in an interest bearing account giving as high a rate of return as possible whilst retaining flexibility to be able to draw down monies as and when required. The funds designated for future investment in front line services are placed in a range of savings accounts to achieve maximum interest so the organisation's strategic development plans are achieved.

Donations policy

The policy of the charity is not to give grants / donations to other charities or organisations.

Plans for Future Periods

Barrow Citizens Advice's objective remains to secure sufficient funding to retain and expand our the front line staff team to ensure local residents have access to free, high quality, accredited independent advice. We intend to maximise use of income by reducing "back office" costs by working in partnership with other local Citizens Advice offices. We hope this will demonstrate to all of our stakeholders, including our local residents, Barrow Citizens Advice's continuing commitment to deliver person centred quality services and value for money.

Structure, Governance and Management

Barrow Citizens Advice Bureau (Barrow CAB) is a company limited by guarantee, governed under Memorandum and Articles of Association.

Appointment of trustees

Trustees are elected at the annual general meeting, are appointed to the Board following nomination by member organisations or are co-opted by the Trustee Board. Appointment of nominated or co-opted Trustees is agreed at any ordinary meeting of the Board.

Recruitment, induction and training of trustees

The Trustee Board conducts an annual skills audit of Board members and actively seeks out new Trustees as appropriate to ensure the Board has the most useful skill mix possible and is representative of the local community.

All trustees are expected to be committed to the aims and principles of Citizens Advice and be willing to take an active role in the governance of Barrow CAB. Potential Trustees are selected on the basis of the expertise and experience they might bring to the organisation. Induction for all new Trustees covers the structure, aims and principles of Citizens Advice, legal obligations under charity and company law, the objectives and activities of Barrow CAB and current business and development plans.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) (continued)

Year Ended 31 March 2024

Organisational structure & networks

Barrow CAB is governed by the Board of Trustees. The Board is responsible for setting the strategic direction of the organisation and has ultimate responsibility for the conduct of Barrow CAB and for ensuring that the charity satisfies its legal and contractual obligations. Board meetings are held quarterly with additional meetings as necessary. The trustees meet twice yearly to carry out a full review of the current business plan and to determine future strategic direction of the organisation. Non Trustee members may be co-opted to attend meetings for a specific expertise they bring for time limited periods.

Operational management of Barrow CAB is delegated to the Chief Executive Officer who works closely with the First Contact Team Leader to ensure delivery of all services.

Barrow CAB is a member of the national Citizens Advice organisation. Barrow CAB actively participates in the development, planning and delivery of county wide services as part of the consortium of local Citizens Advice offices in Cumbria.

Barrow CAB is also one of the lead partners together with Mind in Furness, Barrow & District Disability Association, Barrow Foodbank and Project John in the Barrow Advice Hub. Together, we deliver projects which help the most disadvantaged residents of Barrow in times of crisis and help them build their personal resilience.

Services are delivered by a small team of committed paid workers.

Risks Policy

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place so timely action is taken to mitigate exposure to those risks.

The major risk to the organisation is loss of local authority funding in the immediate future and the impact of such financial instability on retention of our highly skilled workforce, without whom services cannot be provided. Barrow CAB is working closely with national Citizens Advice and other local Citizens Advice operating within the new Westmorland and Furness council area to secure local authority funding that offers a sustainable future as well as exploring other funding sources.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the trustees and staff to ensure they still meet the needs of the charity.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) (continued)

Year Ended 31 March 2024

Reference and Administrative Details

Registered charity name	Barrow Citizens Advice Bureau
Charity registration number	1077427
Company registration number	3765728
Principal office and registered office	Ramsden Hall Abbey Road Barrow In Furness Cumbria LA14 5QW

The Trustees

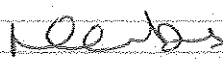
	Ms W Robinson	(Retired 10 January 2024)
	Mr S Trainer	
	Ms L Chambers	
	Ms R Knagg	
	Ms J Mayhew	(Retired 29 April 2024)
	Mr F Chatfield	(Appointed 27 April 2023)
		(Appointed 19 February 2024)
	Mr M Hoggan	(Resigned 28th October 2024)

Company Secretary	Ms M C McKinlay
Independent Examiner	Jane Ascroft FCA MA (Cantab) Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XT

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report (incorporating the directors' report) was approved on 8/11/24 and signed on behalf of the board of trustees by:

Lynne Chambers	
Acting Chair of Trustees	

Barrow Citizens Advice Bureau

Independent Examiner's Report to the Trustees of Barrow Citizens Advice Bureau

Year Ended 31 March 2024

I report to the trustees on my examination of the financial statements of Barrow Citizens Advice Bureau ('the charity') for the year ended 31 March 2024.

Responsibilities and Basis of Report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

Independent Examiner's Statement

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

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

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

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

Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2024

Note	2024		2023	Total funds	Total
	Unrestricted funds	£	Restricted funds		
		£	£	£	
Income and endowments					
Donations and legacies	5	–	91,227	91,227	16,980
Charitable activities	6	186,692	135,791	322,483	372,573
Investment income	7	9,467	–	9,467	2,747
Other income	8	8,204	1,656	9,860	5,000
Total income		204,363	228,674	433,037	397,300
Expenditure					

Expenditure on charitable activities	9,10	217,965	127,320	345,285	391,560
Total expenditure	217,965	127,320	345,285	391,560	

Net income	(13,602)	101,354	87,752	5,740	
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Transfers between funds	78,316	(78,316)	—	—	
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Net movement in funds	64,714	23,038	87,752	5,740	
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Reconciliation of funds

Total funds brought forward	392,944	—	392,944	387,204	
Total funds carried forward	457,658	23,038	480,696	392,944	

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2024

	Note	2024 £	2023 £	£
Fixed Assets				
Tangible fixed assets	16	80,268	2,895	
Current Assets				
Debtors	17	3,930		4,605
Cash at bank and in hand		453,385	521,627	
		457,315	526,232	
Creditors: amounts falling due within one year	18	56,887		136,183
Net Current Assets		400,428	390,049	
Total Assets Less Current Liabilities		480,696	392,944	
Net Assets		480,696	392,944	

Funds of the Charity

Restricted funds		23,038	—	
Unrestricted funds		457,658	392,944	
Total charity funds	20	480,696	392,944	

For the year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

Ms W Robinson
Trustee

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2024

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow In Furness, Cumbria, LA14 5QW.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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 (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Trustees consider that there are no significant estimates or judgements affecting these accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

3. Accounting Policies (continued)

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each project.

Tangible Assets

All fixed assets are initially recorded at cost.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

3. Accounting Policies (continued)

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	-	33% straight line
Computer Equipment	-	33% straight line
Property Improvements	-	Over length of lease

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash 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.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

3. Accounting Policies (continued)

Creditors

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

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2024 there were 6 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Grants			
Sir John Fisher Foundation - Building work	—	23,000	23,000
Barrow Borough Council - Heritage grant for building work	—	68,227	68,227
	—	91,227	91,227

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants			
Cita Cost of Living	15,000	—	15,000
Citizens Advice Cumbria	1,980	—	1,980
	16,980	—	16,980

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Cumbria County Council - Emergency Fund	—	29,559	29,559
Barrow Borough Council	99,280	—	99,280
MAPS	—	58,030	58,030
Barrow Foodbank	—	3,859	3,859
CA Manchester (Energy NW)	1,860	—	1,860
Westmorland & Furness Council - Money Advice project	57,060	—	57,060
Citizens Advice - Energy Advice Project	—	15,488	15,488
Macmillan/CAB welfare benefits	28,308	—	28,308
Mind - Help Through Crisis	—	28,855	28,855
Other charitable income	184	—	184
	186,692	135,791	322,483

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Barrow Borough Council	99,280	—	99,280
Cumbria County Council - General	30,000	—	30,000
CA Carlisle - Employment Advice	10,000	—	10,000
MAPS	—	55,251	55,251
Barrow Foodbank	—	11,141	11,141
CA Manchester (Energy NW)	11,160	—	11,160

Westmorland & Furness Council - Money Advice project	57,060	–	57,060
Cumbria County Council - Mental Wellbeing project	32,328	–	32,328
Macmillan/CAB welfare benefits	28,312	–	28,312
Mind - Help Through Crisis	–	31,545	31,545
Other charitable income	6,496	–	6,496
	<u>274,636</u>	<u>97,937</u>	<u>372,573</u>

7. Investment Income

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Bank interest receivable	9,467	9,467	2,747	2,747

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

8. Other Income

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Insurance claim	–	1,656	1,656
Employment allowance	5,000	–	5,000
Rates refund	3,204	–	3,204
	<u>8,204</u>	<u>1,656</u>	<u>9,860</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Employment allowance	5,000	–	5,000
	<u>5,000</u>	<u>–</u>	<u>5,000</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Expenditure on charitable activities	141,561	106,029	247,590
Support costs	76,404	21,291	97,695
	<u>217,965</u>	<u>127,320</u>	<u>345,285</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Expenditure on charitable activities	212,521	87,238	299,759
Support costs	73,724	18,077	91,801
	<u>286,245</u>	<u>105,315</u>	<u>391,560</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2024	Total fund 2023
	£	£	£	£
Expenditure on charitable activities	247,590	97,695	345,285	391,560

11. Net Income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation of tangible fixed assets	9,669	4,569

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

12. Independent Examination Fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,200	1,200

13. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	240,204	269,470
Social security costs	20,393	21,950
Employer contributions to pension plans	19,708	19,993
	280,305	311,413

The average head count of employees during the year was 11 (2023: 16). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Advice and information	11	16

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £42,929 (2023: £33,497).

14. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £Nil during the year (2023 - £Nil).

15. Transfers Between Funds

During the year £78,316 was transferred from restricted to unrestricted funds. This comprised:

	2024
	£
Capital building work	87,042
Match funding for MAPS	(8,561)
Match funding for EAP	(165)
	78,316

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

16. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvement s £	Total £
Cost				
At 1 April 2023	15,486	27,843	18,012	61,341
Additions	–	–	87,042	87,042
At 31 March 2024	15,486	27,843	105,054	148,383
Depreciation				
At 1 April 2023	12,591	27,843	18,012	58,446
Charge for the year	965	–	8,704	9,669
At 31 March 2024	13,556	27,843	26,716	68,115
Carrying amount				
At 31 March 2024	1,930	–	78,338	80,268
At 31 March 2023	2,895	–	–	2,895

17. Debtors

	2024 £	2023 £
Prepayments	1,571	1,044
Accrued income	2,359	3,561
	3,930	4,605

18. Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals	4,111	4,044
Social security and other taxes	4,792	4,283
Pension creditor	2,119	1,555
Deferred income	45,865	126,301
	56,887	136,183

19. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £19,708 (2023: £19,993).

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

20. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General Reserves	129,914	204,363	(208,296)	12,418	138,399
Capital Fund	2,895	—	(9,669)	87,042	80,268
Front line services in 24/25	—	—	—	56,126	56,126
Contractual commitments to staff	60,292	—	—	(27,811)	32,481
ICT upgrades and building works	5,000	—	—	(5,000)	—
First Contact Service	194,843	—	—	(44,459)	150,384
	<u>392,944</u>	<u>204,363</u>	<u>(217,965)</u>	<u>78,316</u>	<u>457,658</u>

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General Reserves	172,149	299,363	(281,676)	(59,922)	129,914
Capital Fund	7,464	—	(4,569)	—	2,895
Contractual commitments to staff	62,411	—	—	(2,119)	60,292
ICT upgrades and building works	19,390	—	—	(14,390)	5,000
First Contact Service	125,790	—	—	69,053	194,843
	<u>387,204</u>	<u>299,363</u>	<u>(286,245)</u>	<u>(7,378)</u>	<u>392,944</u>

Funds have been designated for the following purposes:

First Contact service: The service continues to operate at a loss as combined funding is insufficient for staffing current levels. Maintaining this service is vital in order to meet local demand for advice. We have designated £150,384 for this service for 2024 to 2026.

Contractual obligations to staff: this is essential expenditure needed to meet redundancy and notice costs for all eligible staff should projects end. We have designated £32,105 for this financial year.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

20. Analysis of Charitable Funds (continued)

Restricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
MAPS	—	58,030	(66,591)	8,561	—
Citizens Advice - Energy Advice Project	—	15,488	(15,653)	165	—

Foodbank	–	3,859	(3,859)	–	–
Help thru Crisis	–	28,855	(28,855)	–	–
Help thru Crisis - Emergency Fund	–	29,559	(12,186)	–	17,373
Building work	–	92,883	(176)	(87,042)	5,665
	–	228,674	(127,320)	(78,316)	23,038

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
MAPS	–	55,251	(62,087)	6,836	–
Foodbank	–	11,141	(11,141)	–	–
Help thru Crisis	–	8,104	(8,646)	542	–
Help thru Crisis - Emergency Fund	–	23,441	(23,441)	–	–
	–	97,937	(105,315)	7,378	–

The Money Advice Service project is funded by the Money Advice and Pensions Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

Help Through Crisis - The Lottery funded this project to support individuals in crisis get the advice they needed to resolve the crisis and then address its underlying causes. The Lancashire & South Cumbria NHS Foundation Trust awarded a grant to enable this work to continue during 2023/24.

Barrow Foodbank - Provided a grant so individuals in urgent need of food and advice to resolve the underlying causes of hardship could be referred for immediate support and advice. This partnership ended in June 2023

Emergency Fund - Cumbria County Council and the Baywind Community Energy Trust provided grants to enable Barrow CAB to provide support to individuals struggling to meet their energy costs.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2024

21. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Tangible fixed assets	80,268	–	80,268
Current assets	401,563	55,752	457,315
Creditors less than 1 year	(56,887)	–	(56,887)
Net assets	424,944	55,752	480,696

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Tangible fixed assets	2,895	–	2,895
Current assets	526,232	–	526,232
Creditors less than 1 year	(136,183)	–	(136,183)
Net assets	392,944	–	392,944

22. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary) and Ms W Robinson were also trustees of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	2024
	£
Macmillan Cancer Support	28,308
Barrow Citizens Advice Bureau	
Management Information	

Year Ended 31 March 2024

The Following Pages Do Not Form Part of the Financial Statements.

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2024

	2024	2023
	£	£
Income and endowments		
Donations and legacies		
Sir John Fisher Foundation - Building work	23,000	-
Barrow Borough Council - Heritage grant for building work	68,227	-
Cita Cost of Living	-	15,000
Citizens Advice Cumbria	-	1,980
	91,227	16,980
Charitable activities		
Cumbria County Council - Emergency Fund	29,559	-
Barrow Borough Council	99,280	99,280
Cumbria County Council - General	-	30,000
CA Carlisle - Employment Advice	-	10,000
MAPS	58,030	55,251
Barrow Foodbank	3,859	11,141
CA Manchester (Energy NW)	1,860	11,160
Westmorland & Furness Council - Money Advice project	57,060	57,060
Citizens Advice - Energy Advice Project	15,488	-

Cumbria County Council - Mental Wellbeing project	—	32,328
Macmillan/CAB welfare benefits	28,308	28,312
Mind - Help Through Crisis	28,855	31,545
Other charitable income	184	6,496
	322,483	372,573

Investment income

Bank interest receivable	9,467	2,747
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Other income

Insurance claim	1,656	—
Employment allowance	5,000	5,000
Rates refund	3,204	—
	9,860	5,000

Total income	433,037	397,300
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Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities (continued)

Year Ended 31 March 2024

	2024 £	2023 £
Expenditure		
Activities undertaken directly		
Wages & salaries	188,772	229,781
NIC	20,393	21,950
Pension costs	19,708	19,993
Emergency fund disbursements	12,186	23,441
Training	4,629	3,894
Sundry costs	1,902	700
	247,590	299,759
Support costs		
Wages and salaries	51,432	39,689
Rent, rates and water	2,011	2,621
Light & heat	2,503	8,220
Insurance	2,593	2,681
Cleaning, waste collection, repairs and maintenance	3,802	9,075
L&P fees	1,551	5,151
Telephone	9,101	8,049
Postage, stationery and other office costs	6,908	4,146
Depreciation	9,669	4,569
Computer expenses	5,548	1,513
Travel and training	722	3,327
Other staff and volunteer costs	1,855	2,760
	97,695	91,801
Total expenditure	345,285	391,560
Net income	87,752	5,740

Accounts

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2023

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2023

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees confirm that in reviewing and planning the charity's aims and objectives they have paid due regard to Charity Commission guidance on Public Benefit and have complied with the duty in section 4 of the Charities Act 2006.

Barrow CAB's aims are:

- To provide the advice people need for the problems they face and
- To improve the policies and practices that affect people's lives

The charity provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Barrow CAB values diversity, promotes equality and challenges discrimination.

Objectives, Strategies and Activities for the Year

Trustees' resolve for 2022 to 2023 was to "Keep calm and carry on", providing some stability for those needing our service during a time of austerity and upheaval.

Local government reorganisation, a hugely competitive local employment market and the cost of living crisis dominated in the last year presenting numerous challenges for Barrow CAB and for our local residents. As seven councils worked towards becoming two completely new local authorities business as usual activities such as council tax recovery and housing benefit processes were massively disrupted with usual communication routes rendered ineffective. Faced with such massive pressure and instability many of the key personnel with whom Barrow CAB has worked for many years opted for retirement or to leave. The incomparable incentives offered by BAE systems as they seek to employ thousands of workers led to a drain of experienced workers from all statutory agencies compounding the impact on their services.

The knock on effect for Barrow CAB included:

- increased demand from dissatisfied individuals who could not get a response from statutory agencies and mistakenly believed Citizens Advice is part of and has special access to statutory services so could quickly resolve their query.
- Increased wait times for our advisers when trying to confirm information necessary to resolving our clients' problems. The delays meant more adviser time being spent chasing unanswered requests for information or decisions. It also meant more time reassuring clients that their problem could be resolved but would take longer.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2023

Amongst the most significant challenges for our organisation was prolonged uncertainty about continued grant funding once the new Westmorland and Furness council took over in April 2023 and prolonged uncertainty about the lease on our office which was due to end in January 2023. Like many of our clients we faced the real possibility of a massive drop in income and being "homeless", both of which could potentially result in service cuts or planned closure of Barrow CAB. Almost inevitably this uncertainty led to the loss of some of our workforce as they found more guaranteed work elsewhere.

The cost of living crisis brought fresh impetus to supporting our clients to achieve a level of financial resilience and improve their personal resilience. As more people were drawn in to the "just about managing (JAM)" group, or moved from JAM to living in poverty, Barrow CAB worked to maximise clients' incomes, securing more than £2million income gains and supporting those in crisis with immediate aid. With funding from Cumbria County Council and the Baywind Community Energy Trust we were able to provide help with unaffordable energy bills, white goods, clothing, TV licenses and Debt relief order fees, whilst we worked to resolve the root causes of their crisis.

Despite this difficult background Barrow CAB kept calm and carried on to deliver high quality advice and support to 2846 clients about 15,341 separate issues. Of those we helped 61% were disabled or had long term health problems, 62% had a household income of £15,000 or less, 37% had children and 33% were in work. 22% were aged 65 and over. CAB remains a key organisation for people who have the fewest resources and greatest economic pressures. An independent survey of those helped showed:

- 94% would recommend our service to others
- 94% agreed we had helped them find a way forward with their issues
- 93% found it easy to access our service

In terms of value for money, our advice service resulted in:

- £3,923,256 To the people we helped
- £6,653,852 Public value
- £1,128,679 Fiscal value
- £4,697,400 Public value of improving clients' emotional wellbeing, family relationships and positive functioning

Trustees wholly acknowledge these achievements result from the sustained efforts of the staff team who remain committed to ensuring clients receive high quality support and advice. The respect and appreciation felt for staff who have worked tirelessly in very frustrating circumstances over which they have little control is immense. Trustees have no hesitation in thanking everyone for their continued contribution to the organisation.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2023

Financial Review

Financial Position

The trustees are satisfied that the Charity has adequate reserves to continue its work for the next twelve months.

Reserves policy

The charity follows the guidance issued by the Charity Commission and seeks to maintain adequate reserves to meet the charity's commitments. This amounts to the equivalent of 3 months running costs, currently £95,607. The trustees have also designated £60,292 to meet the cost of contractual commitments to staff, £229,283 in staffing costs for the First Contact service until 2025 and £5,000 for ICT upgrades. This gives total required reserves of £390,182. Actual unrestricted funds at 31st March 2023 excluding fixed assets were £392,944.

Investment policy

The recommended level of resources which the charity carries in its current account is maintained at not more than is required for a normal month's activity. A proportion of remaining monies are held in an interest bearing account giving as high a rate of return as possible whilst retaining flexibility to be able to draw down monies as and when required. The funds designated for future investment in front line services are placed in a range of savings accounts to achieve maximum interest so the organisation's strategic development plans are achieved.

Donations policy

The policy of the charity is not to give grants / donations to other charities or organisations.

Plans for Future Periods

Trustees recognise the economic challenges facing our local residents are likely to continue and even worsen over the coming years. This will mean our service needs to be as responsive as possible and that our limited resources remain targeted at those who are most in need and least able to help themselves. Every effort will be made to identify and secure funding to maintain and hopefully expand our current staff team so we are able to help more people. We also intend to work in greater collaboration with colleagues in South Lakes and Carlisle and Eden Citizens Advice to ensure consistency of service across the new Westmorland and Furness local authority.

Structure, Governance and Management

Barrow Citizens Advice Bureau (Barrow CAB) is a company limited by guarantee, governed under Memorandum and Articles of Association.

Appointment of trustees

Trustees are elected at the annual general meeting, are appointed to the Board following nomination by member organisations or are co-opted by the Trustee Board. Appointment of nominated or co-opted Trustees is agreed at any ordinary meeting of the Board.

Recruitment, induction and training of trustees

The Trustee Board conducts an annual skills audit of Board members and actively seeks out new Trustees as appropriate to ensure the Board has the most useful skill mix possible and is representative of the local community.

All trustees are expected to be committed to the aims and principles of Citizens Advice and be willing to take an active role in the governance of Barrow CAB. Potential Trustees are selected on the basis of the expertise and experience they might bring to the organisation. Induction for all new Trustees covers the structure, aims and principles of Citizens Advice, legal obligations under charity and company law, the objectives and activities of Barrow CAB and current business and development plans.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2023

Organisational structure & networks

Barrow CAB is governed by the Board of Trustees. The Board is responsible for setting the strategic direction of the organisation and has ultimate responsibility for the conduct of Barrow CAB and for ensuring that the charity satisfies its legal and contractual obligations. Board meetings are held quarterly with additional meetings as necessary. The trustees meet twice yearly to carry out a full review of the current business plan and to determine future strategic direction of the organisation. Non Trustee members may be co-opted to attend meetings for a specific expertise they bring for time limited periods.

Operational management of Barrow CAB is delegated to the Chief Executive Officer who works closely with the First Contact Team Leader to ensure delivery of all services.

Barrow CAB is a member of the national Citizens Advice organisation. Barrow CAB actively participates in the development, planning and delivery of county wide services as part of the consortium of local Citizens Advice offices in Cumbria.

Barrow CAB is also one of the lead partners together with Mind in Furness, Barrow & District Disability Association, Barrow Foodbank and Project John in the Barrow Advice Hub. Together, we deliver projects which help the most disadvantaged residents of Barrow in times of crisis and help them build their personal resilience.

Services are delivered by a small team of committed paid workers.

Risks Policy

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place so timely action is taken to mitigate exposure to those risks.

The major risk to the organisation is loss of local authority funding in the immediate future and the impact of such financial instability on retention of our highly skilled workforce, without whom services cannot be provided. Barrow CAB is working closely with national Citizens Advice and other local Citizens Advice operating within the new Westmorland and Furness council area to secure local authority funding that offers a sustainable future as well as exploring other funding sources.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the trustees and staff to ensure they still meet the needs of the charity.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2023

Reference and Administrative Details

Registered charity name Barrow Citizens Advice Bureau

Charity registration number 1077427

Company registration number 3765728

Principal office and registered office Ramsden Hall
Abbey Road
Barrow In Furness
Cumbria
LA14 5QW

The Trustees

Ms W Robinson
Mr S Trainer
Mr M Waite (Retired 30 September 2022)
Ms L Chambers
Ms R Knagg
Ms J Mayhew

Company Secretary Ms M C McKinlay

Independent Examiner Jane Ascroft FCA MA (Cantab)
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report (incorporating the directors' report) was approved on
and signed on behalf of the board of trustees by:

Ms M C McKinlay
Charity Secretary

Barrow Citizens Advice Bureau

Independent Examiner's Report to the Trustees of Barrow Citizens Advice Bureau

Year Ended 31 March 2023

I report to the trustees on my examination of the financial statements of Barrow Citizens Advice Bureau ('the charity') for the year ended 31 March 2023.

Responsibilities and Basis of Report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

Independent Examiner's Statement

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

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

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

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

Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2023

			2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	16,980	–	16,980	5,040
Charitable activities	6	274,636	97,937	372,573	333,205
Investment income	7	2,747	–	2,747	378
Other income	8	5,000	–	5,000	4,000
Total income		<u>299,363</u>	<u>97,937</u>	<u>397,300</u>	<u>342,623</u>
Expenditure					
Expenditure on charitable activities	9,10	286,245	105,315	391,560	370,667
Total expenditure		<u>286,245</u>	<u>105,315</u>	<u>391,560</u>	<u>370,667</u>
Net income/(expenditure)		<u>13,118</u>	<u>(7,378)</u>	<u>5,740</u>	<u>(28,044)</u>
Transfers between funds		(7,378)	7,378	–	–
Net movement in funds		<u>5,740</u>	<u>–</u>	<u>5,740</u>	<u>(28,044)</u>
Reconciliation of funds					
Total funds brought forward		387,204	–	387,204	415,248
Total funds carried forward		<u>392,944</u>	<u>–</u>	<u>392,944</u>	<u>387,204</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 9 to 19 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2023

	Note	2023 £	£	2022 £
Fixed Assets				
Tangible fixed assets	16		2,895	7,464
Current Assets				
Debtors	17	4,605		7,585
Cash at bank and in hand		521,627		421,464
		526,232		429,049
Creditors: amounts falling due within one year	18	136,183		49,309
Net Current Assets			390,049	379,740
Total Assets Less Current Liabilities			392,944	387,204
Net Assets			392,944	387,204
Funds of the Charity				
Unrestricted funds			392,944	387,204
Total charity funds	20		392,944	387,204

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

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

Ms W Robinson
Trustee

The notes on pages 9 to 19 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2023

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow In Furness, Cumbria, LA14 5QW.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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 (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Trustees consider that there are no significant estimates or judgements affecting these accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

3. Accounting Policies *(continued)*

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each project.

Tangible Assets

All fixed assets are initially recorded at cost.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

3. Accounting Policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	-	33% straight line
Computer Equipment	-	33% straight line
Property Improvements	-	20% straight line

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash 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.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

3. Accounting Policies *(continued)*

Creditors

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

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2023 there were 5 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Donations				
Donations	–	–	40	40
Grants				
Hadfield Trust	–	–	5,000	5,000
Cita Cost of Living	15,000	15,000	–	–
Citizens Advice Cumbria	1,980	1,980	–	–
	<u>16,980</u>	<u>16,980</u>	<u>5,040</u>	<u>5,040</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Barrow Borough Council	99,280	—	99,280
Cumbria County Council - General	30,000	—	30,000
CA Carlisle - Employment Advice	10,000	—	10,000
MAPS	—	55,251	55,251
Barrow Foodbank	—	11,141	11,141
CA Manchester (Energy NW)	11,160	—	11,160
Cumbria County Council - Money Advice project	57,060	—	57,060
Cumbria County Council - Mental Wellbeing project	32,328	—	32,328
Macmillan/CAB welfare benefits	28,312	—	28,312
Help Through Crisis	—	31,545	31,545
Other charitable income	6,496	—	6,496
	<u>274,636</u>	<u>97,937</u>	<u>372,573</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Barrow Borough Council	99,280	—	99,280
MAPS	—	80,473	80,473
Cumbria County Council - Money Advice project	57,060	—	57,060
Universal Credit Help to Claim	—	32,632	32,632
Cumbria County Council - Mental Wellbeing project	2,155	—	2,155
Macmillan/CAB welfare benefits	26,862	—	26,862
Help Through Crisis	—	28,866	28,866
Other charitable income	5,877	—	5,877
	<u>191,234</u>	<u>141,971</u>	<u>333,205</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	<u>2,747</u>	<u>2,747</u>	<u>378</u>	<u>378</u>

8. Other Income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Employment allowance	<u>5,000</u>	<u>5,000</u>	<u>4,000</u>	<u>4,000</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Expenditure on charitable activities	212,521	87,238	299,759
Support costs	73,724	18,077	91,801
	<u>286,245</u>	<u>105,315</u>	<u>391,560</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Expenditure on charitable activities	151,764	113,664	265,428
Support costs	64,983	40,256	105,239
	<u>216,747</u>	<u>153,920</u>	<u>370,667</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2023 £	Total fund 2022 £
Expenditure on charitable activities	299,759	91,801	391,560	370,667

11. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	4,569	4,563

12. Independent Examination and Audit Fees

	2023 £	2022 £
Fees payable for:		
Independent examination of the financial statements	1,200	–
Audit of the financial statements	–	2,520
	<u>1,200</u>	<u>2,520</u>

13. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023 £	2022 £
Wages and salaries	269,470	268,279
Social security costs	21,950	21,401
Employer contributions to pension plans	19,993	19,117
	<u>311,413</u>	<u>308,797</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

13. Staff Costs (continued)

The average head count of employees during the year was 16 (2022: 14). The average number of full-time equivalent employees during the year is analysed as follows:

	2023 No.	2022 No.
Advice and information	<u>16</u>	<u>14</u>

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £33,497 (2022:£32,724).

14. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £Nil during the year (2022 - £Nil).

15. Transfers Between Funds

During the year £7,378 was transferred from unrestricted to restricted funds. This comprised:

	2023 £
Match funding for MAPS	6,836
Match funding for Help Through Crisis	<u>542</u>
	<u>7,378</u>

16. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2022 and 31 March 2023	<u>15,486</u>	<u>27,843</u>	<u>18,012</u>	<u>61,341</u>
Depreciation				
At 1 April 2022	11,626	27,843	14,408	53,877
Charge for the year	965	—	3,604	<u>4,569</u>
At 31 March 2023	<u>12,591</u>	<u>27,843</u>	<u>18,012</u>	<u>58,446</u>
Carrying amount				
At 31 March 2023	<u>2,895</u>	<u>—</u>	<u>—</u>	<u>2,895</u>
At 31 March 2022	<u>3,860</u>	<u>—</u>	<u>3,604</u>	<u>7,464</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

17. Debtors

	2023	2022
	£	£
Prepayments	1,044	2,609
Accrued income	3,561	4,976
	<u>4,605</u>	<u>7,585</u>

18. Creditors: amounts falling due within one year

	2023	2022
	£	£
Accruals	4,044	3,944
Social security and other taxes	4,283	4,651
Pension creditor	1,555	282
Deferred income	126,301	38,578
Other creditors	—	1,854
	<u>136,183</u>	<u>49,309</u>

19. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £19,993 (2022: £19,117).

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

20. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
General Reserves	172,149	299,363	(281,676)	(59,922)	129,914
Capital Fund	7,464	–	(4,569)	–	2,895
Contractual commitments to staff	62,411	–	–	(2,119)	60,292
ICT upgrades and building works	19,390	–	–	(14,390)	5,000
First Contact Service	125,790	–	–	69,053	194,843
	<u>387,204</u>	<u>299,363</u>	<u>(286,245)</u>	<u>(7,378)</u>	<u>392,944</u>

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General Reserves	184,184	200,652	(204,634)	(8,053)	172,149
Capital Fund	7,206	–	(4,563)	4,821	7,464
Contractual commitments to staff	58,608	–	–	3,803	62,411
ICT upgrades and building works	–	–	–	19,390	19,390
First Contact Service	157,700	–	–	(31,910)	125,790
Apprenticeship project	7,550	–	(7,550)	–	–
	<u>415,248</u>	<u>200,652</u>	<u>(216,747)</u>	<u>(11,949)</u>	<u>387,204</u>

Funds have been designated for the following purposes:

First Contact service: The service continues to operate at a loss as combined funding is insufficient for staffing current levels. Maintaining this service is vital in order to meet local demand for advice. We have designated £157,700 for this service for 2021 to 2024.

Contractual obligations to staff: this is essential expenditure needed to meet redundancy and notice costs for all eligible staff should projects end. We have designated £58,602 for this financial year.

Building repairs: £15,550 to comply with our lease requirements to carry out repairs to the fabric of our building scheduled to take place in this financial year.

IT upgrade: £3,840 to replace out of date hardware in public areas.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

20. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
MAPS	—	55,251	(62,087)	6,836	—
Foodbank	—	11,141	(11,141)	—	—
Help thru Crisis	—	8,104	(8,646)	542	—
Help thru Crisis - Emergency Fund	—	23,441	(23,441)	—	—
	<u>—</u>	<u>97,937</u>	<u>(105,315)</u>	<u>7,378</u>	<u>—</u>

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
MAPS	—	80,473	(78,121)	(2,352)	—
National Lottery Community Fund - Help Through Crisis	—	28,866	(31,927)	3,061	—
Universal Credit Help To Claim	—	32,632	(43,872)	11,240	—
	<u>—</u>	<u>141,971</u>	<u>(153,920)</u>	<u>11,949</u>	<u>—</u>

The Money Advice Service project is funded by the Money Advice and Pensions Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

Help Through Crisis – the Lottery funded this project to support individuals in crisis get the advice they needed to resolve the crisis and then address its underlying causes.

Barrow Foodbank – provided a grant so individuals in urgent need of food and advice to resolve the underlying causes of hardship could be referred for immediate support and advice.

Emergency Fund – Cumbria County Council and the Baywind Community Energy Trust provided grants to enable Barrow CAB to provide support to individuals struggling to meet their energy costs.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

21. Analysis of Net Assets Between Funds

	Unrestricted Funds	Total Funds
	2023	
	£	£
Tangible fixed assets	2,895	2,895
Current assets	526,232	526,232
Creditors less than 1 year	(136,183)	(136,183)
Net assets	392,944	392,944

	Unrestricted Funds	Total Funds
	2022	
	£	£
Tangible fixed assets	7,464	7,464
Current assets	429,049	429,049
Creditors less than 1 year	(49,309)	(49,309)
Net assets	387,204	387,204

22. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2022
	£	£
Not later than 1 year	-	6

23. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary) and Ms W Robinson were also trustees of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	2023
	£
Macmillan Cancer Support	28,312

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2023

The Following Pages Do Not Form Part of the Financial Statements.

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2023

	2023 £	2022 £
Income and endowments		
Donations and legacies		
Donations	–	40
Hadfield Trust	–	5,000
Cita Cost of Living	15,000	–
Citizens Advice Cumbria	1,980	–
	<u>16,980</u>	<u>5,040</u>
 Charitable activities		
Barrow Borough Council	99,280	99,280
Cumbria County Council - General	30,000	–
CA Carlisle - Employment Advice	10,000	–
MAPS	55,251	80,473
Barrow Foodbank	11,141	–
CA Manchester (Energy NW)	11,160	–
Cumbria County Council - Money Advice project	57,060	57,060
Universal Credit Help to Claim	–	32,632
Cumbria County Council - Mental Wellbeing project	32,328	2,155
Macmillan/CAB welfare benefits	28,312	26,862
Help Through Crisis	31,545	28,866
Other charitable income	6,496	5,877
	<u>372,573</u>	<u>333,205</u>
 Investment income		
Bank interest receivable	<u>2,747</u>	<u>378</u>
 Other income		
Employment allowance	<u>5,000</u>	<u>4,000</u>
 Total income	<u><u>397,300</u></u>	<u><u>342,623</u></u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2023

	2023 £	2022 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages & salaries	229,781	210,181
NIC	21,950	21,401
Pension costs	19,993	19,117
Partner payments	–	1,689
Computer expenses	–	7,100
Training	3,894	420
Sundry costs	24,141	5,520
	<u>299,759</u>	<u>265,428</u>
<i>Support costs</i>		
Wages and salaries	39,689	58,098
Rent, rates and water	2,621	2,268
Light & heat	8,220	1,590
Insurance	2,681	1,882
Cleaning, waste collection, repairs and maintenance	9,075	9,557
L&P fees	5,151	8,952
Telephone	8,049	8,014
Postage, stationery and other office costs	4,146	3,480
Depreciation	4,569	4,563
Computer expenses	1,513	2,848
Travel	105	211
Training	3,222	1,728
Other staff and volunteer costs	2,760	2,048
	<u>91,801</u>	<u>105,239</u>
Total expenditure	<u>391,560</u>	<u>370,667</u>
Net income/(expenditure)	<u>5,740</u>	<u>(28,044)</u>

Accounts

Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2022

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants & statutory auditor

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2022

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2022.

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees confirm that in reviewing and planning the charity's aims and objectives they have paid due regard to Charity Commission guidance on Public Benefit and have complied with the duty in section 4 of the Charities Act 2006.

Barrow CAB's aims are:

- To provide the advice people need for the problems they face and
- To improve the policies and practices that affect people's lives

The charity provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Barrow CAB values diversity, promotes equality and challenges discrimination.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

Objectives, Strategies and Activities for the Year

Although the pandemic continued to affect everyone's lives throughout this financial year, vaccine development and a massive immunisation programme meant progress towards managing the impact of the virus and a gradual return to normal life i.e. without restrictions.

With the return to schools and re-opening of leisure facilities, demand for our services returned to pre Covid levels within the first four months of the year. There was however a noticeable difference in the mental well-being of those who sought advice and support, with most stating greater levels of anxiety and a lack of confidence in their personal capacity to withstand and address problems themselves. Frontline workers were asked even more than before, what an individual should do rather than what options might they have. Whilst this shift may have resulted from the prolonged experience of following Government instructions and restrictions, in real terms it meant our staff needed to take more time and care to encourage individuals to re-take responsibility for their decisions and lives.

Our staff did this with patience and compassion and delivered high quality advice to 2789 individuals about 17,260 separate issues (an average of 6 distinct issues per client).

The response from those helped reflects the skill and commitment of our staff:

- 96% recommend Barrow CAB's service to others
- 94% found the service easy to access
- 94% were helped find a way forward

In this second pandemic year, Trustees offer their sincere thanks to Barrow CAB's staff for their ongoing professionalism and commitment to doing their very best to work as a team and deliver our mission - to improve the financial and personal resilience of our local residents. It is entirely proper to acknowledge that only with those highly motivated, well trained people, can Barrow CAB achieve all that it does.

Our service remained highly responsive to local need. In 2021/22 our service secured over £2.2 million income gains for our clients, and helped deal with just under £488K worth of debt.

The people we helped were amongst the most disadvantaged and most impacted by the pandemic in our community:

- 60% were female on low incomes
- 58% were disabled or had a long term health condition
- 68% live in the most deprived wards in our district and these fall within the 10% most deprived areas in England
- X% had a household income of less than £12,000 per annum
- X% had children, of these x were single parents

As the year progressed, it became clear the Government would remove the £20 per week uplift to Universal Credit and equivalent to tax credits. This represented a loss of £1000 per annum and would mean those who could least afford it, faced increased autumn and winter pressures on making ends meet. A grant from the Bay Wind Energy Community Trust enabled us to issue fuel vouchers to support our clients with their energy bills and our Help through Crisis emergency fund from the Lottery enabled us to offer financial support for other essentials to deal with immediate crises. Both complimented our core advice service, allowing clients concentrate on their main/bigger life problem.

Once again, Cumbria County Council trusted Barrow CAB, along with the other local Citizens Advice in Cumbria, to distribute Household Support Grants to eligible households. This funding from central Government required stringent checks to prevent fraud, increasing staff workload at one of the busiest

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

times of year and with fewer front line workers. Nonetheless, Barrow CAB issued our allocation of £73K in just three weeks, alleviating the loss of the £20 per week uplift for some.

The most significant challenge faced this year was planning for the potential loss of 80% of our funding by the end of the year. Such a substantial cut to income would force cuts to jobs and services at a time when alternative funding was scarce, with increased competition for those funds from other agencies and with growing demand.

Two of the main contracts, Money Advice and Pensions Service (MAPS) and Universal Credit Help to Claim (HTC) were put out to competitive tender. Both either removed face to face services entirely (HTC) or in large part (MAPS) and were financially prohibitive meaning our charity's reserves would need to subsidise the service. In both instances, the shift to digital only services was justified with the rationale that it worked during the pandemic. Little notice was taken of evidence of the real need for, and ongoing delivery of, face to face services for our local residents.

The proposed service models would also require Barrow CAB to deliver advice and support to clients from across England and Wales, as local residents would not be routed to their local Citizens Advice first if they called the national contact numbers. Evidence has shown our local residents rarely use national numbers preferring to contact Barrow CAB via our own numbers. In short, any resources allocated under the new contracts and subsidised by our reserves would not be spent on our charity's beneficiaries.

Trustees therefore agreed it would be wrong to participate and apply for these services.

Our Lottery funded Help through Crisis project was also due to end in June 2021. The Lottery recognised however the immense value of our work over the previous 4 years and that the pandemic meant our project was needed more than ever. After a gap of three months they provided a grant for a further 12 months, albeit much reduced and only just covering salary costs.

Local Government restructure with the proposed demise of Cumbria County Council also put the annual grant received for money advice at risk. Evidence about our service was regularly presented to Councillors and, with support from Council officers throughout the year, the Local Area Committee agreed continuation was absolutely necessary.

Trustees spent much of the latter part of the year holding their nerve and considering multiple budgets that sought to ward off cuts to jobs and services. Having resolved to use reserves to maintain both, last minute confirmation of the County Council's grant, MAPS withdrawing the tender and continuing grants for 10 months, plus Cumbria's Public Health giving a grant for a mental well-being project (helping people in crisis), Trustees were able to finally agree a sustainable (deficit) budget to safeguard our services.

The second main challenge that faced Barrow CAB in 2021/22 was recruitment of suitable workers to replace our experienced, highly trained workers who had retired and/or moved out of the area. As many employers found, one of the impacts of the pandemic has been a reduced pool of potential employees. For the first time in over a decade, Barrow CAB could not easily recruit the workers with the skills we needed for our service. The cost of failed recruitment rose and undermined confidence within the organisation, despite knowing our experiences are now common across the Citizens Advice network and all other sectors.

We were however fortunate to recruit three new Trustees whose experience, skills, ideas and local connection have brought new vigour to strengthen the Board. Our strategic planning sessions towards the end of the financial year were enlivened by their involvement and their interested questioning enabled longer serving members to reinforce our purpose and mission to serve our local community.

Barrow CAB continued to campaign for fairness and social equality, especially as swathes of our community are being left behind and forced into dependency on charitable support for life's basic essentials i.e. sufficient food, a secure home, and the means to pay for utilities. We provided evidence

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

about the impact of the removal of the £20 uplift on Universal Credit to those in power, including our local MP. We continue to campaign for the removal of deductions from Universal Credit as these force people deeper into poverty. We received assurances from Barrow Borough Council at the start of the year that they would prioritise work needed to make it easier to claim council tax benefit with online applications. By the end of the year however, Barrow residents still could not make an online claim and continue to report unanswered calls and lost records. With bailiff action once again being used to recover unpaid council tax, often resulting from failure to claim the benefit, this remains a campaign priority for us.

Financial Review

Financial Position

The trustees are satisfied that the Charity has adequate reserves to continue its work for the next twelve months.

Reserves policy

The charity follows the guidance issued by the Charity Commission and seeks to maintain adequate reserves to meet the charity's commitments. This amounts to the equivalent of 6 months running costs, currently £172,170. The trustees have also designated £62,411 to meet the cost of contractual commitments to staff, £125,790 in staffing costs for the First Contact service until 2024 and £19,390 for ICT upgrades and building works. This gives total required reserves of £379,761. Actual unrestricted funds at 31st March 2022 excluding fixed assets were £379,740.

Investment policy

The recommended level of resources which the charity carries in its current account is maintained at not more than is required for a normal month's activity. A proportion of remaining monies are held in an interest bearing account giving as high a rate of return as possible whilst retaining flexibility to be able to draw down monies as and when required. The funds designated for future investment in front line services are placed in a range of savings accounts to achieve maximum interest so the organisation's strategic development plans are achieved.

Donations policy

The policy of the charity is not to give grants / donations to other charities or organisations.

Plans for Future Periods

Trustees reaffirmed Barrow CAB's mission at our strategic planning day - our advice and research and campaigns work purpose is to help improve the financial and personal resilience of our local residents. Our priority for the coming years is to "Keep calm and carry on". Often overused, this phrase is completely apt for our organisation. In an uncertain world, our local residents need the stability we can offer by delivering high quality legal advice tailored to their particular circumstances. We will therefore:

- Secure sufficient funding to employ, train and develop the skilled staff needed to deliver our service and meet 25% increase in demand
- Continuously monitor and review ease of access to our service and develop pathways that take full advantage of technological advances
- Work in partnership with our Citizens Advice colleagues in South Lakes and Eden districts to develop effective, sustainable services across the new Westmorland and Furness authority district
- Continue our research and campaigns anti poverty work so that the people we serve have a voice and are not forgotten or ignored.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

Structure, Governance and Management

Barrow Citizens Advice Bureau (Barrow CAB) is a company limited by guarantee, governed under Memorandum and Articles of Association.

Appointment of trustees

Trustees are elected at the annual general meeting, are appointed to the Board following nomination by member organisations or are co-opted by the Trustee Board. Appointment of nominated or co-opted Trustees is agreed at any ordinary meeting of the Board. Barrow Borough Council is entitled to nominate or appoint two members to attend Trustee board meetings.

Recruitment, induction and training of trustees

The Trustee Board conducts an annual skills audit of Board members and actively seeks out new Trustees as appropriate to ensure the Board has the most useful skill mix possible and is representative of the local community.

All trustees are expected to be committed to the aims and principles of Citizens Advice and be willing to take an active role in the governance of Barrow CAB. Potential Trustees are selected on the basis of the expertise and experience they might bring to the organisation. Induction for all new Trustees covers the structure, aims and principles of Citizens Advice, legal obligations under charity and company law, the objectives and activities of Barrow CAB and current business and development plans.

Organisational structure & networks

Barrow CAB is governed by the Board of Trustees. The Board is responsible for setting the strategic direction of the organisation and has ultimate responsibility for the conduct of Barrow CAB and for ensuring that the charity satisfies its legal and contractual obligations. Board meetings are held quarterly with additional meetings as necessary. The trustees meet twice yearly to carry out a full review of the current business plan and to determine future strategic direction of the organisation. Non Trustee members may be co-opted to attend meetings for a specific expertise they bring for time limited periods.

Operational management of Barrow CAB is delegated to the Chief Executive Officer who works closely with the Advice Services Manager and First Contact Team Leader to ensure delivery of all services.

Barrow CAB is a member of the national Citizens Advice organisation. Barrow CAB actively participates in the development, planning and delivery of county wide services as part of the consortium of Citizens Advice Bureau in Cumbria.

Barrow CAB is also one of the lead partners together with Mind in Furness, Barrow & District Disability Association, Barrow Foodbank and Project John in the Barrow Advice Hub. Together, we deliver projects which help the most disadvantaged residents of Barrow in times of crisis and help them build their personal resilience.

Services are delivered by a committed team of paid workers and volunteers. It is calculated that the contribution made by volunteer advisers equates to £9,000 per annum (based on pay costs only).

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

Risks Policy

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place so timely action is taken to mitigate exposure to those risks.

The major risk to the organisation is financial and consists mainly of loss of funding and redundancy liability towards employees. The level of liability is carefully monitored and funds set aside to ensure these costs can be met. All new bids for funding include an element to address potential similar liabilities.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the trustees and staff to ensure they still meet the needs of the charity.

Reference and Administrative Details

Registered charity name Barrow Citizens Advice Bureau

Charity registration number 1077427

Company registration number 3765728

Principal office and registered office Ramsden Hall
Abbey Road
Barrow In Furness
Cumbria
LA14 5QW

The Trustees

Mrs S L Hazeldine	(Retired 15 June 2021)
Ms W Robinson	
Mr S Trainer	
Mr M Waite	
Ms L Chambers	(Appointed 20 January 2022)
Ms R Knagg	(Appointed 20 January 2022)
Ms J Mayhew	(Appointed 20 January 2022)

Company Secretary Ms M C McKinlay

Auditor Jane Ascroft Accountancy Limited
Chartered Accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Bankers CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

Trustees' Responsibilities Statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2022

The trustees' annual report (incorporating the directors' report) was approved on 20/10/22
and signed on behalf of the board of trustees by:



Ms M C McKinlay
Charity Secretary

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau

Year Ended 31 March 2022

Opinion

We have audited the financial statements of Barrow Citizens Advice Bureau (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position and the related notes, 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 FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau (continued)

Year Ended 31 March 2022

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. 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.

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

We have nothing to report in this regard.

Opinions on Other Matters Prescribed by the Companies Act 2006

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

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

Matters on Which We are Required to Report by Exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau (continued)

Year Ended 31 March 2022

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau *(continued)*

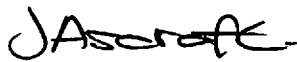
Year Ended 31 March 2022

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of Our Report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jane Ascroft (Senior Statutory Auditor)

For and on behalf of
Jane Ascroft Accountancy Limited
Chartered Accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2022

			2022		2021
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	5,040	–	5,040	31,849
Charitable activities	6	191,234	141,971	333,205	392,019
Investment income	7	378	–	378	796
Other income	8	4,000	–	4,000	35,021
Total income		<u>200,652</u>	<u>141,971</u>	<u>342,623</u>	<u>459,685</u>
Expenditure					
Expenditure on charitable activities	9,10	216,747	153,920	370,667	400,631
Total expenditure		<u>216,747</u>	<u>153,920</u>	<u>370,667</u>	<u>400,631</u>
Net (expenditure)/income		<u>(16,095)</u>	<u>(11,949)</u>	<u>(28,044)</u>	<u>59,054</u>
Transfers between funds		(11,949)	11,949	–	–
Net movement in funds		<u>(28,044)</u>	<u>–</u>	<u>(28,044)</u>	<u>59,054</u>
Reconciliation of funds					
Total funds brought forward		415,248	–	415,248	356,194
Total funds carried forward		<u>387,204</u>	<u>–</u>	<u>387,204</u>	<u>415,248</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 15 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2022

	Note	2022 £	£	2021 £
Fixed Assets				
Tangible fixed assets	15		7,464	7,206
Current Assets				
Debtors	16	7,585		29,397
Cash at bank and in hand		<u>421,464</u>		<u>389,369</u>
		429,049		418,766
Creditors: amounts falling due within one year	17	<u>49,309</u>		<u>10,724</u>
Net Current Assets			379,740	408,042
Total Assets Less Current Liabilities			387,204	415,248
Net Assets			<u>387,204</u>	<u>415,248</u>
Funds of the Charity				
Unrestricted funds			387,204	415,248
Total charity funds	19		<u>387,204</u>	<u>415,248</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 20/10/22 and are signed on behalf of the board by:



Ms W Robinson
Trustee

The notes on pages 15 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2022

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow In Furness, Cumbria, LA14 5QW.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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 (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Trustees consider that there are no significant estimates or judgements affecting these accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

3. Accounting Policies *(continued)*

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each project.

Tangible Assets

All fixed assets are initially recorded at cost.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

3. Accounting Policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	-	33% straight line
Computer Equipment	-	33% straight line
Property Improvements	-	20% straight line

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash 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.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

3. Accounting Policies *(continued)*

Creditors

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

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2022 there were 6 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations	40	40	900	900
Grants				
Hadfield Trust	5,000	5,000	4,968	4,968
BEIS grant	-	-	8,481	8,481
Lankelly Chase (Love Barrow Together)	-	-	2,500	2,500
Pappgallino Fund	-	-	15,000	15,000
	<u>5,040</u>	<u>5,040</u>	<u>31,849</u>	<u>31,849</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Barrow Borough Council	99,280	–	99,280
Citizens Advice BEIS grant	–	–	–
MAPS	–	80,473	80,473
Barrow Foodbank	–	–	–
Citizens Advice Energy Best Deal	–	–	–
Cumbria County Council - Money Advice project	57,060	–	57,060
Universal Credit Help to Claim	–	32,632	32,632
Cumbria County Council - Mental Wellbeing project	2,155	–	2,155
Macmillan/CAB welfare benefits	26,862	–	26,862
National Lottery Help Through Crisis	–	28,866	28,866
Other charitable income	5,877	–	5,877
	<u>191,234</u>	<u>141,971</u>	<u>333,205</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Barrow Borough Council	99,280	–	99,280
Citizens Advice BEIS grant	5,162	–	5,162
MAPS	–	102,621	102,621
Barrow Foodbank	1,153	–	1,153
Citizens Advice Energy Best Deal	–	8,670	8,670
Cumbria County Council - Money Advice project	57,060	–	57,060
Universal Credit Help to Claim	–	31,914	31,914
Cumbria County Council - Mental Wellbeing project	–	–	–
Macmillan/CAB welfare benefits	28,448	–	28,448
National Lottery Help Through Crisis	–	50,666	50,666
Other charitable income	7,045	–	7,045
	<u>198,148</u>	<u>193,871</u>	<u>392,019</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>378</u>	<u>378</u>	<u>796</u>	<u>796</u>

8. Other Income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Employment allowance	4,000	–	4,000
HMRC Job Retention Scheme	–	–	–
Walney Extension Community Fund	–	–	–
	<u>4,000</u>	<u>–</u>	<u>4,000</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

8. Other Income (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Employment allowance	4,000	–	4,000
HMRC Job Retention Scheme	14,477	–	14,477
Walney Extension Community Fund	–	16,544	16,544
	<u>18,477</u>	<u>16,544</u>	<u>35,021</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Expenditure on charitable activities	151,764	113,664	265,428
Support costs	64,983	40,256	105,239
	<u>216,747</u>	<u>153,920</u>	<u>370,667</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Expenditure on charitable activities	139,752	170,162	309,914
Support costs	43,953	46,764	90,717
	<u>183,705</u>	<u>216,926</u>	<u>400,631</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2022 £	Total fund 2021 £
Expenditure on charitable activities	<u>265,428</u>	<u>105,239</u>	<u>370,667</u>	<u>400,631</u>

11. Net (Expenditure)/Income

Net (expenditure)/income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	<u>4,563</u>	<u>3,602</u>

12. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022 £	2021 £
Wages and salaries	268,279	279,550
Social security costs	21,401	22,639
Employer contributions to pension plans	19,117	24,167
	<u>308,797</u>	<u>326,356</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

12. Staff Costs (continued)

The average head count of employees during the year was 14 (2021: 14). The average number of full-time equivalent employees during the year is analysed as follows:

	2022 No.	2021 No.
Advice and information	<u>14</u>	<u>14</u>

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £32,724 (2021:£32,083).

13. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £Nil during the year (2021 - £Nil).

14. Transfers Between Funds

During the year £11,949 was transferred from unrestricted to restricted funds. This comprised:

	2022 £
Contribution to overheads from MAPS	2,342
Match funding for Help To Claim	(3,061)
Match funding for Help Through Crisis	<u>(11,240)</u>
	<u>(11,959)</u>

15. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2021	10,665	27,843	18,012	56,520
Additions	<u>4,821</u>	<u>—</u>	<u>—</u>	<u>4,821</u>
At 31 March 2022	<u>15,486</u>	<u>27,843</u>	<u>18,012</u>	<u>61,341</u>
Depreciation				
At 1 April 2021	10,665	27,843	10,806	49,314
Charge for the year	<u>961</u>	<u>—</u>	<u>3,602</u>	<u>4,563</u>
At 31 March 2022	<u>11,626</u>	<u>27,843</u>	<u>14,408</u>	<u>53,877</u>
Carrying amount				
At 31 March 2022	<u>3,860</u>	<u>—</u>	<u>3,604</u>	<u>7,464</u>
At 31 March 2021	<u>—</u>	<u>—</u>	<u>7,206</u>	<u>7,206</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

16. Debtors

	2022	2021
	£	£
Prepayments	2,609	3,397
Accrued income	4,976	25,344
Other debtors	-	656
	<u>7,585</u>	<u>29,397</u>

17. Creditors: amounts falling due within one year

	2022	2021
	£	£
Accruals	3,944	3,581
Social security and other taxes	4,651	6,450
Pension creditor	282	693
Deferred income	38,578	-
Other creditors	1,854	-
	<u>49,309</u>	<u>10,724</u>

18. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £19,117 (2021: £24,167).

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General Reserves	184,184	200,652	(204,634)	(8,053)	172,149
Capital Fund	7,206	–	(4,563)	4,821	7,464
Contractual commitments to staff	58,608	–	–	3,803	62,411
ICT upgrades and building works	–	–	–	19,390	19,390
First Contact Service	157,700	–	–	(31,910)	125,790
Apprenticeship project	7,550	–	(7,550)	–	–
	<u>415,248</u>	<u>200,652</u>	<u>(216,747)</u>	<u>(11,949)</u>	<u>387,204</u>

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General Reserves	67,600	249,270	(180,103)	47,417	184,184
Capital Fund	10,808	–	(3,602)	–	7,206
Contractual commitments to staff	90,479	–	–	(31,871)	58,608
ICT upgrades and building works	–	–	–	–	–
First Contact Service	184,800	–	–	(27,100)	157,700
Apprenticeship project	–	–	–	7,550	7,550
	<u>353,687</u>	<u>249,270</u>	<u>(183,705)</u>	<u>(4,004)</u>	<u>415,248</u>

Funds have been designated for the following purposes:

First Contact service: The service continues to operate at a loss as combined funding is insufficient for staffing current levels. Maintaining this service is vital in order to meet local demand for advice. We have designated £157,700 for this service for 2021 to 2024.

Contractual obligations to staff: this is essential expenditure needed to meet redundancy and notice costs for all eligible staff should projects end. We have designated £58,602 for this financial year.

Building repairs: £15,550 to comply with our lease requirements to carry out repairs to the fabric of our building scheduled to take place in this financial year.

IT upgrade: £3,840 to replace out of date hardware in public areas.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

19. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
MAPS	–	80,473	(78,121)	(2,352)	–
Citizens Advice Energy Best Deal	–	–	–	–	–
National Lottery Community Fund - Help Through Crisis	–	28,866	(31,927)	3,061	–
Universal Credit Help To Claim	–	32,632	(43,872)	11,240	–
Apprentice	–	–	–	–	–
	<u>–</u>	<u>141,971</u>	<u>(153,920)</u>	<u>11,949</u>	<u>–</u>

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
MAPS	–	102,621	(103,287)	666	–
Citizens Advice Energy Best Deal	–	8,670	–	(8,670)	–
National Lottery Community Fund - Help Through Crisis	–	50,666	(50,957)	291	–
Universal Credit Help To Claim	–	31,914	(30,303)	(1,611)	–
Apprentice	2,507	16,544	(32,379)	13,328	–
	<u>2,507</u>	<u>210,415</u>	<u>(216,926)</u>	<u>4,004</u>	<u>–</u>

The Money Advice Service project is funded by the Money Advice and Pensions Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

Help Through Crisis is a Barrow Advice Hub project led by Mind In Furness. The project focuses on improving the financial resilience of people from target groups so they are better able to manage their lives and make positive choices. It is funded primarily by the National Lottery Community Fund with additional grant funding from Barrow Borough Council (£10,000), Cumbria County Council (£10,000) and Cumbria Community Foundation (£15,246).

The Energy Best Deal funding is to deliver energy advice sessions to consumers. It is funded by the National Association of Citizens Advice Bureaux.

The Universal Credit Help To Claim grant is to support clients to make new claims for Universal Credit and is funded by the DWP through the National Association of Citizens Advice Bureaux.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

20. Analysis of Net Assets Between Funds

	Unrestricted Funds	Total Funds 2022
	£	£
Tangible fixed assets	7,464	7,464
Current assets	429,049	429,049
Creditors less than 1 year	(49,309)	(49,309)
Net assets	387,204	387,204

	Unrestricted Funds	Total Funds 2021
	£	£
Tangible fixed assets	7,206	7,206
Current assets	418,766	418,766
Creditors less than 1 year	(10,724)	(10,724)
Net assets	415,248	415,248

21. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Not later than 1 year	6	6
Later than 1 year and not later than 5 years	—	6
	6	12

22. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary) and Ms W Robinson were also trustees of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	2022
	£
Macmillan Cancer Support	26,862

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2022

The Following Pages Do Not Form Part of the Financial Statements.

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2022

	2022 £	2021 £
Income and endowments		
Donations and legacies		
Donations	40	900
Hadfield Trust	5,000	4,968
BEIS grant	–	8,481
Lankelly Chase (Love Barrow Together)	–	2,500
Pappgallino Fund	–	15,000
	<u>5,040</u>	<u>31,849</u>
Charitable activities		
Barrow Borough Council	99,280	99,280
Citizens Advice BEIS grant	–	5,162
MAPS	80,473	102,621
Barrow Foodbank	–	1,153
Citizens Advice Energy Best Deal	–	8,670
Cumbria County Council - Money Advice project	57,060	57,060
Universal Credit Help to Claim	32,632	31,914
Cumbria County Council - Mental Wellbeing project	2,155	–
Macmillan/CAB welfare benefits	26,862	28,448
National Lottery Help Through Crisis	28,866	50,666
Other charitable income	5,877	7,045
	<u>333,205</u>	<u>392,019</u>
Investment income		
Bank interest receivable	378	796
Other income		
Employment allowance	4,000	4,000
HMRC Job Retention Scheme	–	14,477
Walney Extension Community Fund	–	16,544
	<u>4,000</u>	<u>35,021</u>
Total income	<u>342,623</u>	<u>459,685</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2022

	2022 £	2021 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages & salaries	210,181	227,865
NIC	21,401	22,639
Pension costs	19,117	24,167
Partner payments	1,689	20,250
Computer expenses	7,100	7,427
Training	420	351
Sundry costs	5,520	7,215
	<u>265,428</u>	<u>309,914</u>
Support costs		
Wages and salaries	58,098	51,685
Rent, rates and water	2,268	2,560
Light & heat	1,590	4,589
Insurance	1,882	3,443
Cleaning, waste collection, repairs and maintenance	9,557	2,811
L&P fees	8,952	6,746
Telephone	8,014	8,054
Postage, stationery and other office costs	3,480	2,860
Depreciation	4,563	3,602
Computer expenses	2,848	1,055
Travel	211	—
Training	1,728	767
Other staff and volunteer costs	2,048	2,545
	<u>105,239</u>	<u>90,717</u>
Expenditure on charitable activities	<u>370,667</u>	<u>400,631</u>
Net (expenditure)/income	<u>(28,044)</u>	<u>59,054</u>

Accounts

Company Registration Number: 3765728

Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2021

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants & statutory auditor

Enterprise House

Harmire Enterprise Park

Barnard Castle

County Durham

DL12 8XT

Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2021

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees confirm that in reviewing and planning the charity's aims and objectives they have paid due regard to Charity Commission guidance on Public Benefit and have complied with the duty in section 4 of the Charities Act 2006.

Barrow CAB's aims are:

- To provide the advice people need for the problems they face and
- To improve the policies and practices that affect people's lives

The charity provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Barrow CAB values diversity, promotes equality and challenges discrimination.

Objectives, Strategies and Activities for the Year

As the financial year began, Barrow Citizens Advice had to rapidly refocus our intended plans for the coming year and adapt to working to serve our community in the most exceptional context. The Covid pandemic and resulting lockdown and other restrictions created a wave of changes, uncertainty and fear that most people had rarely, if ever, experienced.

Trustees were determined that Barrow Citizens Advice would respond as fully as possible to our community's advice and support needs within the financial constraints we might face. We were nonetheless certain that our activities would, more than ever before, need to be aligned to our stated mission i.e. to help improve the financial and personal resilience of our clients.

This determination was shared by the staff team. Their dedication in this year especially, not only to Barrow Citizens Advice but overwhelmingly to our local residents was, and continues to be, truly remarkable. They overcame and managed their own fears and concerns about Covid and all its potential impact, whilst continuing to work hard, ensuring the service was as available as possible within each new restriction. That they did so with such calm professionalism is to be fulsomely applauded.

Our established service delivery model, which already included telephone, email and webchat advice delivered by all team members, proved itself to be easily adaptable, with the majority of workers simply relocating their work station to home with minimal fuss. Trustees paid particular attention to staff wellbeing, insisting on more breaks, supporting daily virtual check in team meetings, encouraging leave to be taken and importantly carefully considering individual concerns about Covid and safe work practices for return to the office and reopening drop in face to face services.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

As a result of our staff's efforts, there was no interruption to our service and the only reduction was to our daily, face to face drop in service. This was replaced with increased capacity on our telephone and email service and, for the most vulnerable, (Covid safe) face to face and/or video conference appointments.

In total, Barrow Citizens Advice helped 2780 individuals with 17,879 separate issues. This was 10% fewer than in the previous year and reflects the increased time needed to support greater numbers of people in extreme distress, as well as the substantial reduction in demand for debt advice that occurred because debt recovery all but halted.

Indeed, issue specific demand was largely governed by the most recent Covid related developments and clear patterns emerged. For example, demand for advice about benefit entitlement and Universal Credit soared at points where people lost all or most of their income. Similarly, demand for advice about employment rights increased at every stage that furlough terms were reduced and threats to jobs increased.

Over the year, 63% of the issues on which advice was given related to benefits and tax credits, with over half concerning Universal Credit. 8% were about employment rights, 7% about managing debt, 4% were about housing issues (again demand reduced as eviction action was suspended for most of the year) and 3% about relationship and family problems.

The demographic of those seeking help also changed, particularly at the start of the year. For the majority of those who would usually use our service, we were able to provide the up to date, relevant information about Government measures people needed relating to benefits, debt recovery, housing and legal action. This was sufficient reassurance for most and allowed us to help those whose secure, often comfortable, income had disappeared or severely reduced overnight. Most had little or no experience of the benefits system and had financial commitments that were suddenly unaffordable. Their distress, anger and fear often meant our advisers needed much more time to support people with those emotions before being able to give the practical, accurate advice needed to restore some order to their lives. We were also able to make sure that those who needed ongoing support with their mental health were referred to our Barrow Advice Hub partners, Mind in Furness and Project John.

During the year of those helped by Barrow Citizens Advice:

- 54% had a long term health condition or disability, of these 36% had mental health problems
- 61% were female (a rise of nearly 10% on previous years and reflective of employment in low paid, part time jobs)
- 49% had a household income of less than £12,000 per year, 32% of these less than £9,600 per year
- 42% had children
- 29% were homeowners, with 32% renting privately, 26% renting from social landlords
- 13% were homeless or without secure accommodation
- 36% were employed, 20% unemployed and seeking employment

Clients have repeatedly expressed their appreciation of Barrow Citizens Advice as their trusted ally whose help improved their mental well-being. Feedback from clients who were independently surveyed evidences this, with 95% recommending our service to others, 91% praising the ease of access, and 92% stating we helped them find a way forward.

In addition to our core business of delivering high quality, comprehensive advice, tremendous efforts were directed to working with a range of community partners who came together to provide practical support across our community during the pandemic.

Our role was twofold. Firstly, to provide reliable factual information about Government measures and legal changes and evidence based analysis of the impact of Covid on our local communities to other agencies/ community groups. This informed local strategies and crucially enabled important messages to reach the widest possible audience, especially local residents.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

Secondly, with existing funding from the Lottery and additional new funding from Barrow Borough Council's hardship fund we were able to provide emergency financial support for those who needed it according to need identified during their advice interview. Assistance was given with accommodation costs, energy bills, clothing, white goods, essential travel and food. The help provided to individuals played a vital and basic part in the steps to resolving an ongoing problem such as benefit delays or loss of income.

As winter approached, we worked with other Citizens Advice across Cumbria to provide Covid Winter grants to help families with children cover the cost of their energy bills. Once again, our staff deserve praise for delivering this project on very short notice and against stringent requirements from the funder, DWP, and high expectations from the public.

Despite all efforts, Trustees were disappointed not to be able to appoint any new trustees to join the board and build the range of skills and experience necessary to governing our charity. Our search continues and, with the resignation of one of our number due to Covid, has become more urgent.

Barrow Citizens Advice was able to bring to fruition our Paralegal Apprenticeship project. After 2 year's hard work by the Apprentice and managers, the paralegal qualification was awarded. We thank Sir John Fisher Foundation and the Walney Extension Community Fund for their support in funding this project.

Continuous professional development remains at the heart of our organisation and our staff continued to develop their knowledge and skills through regular training albeit, mostly online. We were fortunate to be awarded a place for a Trainee Debt Caseworker at the newly developed Citizens Advice Academy. This helped prepare for the retirement of two long service caseworkers at the end of the year. Again, mention must be given to staff who are subject to the most stringent scrutiny, assessment and testing of their knowledge and the quality of their work. Trustees are concerned at the level of stress this places on workers who are committed to and deliver a client focused service but occasionally fall foul of bureaucratic requirements. We will continue to make representations to ensure the proper balance is struck.

In summary, this year proved beyond all measure the importance our local charity has for our community. We are depended upon, not only by the people who use our services but also those who might in the future, by community groups and by statutory and non-statutory agencies. The rhetorical question - where would we be without Barrow Citizens Advice? - was repeatedly posed. Most concluded, quite lost.

It is also abundantly clear to Trustees that our service depends on people who care about others and will adapt and work hard to design and deliver the best possible service. Barrow Citizens Advice resilience was thoroughly tested throughout the year and passed with flying colours.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

Financial Review

Financial Position

The trustees are satisfied that the Charity has adequate reserves to continue its work for the next twelve months.

Reserves policy

The charity follows the guidance issued by the Charity Commission and seeks to maintain adequate reserves to meet the charity's commitments. This amounts to the equivalent of 6 months running costs, currently £181,668. The trustees have also designated £58,602 to meet the cost of contractual commitments to staff, £157,500 in staffing costs for the First Contact service until 2024 and £7,550 for the short term continuation of the apprenticeship project. This gives total required reserves of £405,320. Actual unrestricted funds at 31st March 2021 excluding fixed assets were £408,042.

Investment policy

The recommended level of resources which the charity carries in its current account is maintained at not more than is required for a normal month's activity. A proportion of remaining monies are held in an interest bearing account giving as high a rate of return as possible whilst retaining flexibility to be able to draw down monies as and when required. The funds designated for future investment in front line services are placed in a range of savings accounts to achieve maximum interest so the organisation's strategic development plans are achieved.

Donations policy

The policy of the charity is not to give grants / donations to other charities or organisations.

Plans for Future Periods

There is no doubt that the impact of Covid will be far reaching, affecting most aspects of life. We believe we need to plan for increased demand for our services as a period of economic austerity is likely. We will also need to embed approaches that help improve people's mental well-being as evidence indicates the loss of personal autonomy has led to poor mental well-being. Trustees have committed reserves to increase current staffing levels and maintain services.

We also intend to maintain face to face services for our local residents who are unable to use digital advice services. Barrow has one of the highest levels of "digital exclusion/disadvantage" in the UK and there is a grave risk that these people will be left behind as their needs are ignored. Our fundraising efforts will be targeted to meet this need.

Barrow Citizens Advice faces significant challenges over the next two years, including the upheaval caused by local government re-organisation and up to an 80% cut in income as current projects come to an end. Trustees have begun to consider the steps that need to be taken to secure a viable and sustainable Citizens Advice service for the residents of Barrow Borough.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

Structure, Governance and Management

Barrow Citizens Advice Bureau (Barrow CAB) is a company limited by guarantee, governed under Memorandum and Articles of Association.

Appointment of trustees

Trustees are elected at the annual general meeting, are appointed to the Board following nomination by member organisations or are co-opted by the Trustee Board. Appointment of nominated or co-opted Trustees is agreed at any ordinary meeting of the Board. Barrow Borough Council is entitled to nominate or appoint two members to attend Trustee board meetings.

Recruitment, induction and training of trustees

The Trustee Board conducts an annual skills audit of Board members and actively seeks out new Trustees as appropriate to ensure the Board has the most useful skill mix possible and is representative of the local community.

All trustees are expected to be committed to the aims and principles of Citizens Advice and be willing to take an active role in the governance of Barrow CAB. Potential Trustees are selected on the basis of the expertise and experience they might bring to the organisation. Induction for all new Trustees covers the structure, aims and principles of Citizens Advice, legal obligations under charity and company law, the objectives and activities of Barrow CAB and current business and development plans.

Organisational structure & networks

Barrow CAB is governed by the Board of Trustees. The Board is responsible for setting the strategic direction of the organisation and has ultimate responsibility for the conduct of Barrow CAB and for ensuring that the charity satisfies its legal and contractual obligations. Board meetings are held quarterly with additional meetings as necessary. The trustees meet twice yearly to carry out a full review of the current business plan and to determine future strategic direction of the organisation. Non Trustee members may be co-opted to attend meetings for a specific expertise they bring for time limited periods.

Operational management of Barrow CAB is delegated to the Chief Executive Officer who works closely with the Advice Services Manager and First Contact Team Leader to ensure delivery of all services.

Barrow CAB is a member of the national Citizens Advice organisation. Barrow CAB actively participates in the development, planning and delivery of county wide services as part of the consortium of Citizens Advice Bureau in Cumbria.

Barrow CAB is also one of the lead partners together with Mind in Furness, Barrow & District Disability Association, Barrow Foodbank and Project John in the Barrow Advice Hub. Together, we deliver projects which help the most disadvantaged residents of Barrow in times of crisis and help them build their personal resilience.

Services are delivered by a committed team of paid workers and volunteers. It is calculated that the contribution made by volunteer advisers equates to £9,000 per annum (based on pay costs only).

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

Risks Policy

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place so timely action is taken to mitigate exposure to those risks.

The major risk to the organisation is financial and consists mainly of loss of funding and redundancy liability towards employees. The level of liability is carefully monitored and funds set aside to ensure these costs can be met. All new bids for funding include an element to address potential similar liabilities.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the trustees and staff to ensure they still meet the needs of the charity.

Reference and Administrative Details

Registered charity name Barrow Citizens Advice Bureau

Charity registration number 1077427

Company registration number 3765728

Principal office and registered office Ramsden Hall
Abbey Road
Barrow In Furness
Cumbria
LA14 5QW

The Trustees

Mrs S L Hazeldine
Ms W Robinson
Mr S Trainer
Ms C Henderson (Retired 22 October 2020)
Mr M Waite

Company Secretary Ms M C McKinlay

Auditor Jane Ascroft Accountancy Limited
Chartered Accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Bankers CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

Trustees' Responsibilities Statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2021

The trustees' annual report (incorporating the directors' report) was approved on
and signed on behalf of the board of trustees by:

Ms M C McKinlay
Charity Secretary

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau

Year Ended 31 March 2021

Opinion

We have audited the financial statements of Barrow Citizens Advice Bureau (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position and the related notes, 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 FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau *(continued)*

Year Ended 31 March 2021

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. 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.

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

We have nothing to report in this regard.

Opinions on Other Matters Prescribed by the Companies Act 2006

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

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

Matters on Which We are Required to Report by Exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau *(continued)*

Year Ended 31 March 2021

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

Barrow Citizens Advice Bureau

Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau *(continued)*

Year Ended 31 March 2021

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of Our Report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jane Ascroft (Senior Statutory Auditor)

For and on behalf of
Jane Ascroft Accountancy Limited
Chartered Accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	31,849	–	31,849	15,364
Charitable activities	6	198,148	193,871	392,019	339,114
Investment income	7	796	–	796	1,833
Other income	8	18,477	16,544	35,021	3,000
Total income		<u>249,270</u>	<u>210,415</u>	<u>459,685</u>	<u>359,311</u>
Expenditure					
Expenditure on charitable activities	9,10	183,705	216,926	400,631	374,266
Total expenditure		<u>183,705</u>	<u>216,926</u>	<u>400,631</u>	<u>374,266</u>
Net income/(expenditure)		<u>65,565</u>	<u>(6,511)</u>	<u>59,054</u>	<u>(14,955)</u>
Transfers between funds		(4,004)	4,004	–	–
Net movement in funds		<u>61,561</u>	<u>(2,507)</u>	<u>59,054</u>	<u>(14,955)</u>
Reconciliation of funds					
Total funds brought forward		353,687	2,507	356,194	371,149
Total funds carried forward		<u>415,248</u>	<u>–</u>	<u>415,248</u>	<u>356,194</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 15 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 £
Fixed Assets				
Tangible fixed assets	15		7,206	10,808
Current Assets				
Debtors	16	29,397		20,655
Cash at bank and in hand		389,369		341,512
		<u>418,766</u>		<u>362,167</u>
Creditors: amounts falling due within one year	17	<u>10,724</u>		<u>16,781</u>
Net Current Assets			<u>408,042</u>	<u>345,386</u>
Total Assets Less Current Liabilities			<u>415,248</u>	<u>356,194</u>
Net Assets			<u><u>415,248</u></u>	<u><u>356,194</u></u>
Funds of the Charity				
Restricted funds			–	2,507
Unrestricted funds			<u>415,248</u>	<u>353,687</u>
Total charity funds	19		<u><u>415,248</u></u>	<u><u>356,194</u></u>

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

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

Ms W Robinson
Trustee

The notes on pages 15 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2021

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow In Furness, Cumbria, LA14 5QW.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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 (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Trustees consider that there are no significant estimates or judgements affecting these accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each project.

Tangible Assets

All fixed assets are initially recorded at cost.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	-	33% straight line
Computer Equipment	-	33% straight line
Property Improvements	-	20% straight line

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash 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.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

Creditors

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

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2021 there were 4 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	900	—	900
Grants			
Hadfield Trust	4,968	—	4,968
BEIS grant	8,481	—	8,481
Lankelly Chase (Love Barrow Together)	2,500	—	2,500
Pappagallino fund	15,000	—	15,000
	<u>31,849</u>	<u>—</u>	<u>31,849</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

5. Donations and Legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	324	–	324
Grants			
Sir John Fisher Foundation	–	15,040	15,040
	<u>324</u>	<u>15,040</u>	<u>15,364</u>

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Barrow Borough Council	99,280	–	99,280
Citizens Advice BEIS grant	5,162	–	5,162
MAPS	–	102,621	102,621
Barrow Foodbank	1,153	–	1,153
Citizens Advice Energy Best Deal	–	8,670	8,670
Cumbria County Council - Money Advice project	57,060	–	57,060
Universal Credit Help to Claim	–	31,914	31,914
Macmillan/CAB welfare benefits	28,448	–	28,448
National Lottery Help Through Crisis	–	50,666	50,666
Other charitable income	7,045	–	7,045
	<u>198,148</u>	<u>193,871</u>	<u>392,019</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Barrow Borough Council	99,280	–	99,280
Citizens Advice BEIS grant	–	–	–
Barrow Borough Council - Preventing Homelessness	6,788	–	6,788
MAPS	–	71,201	71,201
Barrow Foodbank	–	9,221	9,221
Citizens Advice Energy Best Deal	–	6,450	6,450
Cumbria County Council - Money Advice project	57,060	–	57,060
Universal Credit Help to Claim	–	39,585	39,585
Macmillan/CAB welfare benefits	27,423	–	27,423
National Lottery Help Through Crisis	–	21,838	21,838
Other charitable income	268	–	268
	<u>190,819</u>	<u>148,295</u>	<u>339,114</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

7. Investment Income

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020
	£	£	£	£
Bank interest receivable	<u>796</u>	<u>796</u>	<u>1,833</u>	<u>1,833</u>

8. Other Income

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Employment allowance	4,000	–	4,000
HMRC Job Retention Scheme	14,477	–	14,477
Walney Extension Community Fund	–	16,544	16,544
	<u>18,477</u>	<u>16,544</u>	<u>35,021</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Employment allowance	<u>3,000</u>	–	<u>3,000</u>
	<u>3,000</u>	–	<u>3,000</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Expenditure on charitable activities	139,752	170,162	309,914
Support costs	43,953	46,764	90,717
	<u>183,705</u>	<u>216,926</u>	<u>400,631</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Expenditure on charitable activities	85,324	142,614	227,938
Support costs	78,925	67,403	146,328
	<u>164,249</u>	<u>210,017</u>	<u>374,266</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2021	Total fund 2020
	£	£	£	£
Expenditure on charitable activities	<u>309,914</u>	<u>90,717</u>	<u>400,631</u>	<u>374,266</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

11. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	<u>3,602</u>	<u>6,381</u>

12. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	279,550	275,482
Social security costs	22,639	22,540
Employer contributions to pension plans	<u>24,167</u>	<u>22,943</u>
	<u>326,356</u>	<u>320,965</u>

The average head count of employees during the year was 14 (2020: 14). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Advice and information	<u>14</u>	<u>14</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £32,083 (2020: £32,083).

13. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £Nil during the year (2020 - £371).

14. Transfers Between Funds

During the year £4,004 was transferred from unrestricted to restricted funds. This comprised:

	2021
	£
Match funding for the apprentice	13,328
Match funding for MAPs	666
Match funding for Help Through Crisis	291
Contribution to overheads from EBDX	(8,670)
Contribution to overheads from Help to Claim	<u>(1,611)</u>
	<u>4,004</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

15. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2020 and 31 March 2021	<u>10,665</u>	<u>27,843</u>	<u>18,012</u>	<u>56,520</u>
Depreciation				
At 1 April 2020	10,665	27,843	7,204	45,712
Charge for the year	<u>—</u>	<u>—</u>	<u>3,602</u>	<u>3,602</u>
At 31 March 2021	<u>10,665</u>	<u>27,843</u>	<u>10,806</u>	<u>49,314</u>
Carrying amount				
At 31 March 2021	<u>—</u>	<u>—</u>	<u>7,206</u>	<u>7,206</u>
At 31 March 2020	<u>—</u>	<u>—</u>	<u>10,808</u>	<u>10,808</u>

16. Debtors

	2021 £	2020 £
Prepayments	3,397	2,521
Accrued income	25,344	18,134
Other debtors	<u>656</u>	<u>—</u>
	<u>29,397</u>	<u>20,655</u>

17. Creditors: amounts falling due within one year

	2021 £	2020 £
Accruals	3,581	4,080
Social security and other taxes	6,450	5,759
Pension creditor	693	1,974
Deferred income	<u>—</u>	<u>4,968</u>
	<u>10,724</u>	<u>16,781</u>

18. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £24,167 (2020: £22,943).

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General Reserves	67,600	249,270	(180,103)	47,417	184,184
Capital Fund	10,808	–	(3,602)	–	7,206
Contractual commitments to staff	90,479	–	–	(31,871)	58,608
First Contact Service	184,800	–	–	(27,100)	157,700
Apprenticeship project	–	–	–	7,550	7,550
	<u>353,687</u>	<u>249,270</u>	<u>(183,705)</u>	<u>(4,004)</u>	<u>415,248</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
General Reserves	108,200	195,976	(157,868)	(78,708)	67,600
Capital Fund	17,189	–	(6,381)	–	10,808
Contractual commitments to staff	81,416	–	–	9,063	90,479
First Contact Service	156,844	–	–	27,956	184,800
	<u>363,649</u>	<u>195,976</u>	<u>(164,249)</u>	<u>(41,689)</u>	<u>353,687</u>

Funds have been designated for the following purposes:

First Contact service: The service continues to operate at a loss as combined funding is insufficient for staffing current levels. Maintaining this service is vital in order to meet local demand for advice. We have designated £157,700 for this service for 2021 to 2024.

Contractual obligations to staff: this is essential expenditure needed to meet redundancy and notice costs for all eligible staff should projects end. We have designated £58,602 for this financial year.

Apprenticeship project short term continuation: this is to fund the 6 months' salary costs of the now qualified paralegal apprentice pending funding applications that can only be submitted in September. We have designated £7550 for this purpose.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

19. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
MAPS	–	102,621	(103,287)	666	–
Citizens Advice Energy Best Deal	–	8,670	–	(8,670)	–
National Lottery Community Fund - Help Through Crisis	–	50,666	(50,957)	291	–
Universal Credit Help To Claim	–	31,914	(30,303)	(1,611)	–
Apprentice	2,507	16,544	(32,379)	13,328	–
	<u>2,507</u>	<u>210,415</u>	<u>(216,926)</u>	<u>4,004</u>	<u>–</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
MAPS	–	71,201	(71,201)	–	–
Citizens Advice Energy Best Deal	–	6,450	(6,450)	–	–
National Lottery Community Fund - Help Through Crisis	–	21,838	(38,347)	16,509	–
Universal Credit Help To Claim	–	39,585	(39,585)	–	–
Access To Justice	7,500	–	(7,500)	–	–
Foodbank	–	9,221	(22,289)	13,068	–
Apprentice	–	15,040	(24,645)	12,112	2,507
	<u>7,500</u>	<u>163,335</u>	<u>(210,017)</u>	<u>41,689</u>	<u>2,507</u>

The Money Advice Service project is funded by the Money Advice and Pensions Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

Help Through Crisis is a Barrow Advice Hub project led by Mind In Furness. The project focuses on improving the financial resilience of people from target groups so they are better able to manage their lives and make positive choices. It is funded primarily by the National Lottery Community Fund with additional grant funding from Barrow Borough Council (£10,000), Cumbria County Council (£10,000) and Cumbria Community Foundation (£15,246).

The Energy Best Deal funding is to deliver energy advice sessions to consumers. It is funded by the National Association of Citizens Advice Bureaux.

The Universal Credit Help To Claim grant is to support clients to make new claims for Universal Credit and is funded by the DWP through the National Association of Citizens Advice Bureaux.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	7,206	—	7,206
Current assets	418,766	—	418,766
Creditors less than 1 year	(10,724)	—	(10,724)
Net assets	415,248	—	415,248

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	10,808	—	10,808
Current assets	359,660	2,507	362,167
Creditors less than 1 year	(16,781)	—	(16,781)
Net assets	353,687	2,507	356,194

21. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Not later than 1 year	6	6
Later than 1 year and not later than 5 years	6	12
	12	18

22. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary) and Ms W Robinson were also trustees of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	2021 £
Macmillan Cancer Support	28,448

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2021

The Following Pages Do Not Form Part of the Financial Statements.

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2021

	2021 £	2020 £
Income and endowments		
Donations and legacies		
Donations	900	324
Sir John Fisher Foundation	—	15,040
Hadfield Trust	4,968	—
BEIS grant	8,481	—
Lankelly Chase (Love Barrow Together)	2,500	—
Pappagallino fund	15,000	—
	<u>31,849</u>	<u>15,364</u>
Charitable activities		
Barrow Borough Council	99,280	99,280
Citizens Advice BEIS grant	5,162	—
Barrow Borough Council - Preventing Homelessness	—	6,788
MAPS	102,621	71,201
Barrow Foodbank	1,153	9,221
Citizens Advice Energy Best Deal	8,670	6,450
Cumbria County Council - Money Advice project	57,060	57,060
Universal Credit Help to Claim	31,914	39,585
Macmillan/CAB welfare benefits	28,448	27,423
National Lottery Help Through Crisis	50,666	21,838
Other charitable income	7,045	268
	<u>392,019</u>	<u>339,114</u>
Investment income		
Bank interest receivable	796	1,833
Other income		
Employment allowance	4,000	3,000
HMRC Job Retention Scheme	14,477	—
Walney Extension Community Fund	16,544	—
	<u>35,021</u>	<u>3,000</u>
Total income	<u>459,685</u>	<u>359,311</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2021

	2021 £	2020 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages & salaries	227,865	176,189
NIC	22,639	22,540
Pension costs	24,167	22,943
Partner payments	20,250	—
Computer expenses	7,427	—
Travel	—	887
Training	351	2,816
Sundry costs	7,215	2,563
	<u>309,914</u>	<u>227,938</u>
<i>Support costs</i>		
Wages and salaries	51,685	99,293
Rent, rates and water	2,560	3,004
Light & heat	4,589	3,534
Insurance	3,443	3,365
Cleaning, waste collection, repairs and maintenance	2,811	9,104
L&P fees	6,746	6,589
Telephone	8,054	8,295
Postage, stationery and other office costs	2,860	3,553
Depreciation	3,602	6,381
Computer expenses	1,055	1,203
Travel	—	860
Training	767	184
Other staff and volunteer costs	2,545	963
	<u>90,717</u>	<u>146,328</u>
Expenditure on charitable activities	<u>400,631</u>	<u>374,266</u>
Net income/(expenditure)	<u>59,054</u>	<u>(14,955)</u>