

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.

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

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.

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

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 and 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 effectively.

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.

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

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.

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

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

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

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

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

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.

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

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:

A handwritten signature in black ink, appearing to read 'M Walker', is written over the printed name.

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 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.

**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

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
		<u>735,127</u>	<u>-</u>	<u>735,127</u>	<u>1,018,952</u>
CREDITORS					
Amounts falling due within one year	14	(100,088)	-	(100,088)	(205,024)
NET CURRENT ASSETS		<u>635,039</u>	<u>-</u>	<u>635,039</u>	<u>813,928</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>837,466</u>	<u>-</u>	<u>837,466</u>	<u>1,020,639</u>
NET ASSETS		<u>837,466</u>	<u>-</u>	<u>837,466</u>	<u>1,020,639</u>
FUNDS	15				
Unrestricted funds:					
General fund				837,466	1,020,639
TOTAL FUNDS				<u>837,466</u>	<u>1,020,639</u>

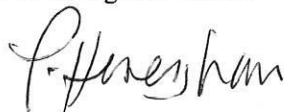
These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 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	<u>(327,640)</u>	<u>146,534</u>
Net cash (used in)/provided by operating activities		<u>(327,640)</u>	<u>146,534</u>
 Change in cash and cash equivalents in the reporting period		 <u>(327,640)</u>	 <u>146,534</u>
Cash and cash equivalents at the beginning of the reporting period		<u>838,084</u>	<u>691,550</u>
 Cash and cash equivalents at the end of the reporting period		 <u><u>510,444</u></u>	 <u><u>838,084</u></u>

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 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	<u>(327,640)</u>	<u>146,534</u>

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	<u>838,084</u>	<u>(327,640)</u>	<u>510,444</u>
	<u>838,084</u>	<u>(327,640)</u>	<u>510,444</u>
Total	<u>838,084</u>	<u>(327,640)</u>	<u>510,444</u>

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

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

4. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Bank interest received	1,888	62
	<u> </u>	<u> </u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.23	31.3.22
	Activity	£	£
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
		<u>1,541,757</u>	<u>1,571,279</u>

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	-
	<u>1,317,980</u>	<u>1,289,841</u>

6. CHARITABLE ACTIVITIES COSTS

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

7. SUPPORT COSTS

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

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	<u>4,284</u>	<u>5,084</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

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
	<u>1,454,081</u>	<u>1,152,290</u>

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
	<u>42</u>	<u>51</u>

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	<u>615,401</u>	<u>1,004,983</u>	<u>1,620,384</u>
EXPENDITURE ON			
Charitable activities			
Legal and financial advice and services	472,829	1,004,983	1,477,812
NET INCOME	142,572	-	142,572

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

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	<u>1,020,639</u>	<u>-</u>	<u>1,020,639</u>
12. TANGIBLE FIXED ASSETS			
	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1st April 2022 and 31st March 2023	<u>260,949</u>	<u>52,413</u>	<u>313,362</u>
DEPRECIATION			
At 1st April 2022	54,238	52,413	106,651
Charge for year	4,284	-	4,284
At 31st March 2023	<u>58,522</u>	<u>52,413</u>	<u>110,935</u>
NET BOOK VALUE			
At 31st March 2023	<u>202,427</u>	<u>-</u>	<u>202,427</u>
At 31st March 2022	<u>206,711</u>	<u>-</u>	<u>206,711</u>
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	
	<u>224,683</u>	<u>180,868</u>	

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

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
	<u>100,088</u>	<u>205,024</u>

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	<u>1,020,639</u>	<u>(183,173)</u>	<u>837,466</u>

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)	-
	<u>1,121,775</u>	<u>(1,121,775)</u>	<u>-</u>
TOTAL FUNDS	<u>1,622,546</u>	<u>(1,805,719)</u>	<u>(183,173)</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

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

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)	-
	<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>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

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.