

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

	Page
Trustees' Annual Report (Incorporating the Directors' Report)	1
Independent Examiner's Report to the Trustees	6
Statement of Financial Activities (Including Income and Expenditure Account)	7
Statement of Financial Position	8
Notes to the Financial Statements	9
The Following Pages Do Not Form Part of the Financial Statements	
Detailed Statement of Financial Activities	21

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

		Unrestricted funds	2023 Restricted funds	Total funds	2022 Total funds
	Note	£	£	£	£
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	4,569
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	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	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>