

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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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