

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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CITIZENS ADVICE BURY AND BOLTON LIMITED

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.

CITIZENS ADVICE BURY AND BOLTON LIMITED

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

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.

CITIZENS ADVICE BURY AND BOLTON LIMITED

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

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.

CITIZENS ADVICE BURY AND BOLTON LIMITED

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

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 month's 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.

CITIZENS ADVICE BURY AND BOLTON LIMITED

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

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

CITIZENS ADVICE BURY AND BOLTON LIMITED

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

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.

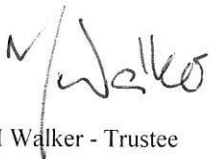
In so far as the trustees are aware:

- 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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE BURY AND BOLTON LIMITED

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE BURY AND BOLTON LIMITED

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE BURY AND BOLTON LIMITED

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.

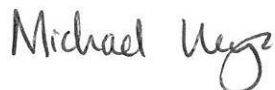
We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE BURY AND BOLTON LIMITED**

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

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 | | <u>615,401</u> | <u>1,004,983</u> | <u>1,620,384</u> | <u>2,021,846</u> |
| EXPENDITURE ON | | | | | |
| Charitable activities | 6 | | | | |
| Legal advice and services | | <u>472,829</u> | <u>1,004,983</u> | <u>1,477,812</u> | <u>1,788,041</u> |
| 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 | | <u><u>1,020,639</u></u> | <u><u>-</u></u> | <u><u>1,020,639</u></u> | <u><u>878,067</u></u> |

The notes form part of these financial statements

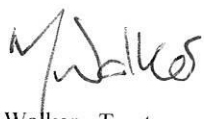
CITIZENS ADVICE BURY AND BOLTON LIMITED

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 |
| | | <u>1,018,952</u> | <u>-</u> | <u>1,018,952</u> | <u>785,707</u> |
| CREDITORS | | | | | |
| Amounts falling due within one year | 14 | (205,024) | - | (205,024) | (119,435) |
| NET CURRENT ASSETS | | <u>813,928</u> | <u>-</u> | <u>813,928</u> | <u>666,272</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>1,020,639</u> | <u>-</u> | <u>1,020,639</u> | <u>878,067</u> |
| NET ASSETS | | <u>1,020,639</u> | <u>-</u> | <u>1,020,639</u> | <u>878,067</u> |
| FUNDS | 15 | | | | |
| Unrestricted funds: | | | | | |
| General fund | | | | 1,020,639 | 878,067 |
| TOTAL FUNDS | | | | <u>1,020,639</u> | <u>878,067</u> |

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

CITIZENS ADVICE BURY AND BOLTON LIMITED

**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

CITIZENS ADVICE BURY AND BOLTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

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.

CITIZENS ADVICE BURY AND BOLTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2022

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 |
| | <u>105</u> | <u>269</u> |

4. INVESTMENT INCOME

| | 31.3.22 | 31.3.21 |
|------------------------|-----------|------------|
| | £ | £ |
| Bank interest received | 62 | 138 |
| | <u>62</u> | <u>138</u> |

CITIZENS ADVICE BURY AND BOLTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022**

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 |
| | | <u>1,571,279</u> | <u>1,980,078</u> |

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 |
| | <u>1,289,841</u> | <u>1,720,671</u> |

6. CHARITABLE ACTIVITIES COSTS

| | Direct Costs £ | Support costs (see note 7) £ | Totals £ |
|---------------------------|----------------------|---------------------------------------|------------------|
| Legal advice and services | <u>1,467,769</u> | <u>10,043</u> | <u>1,477,812</u> |

7. SUPPORT COSTS

| | Finance £ | Human resources £ | Governance costs £ | Totals £ |
|---------------------------|--------------|-------------------------|--------------------------|---------------|
| Legal advice and services | <u>2,003</u> | <u>325</u> | <u>7,715</u> | <u>10,043</u> |

CITIZENS ADVICE BURY AND BOLTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022**

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 |
| | <u> </u> | <u> </u> |

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 | - |
| | <u> </u> | <u> </u> |

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 |
| | <u> </u> | <u> </u> |
| | 1,152,290 | 1,403,036 |
| | <u> </u> | <u> </u> |

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 |
| | <u> </u> | <u> </u> |
| | 51 | 61 |
| | <u> </u> | <u> </u> |

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

CITIZENS ADVICE BURY AND BOLTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022**

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 | <u>929,814</u> | <u>1,092,032</u> | <u>2,021,846</u> |
| EXPENDITURE ON | | | |
| Charitable activities | | | |
| Legal advice and services | <u>696,009</u> | <u>1,092,032</u> | <u>1,788,041</u> |
| NET INCOME | 233,805 | - | 233,805 |
| RECONCILIATION OF FUNDS | | | |
| Total funds brought forward | 644,262 | - | 644,262 |
| TOTAL FUNDS CARRIED FORWARD | <u><u>878,067</u></u> | <u><u>-</u></u> | <u><u>878,067</u></u> |

12. TANGIBLE FIXED ASSETS

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

CITIZENS ADVICE BURY AND BOLTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022**

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 |
| | <u>180,868</u> | <u>94,157</u> |

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 |
| | <u>205,024</u> | <u>119,435</u> |

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 |
| | <u>878,067</u> | <u>142,572</u> | <u>1,020,639</u> |
| TOTAL FUNDS | <u>878,067</u> | <u>142,572</u> | <u>1,020,639</u> |

CITIZENS ADVICE BURY AND BOLTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

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) | - |
| | <u>1,004,983</u> | <u>(1,004,983)</u> | <u>-</u> |
| TOTAL FUNDS | <u>1,620,384</u> | <u>(1,477,812)</u> | <u>142,572</u> |

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 |
| | <u>644,262</u> | <u>233,805</u> | <u>878,067</u> |
| TOTAL FUNDS | <u>644,262</u> | <u>233,805</u> | <u>878,067</u> |

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) | - |
| | <u>1,092,032</u> | <u>(1,092,032)</u> | <u>-</u> |
| TOTAL FUNDS | <u>2,021,846</u> | <u>(1,788,041)</u> | <u>233,805</u> |

CITIZENS ADVICE BURY AND BOLTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022**

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 | <u>644,262</u> | <u>376,377</u> | <u>1,020,639</u> |

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) | - |
| | <u>2,097,015</u> | <u>(2,097,015)</u> | <u>-</u> |
| TOTAL FUNDS | <u>3,642,230</u> | <u>(3,265,853)</u> | <u>376,377</u> |

CITIZENS ADVICE BURY AND BOLTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2022

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.