

Company registration number: 5540011

Charity registration number: 1111611

Burnley & Pendle Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

KM
1st Floor, Block C
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

Burnley & Pendle Citizens Advice Bureau

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Burnley & Pendle Citizens Advice Bureau

Reference and Administrative Details

Trustees	Mr B Hobbs
	Mr D R J Penney
	Mr P J Kenyon
	Mr M Abdullah
	Mr S Ahmed
	Mrs K M Wilson
	Mr P Laskey
	Mr M Aslam
Registered Office	61-63 Every Street Nelson BB9 7LT
Company Registration Number	5540011
Charity Registration Number	1111611
Bankers	Unity Trust Bank Four Brindley Place Birmingham B1 2JB
Independent Examiner	KM 1st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG

Burnley & Pendle Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2022.

Trustees

Mr B Hobbs

Mr D R J Penney

Mr P J Kenyon

Mrs C C Towneley (resigned 6 May 2021)

Mrs C L Ambrose (resigned 19 July 2021)

Mrs E C Stevens (resigned 1 April 2021)

Mrs I E Carmichael (resigned 16 December 2021)

Mr M Abdullah

Mr S Ahmed

Mrs K M Wilson

Mr P Laskey (appointed 31 March 2022)

Mrs B Foster (resigned 1 May 2022)

Mr M Aslam (appointed 1 August 2021)

OBJECTIVES AND ACTIVITIES

Objects

The objects of the Charity are to promote any charitable purpose for the benefit of the community in Burnley and Pendle Districts and surrounding areas by the advancement of education; the protection and preservation of health; and the relief of poverty, sickness and distress through the provision of advice and community services.

Aims

The aims of Citizens' Advice nationally, which are supported and implemented by Burnley & Pendle Citizens Advice, are:

1. To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them through an inability to express their needs effectively; and
2. To exercise a responsible influence on the development of social policies and services, both locally and nationally.

The Charity seeks to provide independent, free, confidential and impartial advice to everyone regardless of race, gender, sexuality, disability, nationality, religion or age. In all aspects of its work, the service recognises the positive value of diversity, promotes equality and challenges discrimination.

Activities

The Charity has a Specialist department, for Debt. This department works towards reducing poverty and distress by providing help in resolving and minimising debt problems.

General Advice and Specialist appointments are available in Burnley, Nelson, Colne and Barnoldswick.

Burnley & Pendle Citizens Advice Bureau

Trustees' Report

The Generalist Department comprises both paid and volunteer Advisers who are trained to CAB Certificate level to ensure a recognised standard of advice for all clients.

We are also engaged in Universal Credit Support as part of the wider CAB contract for its delivery and augmented by additional project work and funding from HMRC.

We are committed to thorough and continuing training for volunteers. Volunteer Advisers contribute 6 hours a week each and run "drop in" sessions several times a week. Volunteering can also be a stepping stone into employment, rebuilding self-esteem and contributes to the individuals' knowledge and skills.

The Charity works with Citizens Advice Services throughout Lancashire and more widely.

The trustees confirm that we have paid due regard to the Charity Commission guidance on public benefit reporting in deciding the activities the charity undertakes.

ACHIEVEMENTS AND PERFORMANCE

The Charity gives excellent value for money both quantitatively and qualitatively. Client satisfaction surveys show a high level of satisfaction with the service and advice received, and the Charity has been instrumental in resolving some millions of pounds of debt issues, which money comes back into the local economy and is instrumental in ameliorating poverty and distress.

The service is free and confidential. Cumulatively, the Charity's work makes a significant contribution to improving the well-being of people in Burnley and Pendle.

Statistics are maintained of all advice and help given both for our own use in identifying trends and needs and for our funders to highlight the value they are getting for their money.

The Charity keeps track of key Research & Campaign issues, allowing us to identify and campaign on local issues and contribute to national campaigns. In addition to reporting to the national body, the Charity has raised problems of policy and practice with the County and Borough local authorities and with local offices of Government Departments.

FINANCIAL REVIEW

Principal funding sources for core services were Pendle Borough Council, Burnley Borough Council with project funding from, amongst others, the Money Advice Service (Face to Face), Universal Credit - Help to Claim, HMRC, Awards for All, & Pendleside Hospice.

A surplus on the general fund of £68,332 is added to reserves brought forward giving a balance of £346,254 at the year end.

This funding supported the objectives of the Charity by enabling it to work towards solutions for people that allow them to progress and benefit in whichever field they have a need, including education, health, relief of poverty through the receipt of benefits or the management of debts. Our work alleviates distress in all its manifestations.

Reserves Policy: The Board has agreed that the minimum level of reserves required is the amount that would be necessary to wind down the charity if core funding were lost. Reserves above this level are available for investment in fund-raising and to give comfort to Trustees in relation to normal expenditure and in the case of the loss of core funding arising from pressures on local authorities.

Trustees will continue carefully to monitor expenditure and income and decide when necessary on the extent to which reserves should be used to supplement grants and maintain services.

Burnley & Pendle Citizens Advice Bureau

Trustees' Report

STRUCTURE, GOVERNANCE & MANAGEMENT

The Charity is a company limited by guarantee, which is governed by its Memorandum and Articles of Association which were first agreed on 18th August 2005, revised on 29 April 2014 and notified to the Charity Commission and Companies House at that time.

The charity is headed by its Trustees, who delegate day to day running of the charity to the Chief Officer and his team.

Appointment of trustees

Burnley Borough Council and Pendle Borough Council each appoint two members to the Charity's Board and we are grateful to the appointed councillors for their contributions to the Charity.

Management

The Board of Trustees met 4 times during the year and although a little less than we would have liked, on each occasion received financial and organisational reports. The Board developed and reviewed the Business & Development Plan and continues to oversee the process of Governance and Operational Audit undertaken by the national Citizens Advice charity.

The charity has undertaken a risk assessment and has completed a risk management policy. In an Annual Liaison Visit, the Chair, Treasurer and Chief Officer work with a representative of CA to produce a full risk assessment which is reported to the Board.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 28 November 2022 and signed on its behalf by:

.....
Mr B Hobbs
Trustee

Burnley & Pendle Citizens Advice Bureau

Independent Examiner's Report to the trustees of Burnley & Pendle Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages 6 to 14.

Respective responsibilities of trustees and examiner

As the charity's trustees of Burnley & Pendle Citizens Advice Bureau (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Burnley & Pendle Citizens Advice Bureau are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Burnley & Pendle Citizens Advice Bureau's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Charity Independent Examiners, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Burnley & Pendle Citizens Advice Bureau as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
Mark Heaton FCCA FCIE DChA
KM
1st Floor, Block C
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

28 November 2022

Burnley & Pendle Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £	Unrestricted funds £	Restricted funds £	Total 2021 £
Income from:							
Donations		72	-	72	72	-	72
Charitable activities	3	157,847	309,034	466,881	120,141	286,293	406,434
Investment income	4	335	-	335	390	-	390
Other income		76	-	76	201	-	201
Total income		<u>158,330</u>	<u>309,034</u>	<u>467,364</u>	<u>120,804</u>	<u>286,293</u>	<u>407,097</u>
Expenditure on:							
Charitable activities		<u>(90,016)</u>	<u>(304,218)</u>	<u>(394,234)</u>	<u>(51,949)</u>	<u>(280,609)</u>	<u>(332,558)</u>
Total expenditure		<u>(90,016)</u>	<u>(304,218)</u>	<u>(394,234)</u>	<u>(51,949)</u>	<u>(280,609)</u>	<u>(332,558)</u>
Net income		68,314	4,816	73,130	68,855	5,684	74,539
Transfers between funds		<u>18</u>	<u>(18)</u>	<u>-</u>	<u>12,089</u>	<u>(12,089)</u>	<u>-</u>
Net movement in funds		68,332	4,798	73,130	80,944	(6,405)	74,539
Reconciliation of funds							
Total funds brought forward		<u>277,922</u>	<u>497</u>	<u>278,419</u>	<u>196,978</u>	<u>6,902</u>	<u>203,880</u>
Total funds carried forward	12	<u><u>346,254</u></u>	<u><u>5,295</u></u>	<u><u>351,549</u></u>	<u><u>277,922</u></u>	<u><u>497</u></u>	<u><u>278,419</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 12.

Burnley & Pendle Citizens Advice Bureau

(Registration number: 5540011)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	8	16,109	18,109
Current assets			
Debtors	9	17,935	17,215
Cash at bank and in hand		<u>460,615</u>	<u>372,541</u>
		478,550	389,756
Creditors: Amounts falling due within one year	10	<u>(143,110)</u>	<u>(129,446)</u>
Net current assets		<u>335,440</u>	<u>260,310</u>
Net assets		<u>351,549</u>	<u>278,419</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		5,295	497
Unrestricted income funds			
Unrestricted funds		<u>346,254</u>	<u>277,922</u>
Total funds	12	<u>351,549</u>	<u>278,419</u>

For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 6 to 14 were approved by the trustees, and authorised for issue on 28 November 2022 and signed on their behalf by:

.....
Mr B Hobbs
Trustee

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is limited by guarantee, incorporated in , and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

61-63 Every Street

Nelson

BB9 7LT

These financial statements were authorised for issue by the trustees on 28 November 2022.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Burnley & Pendle Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £2000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold property	2% on cost
Computer equipment	25% on cost
Fixtures and fittings	25% on cost

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

3 Income from charitable activities

	Unrestricted funds			
	General £	Restricted funds £	Total 2022 £	Total 2021 £
Advice Services	36,522	309,034	345,556	300,109
Pendle Borough Council	59,450	-	59,450	44,450
Burnley Borough Council	61,875	-	61,875	61,875
	<u>157,847</u>	<u>309,034</u>	<u>466,881</u>	<u>406,434</u>
Grants received, included in the above, are as follows:				
Money Advice Services	-	163,447	163,447	156,856
Awards For All	-	10,000	10,000	-
Help to Claim	-	96,666	96,666	84,066
HMRC Grants	-	38,400	38,400	38,400
ESF Community Grant	-	(479)	(479)	6,971
Harold & Alice Bridges Charity	-	1,000	1,000	-
	<u>-</u>	<u>309,034</u>	<u>309,034</u>	<u>286,293</u>

4 Investment income

	Unrestricted funds			
	General £	Total 2022 £	Total 2021 £	
Interest receivable	335	335	390	
	<u>335</u>	<u>335</u>	<u>390</u>	

5 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

6 Staff costs

The aggregate payroll costs were as follows:

	2022	2021
	£	£
Staff costs during the year were:		
Wages and salaries	302,039	239,937
Social security costs	12,725	9,979
Pension costs	7,345	7,168
Other staff costs	691	579
	<u>322,800</u>	<u>257,663</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2022	2021
	No	No
Advice	12	8
Administration/management	<u>5</u>	<u>5</u>
	<u>17</u>	<u>13</u>

No employee received emoluments of more than £60,000 during the year.

7 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

8 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Total £
Cost			
At 1 April 2021	50,013	22,927	72,940
At 31 March 2022	50,013	22,927	72,940
Depreciation			
At 1 April 2021	31,904	22,927	54,831
Charge for the year	2,000	-	2,000
At 31 March 2022	33,904	22,927	56,831
Net book value			
At 31 March 2022	16,109	-	16,109
At 31 March 2021	18,109	-	18,109

9 Debtors

	2022 £	2021 £
Prepayments	3,583	3,415
Accrued income	14,352	12,949
Other debtors	-	851
	17,935	17,215

10 Creditors:

	2022 £	2021 £
Trade creditors	135,743	108,368
Other creditors	1,225	17,898
Accruals	6,142	3,180
	143,110	129,446

11 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £7,345 (2021 - £7,168).

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

12 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General Fund	259,813	158,330	(88,016)	18	330,145
Fixed Assets	18,109	-	(2,000)	-	16,109
	<u>277,922</u>	<u>158,330</u>	<u>(90,016)</u>	<u>18</u>	<u>346,254</u>
Restricted funds					
Money Advice Service	-	163,447	(163,447)	-	-
Awards for All	-	10,000	(6,080)	-	3,920
Help to Claim	-	96,666	(96,666)	-	-
HMRC Grants	-	38,400	(37,025)	-	1,375
ESF Community Grant	497	(479)	-	(18)	-
Harold & Alice Bridges Charity	-	1,000	(1,000)	-	-
	<u>497</u>	<u>309,034</u>	<u>(304,218)</u>	<u>(18)</u>	<u>5,295</u>
Total funds	<u>278,419</u>	<u>467,364</u>	<u>(394,234)</u>	<u>-</u>	<u>351,549</u>
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General Fund	176,869	120,804	(49,949)	12,089	259,813
Fixed Assets	20,109	-	(2,000)	-	18,109
	<u>196,978</u>	<u>120,804</u>	<u>(51,949)</u>	<u>12,089</u>	<u>277,922</u>
Restricted funds					
Money Advice Service	-	156,856	(144,767)	(12,089)	-
Age of Opportunity	473	-	(473)	-	-
Invest in Youth	1,450	-	(1,450)	-	-
Help to Claim	-	84,066	(84,066)	-	-
HMRC Grants	-	38,400	(38,400)	-	-
ESF Community Grant	4,979	6,971	(11,453)	-	497
	<u>6,902</u>	<u>286,293</u>	<u>(280,609)</u>	<u>(12,089)</u>	<u>497</u>
Total funds	<u>203,880</u>	<u>407,097</u>	<u>(332,558)</u>	<u>-</u>	<u>278,419</u>

Burnley & Pendle Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

13 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds at 2021
	General £	£	£
Tangible fixed assets	16,109	-	16,109
Current assets	473,255	5,295	478,550
Current liabilities	(143,110)	-	(143,110)
Total net assets	<u>346,254</u>	<u>5,295</u>	<u>351,549</u>
	Unrestricted funds	Restricted funds	Total funds at 2020
	General £	£	£
Tangible fixed assets	18,109	-	18,109
Current assets	389,259	497	389,756
Current liabilities	(129,446)	-	(129,446)
Total net assets	<u>277,922</u>	<u>497</u>	<u>278,419</u>