Citizens Advice Bury and Bolton Limited

England & Wales · Charity number 1102536

Details

Other names	BOLTON AND DISTRICT CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	05030345
Registered	2004-03-08
Register	View on the Charity Commission register

Contact

Address	Chair/ CEO Unit 1 - Victoria Plaza Oxford Street Bolton BL1 1RD
Phone	01204 357110
Email	officerteam@cabb.org.uk
Website	www.cabb.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN BURY AND BOLTON AND SURROUNDING AREAS.

Activities: Citizens Advice Bury and Bolton aims to provide free, confidential, impartial and independent adviceand information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through lack of knowledge or aninability to express their needs effectively

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** BOLTON
- Bolton
- Bury

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,098,511	£1,737,869	£1,151,276	51
2024-03-31	£1,921,592	£1,968,424	£790,634	38
2023-03-31	£1,622,546	£1,805,719	£837,466	42
2022-03-31	£1,620,384	£1,477,812	£1,020,639	51
2021-03-31	£2,081,046	£1,788,041	£878,067	54

Trustees

Name	Role	Appointed
Mark Ascroft	Chair	2024-05-14
Arif Pirbhai		2013-12-18
Daniel O'Brien		2024-05-14
Danielle Ruane		2025-11-12
David Gorton		2024-05-14
James Cairns		2025-11-12
Leigh Vallance		2014-10-01
Naomi Ledwith		2025-11-12
Robert Tyzzer		2023-09-12

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Citizens Advice Bury and Bolton Limited

England & Wales - Charity number 1102536

Accounts

REGISTERED COMPANY NUMBER: 05030345 (England and Wales)
REGISTERED CHARITY NUMBER: 1102536

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025

FOR

CITIZENS ADVICE BURY AND BOLTON LIMITED

Ainsworths Limited
Chartered Accountants
and Statutory Auditors
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

CITIZENS ADVICE BURY AND BOLTON LIMITED

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FOR THE YEAR ENDED 31ST MARCH 2025

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REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31ST MARCH 2025

TRUSTEES	A Connell P D Heneghan (resigned 16.4.2025) A Pirbhai Dr L Vallance M Walker Cllr A Warren (resigned 21.5.2024) L P Conheeney (resigned 3.12.2024) R M Tyzzer J L Walker (Chair) M J Ascroft (appointed 14.5.2024) D J Gorton (Treasurer) (appointed 14.5.2024) D O'Brien (appointed 14.5.2024)
COMPANY SECRETARY	G Malcomson
REGISTERED OFFICE	1 Victoria Plaza Oxford Street Bolton BL1 1RD
REGISTERED COMPANY NUMBER	05030345 (England and Wales)
REGISTERED CHARITY NUMBER	1102536
AUDITORS	Ainsworths Limited Chartered Accountants and Statutory Auditors Charter House Stansfield Street Nelson Lancashire BB9 9XY
BANKERS	The Royal Bank of Scotland 1 Hardman Boulevard Manchester M3 3AQ

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

About Citizens Advice Bury & Bolton

The charitable company (Citizens Advice Bury & Bolton Limited) is established to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Bury and Bolton, and surrounding areas.

Our aim is to provide free, confidential, impartial and independent advice and information, to exercise a responsible influence on the developments of social policies and services, and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect peoples' lives. Our highly trained team (mixture of paid staff and volunteers) deliver information, advice and casework services.

Services are provided through town-centre premises in both Bury & Bolton, multiple outreach/ community spaces across the area, complemented by telephone, webchat and video advice.

Our objective

We are the people's champion.
We exist to shape a society where people face far fewer problems.

Our mission

We're driven:

- By our ambition to make things better for people, individually and collectively as part of the Citizens Advice network.
- By the power of high quality, independent advice to help people solve their problems.
- To change the underlying causes of problems, through working in partnership with local, regional and national organisations.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

Equality, diversity, inclusion & belonging (EDI&B)

We recognise inequalities are entrenched in our society. We work to remove barriers and design approaches that are inclusive and meet the needs of marginalised groups. We are a collaborative, innovative and high-performing service that actively promotes equality, diversity, inclusion and belonging, and challenges discrimination - through all levels of the organisation.

Who we helped in 2024 - 2025

During this period, we have supported 16,745 individuals (2024: 16,653) with 55,671 issues (2024: 52,815) - an increase of 5% more issues from the previous 12 months. The predominant issues during this period were Welfare Benefits.

Our website (cabb.org.uk) had 37,569 visits and 70,356 page views. We have continued to extend our reach using social media too.

Our value to society
Every year, we support thousands of people with the knowledge and confidence to find a way forward. We do this by providing advice, support and influencing the policies and practices that affect our clients and wider communities. We collect feedback to give us the evidence we need to measure, and demonstrate, our impact.

During 2024-2025, for every £1 invested in our services, we generated:
- £22.06 in wider economic and social benefits (public value)
- £17.47 in financial value to the people we help
- £2.22 in savings to government and public services (fiscal benefits)

Although a number of contracts during this financial year have extended our reach across a national footprint, we have continued to be embedded within our local communities across Bury & Bolton. This has been achieved through local community engagement projects, recruitment of paid staff and volunteers within local authority areas, the continuation of weekly face to face drop-in sessions and reception provision across both boroughs on a daily basis.

Client feedback
We review both quantitative and qualitative feedback from our clients' and record all compliments and complaints, incorporating them into our quarterly Service Impact & Quality Committee meetings. The direct feedback we receive from clients and other stakeholders (both locally, regionally and nationally), directly informs in our service delivery, team training and wider organisational developments.

Financial outcomes for clients
A core part of our service is looking at how we can maximise the income for those accessing our services by ensuring they receive all the benefits they are entitled to.

During 2024 - 2025, we helped people access over £21,798,738 in one-off and ongoing additional income.
We also supported clients to write off £322,740 of debts.

FINANCIAL REVIEW
Financial position
The key features of the year, from a financial point of view, were the cessation of work on immigration (and the transfer of cases to another provider) and the winning of new contracts and sources of grant funding.

The unexpected scale of new contracts and grant funding secured allowed income to be increased, despite the removal of immigration income, and this together with the stemming of the substantial losses from immigration activity converted the prior year deficit into a substantial surplus. There was also a substantial cash benefit as the investment into immigration cases was realised.

On an ongoing basis, unless further substantial new contracts are secured on favourable terms, it is expected that the surplus will significantly reduce and much more closely align with expenditure.

Overall, the trustees are pleased to report a net surplus in the year of £360,642 as against a deficit in 2024 of £46,832. This arose from income increasing 9% from £1,921,592 in the previous year to £2,098,511in the current year and expenditure decreasing 12% from £1,968,424 to £1,737,869.

The cash position improved dramatically from £511,863 to £1,155,077.

Such a surplus is not anticipated to be realised in the following year to 31 March 2026 as expenditure on services will more closely align with anticipated income, and surplus will be reinvested into the delivery of local services for local people.

FINANCIAL REVIEW

Our funding & income generation strategy

We take a collaborative approach to our income generation, developing strategic relationships with key partners and stakeholders.

All colleagues across the charity have a responsibility for identifying funding opportunities, but the overall responsibility for developing and sharing applications sits with the Chief Executive Officer.

All funding application bid/ no bid decisions are aligned to our charity mission, vision and values and are aligned to the Citizens Advice Collaboration Protocol.

We do not carry out any significant fundraising activities.

Reserves policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside unrestricted reserves at an amount that is the higher of 3 to 6 months operating costs and £500,000.

At 31 March 2025 total funds of the charitable company (which are also the free reserves of the charitable company) were £1,151,276 (2024: £790,634). The free reserves equate to 7.9 (2024: 4.8) months operating expenditure. The trustees are satisfied that the free reserves are sufficient to meet their policy for holding reserves and should continue to be sufficient even if modest deficits are suffered in the short term.

The Senior Leadership Team and Trustees are actively considering the appropriate steps to take to ensure that the funds held by the charity are properly applied to meet the charity's objectives in effective and sustainable ways. This is anticipated to lead to investment related deficits in future years which will reduce the free reserves of the charity to the level required by the reserves policy.

Pension scheme

CABB operates a defined contribution pension scheme. It does not, and has never operated a final salary pension scheme, and therefore has no long-term pension liabilities.

Going concern

The trustees are confident that the charity is a going concern, able to meet its debts as they fall due for the foreseeable future. The charity has significant reserves and its financial performance has improved in the period since 31st March 2024 such that it is expected to generate a surplus.

FUTURE PLANS

We aim to continually review and improve our services, ensuring all aspects of the charity are effective and continue to demonstrate best value for clients and use of the monies received from funders.

During this period, we have continued to work in active partnership with other Local Citizens Advice (LCA) across Greater Manchester and key stakeholders across Bury & Bolton, and the wider regional footprint.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure, governance and management

Citizens Advice Bury and Bolton Limited is a registered charity and a company limited by guarantee (with the maximum liability of each member limited to £1). The charitable company is governed by its Memorandum and Articles of Association, as amended, dated 24th May 2022.

The charitable company was incorporated on 30 January 2004. It commenced operations on 1 April 2004 at which date the assets and liabilities of the unincorporated Bolton Citizens Advice Bureau were acquired.

Board of trustees

The directors of the charitable company are also the charity trustees for the purpose of charity law. Under the charitable company's articles of association, they are referred to as the 'Board of Trustees'. The majority of board of trustee members continue to be elected from the local community and should either reside or work in Bury or Bolton.

The articles provide that the board of trustees shall consist of members who are elected, representative and co-opted. Trustees are elected for a period of three years but may be re-elected. Trustees are elected at the Annual General Meeting (AGM). The Articles of Association provide for a minimum of 4 and a maximum of 15 Trustees.

The Trustees seek a Bury Council and Bolton Council representative to become co-opted members to the Board. During 2024 - 2025, Councillor Liam Barnard was the representative for Bolton Council. Councillor Jodie Hook was Bury Council representative (from December 2024).

Council representatives are co-opted onto the board, they are no longer registered as full trustees.

Any person may resign from the committee by giving one months' notice in writing, to either the Chair, or Secretary, of their intention and stating the date when their resignation is to take effect.

The Board of Trustees have the power to declare a vacancy in the office if a committee member:

- Becomes bankrupt,
- Moves residence to a distance more than fifty miles from the registered address,
- Is absent from three consecutive ordinary meetings of the committee.

Recruitment and appointment of new trustees

The trustees retain overall responsibility and control of the process for recruiting members of the trustee board. Prospective trustees are selected for their ability to make an effective contribution to the charitable company through their skills, knowledge and experience.
In addition, consideration is given as to how representative the trustee board is of the community. The trustees consider the make-up of the trustee board and assess whether further areas of competence are needed to enable it to function effectively and whether the membership reflects and has knowledge of the communities and areas in which it operates.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Bury and Bolton through the provision of training courses and mentoring by established trustees.

No members of the trustee board are in paid employment at Citizens Advice Bury & Bolton, or acting as a volunteer in the charity.

There were no ex-officio members who served as trustees during the year.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Bury & Bolton and for ensuring that the charity satisfies its legal and contractual obligations.

The trustees meet, as a minimum, quarterly and delegate the implementation of the strategy and day-to-day operations to the Chief Executive Officer and broader Senior Leadership Team. The board of trustees is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

To support the governance work of the Board of Trustees, there are three formal committees (each meeting quarterly, as minimum):

- Finance Committee
- People, Operations & Risk
- Service Impact & Quality Committee.

Senior leadership team (SLT)

SLT is responsible for delivering the board of trustees visions and for the day-to-day operation of the charity. The SLT consists of the following roles:

- Chief Executive Officer
- Deputy CEO & Head of Advice
- Head of People & Operations

Related parties

Citizens Advice Bury & Bolton is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the trustee board in order to fulfil its charitable objects and comply with the national membership requirements.

CABB Trustees and key management staff are required to declare any interests and disclose any potential conflicts as per legal requirements and Charity Commission guidance.

CABB Trustees (limited to a maximum of two) hold Trustee/directorships on the board of another local Citizens Advice - Citizens Advice Greater Manchester (CAGM), which is a collective body of local Citizens Advice organisations operating within Greater Manchester communities in furtherance of mutual charitable objectives.

Notwithstanding the relationship with National Citizens Advice and CAGM described above, CABB also co-operates and liaises with a number of advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process.

Quality standards

The Performance and Quality Framework (PQF) is part of our membership agreement with Citizens Advice and sets out the standards all local Citizens Advice services must meet. The PQF consists of five parts:

- Quality of advice assessment, conducted quarterly
- Client experience survey, conducted quarterly
- Financial health monitoring, conducted quarterly
- People management survey, conducted annually
- Leadership self-assessment, conducted annually.

The Citizens Advice audit team check compliance with the PQF.

We are holders of the Advice Quality Standard (AQS) and the Specialist Quality Mark (SQM), which were renewed in January 2024 and April 2025, both for a 3-year period.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Major risks

CABB has a risk management strategy and risk register, agreed by trustee board. The trustees recognise that any major risks to which the charitable company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the charitable company is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charitable company continues to seek to diversify its 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charitable company.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Bury and Bolton Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Ainsworths Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 23rd September 2025 and signed on its behalf by:

Jamie Walker
Jamie Walker (Sep 26, 2025 14:29:50 GMT+1)

J L Walker - Trustee

Opinion

We have audited the financial statements of Citizens Advice Bury and Bolton Limited (the 'charitable company') for the year ended 31st March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees, which includes the Directors' Report and Strategic Report for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate and proper 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' exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees; or
- material misstatement in the Strategic Report or Directors' Report included within the Report of the Trustees.

Responsibilities of trustees

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

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

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, we considered the following:

- the nature of the industry and sector, control environment and business performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having made enquiries of management about their policies and procedures relating to:
  - > identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
  - > detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - > the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
  - > revenue recognition and whether income is recognised accurately and in the correct period;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements, but compliance with which may be fundamental to the company's ability to operate.

Audit response to risks identified

As a result of performing the above our procedures to respond to the risks identified included the following:

- reviewing the financial statements disclosure and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

Michael Heys
Michael Heys (Sep 26, 2025 14:36:54 GMT+1)

Michael Heys (Senior Statutory Auditor)
for and on behalf of Ainsworths Limited
Chartered Accountants
and Statutory Auditors
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

23rd September 2025

CITIZENS ADVICE BURY AND BOLTON LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	**31.3.25 Total funds £**	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	-	-	-	10,000
Charitable activities	5				
Legal and financial advice and services		**1,089,242**	**997,108**	**2,086,350**	1,889,529
Investment income	4	**9,753**	-	**9,753**	6,761
Other income		**2,408**	-	**2,408**	15,302
Total		**1,101,403**	**997,108**	**2,098,511**	1,921,592
EXPENDITURE ON					
Charitable activities	6				
Legal and financial advice and services		**740,761**	**997,108**	**1,737,869**	1,968,424
NET INCOME/(EXPENDITURE)		**360,642**	-	**360,642**	(46,832)
RECONCILIATION OF FUNDS					
Total funds brought forward		**790,634**	-	**790,634**	837,466
TOTAL FUNDS CARRIED FORWARD		**1,151,276**	-	**1,151,276**	790,634

The notes form part of these financial statements

BALANCE SHEET
31ST MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	**31.3.25 Total funds £**	31.3.24 Total funds £
CURRENT ASSETS					
Debtors	12	**177,153**	**-**	**177,153**	472,395
Cash at bank and in hand		**1,155,077**	**-**	**1,155,077**	511,863
		1,332,230	**-**	**1,332,230**	984,258
CREDITORS					
Amounts falling due within one year	13	**(180,954)**	**-**	**(180,954)**	(193,624)
NET CURRENT ASSETS		**1,151,276**	**-**	**1,151,276**	790,634
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,151,276**	**-**	**1,151,276**	790,634
NET ASSETS		**1,151,276**	**-**	**1,151,276**	790,634
FUNDS	14				
Unrestricted funds:					
General fund				**1,151,276**	790,634
TOTAL FUNDS				**1,151,276**	790,634

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

The financial statements were approved by the Board of Trustees and authorised for issue on 23rd September 2025 and were signed on its behalf by:

Jamie Walker
Jamie Walker (Sep 26, 2025 14:29:50 GMT+1)

J L Walker - Trustee

David Gorton
David Gorton (Sep 24, 2025 12:58:40 GMT+1)

D J Gorton - Trustee

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	**31.3.25** **£**	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	**643,214**	(180,202)
Net cash provided by/(used in) operating activities		**643,214**	(180,202)
Cash flows from investing activities			
Sale of tangible fixed assets		**-**	181,621
Net cash provided by investing activities		**-**	181,621
Change in cash and cash equivalents in the reporting period		**643,214**	1,419
Cash and cash equivalents at the beginning of the reporting period		**511,863**	510,444
Cash and cash equivalents at the end of the reporting period		**1,155,077**	511,863

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2025

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.25	31.3.24
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	**360,642**	(46,832)
Adjustments for:		
Depreciation charges	**-**	2,142
Loss on disposal of fixed assets	**-**	18,664
Decrease/(increase) in debtors	**295,242**	(247,712)
(Decrease)/increase in creditors	**(12,670)**	93,536
Net cash provided by/(used in) operations	**643,214**	(180,202)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24	Cash flow	**At 31.3.25**
	£	£	**£**
Net cash			
Cash at bank and in hand	**511,863**	**643,214**	**1,155,077**
	511,863	**643,214**	**1,155,077**
Total	**511,863**	**643,214**	**1,155,077**

The notes form part of these financial statements

1. STATUTORY INFORMATION

Citizens Advice Bury and Bolton Limited is a registered charity and company limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found within the reference and administrative details section of the Report of the Trustees.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Citizens Advice Bury and Bolton Limited meets the definition of a public benefit entity under FRS 102.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Income is the amount derived from ordinary activities and is stated net of VAT.

Grants receivable are accounted for when due. Income is deferred when it is received in advance of the period to which it relates.

Investment income is recognised on a receivable basis.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs
Support costs are those costs incurred in the general running of the charitable company. They do not include the costs of direct service provision, but are allocated to charitable activities as they are all incurred in support of the advice given by the charitable company. Such costs include wages including those of key management personnel and administrative staff, and establishment costs.

Tangible fixed assets
Depreciation was provided in the prior year at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property - 2% on cost
Fixtures and fittings - 10% on cost

All assets were disposed in the prior year therefore no depreciation has been charged in the current year.

Taxation
The charity is exempt from corporation tax on its charitable activities.

continued...

2. ACCOUNTING POLICIES - continued

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors
Short term debtors are measured at transaction price, less any impairment.

Creditors
Short term creditors are measured at transaction price.

Amounts recoverable on contracts
Services provided to clients during that year that remain unbilled as at the year end are recognised as turnover in the Statement of Financial Activities and amounts recoverable on contracts in the Balance Sheet.

The amount at which those services are recognised is billable amount. A provision is made against any balance that is considered to be irrecoverable.

Significant judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make significant judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgement (apart from those involving estimates) has had the most significant effect on amounts recognised in the financial statements.

Debtors
Debtors are included in the financial statements in accordance with the accounting policy given. Amounts recoverable on contracts is measured according to the contracts but judgement has to be taken whether the full amount is recoverable and whether any amounts need writing off. This is considered by management on a regular basis to ensure that such amounts are recoverable and are not overstated in the financial statements.

The following is considered to be the charitable company's key source of estimation uncertainty:

Provision for bad debts
Management review debtors on a regular basis, chasing up any overdue balances, and subsequently estimating whether any of those remaining might be irrecoverable, in which case a provision is made against the debtor which is expensed in the Statement of Financial Activities. If the debt is subsequently recovered, the amount recovered, net of VAT, is credited to the Statement of Financial Activities.

Revenue recognition
Certain funders pay fixed fees for work performed on individual cases which may be completed across the year end. The proportion of revenue recognised in each period is determined by management based on estimates of the levels and timing of work on cases.

3. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	**-**	10,000

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Bank interest received	**9,753**	6,761

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	**31.3.25**	31.3.24
		£	£
Non-contract income	Legal and financial advice and services	**26,723**	29,973
Contract income	Legal and financial advice and services	**272,280**	182,798
Grants	Legal and financial advice and services	**1,787,347**	1,676,758
		2,086,350	1,889,529

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
Bolton Metropolitan Borough Council	**143,215**	141,098
Bury Metropolitan Borough Council	**240,000**	163,664
The National Association of Citizens Advice Bureaux	**1,041,334**	966,759
Access to Justice	**94,998**	7,917
The National Lottery Community Fund: Community Organisations Cost of Living Fund	**-**	71,800
MacMillan	**64,183**	49,194
Energy Saving Trust	**200,784**	267,784
Bolton CVS	**2,000**	8,542
Irwell Valley	**833**	-
	1,787,347	1,676,758

continued...

6. CHARITABLE ACTIVITIES COSTS

	31.3.25	31.3.24
	£	£
Direct costs	**1,429,083**	1,621,350
Support costs (see note 7)	**308,786**	347,074
	1,737,869	1,968,424

The split between direct costs and support costs has been re-examined by the directors in the current year and the allocation changed. This changed allocation has been reflected in the previous year, increasing the support costs shown for that year from £26,174.

7. SUPPORT COSTS

	31.3.25	31.3.24
	£	£
Wages	**185,139**	186,210
Social security	**19,625**	19,044
Pensions	**4,038**	3,996
Rent, rates and water	**29,388**	27,279
Insurance	**4,453**	3,972
Light and heat	**9,443**	14,005
Telephone	**8,247**	10,605
Sundries	**5,037**	5,798
Computer expenses	**14,402**	13,268
Subscriptions	**6,500**	8,371
Staff training	**3,267**	4,681
Staff welfare	**5,781**	5,803
Repairs and renewals	**8,275**	15,726
Depreciation	**-**	2,142
Bank charges	**998**	1,887
Loss on sale of tangible fixed assets	**-**	18,664
Trustees recruitment and trivial gifts	**64**	180
Auditors' remuneration	**4,129**	4,143
Legal and professional fees	**-**	1,300
	308,786	347,074

continued...

8. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Auditors' remuneration	**4,129**	4,143
Depreciation - owned assets	**-**	2,142
Deficit on disposal of fixed assets	**-**	18,664

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustee expense reimbursements during the year ended 31 March 2025 nor for the year ended 31 March 2024.

10. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	**1,221,459**	1,284,861
Social security costs	**104,707**	104,264
Other pension costs	**22,095**	22,448
	1,348,261	1,411,573

Total employee benefits paid to the charity's key management personnel for the year ended 31st March 2025 was £159,850 (2024: £158,000).

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Key management personnel	**3**	3
Legal and advice	**44**	46
Administrative and support	**4**	3
	51	52

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.25	31.3.24
£60,001 - £70,000	**-**	1

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	10,000	-	10,000
Charitable activities			
Legal and financial advice and services	905,480	984,049	1,889,529
Investment income	6,761	-	6,761
Other income	15,302	-	15,302
Total	937,543	984,049	1,921,592
EXPENDITURE ON			
Charitable activities			
Legal and financial advice and services	984,375	984,049	1,968,424
NET INCOME/(EXPENDITURE)	(46,832)	-	(46,832)
RECONCILIATION OF FUNDS			
Total funds brought forward	837,466	-	837,466
TOTAL FUNDS CARRIED FORWARD	790,634	-	790,634

The above figures are for the year ended 31st March 2024 and are considered comparable to the figures for the current year.

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 **£**	31.3.24 £
Trade debtors	**44,228**	43,877
Amounts recoverable on contract	**109,601**	387,304
Other debtors	**721**	10,563
VAT	**-**	3,171
Prepayments and accrued income	**22,603**	27,480
	177,153	472,395

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade creditors	**4,132**	189
Social security and other taxes	**23,691**	21,230
VAT	**22,227**	-
Other creditors	**648**	4,289
Accruals and deferred income	**130,256**	167,916
	180,954	193,624

Accruals and deferred income above included income of £95,375 (2024: £69,351) that has been deferred to the following accounting period. The amount recognised in the Statement of Financial Activities as income in the year, released from deferred income brought forwards was £69,351 (2024: £1,763).

14. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	**790,634**	**360,642**	**1,151,276**
TOTAL FUNDS	**790,634**	**360,642**	**1,151,276**

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	**1,101,403**	**(740,761)**	**360,642**
Restricted funds			
Money Advisory Services	**279,930**	**(279,930)**	**-**
Help to Claim	**330,553**	**(330,553)**	**-**
Help Through Hardship	**322,442**	**(322,442)**	**-**
Macmillan	**64,183**	**(64,183)**	**-**
	997,108	**(997,108)**	**-**
TOTAL FUNDS	**2,098,511**	**(1,737,869)**	**360,642**

continued...

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	837,466	(46,832)	790,634
TOTAL FUNDS	837,466	(46,832)	790,634

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	937,543	(984,375)	(46,832)
Restricted funds			
Money Advisory Services	279,300	(279,300)	-
Help to Claim	222,359	(222,359)	-
Help Through Hardship	361,396	(361,396)	-
Macmillan	49,194	(49,194)	-
National Lottery	71,800	(71,800)	-
	984,049	(984,049)	-
TOTAL FUNDS	1,921,592	(1,968,424)	(46,832)

14. MOVEMENT IN FUNDS - continued

Name of fund	Description, nature and purposes of the fund
Unrestricted funds:	
General fund:	Funds available for the trustees to use at their discretion to further the charitable company's objects.
Restricted funds:	
Money Advisory Services (MaPS):	Provision of money advice service, either digitally or face to face to the residents of Bury & Bolton. The subgrant is provided by The National Association of Citizens Advice Bureau (NACAB) on behalf of the Money and Pensions Service.
Help to Claim (HtC):	Provision of universal credit application support and advice, delivered via phone and webchat through a national queue, with a freephone telephone number. Webchat will be delivered through the national platform. The subgrant is provided by The National Association of Citizens Advice Bureau (NACAB) on behalf of Department of Work & Pensions.
Help Through Hardship (HTH):	Provision of telephone advice and support to tackle the root causes of poverty across England. The subgrant is provided by NACAB on behalf of Trussell Trust.
Macmillan:	Provision of advice and support to those living with, and affected by cancer.
The National Lottery Community Fund: Community Organisations Cost of Living Fund	Assistance with increases in the cost of living allowing for the continuation and expansion of the services delivered.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2025.

16. COMPANY LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. The liability of each trustee by way of their guarantee to the company is to contribute a sum not exceeding £1 towards the company's assets if so required on the winding up of the company.

C118-Charities report - 25.2-CHA-MH-20250923

Final Audit Report 2025-09-26

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Citizens Advice Bury and Bolton Limited

England & Wales - Charity number 1102536

Accounts

REGISTERED COMPANY NUMBER: 05030345 (England and Wales)
REGISTERED CHARITY NUMBER: 1102536

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024

FOR

CITIZENS ADVICE BURY AND BOLTON LIMITED

Ainsworths Limited
Chartered Accountants
and Statutory Auditors
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

CITIZENS ADVICE BURY AND BOLTON LIMITED

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FOR THE YEAR ENDED 31ST MARCH 2024

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The trustees confirm their compliance with their duty under Section 17(5) of the 2011 Charities Act to have due regard to guidance published by the Charity Commission in conducting its activities for the public benefit.

OBJECTIVES AND ACTIVITIES

ABOUT CITIZENS ADVICE BURY & BOLTON

The charitable company (Citizens Advice Bury & Bolton Limited) is established to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Bury and Bolton, and surrounding areas.

Our aim is to provide free, confidential, impartial and independent advice and information, to exercise a responsible influence on the developments of social policies and services, and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect peoples' lives. Our highly trained team (mixture of paid staff and volunteers) deliver information, advice and casework services.

Services are provided through town-centre premises in both Bury & Bolton, multiple outreach/ community spaces across the area, telephone, webchat and video advice.

We are the people's champion.
We exist to shape a society where people face far fewer problems.

OUR MISSION

We're driven:
- By our ambition to make things better for people, individually and collectively as part of the Citizens Advice network.
- By the power of high quality, independent advice to help people solve their problems.
- To change the underlying causes of problems, through working in partnership with local, regional and national organisations.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

EQUALITY, DIVERSITY & INCLUSION (EDI)

We recognise inequalities are entrenched in our society. We work to remove barriers and design approaches that are inclusive and meet the needs of marginalised groups. We are a collaborative, innovative and high-performing service that actively promotes equality, diversity and inclusion, and challenges discrimination - through all levels of the organisation.

WHO WE HELPED IN 2023 - 2024

During this period, we have supported 16,653 individuals with 52,815 issues.
Our website (cabb.org.uk) had 39,219 visits and 67,491 page views.

During this period, we have delivered the following key contracts:
" Community financial welfare and debt support, advice and guidance, funded by Bury Council
" Advice Services Infrastructure Support, funded by Bolton Council
" Legal Aid Agency (LAA) civil contracts offering specialist housing, immigration, community care and welfare benefits (upper tribunal) provision.
" Money and Pensions Service (funded by MaPS, via Citizens Advice),
" Help to Claim (funded by DWP, via Citizens Advice),
" Help through Hardship (funded by Trussell Trust, via Citizens Advice),
" Energy advice (funded by Energy Redress and Citizens Advice),
" Fee-paying immigration services.

Following service review, specialist immigration services (via legal aid and private fee-paying) ceased 31st March 2024.

CLIENT FEEDBACK

Our client survey results were:

Ease of access
"How easy or difficult did you find it to access the service?"
81% confirmed it was either neutral, easy or very easy to access our service.

Way forward
"To what extent did the service help you find a way forward?"
91% confirmed we had either moderately, greatly or completely helped them find a way forward.

Problem solved
"To what extent is your problem now resolved?"
85% confirmed we had either partly, mostly, or completely resolved their problem.

Recommend
"How likely would you be to recommend the service?"
89% confirmed they were likely or very likely recommend our service.

FINANCIAL OUTCOMES FOR CLIENTS
A core part of our service is looking at how we can maximise the income for those accessing our services by ensuring they receive all the benefits they are entitled to.

During 2023 - 2024, we helped people access over £14m in one-off and ongoing additional income.

FINANCIAL REVIEW

Financial position
Income for the year to 31 March 2024 increased from the previous year to £1,921,592 (2023: £1,622,546) due to joint grant funding applications with other organisations on which CABB was the principal beneficiary.

Expenditure for the year increased 9.0% (2023: 22.2%) to 31 March 2024 to £1,968,424 (2023: £1,805,719) due to payments to partners in respect of the above joint grant funding received..

A much reduced deficit of £46,832 was recognised in the year to 31 March 2024 (2023: £183,173) due to the increased grant funding received..

OUR FUNDING & INCOME GENERATION STRATEGY

We take a collaborative approach to our income generation, developing strategic relationships with key partners and stakeholders.

All colleagues across the charity have a responsibility for identifying funding opportunities, but the overall responsibility for developing and sharing applications sits with the Chief Executive Officer.

All funding application bid/ no bid decisions are aligned to our charity mission, vision and values and are aligned to the Citizens Advice competition protocol.

We do not carry out any significant fundraising activities.

FINANCIAL REVIEW

Reserves policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside unrestricted reserves equating to at least 3 months operating costs. The amount of reserves is calculated from the annual budget and amounts to a minimum of £500,000.

At 31 March 2024 total funds of the charitable company were £790,634 (2023: £837,466). The amount of free reserves of the charitable company at 31 March 2024, being unrestricted funds held otherwise than in fixed assets, increased to £790,634 (2023: £635,039) during the year due to a sale of freehold property. The free reserves equate to 4.8 (2023: 4.2) months operating expenditure. The trustees are satisfied that the free reserves are sufficient to meet their policy for holding reserves.

CABB operates a defined contribution pension scheme. It does not, and has never operated a final salary pension scheme, and therefore has no long term pension liabilities.

Going concern

The trustees are confident that the charity is a going concern, able to meet its debts as they fall due for the foreseeable future. The charity has significant reserves and its financial performance has improved in the period since 31st March 2024 such that it is expected to generate a surplus.

FUTURE PLANS

We aim to continually review and improve our services, ensuring all aspects of the charity are effective and demonstrate best value for clients and use of the monies received from funders.

During this period, we have continued to work in active partnership with other Local Citizens Advice (LCA) across Greater Manchester and key stakeholders across Bury & Bolton.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure, governance and management

Citizens Advice Bury and Bolton Limited is a registered charity and a company limited by guarantee (with the maximum liability of each member limited to £1). The charitable company is governed by its Memorandum and Articles of Association, as amended, dated 24th May 2022.

The charitable company was incorporated on 30 January 2004. It commenced operations on 1 April 2004 at which date the assets and liabilities of the unincorporated Bolton Citizens Advice Bureau were acquired.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the charitable company are also the charity trustees for the purpose of charity law. Under the charitable company's articles of association they are referred to as the `Trustee Board`. The majority of trustee board members continue to be elected from the local community and should either reside or work in Bury or Bolton.

The articles provide that the trustee board shall consist of members who are elected, representative and co-opted. Trustees are elected for a period of three years but may be re-elected.

Trustees are elected at the Annual General Meeting.
The Trustees seek a Bury Council and Bolton Council representative to become co-opted members of the Board. During 2023 - 2024, Councillor Adele Warren was the representative for Bolton Council (until May 2023) and Councillor Liam Barnard (from 5th May 2023). Councillor Kevin Peel was Bury Council representative (until 4th May 23), for the remainder of 2023, there was no representative from Bury Council on the board. Council representatives are co-opted onto the board, they are no longer registered as full trustees.

Any person may resign from the committee by giving one months' notice in writing, to either the Chair, or Secretary, of their intention and stating the date when their resignation is to take effect.

The committee have the power to declare a vacancy in the office if a committee member:
- Becomes bankrupt,
- Moves residence to a distance more than fifty miles from the registered address,
- Is absent from three consecutive ordinary meetings of the committee.

The trustees retain overall responsibility and control of the process for recruiting members of the trustee board. Prospective trustees are selected for their ability to make an effective contribution to the charitable company through their skills, knowledge and experience. In addition, consideration is given as to how representative the trustee board is of the community. The trustees consider the make-up of the trustee board and assess whether further areas of competence are needed to enable it to function effectively and whether the membership reflects and has knowledge of the communities and areas in which it operates.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Bury and Bolton through the provision of training courses and mentoring by established trustees.

No members of the trustee board is in paid employment at Citizens Advice Bury & Bolton, or acting as a volunteer in the charity.

There were no ex-officio members who served as trustees during the year.

Organisational structure

The trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Bury & Bolton and for ensuring that the charity satisfies its legal and contractual obligations.

The trustees meet, as a minimum, quarterly and delegate the implementation of the strategy and day-to-day operations to the Chief Executive Officer and broader Executive Team. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Executive Team

The Executive Team, which incorporates our key management personnel is responsible for delivering the trustee boards visions and for the day-to-day operation of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice Bury & Bolton is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the trustee board in order to fulfil its charitable objects and comply with the national membership requirements.

The charitable company also co-operates and liaises with a number of advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process.

The Performance and Quality Framework (PQF) is part of our membership agreement with Citizens Advice and sets out the standards all local Citizens Advice services must meet. The PQF consists of four parts:
- Quality of advice assessment, conducted quarterly,
- Client experience survey, conducted quarterly,
- Financial health monitoring, conducted quarterly,
- People management survey, conducted annually,
- Leadership self-assessment, conducted annually.

The Citizens Advice audit team check compliance with the PQF.

We are holders of the Specialist Quality Mark (SQM) and the Advice Quality Standard (AQS).

Major risks

The charitable company has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charitable company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the charitable company is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charitable company continues to seek to diversify its 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charitable company.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05030345 (England and Wales)

Registered Charity number

1102536

Registered office

1 Victoria Plaza
Oxford Street
Bolton
BL1 1RD

Trustees
A Connell
P D Heneghan
R Levene (resigned 19.12.2023)
A Pirbhai
S A Stanton (resigned 29.9.2023)
Dr L Vallance
M Walker
Cllr A Warren (resigned 21.5.2024)
Cllr K E Peel (resigned 4.5.2023)
L P Conheeney (appointed 12.9.2023)
R M Tyzzer (appointed 12.9.2023)
J L Walker (Chair) (appointed 12.9.2023)
M J Ascroft (appointed 14.5.2024)
D J Gorton (appointed 14.5.2024)
D O'Brien (appointed 14.5.2024)

Company Secretary
G Malcomson

Auditors
Ainsworths Limited
Chartered Accountants
and Statutory Auditors
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

Bankers
The Royal Bank of Scotland
1 Hardman Boulevard
Manchester
M3 3AQ

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of Citizens Advice Bury and Bolton Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

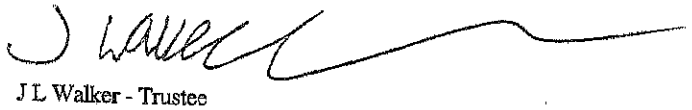
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS
The auditors, Ainsworths Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 3rd December 2024 and signed on its behalf by:



J L Walker - Trustee

Opinion
We have audited the financial statements of Citizens Advice Bury and Bolton Limited (the 'charitable company') for the year ended 31st March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

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

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

Other information
The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Report of the Trustees have 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Report of the Trustees.

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 and proper 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 Report of the Trustees and from the requirement to prepare a Strategic Report.

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

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

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, we considered the following:

- the nature of the industry and sector, control environment and business performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having made enquiries of management about their policies and procedures relating to:
  - > identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
  - > detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - > the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements, but compliance with which may be fundamental to the company's ability to operate.

Audit response to risks identified

As a result of performing the above our procedures to respond to the risks identified included the following:

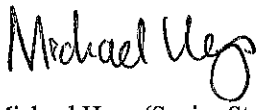
- reviewing the financial statements disclosure and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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



Michael Heys (Senior Statutory Auditor)
for and on behalf of Ainsworths Limited
Chartered Accountants
and Statutory Auditors
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

3rd December 2024

CITIZENS ADVICE BURY AND BOLTON LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	**31.3.24 Total funds £**	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	**10,000**	-	**10,000**	-
Charitable activities	5				
Legal and financial advice and services		**905,480**	**984,049**	**1,889,529**	1,541,757
Investment income	4	**6,761**	-	**6,761**	1,888
Other income		**15,302**	-	**15,302**	78,901
Total		**937,543**	**984,049**	**1,921,592**	1,622,546
EXPENDITURE ON					
Charitable activities	6				
Legal and financial advice and services		**984,375**	**984,049**	**1,968,424**	1,805,719
NET INCOME/(EXPENDITURE)		**(46,832)**	-	**(46,832)**	(183,173)
RECONCILIATION OF FUNDS					
Total funds brought forward		**837,466**	-	**837,466**	1,020,639
TOTAL FUNDS CARRIED FORWARD		**790,634**	-	**790,634**	837,466

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED (REGISTERED NUMBER: 05030345)

BALANCE SHEET
31ST MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS					
Tangible assets	12	-	-	-	202,427
CURRENT ASSETS					
Debtors	13	472,395	-	472,395	224,683
Cash at bank and in hand		511,863	-	511,863	510,444
		984,258	-	984,258	735,127
CREDITORS					
Amounts falling due within one year	14	(193,624)	-	(193,624)	(100,088)
NET CURRENT ASSETS		790,634	-	790,634	635,039
TOTAL ASSETS LESS CURRENT LIABILITIES		790,634	-	790,634	837,466
NET ASSETS		790,634	-	790,634	837,466
FUNDS	15				
Unrestricted funds:					
General fund				790,634	837,466
TOTAL FUNDS				790,634	837,466

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

The financial statements were approved by the Board of Trustees and authorised for issue on 3rd December 2024 and were signed on its behalf by:

J L Walker - Trustee

D J Gorton - Trustee

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	**(180,202)**	(327,640)
Net cash used in operating activities		**(180,202)**	(327,640)
Cash flows from investing activities			
Sale of tangible fixed assets		**181,621**	-
Net cash provided by investing activities		**181,621**	-
Change in cash and cash equivalents in the reporting period		**1,419**	(327,640)
Cash and cash equivalents at the beginning of the reporting period		**510,444**	838,084
Cash and cash equivalents at the end of the reporting period		**511,863**	510,444

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31ST MARCH 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24	31.3.23
	£	£
Net expenditure for the reporting period (as per the Statement of Financial Activities)	**(46,832)**	(183,173)
Adjustments for:		
Depreciation charges	**2,142**	4,284
Loss on disposal of fixed assets	**18,664**	-
Increase in debtors	**(247,712)**	(43,815)
Increase/(decrease) in creditors	**93,536**	(104,936)
Net cash used in operations	**(180,202)**	(327,640)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	**At 31.3.24**
	£	£	**£**
Net cash			
Cash at bank and in hand	**510,444**	**1,419**	**511,863**
	510,444	**1,419**	**511,863**
Total	**510,444**	**1,419**	**511,863**

The notes form part of these financial statements

1. STATUTORY INFORMATION

Citizens Advice Bury and Bolton Limited is a registered charity and company limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found within the reference and administrative details section of the Report of the Trustees.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Citizens Advice Bury and Bolton Limited meets the definition of a public benefit entity under FRS 102.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Income is the amount derived from ordinary activities and is stated net of VAT.

Grants receivable are accounted for when due. Income is deferred when it is received in advance of the period to which it relates.

Investment income is recognised on a receivable basis.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 10% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors
Short term debtors are measured at transaction price, less any impairment.

Creditors
Short term creditors are measured at transaction price.

Amounts recoverable on contracts
Services provided to clients during that year that remain unbilled as at the year end are recognised as turnover in the Statement of Financial Activities and amounts recoverable on contracts in the Balance Sheet.

The amount at which those services are recognised is billable amount. A provision is made against any balance that is considered to be irrecoverable.

Significant judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make significant judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgement (apart from those involving estimates) has had the most significant effect on amounts recognised in the financial statements.

Debtors
Debtors are included in the financial statements in accordance with the accounting policy given. Amounts recoverable on contracts is measured according to the contracts but judgement has to be taken whether the full amount is recoverable and whether any amounts need writing off. This is considered by management on a regular basis to ensure that such amounts are recoverable and are not overstated in the financial statements.

The following is considered to be the charitable company's key source of estimation uncertainty:

Provision for bad debts
Management review debtors on a regular basis, chasing up any overdue balances, and subsequently estimating whether any of those remaining might be irrecoverable, in which case a provision is made against the debtor which is expensed in the Statement of Financial Activities. If the debt is subsequently recovered, the amount recovered, net of VAT, is credited to the Statement of Financial Activities.

3. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	**10,000**	-

continued...

4. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Bank interest received	6,761	1,888

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.24	31.3.23
		£	£
Non-contract income	Legal and financial advice and services	29,973	4,100
Contract income	Legal and financial advice and services	182,798	219,677
Grants	Legal and financial advice and services	1,676,758	1,317,980
		1,889,529	1,541,757

Grants received, included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Bolton Metropolitan Borough Council	141,098	138,334
Bury Metropolitan Borough Council	163,664	252,069
The National Association of Citizens Advice Bureaux	966,759	907,677
Access to Justice	7,917	-
The National Lottery	71,800	-
MacMillan	49,194	9,900
Manchester City Council	-	10,000
Energy Saving Trust	267,784	-
Bolton CVS	8,542	-
	1,676,758	1,317,980

6. CHARITABLE ACTIVITIES COSTS

	31.3.24	31.3.23
	£	£
Direct costs	1,942,250	1,797,882
Support costs (see note 7)	26,174	7,837
	1,968,424	1,805,719

continued...

7. SUPPORT COSTS

	31.3.24	31.3.23
	£	£
Finance	**20,551**	1,823
Human resources	**180**	115
Governance costs	**5,443**	5,899
	26,174	7,837

8. NET INCOME/(EXPENDITURE)

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

	31.3.24	31.3.23
	£	£
Auditors' remuneration	**4,143**	5,000
Depreciation - owned assets	**2,142**	4,284
Deficit on disposal of fixed assets	**18,664**	-

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' expenses

There were no trustee expense reimbursements during the year ended 31 March 2024. In the prior year, the charity reimbursed travel and other expenses incurred by 1 trustee director amounting to £55.

10. STAFF COSTS

	31.3.24	31.3.23
	£	£
Wages and salaries	**1,284,861**	1,316,547
Social security costs	**104,264**	112,883
Other pension costs	**22,448**	24,651
	1,411,573	1,454,081

Total employee benefits paid to the charity's key management personnel for the year ended 31st March 2024 was £158,000 (2023: £192,995).

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Legal and advice	**35**	38
Key management	**3**	4
	38	42

continued...

10. STAFF COSTS - continued

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.24	31.3.23
£60,001 - £70,000	**1**	-

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Legal and financial advice and services	419,982	1,121,775	1,541,757
Investment income	1,888	-	1,888
Other income	78,901	-	78,901
Total	500,771	1,121,775	1,622,546
EXPENDITURE ON			
Charitable activities			
Legal and financial advice and services	683,944	1,121,775	1,805,719
NET INCOME/(EXPENDITURE)	(183,173)	-	(183,173)
RECONCILIATION OF FUNDS			
Total funds brought forward	1,020,639	-	1,020,639
TOTAL FUNDS CARRIED FORWARD	837,466	-	837,466

continued...

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1st April 2023	**260,949**	**52,413**	**313,362**
Disposals	**(260,949)**	**(52,413)**	**(313,362)**
At 31st March 2024	**-**	**-**	**-**
DEPRECIATION			
At 1st April 2023	**58,522**	**52,413**	**110,935**
Charge for year	**2,142**	**-**	**2,142**
Eliminated on disposal	**(60,664)**	**(52,413)**	**(113,077)**
At 31st March 2024	**-**	**-**	**-**
NET BOOK VALUE			
At 31st March 2024	**-**	**-**	**-**
At 31st March 2023	202,427	-	202,427

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Trade debtors	**43,877**	44,477
Amounts recoverable on contract	**387,304**	131,823
Other debtors	**10,563**	4,883
VAT	**3,171**	-
Prepayments and accrued income	**27,480**	43,500
	472,395	224,683

continued...

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	189	189
Social security and other taxes	21,230	(489)
VAT	-	6,050
Other creditors	4,289	13,924
Accruals and deferred income	167,916	80,414
	193,624	100,088

The movements on the deferred income account during the year were as follows: deferred income brought forward from prior year £1,763; deferred income credited to the Statement of Financial Activities in the year £1,763; income received in the year deferred to future periods £69,351; deferred income carried forward to the next year £69,351.

15. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	837,466	(46,832)	790,634
TOTAL FUNDS	837,466	(46,832)	790,634

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	937,543	(984,375)	(46,832)
Restricted funds			
Money Advisory Services	279,300	(279,300)	-
Help to Claim	222,359	(222,359)	-
Help Through Hardship	361,396	(361,396)	-
Macmillan	49,194	(49,194)	-
National Lottery	71,800	(71,800)	-
	984,049	(984,049)	-
TOTAL FUNDS	1,921,592	(1,968,424)	(46,832)

continued...

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	1,020,639	(183,173)	837,466
TOTAL FUNDS	1,020,639	(183,173)	837,466

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	500,771	(683,944)	(183,173)
Restricted funds			
Money Advisory Services	261,372	(261,372)	-
Help to Claim	230,209	(230,209)	-
NLCF Covid support	252,069	(252,069)	-
Employee Assistance Programme	7,700	(7,700)	-
Help Through Hardship	360,525	(360,525)	-
Macmillan	9,900	(9,900)	-
	1,121,775	(1,121,775)	-
TOTAL FUNDS	1,622,546	(1,805,719)	(183,173)

continued...

15. MOVEMENT IN FUNDS - continued

Name of fund	Description, nature and purposes of the fund
Unrestricted funds:	
General fund:	Funds available for the trustees to use at their discretion to further the charitable company's objects.
Restricted funds:	
Money Advisory Services (MaPS):	Provision of money advice service, either digitally or face to face to the residents of Bury & Bolton. The subgrant is provided by The National Association of Citizens Advice Bureau (NACAB) on behalf of the Money and Pensions Service.
Help to Claim (HtC):	Provision of universal credit application support and advice, delivered via phone and webchat through a national queue, with a freephone telephone number. Webchat will be delivered through the national platform. The subgrant is provided by The National Association of Citizens Advice Bureau (NACAB) on behalf of Department of Work & Pensions.
Help Through Hardship (HTH):	Provision of telephone advice and support to tackle the root causes of poverty across England. The subgrant is provided by NACAB on behalf of Trussell Trust.
Energy Advice Programme (EAP):	Provision of one to one energy advice appointments to fuel poor and vulnerable consumers who are struggling to pay their bills. The subgrant is provided by NACAB via the Energy Supplier Warm Home Discount initiative.
Energy Redress:	Provision of one to one energy advice, funded by the Energy Savings Trust.
Macmillan:	Provision of advice and support to those living with, and affected by cancer.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2024.

17. COMPANY LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. The liability of each trustee by way of their guarantee to the company is to contribute a sum not exceeding £1 towards the company's assets if so required on the winding up of the company.

Citizens Advice Bury and Bolton Limited

England & Wales - Charity number 1102536

Accounts

REGISTERED COMPANY NUMBER: 05030345 (England and Wales)
REGISTERED CHARITY NUMBER: 1102536

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

FOR

CITIZENS ADVICE BURY AND BOLTON LIMITED

Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

CITIZENS ADVICE BURY AND BOLTON LIMITED

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FOR THE YEAR ENDED 31ST MARCH 2023

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The trustees confirm their compliance with their duty under Section 17(5) of the 2011 Charities Act to have due regard to guidance published by the Charity Commission in conducting its activities for the public benefit.

OBJECTIVES AND ACTIVITIES

ABOUT CITIZENS ADVICE BURY & BOLTON

The charitable company (Citizens Advice Bury & Bolton Limited) is established for the promotion of any charitable purpose for the primary benefit of the community in the Metropolitan Boroughs of Bury and Bolton and the reasonable proximity thereto ("the area of benefit"), by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Our aim is to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the developments of social policies and services, and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face, and improve the policies and practices that affect peoples' lives. Our highly trained team (mixture of paid staff and volunteers) deliver information, advice and casework services.

Services are provided through town-centre premises in both Bury & Bolton, multiple outreach/ community spaces across the area, telephone and video advice.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

WHO WE HELPED IN 2022 - 2023

In total, we have supported 17,485 individuals with 51,456 issues.
Our website had 38,777 visits and 66,708 page views.

During this period, we have delivered the following key services:
- Legal Aid Agency (LAA) civil contracts offering specialist housing, immigration, community care and welfare benefits (upper tribunal) provision;
- Money and Pensions Service (funded by MaPS, via Citizens Advice);
- Help to Claim (funded by DWP, via Citizens Advice);
- Help through Hardship (funded by Trussell Trust, via Citizens Advice);
- Energy advice (via funding through Energy Redress and from Citizens Advice);
- Fee-paying immigration services.

CLIENT FEEDBACK

Our client survey results were:

Ease of access
"How easy or difficult did you find it to access the service?"
81% confirmed it was either neutral, easy or very easy to access our service.

Way forward
"To what extent did the service help you find a way forward?"
81% confirmed we had either moderately, greatly or completely helped them find a way forward.

Problem solved
"To what extent is your problem now resolved?"
71% confirmed we had either partly, mostly, or completely resolved their problem.

Recommend
"How likely would you be to recommend the service?"
79% confirmed they were likely or very likely recommend our service.

FINANCIAL OUTCOMES FOR CLIENTS

A core part of our service is looking at how we can maximise the income for those accessing our services by ensuring they receive all the benefits they are entitled to.

During 2022 - 2023, we helped people access over £15m in one-off and ongoing additional income, for local people.

OUR VALUES

We're inventive: we're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better an d we change when things aren't working.

We're generous: we work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone .

We're responsible: we do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources e ffectively.

EQUALITY, DIVERSITY & INCLUSION (EDI)

At the heart of what we do, and our charity aims are grounded in EDI principles. We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination.

FINANCIAL REVIEW

Financial position

Income for the year to 31 March 2023 was similar to the previous year being £1,622,546 (2022: £1,620,834).

Expenditure for the year increased 22.2% to 31 March 2023 to £1,805,719 (2022: £1,477,812) due to increased wage costs.

A deficit of £183,173 was recognised in the year to 31 March 2023 (2022: surplus of £142,572) due to the increased wages costs without a corresponding increase in income.

A key financial pressure during the 2022-2023 period were changes in premises and a spike in costs.

During quarter 3, we vacated the 26-28 Mawdsley St, Bolton premises. This was a long-standing rent free premises, owned by Bolton Council. However, due to significant dilapidation and we relocated our services to our Victoria Plaza offices. This is a commercial property, which brings significant additional costs.

Then during quarter 4, we re-established our town centre presence in Bury (after a 12-month gap) and commenced a lease at Castle Buildings, co-located with VCFA (the local community and voluntary action service in Bury)

Balancing suitability of premises and accessibility for clients, staff and wider stakeholders with financial impact, trustees felt these were both beneficial moves for the service.

OUR FUNDING & INCOME GENERATION STRATEGY

We take a collaborative approach to our income generation, developing strategic relationships with key partners and stakeholders.

All colleagues across the charity have a responsibility for identifying funding opportunities, but the overall responsibility for developing and sharing applications sits with the Chief Executive Officer.

All funding application bid/ no bid decisions are aligned to our charity mission, vision and values and are aligned to the Citizens Advice competition protocol.

We do not carry out any significant fundraising activities.

FINANCIAL REVIEW

Reserves policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the even of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside unrestricted reserves equating to at least 3 months operating costs. The amount of reserves is calculated from the annual budget and amounts to a minimum of £500,000.

At 31 March 2023 total funds of the charitable company were £837,466 (2022: £1,020,639). The amount of free reserves of the charitable company at 31 March 2023, being unrestricted funds held otherwise than in fixed assets, were £635,039 (2022: £813,928). The free reserves equate to 4.2 (2022: 6.6) months operating expenditure. The decrease is not surprising given the reduction in charitable funds and the increase in expenditure. The trustees are satisfied that the free reserves are sufficient to meet their policy for holding reserves.

CABB does not, and has never operated a pension scheme, and therefore has no long term liabilities.

Going concern

The trustees consider the charity to be a going concern.

FUTURE PLANS

We aim to continually review and improve our services, ensuring all aspects of the charity are effective and demonstrate best value for clients and use of the monies received from funders.

During this period, we have continued to work in active partnership with other Local Citizens Advice (LCA) across Greater Manchester.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure, governance and management

Citizens Advice Bury and Bolton Limited is a registered charity and a company limited by guarantee (with the maximum liability of each member limited to £1). The charitable company is governed by its Memorandum and Articles of Association, as amended, dated 30 January 2004.

The charitable company was incorporated on 30 January 2004. It commenced operations on 1 April 2004 at which date the assets and liabilities of the unincorporated Bolton Citizens Advice Bureau were acquired.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the charitable company are also the charity trustees for the purpose of charity law. Under the charitable company's articles of association they are referred to as the `Trustee Board`. Trustees are elected from the local community and must either reside or work in Bolton or Bury.

The articles provide that the trustee board shall consist of members who are elected, representative and co-opted. Trustees are elected for a period of three years, but may be re-elected.

Trustees are elected at the Annual General Meeting. The trustees seek the nomination from Bolton Metropolitan Borough Council and Bury Council for a trustee to be elected, at present this is Councillor Adele Warren for Bolton and Councillor Kevin Peel for Bury.

Any person may resign from the committee by giving one months' notice in writing, to either the Chair, or Secretary, of their intention and stating the date when their resignation is to take effect.

The committee have the power to declare a vacancy in the office if a committee member:
(a) becomes bankrupt;
(b) moves residence to a distance more than fifty miles from the bureau;
(c) is absent from three consecutive ordinary meetings of the committee.

The trustees retain overall responsibility and control of the process for recruiting members of the trustee board. Prospective trustees are selected for their ability to make an effective contribution to the charitable company through their skills, knowledge and experience. In addition, consideration is given as to how representative the trustee board is of the community. The trustees consider the make-up of the trustee board and assess whether further areas of competence are needed to enable it to function effectively and whether the membership reflects and has knowledge of the communities and areas in which it operates.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Bury and Bolton Limited through the provision of training courses and mentoring by established trustees.

No members of the trustee board is in paid employment at Citizens Advice Bury & Bolton, or acting as a volunteer in the charity.

There were no ex-officio members who services as trustees during the year.

Organisational structure

The trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Bury & Bolton and for ensuring that the charity satisfies its legal and contractual obligations.

The trustees meet, as a minimum, quarterly and delegate the strategy and day-to-day operations to the Chief Executive Officer and broader Executive Team. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Executive Team

The Executive Team, which incorporates our key management personnel is responsible for delivering the trustee boards visions and for the day-to-day operation of the charity. The key staff who served during 2022 - 2023 are:

Chief Executive Officer: Richard Wilkinson
Chief Operating Officer: Gary Malcomson

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice Bury & Bolton is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the trustee board in order to fulfil its charitable objects and comply with the national membership requirements.

The charitable company also co-operates and liaises with a number of advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process.

The Performance and Quality Framework (PQF) is part of our membership agreement with Citizens Advice and sets out the standards all local Citizens Advice services must meet. The PQF consists of four parts:
- Quality of advice assessment, conducted quarterly,
- Client experience survey, conducted quarterly,
- Leadership self-assessment, conducted annually,
- People management survey, conducted annually.

The Citizens Advice audit team check compliance with the PQF.

We are holders of the Specialist Quality Mark (SQM) and the Advice Quality Standard (AQS).

Major risks

The charitable company has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charitable company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the charitable company is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charitable company continues to seek to diversify its 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charitable company.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
05030345 (England and Wales)

Registered Charity number
1102536

Registered office
1 Victoria Plaza
Oxford Street
Bolton
BL1 1RD

Trustees
A Connell
P D Heneghan
R Levene
A Pirbhai
Mrs S A Stanton
Dr L Vallance
M Walker
Cllr A Warren
Cllr K E Peel (resigned 4.5.2023)
L P Conheeney (appointed 12.9.2023)
R M Tyzzer (appointed 12.9.2023)
J L Walker (appointed 12.9.2023)

Company Secretary
G Malcomson

Auditors
Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

Bankers
The Royal Bank of Scotland
1 Hardman Boulevard
Manchester
M3 3AQ

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of Citizens Advice Bury and Bolton Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

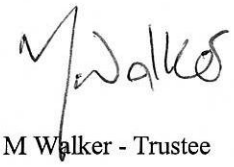
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Ainsworths Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 5th December 2023 and signed on its behalf by:



M Walker - Trustee

Opinion

We have audited the financial statements of Citizens Advice Bury and Bolton Limited (the 'charitable company') for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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

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

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, we considered the following:

- the nature of the industry and sector, control environment and business performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having made enquiries of management about their policies and procedures relating to:
  - > identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
  - > detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - > the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements, but compliance with which may be fundamental to the company's ability to operate.

Audit response to risks identified

As a result of performing the above our procedures to respond to the risks identified included the following:

- reviewing the financial statements disclosure and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

Michael Heys (Senior Statutory Auditor)
for and on behalf of Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

5th December 2023

CITIZENS ADVICE BURY AND BOLTON LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	**31.3.23 Total funds £**	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	-	-	-	105
Charitable activities	5				
Legal and financial advice and services		**419,982**	**1,121,775**	**1,541,757**	1,571,279
Investment income	4	**1,888**	-	**1,888**	62
Other income		**78,901**	-	**78,901**	48,938
Total		**500,771**	**1,121,775**	**1,622,546**	1,620,384
EXPENDITURE ON					
Charitable activities	6				
Legal and financial advice and services		**683,944**	**1,121,775**	**1,805,719**	1,477,812
NET INCOME/(EXPENDITURE)		**(183,173)**	-	**(183,173)**	142,572
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,020,639**	-	**1,020,639**	878,067
TOTAL FUNDS CARRIED FORWARD		**837,466**	-	**837,466**	1,020,639

The notes form part of these financial statements

BALANCE SHEET
31ST MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	**31.3.23 Total funds £**	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	12	**202,427**	-	**202,427**	206,711
CURRENT ASSETS					
Debtors	13	**224,683**	-	**224,683**	180,868
Cash at bank and in hand		**510,444**	-	**510,444**	838,084
		735,127	-	**735,127**	1,018,952
CREDITORS					
Amounts falling due within one year	14	**(100,088)**	-	**(100,088)**	(205,024)
NET CURRENT ASSETS		**635,039**	-	**635,039**	813,928
TOTAL ASSETS LESS CURRENT LIABILITIES		**837,466**	-	**837,466**	1,020,639
NET ASSETS		**837,466**	-	**837,466**	1,020,639
FUNDS	15				
Unrestricted funds:					
General fund				**837,466**	1,020,639
TOTAL FUNDS				**837,466**	1,020,639

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

The financial statements were approved by the Board of Trustees and authorised for issue on 5th December 2023 and were signed on its behalf by:

M Walker - Trustee

P D Heneghan - Trustee

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	**(327,640)**	146,534
Net cash (used in)/provided by operating activities		**(327,640)**	146,534
Change in cash and cash equivalents in the reporting period		**(327,640)**	146,534
Cash and cash equivalents at the beginning of the reporting period		**838,084**	691,550
Cash and cash equivalents at the end of the reporting period		**510,444**	838,084

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31ST MARCH 2023

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.23 £	31.3.22 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	**(183,173)**	142,572
Adjustments for:		
Depreciation charges	**4,284**	5,084
Increase in debtors	**(43,815)**	(86,711)
(Decrease)/increase in creditors	**(104,936)**	85,589
Net cash (used in)/provided by operations	**(327,640)**	146,534

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	**838,084**	**(327,640)**	**510,444**
	838,084	**(327,640)**	**510,444**
Total	**838,084**	**(327,640)**	**510,444**

The notes form part of these financial statements

1. STATUTORY INFORMATION

Citizens Advice Bury and Bolton Limited is a registered charity and company limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found within the reference and administrative details section of the Report of the Trustees.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Citizens Advice Bury and Bolton Limited meets the definition of a public benefit entity under FRS 102.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.Income is the amount derived from ordinary activities, and stated after trade discounts, other sales taxes and net of VAT.

Grants receivable are accounted for when due. Income is deferred when it is received in advance of the period to which it relates.

Investment income is recognised on a receivable basis.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 10% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors
Short term debtors are measured at transaction price, less any impairment.

Creditors
Short term creditors are measured at transaction price.

Amounts recoverable on contracts
Services provided to clients during that year that remain unbilled as at the year end are recognised as turnover in the Statement of Financial Activities and amounts recoverable on contracts in the Balance Sheet.

The amount at which those services are recognised is billable amount. A provision is made against any balance that is considered to be irrecoverable.

Significant judgements and estimates
Preparation of the financial statements requires management to make significant judgements and estimates. The area of uncertainty with the biggest impact on the financial statements is in respect of the recoverability of debtors and work in progress. Management review post year end invoices and sales ledger remittances to determine whether any year end balances require writing off as an expense in the Statement of Financial Activities.

3. DONATIONS AND LEGACIES

	31.3.23	31.3.22
	£	£
Donations	**-**	105

4. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Bank interest received	**1,888**	62

continued...

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.23 £	31.3.22 £
Non-contract income	Legal and financial advice and services	**4,100**	57,542
Contract income	Legal and financial advice and services	**219,677**	223,896
Grants	Legal and financial advice and services	**1,317,980**	1,289,841
		1,541,757	1,571,279

Grants received, included in the above, are as follows:

	31.3.23 £	31.3.22 £
Bolton Metropolitan Borough Council	**138,334**	136,889
Other	**-**	7,169
Bury Metropolitan Borough Council	**252,069**	240,000
The National Association of Citizens Advice Bureaux	**907,677**	899,283
HMRC JRS	**-**	6,500
MacMillan	**9,900**	-
Manchester City Council	**10,000**	-
	1,317,980	1,289,841

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Legal and financial advice and services	**1,797,882**	**7,837**	**1,805,719**

7. SUPPORT COSTS

	Finance £	Human resources £	Governance costs £	Totals £
Legal and financial advice and services	**1,823**	**115**	**5,899**	**7,837**

8. NET INCOME/(EXPENDITURE)

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

	31.3.23 £	31.3.22 £
Auditors' remuneration	**5,000**	5,425
Depreciation - owned assets	**4,284**	5,084

continued...

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

Trustees' expenses

The charity reimbursed travel and other expenses incurred by 1 (2022: 1) trustee director during the year amounting to £55 (2022: £325).

10. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	**1,316,547**	1,051,652
Social security costs	**112,883**	83,442
Other pension costs	**24,651**	17,196
	1,454,081	1,152,290

Total employee benefits paid to the charity's key management personnel for the year ended 31st March 2023 was £192,995 (2022: £177,701).

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Legal and advice	**38**	47
Key management	**4**	4
	42	51

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	105	-	105
Charitable activities			
Legal and financial advice and services	566,296	1,004,983	1,571,279
Investment income	62	-	62
Other income	48,938	-	48,938
Total	615,401	1,004,983	1,620,384
EXPENDITURE ON			
Charitable activities			
Legal and financial advice and services	472,829	1,004,983	1,477,812
NET INCOME	142,572	-	142,572

continued...

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	878,067	-	878,067
TOTAL FUNDS CARRIED FORWARD	1,020,639	-	1,020,639

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1st April 2022 and 31st March 2023	**260,949**	**52,413**	**313,362**
DEPRECIATION			
At 1st April 2022	**54,238**	**52,413**	**106,651**
Charge for year	**4,284**	**-**	**4,284**
At 31st March 2023	**58,522**	**52,413**	**110,935**
NET BOOK VALUE			
At 31st March 2023	**202,427**	**-**	**202,427**
At 31st March 2022	206,711	-	206,711

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade debtors	**44,477**	74,827
Amounts recoverable on contract	**131,823**	81,743
Other debtors	**4,883**	1,747
Prepayments and accrued income	**43,500**	22,551
	224,683	180,868

continued...

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	189	-
Social security and other taxes	(489)	17,679
VAT	6,050	6,202
Other creditors	13,924	24,540
Accruals and deferred income	80,414	156,603
	100,088	205,024

The movements on the deferred income account during the year were as follows: deferred income brought forward from prior year £89,932; deferred income credited to the Statement of Financial Activities in the year £89,963; income received in the year deferred to future periods £1,763; deferred income carried forward to the next year £1,763.

15. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	1,020,639	(183,173)	837,466
TOTAL FUNDS	1,020,639	(183,173)	837,466

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	500,771	(683,944)	(183,173)
Restricted funds			
Money Advisory Services	261,372	(261,372)	-
Help to Claim	230,209	(230,209)	-
NLCF Covid support	252,069	(252,069)	-
Employee Assistance Programme	7,700	(7,700)	-
Help Through Hardship	360,525	(360,525)	-
McMillan	9,900	(9,900)	-
	1,121,775	(1,121,775)	-
TOTAL FUNDS	1,622,546	(1,805,719)	(183,173)

continued...

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	878,067	142,572	1,020,639
TOTAL FUNDS	878,067	142,572	1,020,639

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	615,401	(472,829)	142,572
Restricted funds			
Money Advisory Services	364,178	(364,178)	-
Help to Claim	338,428	(338,428)	-
NLCF Covid support	160,000	(160,000)	-
Employee Assistance Programme	4,710	(4,710)	-
Help Through Hardship	137,667	(137,667)	-
	1,004,983	(1,004,983)	-
TOTAL FUNDS	1,620,384	(1,477,812)	142,572

continued...

15. MOVEMENT IN FUNDS - continued

Name of fund	Description, nature and purposes of the fund
Unrestricted funds:	
General fund	Funds available for the trustees to use at their discretion to further the charitable company's objects.
Restricted funds:	
Money Advisory Services	i. MAPS - to provide a money advice service, either digitally or face to face to the residents of Bolton and Bury;ii. IDMA - to provide a money advice webchat service.The above two subgrants are provided by The National Association of Citizens Advice Bureaux ("NACAB") on behalf of the Money and Pensions Service.
Help to Claim	To provide a money advice service, either digitally or face to face to the residents of Bolton and Bury. This subgrant is provided by NACAB on behalf of the Department of Work and Pensions.
Help Through Hardship	To provide a telephone service to assist residents of England and Wales with hardship issues. This subgrant is provided by NACAB on behalf of the Trussell Trust.
Employees Assistance Programme & Big Energy Saving Network	To provide an advice service to residents of Bury and Bolton on matters related to energy usage and savings. This subgrant is provided by NACAB on behalf of the Department for Business, Energy and Industrial Strategy (BEIS).

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2023.

17. COMPANY LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. The liability of each trustee by way of their guarantee to the company is to contribute a sum not exceeding £1 towards the company's assets if so required on the winding up of the company.

Citizens Advice Bury and Bolton Limited

England & Wales - Charity number 1102536

Accounts

REGISTERED COMPANY NUMBER: 05030345 (England and Wales)
REGISTERED CHARITY NUMBER: 1102536

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

FOR

CITIZENS ADVICE BURY AND BOLTON LIMITED

Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

CITIZENS ADVICE BURY AND BOLTON LIMITED

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FOR THE YEAR ENDED 31ST MARCH 2022

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The trustees confirm their compliance with their duty under Section 17(5) of the 2011 Charities Act to have due regard to guidance published by the Charity Commission in conducting its activities for the public benefit.

OBJECTIVES AND ACTIVITIES

Objectives and activities

The charitable company is established for the promotion of any charitable purpose for the benefit of the community in the Metropolitan Boroughs of Bury and Bolton and the reasonable proximity thereto ("the area of benefit"), by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Aims, objectives, strategies and activities for the year

Citizens Advice Bury and Bolton Limited (the charitable company) aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

The onset of the global Covid 19 pandemic engulfed the UK in February 2020 and restrictions were in place for around 12 months. The 12 months that this report covered saw the emergence from that period and return to normal services. The main objectives for the year were therefore:

- Re emerging from the Covid period and returning to "normal" services; and
- Maintaining the organisations viability in a radically changed financial environment

The principal activity of the charitable company remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through offices in both Bury and Bolton town centres, and multiple outreaches in the area.

In addition to Social Welfare drop in and further advice and casework services the service developed its digital advice services potential. In doing so the following purchasers, amongst others helped support the services:

(i) Legal Services Commission civil contract offering specialist housing, immigration, community care, welfare benefits (upper tribunal), provision;
(ii) Money Advice and Pensions Service;
(iii) Integrated Digital Money Advice (via Cit A);
(iv) Help to Claim (funded by DWP);
(v) Fee Paying Immigration clients.

Contribution of volunteers

Citizens Advice Bury and Bolton Limited receives help and support in the form of voluntary assistance in advising the Bureau.

Roles in which volunteers have supported the bureau have included helping clients on reception, acting as advisers face to face and over the telephone, providing support to caseworkers and conducting research in areas of social policy. Our trustees are also volunteers.

At the end of March 2022 we had 30 volunteers in operation (2021: 40) whose contribution amounted to 2,700 hours of support to the bureau during the year (2020: 3,600). We estimate the value of this help was £21,076 before costs over the year. Due to the pandemic many volunteers were stood (especially those in face to face roles) due to the restrictions brought about as a result of the covid pandemic and in that period some left the service.

OBJECTIVES AND ACTIVITIES

Charitable activities

In the year to March 2022, Citizens Advice Bury and Bolton Limited saw a total of 12,274 (2021: 14,345) unique (brand new) clients through the various activities. The bureau assisted in the recovery of £18,617,481 (2021: £23,700,00) in unclaimed benefits on behalf of clients. Overall the Service dealt with 43,231 (2021: 41,984) client problems. The top six problem categories were Benefits and Tax Credits 48% (2021: 52%); Debt 27% (2021: 23%); Housing 5% (2021: 5%); Immigration 7% (2021: 8%), Employment 3% (2021: 5%) , other 8% (2021: 5%)..

The trustees do not perceive any significant factors which affect the achievement of the charity's objectives.

FINANCIAL REVIEW

Financial position

Income for the year to 31 March 2022 was £1,620,384 (2021: £2,021,846).. The income reduced due to a combination of factors - funding cuts suffered in the year, one off grant income received in the prior year and the withdrawal of COVID grant support.

Expenditure for the year to 31 March 2022 was £1,477,812 (2021: £1,788,041). The reason for the decrease being that costs were cut in response to the anticipated reduction in income above.

A surplus of £142,572 was recognised in the year to 31 March 2022 (2021: £233,805). The trustees are satisfied with the surplus generated given the challenges posed by COVID and the reduction in income suffered.

Principal funding sources

The trustees extend their gratitude to all organisations and individuals that continued to purchase services from the organisation.

Bolton Metropolitan Borough Council provides Citizens Advice Bury and Bolton Limited with premises at 26/28 Mawdsley Street, Bolton and the Manchester Diocesan Board of the Church of England for premises in The Rock, Bury at no financial cost to the charity. The support of both organisations is gratefully acknowledged and appreciated.

Citizens Advice Bury and Bolton Limited did not have any borrowings from either providers of funding or other sources at 31 March 2022.

As required in its Memorandum (paragraph 4.17) in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company, not immediately required for its purposes, in or upon such investments, securities or property as may be thought fit, subject never the less to such conditions and such consents as may for the time being be imposed or required by law.

Reserves policy

The charitable company is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The bureau will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The trustees will take all necessary steps to ensure that at no time during the period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. In reviewing the potential costs that could arise should a significant reduction in income occur the trustees have determined that "free" reserves should be maintained equal to between three and six months operating expenditure. The reasons for holding particular reserves are outlined in the notes to the financial statements. When balances are held as restricted reserves, this represents amounts received but not yet expended in respect of the specific projects.

At 31 March 2022 total funds of the charitable company were £1,020,639 (2021: £878,067). The amount of free reserves of the charitable company at 31 March 2021, being unrestricted funds held otherwise than in fixed assets, were £813,928 (2021: £666,272). The free reserves equate to 6.61 (2021: 3.95) months operating expenditure. The increase is not surprising given the reduction in expenditure, which was necessary due to the reduction in income. The trustees are satisfied that the free reserves are sufficient and are broadly in line with the Charities Commission's guidance of holding the equivalent of three to six months operating expenditure as free reserves.

FUTURE PLANS

Citizens Advice Bury and Bolton Limited aims to continually improve access to its services. A key focus will be developing remote and digital access to services to ensure all clients are able to access the same high quality service and advice irrespective of how they access that advice or which location they attend. This direction of travel has been accentuated by the impact of the pandemic.

Service delivery

Citizens Advice Bury and Bolton Limited endeavours to improve the way we deliver our services to clients. We will be modifying and constantly reviewing our activity centres, to constantly improve our service to clients.

We have worked in partnership with other Greater Manchester Local Citizens Advice (LCAs) to deliver an advice services right across the greater Manchester region.

Service expansion

We will continue to develop additional ways in which clients can access advice and focus on expanding our Immigration fee charging service which is extremely innovative within the context of Citizens Advice nationally.

Service funding

We are continuing to actively look at alternative ways to find alternative ways to obtain funding, ensuring we maintain and deliver a service to the most poor and vulnerable. We will also work with other LCA's in greater Manchester to identify and source funding via the new Greater Manchester Combined Authority, in addition to our preparations for the major tendering exercises referenced earlier.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure, governance and management

Citizens Advice Bury and Bolton Limited is a registered charity and a company limited by guarantee (with the maximum liability of each member limited to £1). The charitable company is governed by its Memorandum and Articles of Association, as amended, dated 30 January 2004.

The charitable company was incorporated on 30 January 2004. It commenced operations on 1 April 2004 at which date the assets and liabilities of the unincorporated Bolton Citizens Advice Bureau were acquired.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the charitable company are also the charity trustees for the purpose of charity law. Under the charitable company's articles of association they are referred to as the `Trustee Board`. Trustees are elected from the local community and must either reside or work in Bolton or Bury.

The articles provide that the trustee board shall consist of members who are elected, representative and co-opted. Trustees are elected for a period of three years, but may be re-elected.

Trustees are elected at the Annual General Meeting. The trustees seek the nomination from Bolton Metropolitan Borough Council and Bury Council for a trustee to be elected, at present this is Councillor Adele Warren for Bolton and Councillor Kevin Peel for Bury.

Any person may resign from the committee by giving one months' notice in writing, to either the Chair, or Secretary, of their intention and stating the date when their resignation is to take effect.

The committee have the power to declare a vacancy in the office if a committee member:
(a) becomes bankrupt;
(b) moves residence to a distance more than fifty miles from the bureau;
(c) is absent from three consecutive ordinary meetings of the committee.

The trustees retain overall responsibility and control of the process for recruiting members of the trustee board. Prospective trustees are selected for their ability to make an effective contribution to the charitable company through their skills, knowledge and experience. In addition, consideration is given as to how representative the trustee board is of the community. The trustees consider the make-up of the trustee board and assess whether further areas of competence are needed to enable it to function effectively and whether the membership reflects and has knowledge of the communities and areas in which it operates.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Bury and Bolton Limited through the provision of training courses and mentoring by established trustees.

Organisational structure

The charitable company is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charitable company. The trustees carry the ultimate responsibility for the conduct of the charitable company and for ensuring that the charity satisfies its legal and contractual obligations. The trustees meet, as a minimum, quarterly and delegate the day to day operations to senior management. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties

The charitable company is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the trustee board of the charitable company in order to fulfil its charitable objects and comply with the national membership requirements.

The charitable company also co-operates and liaises with a number of advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Major risks

The charitable company has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charitable company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the charitable company is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charitable company continues to seek to diversify its 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charitable company.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
05030345 (England and Wales)

Registered Charity number
1102536

Registered office
26 Mawdsley Street
Bolton
Greater Manchester
BL1 1LF

Trustees
Mrs A R Close (resigned 30.11.2021)
A Connell
Cllr A J Cummings (resigned 31.5.2021)
P D Heneghan
R Levene
A Pirbhai
M W Skinner (resigned 10.1.2022)
Mrs S A Stanton
Dr L Vallance
M Walker
Cllr A Warren
M Wolfe (resigned 30.11.2021)
Cllr K E Peel (appointed 14.9.2021)

Company Secretary
R Wilkinson

Auditors
Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Bury and Bolton Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

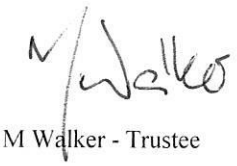
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Ainsworths Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 29th November 2022 and signed on its behalf by:



M Walker - Trustee

Opinion

We have audited the financial statements of Citizens Advice Bury and Bolton Limited (the 'charitable company') for the year ended 31st March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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

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

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, we considered the following:

- the nature of the industry and sector, control environment and business performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having made enquiries of management about their policies and procedures relating to:
  - > identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
  - > detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - > the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements, but compliance with which may be fundamental to the company's ability to operate.

Audit response to risks identified

As a result of performing the above our procedures to respond to the risks identified included the following:

- reviewing the financial statements disclosure and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

Michael Heys

Michael Heys (Senior Statutory Auditor)
for and on behalf of Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

29th November 2022

CITIZENS ADVICE BURY AND BOLTON LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	**31.3.22 Total funds £**	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	**105**	-	**105**	269
Charitable activities					
Legal advice and services		**566,296**	**1,004,983**	**1,571,279**	1,980,078
Investment income	4	**62**	-	**62**	138
Other income		**48,938**	-	**48,938**	41,361
Total		**615,401**	**1,004,983**	**1,620,384**	2,021,846
EXPENDITURE ON					
Charitable activities	6				
Legal advice and services		**472,829**	**1,004,983**	**1,477,812**	1,788,041
NET INCOME		**142,572**	-	**142,572**	233,805
RECONCILIATION OF FUNDS					
Total funds brought forward		**878,067**	-	**878,067**	644,262
TOTAL FUNDS CARRIED FORWARD		**1,020,639**	-	**1,020,639**	878,067

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED

BALANCE SHEET
31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	**31.3.22 Total funds £**	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	12	**206,711**	-	**206,711**	211,795
CURRENT ASSETS					
Debtors	13	**180,868**	-	**180,868**	94,157
Cash at bank and in hand		**838,084**	-	**838,084**	691,550
		1,018,952	-	**1,018,952**	785,707
CREDITORS					
Amounts falling due within one year	14	**(205,024)**	-	**(205,024)**	(119,435)
NET CURRENT ASSETS		**813,928**	-	**813,928**	666,272
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,020,639**	-	**1,020,639**	878,067
NET ASSETS		**1,020,639**	-	**1,020,639**	878,067
FUNDS	15				
Unrestricted funds:					
General fund				**1,020,639**	878,067
TOTAL FUNDS				**1,020,639**	878,067

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

The financial statements were approved by the Board of Trustees and authorised for issue on 29th November 2022 and were signed on its behalf by:

M Walker - Trustee

P D Heneghan - Trustee

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	**146,534**	377,274
Net cash provided by operating activities		**146,534**	377,274
Change in cash and cash equivalents in the reporting period		**146,534**	377,274
Cash and cash equivalents at the beginning of the reporting period		**691,550**	314,276
Cash and cash equivalents at the end of the reporting period		**838,084**	691,550

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31ST MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.22 £	31.3.21 £
Net income for the reporting period (as per the Statement of Financial Activities)	**142,572**	233,805
Adjustments for:		
Depreciation charges	**5,084**	5,664
(Increase)/decrease in debtors	**(86,711)**	171,756
Increase/(decrease) in creditors	**85,589**	(33,951)
Net cash provided by operations	**146,534**	377,274

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	**691,550**	**146,534**	**838,084**
	691,550	**146,534**	**838,084**
Total	**691,550**	**146,534**	**838,084**

The notes form part of these financial statements

1. STATUTORY INFORMATION

Citizens Advice Bury and Bolton Limited is a registered charity and company limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found within the reference and administrative details section of the Report of the Trustees.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Citizens Advice Bury and Bolton Limited meets the definition of a public benefit entity under FRS 102.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.Income is the amount derived from ordinary activities, and stated after trade discounts, other sales taxes and net of VAT.

Grants receivable are accounted for when due. Income is deferred when it is received in advance of the period to which it relates.

Investment income is recognised on a receivable basis.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 10% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors
Short term debtors are measured at transaction price, less any impairment.

Creditors
Short term creditors are measured at transaction price.

Amounts recoverable on contracts
Services provided to clients during that year that remain unbilled as at the year end are recognised as turnover in the Statement of Financial Activities and amounts recoverable on contracts in the Balance Sheet.

The amount at which those services are recognised is billable amount. A provision is made against any balance that is considered to be irrecoverable.

Significant judgements and estimates
Preparation of the financial statements requires management to make significant judgements and estimates. The area of uncertainty with the biggest impact on the financial statements is in respect of the recoverability of debtors and work in progress. Management review post year end invoices and sales ledger remittances to determine whether any year end balances require writing off as an expense in the Statement of Financial Activities.

3. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	105	269

4. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Bank interest received	62	138

continued...

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22	31.3.21
		£	£
Non-contract income	Legal advice and services	**57,542**	75,384
Contract income	Legal advice and services	**223,896**	184,023
Grants	Legal advice and services	**1,289,841**	1,720,671
		1,571,279	1,980,078

Grants received, included in the above, are as follows:

	31.3.22	31.3.21
	£	£
Bolton Metropolitan Borough Council	**136,889**	138,333
Home Office	**-**	196,560
Other	**7,169**	10,104
Money Advisory Services	**364,178**	367,216
Bury Metropolitan Borough Council	**240,000**	217,500
The National Association of Citizens Advice Bureaux	**535,105**	486,546
HMRC JRS	**6,500**	112,702
Access to Justice	**-**	64,200
The National Lottery	**-**	90,000
Department for BEIS	**-**	37,510
	1,289,841	1,720,671

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Legal advice and services	**1,467,769**	**10,043**	**1,477,812**

7. SUPPORT COSTS

	Finance	Human resources	Governance costs	Totals
	£	£	£	£
Legal advice and services	**2,003**	**325**	**7,715**	**10,043**

continued...

8. NET INCOME/(EXPENDITURE)

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

	31.3.22	31.3.21
	£	£
Auditors' remuneration	**5,425**	2,655
Depreciation - owned assets	**5,084**	5,664

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2022 nor for the year ended 31st March 2021.

The charity reimbursed travel expenses incurred by 1 (2021: 0) trustee director during the year amounting to £325 (2021: £nil).

Trustees' expenses

	31.3.22	31.3.21
	£	£
Trustees' expenses	**325**	-

10. STAFF COSTS

	31.3.22	31.3.21
	£	£
Wages and salaries	**1,051,652**	1,278,815
Social security costs	**83,442**	101,940
Other pension costs	**17,196**	22,281
	1,152,290	1,403,036

Total employee benefits paid to the charity's key management personnel for the year ended 31st March 2022 was £177,701 (2021: £175,514).

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Legal and advice	**47**	57
Key management	**4**	4
	51	61

No employees received emoluments in excess of £60,000.

continued...

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	269	-	269
Charitable activities			
Legal advice and services	888,046	1,092,032	1,980,078
Investment income	138	-	138
Other income	41,361	-	41,361
Total	929,814	1,092,032	2,021,846
EXPENDITURE ON			
Charitable activities			
Legal advice and services	696,009	1,092,032	1,788,041
NET INCOME	233,805	-	233,805
RECONCILIATION OF FUNDS			
Total funds brought forward	644,262	-	644,262
TOTAL FUNDS CARRIED FORWARD	878,067	-	878,067

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1st April 2021 and 31st March 2022	**260,949**	**52,413**	**313,362**
DEPRECIATION			
At 1st April 2021	**49,946**	**51,621**	**101,567**
Charge for year	**4,292**	**792**	**5,084**
At 31st March 2022	**54,238**	**52,413**	**106,651**
NET BOOK VALUE			
At 31st March 2022	**206,711**	-	**206,711**
At 31st March 2021	211,003	792	211,795

continued...

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	**74,827**	18,685
Amounts recoverable on contract	**81,743**	61,579
Other debtors	**1,747**	191
Prepayments and accrued income	**22,551**	13,702
	180,868	94,157

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Social security and other taxes	**17,679**	-
VAT	**6,202**	4,215
Other creditors	**24,540**	16,377
Accruals and deferred income	**156,603**	98,843
	205,024	119,435

The movements on the deferred income account during the year were as follows: deferred income brought forward from prior year £46,037; deferred income credited to the Statement of Financial Activities in the year £46,037; income received in the year deferred to future periods £89,932; deferred income carried forward to the next year £89,932.

15. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	**878,067**	**142,572**	**1,020,639**
TOTAL FUNDS	**878,067**	**142,572**	**1,020,639**

continued...

15. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	**615,401**	**(472,829)**	**142,572**
Restricted funds			
Money Advisory Services	**364,178**	**(364,178)**	-
Help to Claim	**338,428**	**(338,428)**	-
NLCF Covid support	**160,000**	**(160,000)**	-
Employee Assistance Programme	**4,710**	**(4,710)**	-
Help Through Hardship	**137,667**	**(137,667)**	-
	1,004,983	**(1,004,983)**	-
TOTAL FUNDS	**1,620,384**	**(1,477,812)**	**142,572**

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	644,262	233,805	878,067
TOTAL FUNDS	644,262	233,805	878,067

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	929,814	(696,009)	233,805
Restricted funds			
Money Advisory Services	367,216	(367,216)	-
European Union Settlement Scheme	196,560	(196,560)	-
Help to Claim	336,546	(336,546)	-
NLCF Covid support	90,000	(90,000)	-
BEIS Remote Working	37,510	(37,510)	-
Access to Justice	64,200	(64,200)	-
	1,092,032	(1,092,032)	-
TOTAL FUNDS	2,021,846	(1,788,041)	233,805

continued...

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	644,262	376,377	1,020,639
TOTAL FUNDS	644,262	376,377	1,020,639

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,545,215	(1,168,838)	376,377
Restricted funds			
Money Advisory Services	731,394	(731,394)	-
European Union Settlement Scheme	196,560	(196,560)	-
Help to Claim	674,974	(674,974)	-
NLCF Covid support	250,000	(250,000)	-
BEIS Remote Working	37,510	(37,510)	-
Access to Justice	64,200	(64,200)	-
Employee Assistance Programme	4,710	(4,710)	-
Help Through Hardship	137,667	(137,667)	-
	2,097,015	(2,097,015)	-
TOTAL FUNDS	3,642,230	(3,265,853)	376,377

continued...

15. MOVEMENT IN FUNDS - continued

Name of fund	Description, nature and purposes of the fund
Unrestricted funds:	
General fund	**Funds available for the trustees to use at their discretion to further the charitable company's objects.**
Restricted funds:	
Money Advisory Services	**i. MAPS - to provide a money advice service, either digitally or face to face to the residents of Bolton and Bury;ii. IDMA - to provide a money advice webchat service.The above two subgrants are provided by The National Association of Citizens Advice Bureaux ("NACAB") on behalf of the Money and Pensions Service.**
Help to Claim	**To provide a money advice service, either digitally or face to face to the residents of Bolton and Bury. This subgrant is provided by NACAB on behalf of the Department of Work and Pensions.**
Help Through Hardship	**To provide a telephone service to assist residents of England and Wales with hardship issues. This subgrant is provided by NACAB on behalf of the Trussell Trust.**
Employees Assistance Programme & Big Energy Saving Network	**To provide an advice service to residents of Bury and Bolton on matters related to energy usage and savings. This subgrant is provided by NACAB on behalf of the Department for Business, Energy and Industrial Strategy (BEIS).**

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2022.

17. COMPANY LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. The liability of each trustee by way of their guarantee to the company is to contribute a sum not exceeding £1 towards the company's assets if so required on the winding up of the company.

Citizens Advice Bury and Bolton Limited

England & Wales - Charity number 1102536

Accounts

REGISTERED COMPANY NUMBER: 05030345 (England and Wales)
REGISTERED CHARITY NUMBER: 1102536

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

FOR

CITIZENS ADVICE BURY AND BOLTON LIMITED

Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

CITIZENS ADVICE BURY AND BOLTON LIMITED

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FOR THE YEAR ENDED 31ST MARCH 2021

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The trustees confirm their compliance with their duty under Section 17(5) of the 2011 Charities Act to have due regard to guidance published by the Charity Commission in conducting its activities for the public benefit.

OBJECTIVES AND ACTIVITIES

Objectives and activities

The charitable company is established for the promotion of any charitable purpose for the benefit of the community in the Metropolitan Boroughs of Bury and Bolton and the reasonable proximity thereto ("the area of benefit"), by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Aims, objectives, strategies and activities for the year

Citizens Advice Bury and Bolton Limited (the charitable company) aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

The onset of the global Covid 19 pandemic engulfed the UK in February 2020. The main objectives for the year were therefore:

- Adapting services and delivery to the demands driven by the restrictions and support that came about through the responses to covid 19
- Maintaining the organisations viability in a radically changed financial environment

The principal activity of the charitable company remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided from offices in both Bury and Bolton town centres, multiple outreaches in the area and especially, but not limited to, during the COVID crisis from staff, volunteers and other partners working from home or other locations.

In addition to Social Welfare drop in and further advice and casework services the service developed its digital advice services potential. In doing so the following purchasers, amongst others helped support the services:

(i) Legal Services Commission civil contract offering specialist housing, immigration, community care, welfare benefits (upper tribunal), provision;
(ii) Money Advice and Pensions Service;
(iii) Integrated Digital Money Advice (via Cit A);
(iv) Help to Claim (funded by DWP);
(v) Fee Paying Immigration clients.

Contribution of volunteers

Citizens Advice Bury and Bolton Limited receives help and support in the form of voluntary assistance in advising the Bureau.

Roles in which volunteers have supported the bureau have included helping clients on reception, acting as advisers face to face and over the telephone, providing support to caseworkers and conducting research in areas of social policy. Our trustees are also volunteers.

At the end of March 2021 we had 40 volunteers in operation (2020: 33) whose contribution amounted to 3,600 hours of support to the bureau during the year (2020: 7,600). We estimate the value of this help was £32,076 before costs over the year. Due to the pandemic many volunteers were stood (especially those in face to face roles) due to the restrictions brought about as a result of the covid pandemic

OBJECTIVES AND ACTIVITIES

Charitable activities

In the year to March 2021, Citizens Advice Bury and Bolton Limited saw a total of 14,345 (2020: 18,434) unique (brand new) clients through the various activities. The bureau assisted in the recovery of £20,397,000 (2020: £23,700,00) in unclaimed benefits on behalf of clients. Overall the Service dealt with 41,984 (2020: 52,804) client problems. The top six problem categories were Benefits and Tax Credits 52% (2020: 48%); Debt 23% (2020:28%); Housing 5% (2020:8%); Immigration 8% (2020:8%), Employment 5% (2020:3%) , other 5%.

The trustees do not perceive any significant factors which affect the achievement of the charity's objectives.

FINANCIAL REVIEW

Financial position

Income for the year to 31 March 2021 was £2,021,846 (2020: £1,968,343). Despite the effects of COVID, overall income has remained consistent mainly due to additional funding received from the UK government, the Bury and Bolton local authorities and other charitable donors to support the charity through the pandemic.

Expenditure for the year to 31 March 2021 was £1,788,041 (2020: £1,928,443). The reason for the decrease being that, due to the pandemic, the charity couldn't offer their fee-earning services at full capacity meaning less legal and professional costs were incurred.

A surplus of £233,805 (2020: £39,910) was recognised in the year to 31 March 2021. The trustees are satisfied with the surplus generated given the challenges posed by COVID during the year.

Principal funding sources

The trustees extend their gratitude to all organisations and individuals that continued to purchase services from the organisation.

Bolton Metropolitan Borough Council provides Citizens Advice Bury and Bolton Limited with premises at 26/28 Mawdsley Street, Bolton and the Manchester Diocesan Board of the Church of England for premises in The Rock, Bury at no financial cost to the charity. The support of both organisations is gratefully acknowledged and appreciated.

Citizens Advice Bury and Bolton Limited did not have any borrowings from either providers of funding or other sources at 31 March 2021.

As required in its Memorandum (paragraph 4.17) in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company, not immediately required for its purposes, in or upon such investments, securities or property as may be thought fit, subject never the less to such conditions and such consents as may for the time being be imposed or required by law.

FINANCIAL REVIEW

Reserves policy

The charitable company is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The bureau will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The trustees will take all necessary steps to ensure that at no time during the period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. In reviewing the potential costs that could arise should a significant reduction in income occur the trustees have determined that "free" reserves should be maintained equal to between three and six months operating expenditure. The reasons for holding particular reserves are outlined in the notes to the financial statements. When balances are held as restricted reserves, this represents amounts received but not yet expended in respect of the specific projects.

At 31 March 2021 total funds of the charitable company were £878,067 (2020: £644,262). The amount of free reserves of the charitable company at 31 March 2021, being unrestricted funds held otherwise than in fixed assets, were £666,272 (2020: £426,803). The free reserves equate to 3.95 (2020: 2.66) months operating expenditure. The increase is not surprising given the additional support received due to the pandemic and also because the prior year was subject to the challenges posed by the merging of two district operations. The trustees are satisfied that the free reserves are sufficient as they are between the three and six months operating expenditure target.

FUTURE PLANS

Citizens Advice Bury and Bolton Limited aims to continually improve access to its services. A key focus will be developing remote and digital access to services to ensure all clients are able to access the same high quality service and advice irrespective of how they access that advice or which location they attend. This direction of travel has been accentuated by the impact of the pandemic.

Service delivery

Citizens Advice Bury and Bolton Limited endeavours to improve the way we deliver our services to clients. We will be modifying and constantly reviewing our activity centres, to constantly improve our service to clients.

We have worked in partnership with other Greater Manchester Local Citizens Advice (LCAs) to deliver an advice services right across the greater Manchester region.

Service expansion

We will continue to develop additional ways in which clients can access advice and focus on expanding our Immigration fee charging service which is extremely innovative within the context of Citizens Advice nationally. We also need to prepare and plan for up and coming major tendering exercises on the Help to Claim services and the Money Advice and Pensions Service

Service funding

We are continuing to actively look at alternative ways to find alternative ways to obtain funding, ensuring we maintain and deliver a service to the most poor and vulnerable. We will also work with other LCA's in greater Manchester to identify and source funding via the new Greater Manchester Combined Authority, in addition to our preparations for the major tendering exercises referenced earlier.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure, governance and management

Citizens Advice Bury and Bolton Limited is a registered charity and a company limited by guarantee (with the maximum liability of each member limited to £1). The charitable company is governed by its Memorandum and Articles of Association, as amended, dated 30 January 2004.

The charitable company was incorporated on 30 January 2004. It commenced operations on 1 April 2004 at which date the assets and liabilities of the unincorporated Bolton Citizens Advice Bureau were acquired.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the charitable company are also the charity trustees for the purpose of charity law. Under the charitable company's articles of association they are referred to as the `Trustee Board`. Trustees are elected from the local community and must either reside or work in Bolton or Bury.

The articles provide that the trustee board shall consist of members who are elected, representative and co-opted. Trustees are elected for a period of three years, but may be re-elected.

Trustees are elected at the Annual General Meeting. The trustees seek the nomination from Bolton Metropolitan Borough Council and Bury Council for a trustee to be elected, at present this is Councillor Adele Warren for Bolton and Councillor Kevin Peel for Bury.

Any person may resign from the committee by giving one months' notice in writing, to either the Chair, or Secretary, of their intention and stating the date when their resignation is to take effect.

The committee have the power to declare a vacancy in the office if a committee member:
(a) becomes bankrupt;
(b) moves residence to a distance more than fifty miles from the bureau;
(c) is absent from three consecutive ordinary meetings of the committee.

The trustees retain overall responsibility and control of the process for recruiting members of the trustee board. Prospective trustees are selected for their ability to make an effective contribution to the charitable company through their skills, knowledge and experience. In addition, consideration is given as to how representative the trustee board is of the community. The trustees consider the make-up of the trustee board and assess whether further areas of competence are needed to enable it to function effectively and whether the membership reflects and has knowledge of the communities and areas in which it operates.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Bury and Bolton Limited through the provision of training courses and mentoring by established trustees.

Organisational structure

The charitable company is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charitable company. The trustees carry the ultimate responsibility for the conduct of the charitable company and for ensuring that the charity satisfies its legal and contractual obligations. The trustees meet, as a minimum, quarterly and delegate the day to day operations to senior management. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties

The charitable company is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the trustee board of the charitable company in order to fulfil its charitable objects and comply with the national membership requirements.

The charitable company also co-operates and liaises with a number of advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Major risks

The charitable company has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charitable company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the charitable company is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charitable company continues to seek to diversify its 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charitable company.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
05030345 (England and Wales)

Registered Charity number
1102536

Registered office
26 Mawdsley Street
Bolton
Greater Manchester
BL1 1LF

Trustees
Mrs A R Close
A Connell
Cllr A J Cummings (resigned 31.5.2021)
P D Heneghan
R Levene
A Pirbhai
M W Skinner
Mrs S A Stanton
Dr L Vallance
M Walker
Cllr A Warren
M Wolfe
Cllr K E Peel (appointed 14.9.2021)

Company Secretary
R Wilkinson

Auditors
Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Bury and Bolton Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Ainsworths Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 30th November 2021 and signed on its behalf by:

M Wolfe - Trustee

Opinion

We have audited the financial statements of Citizens Advice Bury and Bolton Limited (the 'charitable company') for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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

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

Our 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 a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, we considered the following:

- the nature of the industry and sector, control environment and business performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having made enquiries of management about their policies and procedures relating to:
  - > identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
  - > detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - > the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements, but compliance with which may be fundamental to the company's ability to operate.

Audit response to risks identified

As a result of performing the above our procedures to respond to the risks identified included the following:

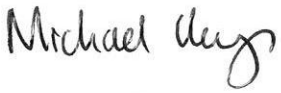
- reviewing the financial statements disclosure and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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



Michael Heys (Senior Statutory Auditor)
for and on behalf of Ainsworths Limited
Charter House
Stansfield Street
Nelson
Lancashire
BB9 9XY

30th November 2021

CITIZENS ADVICE BURY AND BOLTON LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	**31.3.21 Total funds £**	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	**269**	-	**269**	115,499
Charitable activities	6				
Legal advice and services		**888,046**	**1,092,032**	**1,980,078**	1,815,087
Other trading activities	4	-	-	-	8,341
Investment income	5	**138**	-	**138**	713
Other income		**41,361**	-	**41,361**	28,703
Total		**929,814**	**1,092,032**	**2,021,846**	1,968,343
EXPENDITURE ON					
Charitable activities	7				
Legal advice and services		**696,009**	**1,092,032**	**1,788,041**	1,928,433
NET INCOME		**233,805**	-	**233,805**	39,910
RECONCILIATION OF FUNDS					
Total funds brought forward		**644,262**	-	**644,262**	604,352
TOTAL FUNDS CARRIED FORWARD		**878,067**	-	**878,067**	644,262

The notes form part of these financial statements

BALANCE SHEET
31ST MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	13	**211,795**	-	**211,795**	217,459
CURRENT ASSETS					
Debtors	14	**94,157**	-	**94,157**	265,913
Cash at bank and in hand		**691,550**	-	**691,550**	314,276
		785,707	-	**785,707**	580,189
CREDITORS					
Amounts falling due within one year	15	**(119,435)**	-	**(119,435)**	(153,386)
NET CURRENT ASSETS		**666,272**	-	**666,272**	426,803
TOTAL ASSETS LESS CURRENT LIABILITIES		**878,067**	-	**878,067**	644,262
NET ASSETS		**878,067**	-	**878,067**	644,262
FUNDS	16				
Unrestricted funds:					
General fund				**878,067**	644,262
TOTAL FUNDS				**878,067**	644,262

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

The financial statements were approved by the Board of Trustees and authorised for issue on 30th November 2021 and were signed on its behalf by:

M Wolfe - Trustee

R Levene - Trustee

The notes form part of these financial statements

CITIZENS ADVICE BURY AND BOLTON LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	**377,274**	(45,953)
Net cash provided by/(used in) operating activities		**377,274**	(45,953)
Change in cash and cash equivalents in the reporting period		**377,274**	(45,953)
Cash and cash equivalents at the beginning of the reporting period		**314,276**	360,229
Cash and cash equivalents at the end of the reporting period		**691,550**	314,276

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21	31.3.20
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	**233,805**	39,910
Adjustments for:		
Depreciation charges	**5,664**	5,663
Decrease/(increase) in debtors	**171,756**	(124,828)
(Decrease)/increase in creditors	**(33,951)**	33,302
Net cash provided by/(used in) operations	**377,274**	(45,953)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	**314,276**	**377,274**	**691,550**
	314,276	**377,274**	**691,550**
Total	**314,276**	**377,274**	**691,550**

The notes form part of these financial statements

1. STATUTORY INFORMATION

Citizens Advice Bury and Bolton Limited is a registered charity and company limited by guarantee, registered in England and Wales. The charity's registered number and registered office address can be found within the reference and administrative details section of the Report of the Trustees.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Citizens Advice Bury and Bolton Limited meets the definition of a public benefit entity under FRS 102.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.Income is the amount derived from ordinary activities, and stated after trade discounts, other sales taxes and net of VAT.

Grants receivable are accounted for when due. Income is deferred when it is received in advance of the period to which it relates.

Investment income is recognised on a receivable basis.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 10% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors
Short term debtors are measured at transaction price, less any impairment.

Creditors
Short term creditors are measured at transaction price.

Amounts recoverable on contracts
Services provided to clients during that year that remain unbilled as at the year end are recognised as turnover in the Statement of Financial Activities and amounts recoverable on contracts in the Balance Sheet.

The amount at which those services are recognised is billable amount. A provision is made against any balance that is considered to be irrecoverable.

Significant judgements and estimates
Preparation of the financial statements requires management to make significant judgements and estimates. The area of uncertainty with the biggest impact on the financial statements is in respect of the recoverability of debtors and work in progress. Management review post year end invoices and sales ledger remittances to determine whether any year end balances require writing off as an expense in the Statement of Financial Activities.

3. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations	**269**	115,499

Included in the above is an amount of £nil (2020: £115,277) received from Bury and District Citizens Advice Bureau being the amount of its reserves on the occasion of its merger with this charitable company.

4. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Fundraising events	**-**	8,341

continued...

5. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Bank interest received	**138**	713

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.21	31.3.20
		£	£
Non-contract income	Legal advice and services	**75,384**	105,812
Contract income	Legal advice and services	**184,023**	213,756
Grants	Legal advice and services	**1,720,671**	1,495,519
		1,980,078	1,815,087

Grants received, included in the above, are as follows:

	31.3.21	31.3.20
	£	£
Bolton Metropolitan Borough Council	**138,333**	138,298
Home Office	**196,560**	371,000
Other	**10,104**	250
Money Advisory Services	**367,216**	358,842
Bury Metropolitan Borough Council	**217,500**	128,000
Clinical Commissioning Group	**-**	5,000
The National Association of Citizens Advice Bureaux	**486,546**	494,129
HMRC JRS	**112,702**	-
Access to Justice	**64,200**	-
The National Lottery	**90,000**	-
Department for BEIS	**37,510**	-
	1,720,671	1,495,519

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Legal advice and services	**1,781,994**	**6,047**	**1,788,041**

continued...

8. SUPPORT COSTS

	Finance	Governance costs	Totals
	£	£	£
Legal advice and services	**1,772**	**4,275**	**6,047**

9. NET INCOME/(EXPENDITURE)

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

	31.3.21	31.3.20
	£	£
Auditors' remuneration	**2,655**	4,500
Depreciation - owned assets	**5,664**	5,663

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021 nor for the year ended 31st March 2020.

The charity reimbursed travel expenses incurred by 0 (2020: 1) trustee directors during the year amounting to £nil (2020: £242).

Trustees' expenses

	31.3.21	31.3.20
	£	£
Trustees' expenses	**-**	242

11. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	**1,278,815**	1,280,110
Social security costs	**101,940**	92,578
Other pension costs	**22,281**	19,444
	1,403,036	1,392,132

Total employee benefits paid to the charity's key management personnel for the year ended 31st March 2021 was £175,514 (2020: £165,801).

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Legal and advice	**57**	58
Key management	**4**	4
	61	62

No employees received emoluments in excess of £60,000.

continued...

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	115,499	-	115,499
Charitable activities			
Legal advice and services	741,069	1,074,018	1,815,087
Other trading activities	8,341	-	8,341
Investment income	713	-	713
Other income	28,497	206	28,703
Total	894,119	1,074,224	1,968,343
EXPENDITURE ON			
Charitable activities			
Legal advice and services	855,654	1,072,779	1,928,433
NET INCOME	38,465	1,445	39,910
Transfers between funds	1,445	(1,445)	-
Net movement in funds	39,910	-	39,910
RECONCILIATION OF FUNDS			
Total funds brought forward	604,352	-	604,352
TOTAL FUNDS CARRIED FORWARD	644,262	-	644,262

13. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1st April 2020 and 31st March 2021	**260,949**	**52,413**	**313,362**
DEPRECIATION			
At 1st April 2020	**45,662**	**50,241**	**95,903**
Charge for year	**4,284**	**1,380**	**5,664**
At 31st March 2021	**49,946**	**51,621**	**101,567**
NET BOOK VALUE			
At 31st March 2021	**211,003**	**792**	**211,795**
At 31st March 2020	215,287	2,172	217,459

continued...

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	**18,685**	118,774
Amounts recoverable on contract	**61,579**	83,812
Other debtors	**191**	-
Prepayments and accrued income	**13,702**	63,327
	94,157	265,913

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Social security and other taxes	**-**	26,095
VAT	**4,215**	14,133
Other creditors	**16,377**	20,302
Accruals and deferred income	**98,843**	92,856
	119,435	153,386

The movements on the deferred income account during the year were as follows: deferred income brought forward from prior year £19,443; deferred income credited to the Statement of Financial Activities in the year £19,443; income received in the year deferred to future periods £46,037; deferred income carried forward to the next year £46,037.

16. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	**644,262**	**233,805**	**878,067**
TOTAL FUNDS	**644,262**	**233,805**	**878,067**

continued...

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	**929,814**	**(696,009)**	**233,805**
Restricted funds			
Money Advisory Services	**367,216**	**(367,216)**	**-**
European Union Settlement Scheme	**196,560**	**(196,560)**	**-**
Help to Claim	**336,546**	**(336,546)**	**-**
NLCF Covid support	**90,000**	**(90,000)**	**-**
BEIS Remote Working	**37,510**	**(37,510)**	**-**
Access to Justice	**64,200**	**(64,200)**	**-**
	1,092,032	**(1,092,032)**	**-**
TOTAL FUNDS	**2,021,846**	**(1,788,041)**	**233,805**

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	604,352	38,465	1,445	644,262
Restricted funds				
Money Advisory Services	-	(842)	842	-
European Union Settlement Scheme	-	2,377	(2,377)	-
Help to Claim	-	(90)	90	-
	-	1,445	(1,445)	-
TOTAL FUNDS	604,352	39,910	-	644,262

continued...

16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	894,119	(855,654)	38,465
Restricted funds			
Money Advisory Services	359,048	(359,890)	(842)
European Union Settlement Scheme	371,000	(368,623)	2,377
Help to Claim	344,176	(344,266)	(90)
	1,074,224	(1,072,779)	1,445
TOTAL FUNDS	1,968,343	(1,928,433)	39,910

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	604,352	272,270	1,445	878,067
Restricted funds				
Money Advisory Services	-	(842)	842	-
European Union Settlement Scheme	-	2,377	(2,377)	-
Help to Claim	-	(90)	90	-
	-	1,445	(1,445)	-
TOTAL FUNDS	604,352	273,715	-	878,067

continued...

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,823,933	(1,551,663)	272,270
Restricted funds			
Money Advisory Services	726,264	(727,106)	(842)
European Union Settlement Scheme	567,560	(565,183)	2,377
Help to Claim	680,722	(680,812)	(90)
NLCF Covid support	90,000	(90,000)	-
BEIS Remote Working	37,510	(37,510)	-
Access to Justice	64,200	(64,200)	-
	2,166,256	(2,164,811)	1,445
TOTAL FUNDS	3,990,189	(3,716,474)	273,715

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2021.

18. COMPANY LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. The liability of each trustee by way of their guarantee to the company is to contribute a sum not exceeding £1 towards the company's assets if so required on the winding up of the company.