

COMPANY REGISTRATION NUMBER: 06787075
CHARITY REGISTRATION NUMBER: 1130422

Blackpool Citizens Advice Bureau
Company Limited by Guarantee
Financial Statements
31 March 2024

JOHN POTTER & HARRISON
Chartered accountants & statutory auditor
112/114 Whitegate Drive
Blackpool
FY3 9XH

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

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Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

Reference and administrative details

Registered charity name Blackpool Citizens Advice Bureau

Charity registration number 1130422

Company registration number 06787075

Principal office and registered office 6-10 Whitegate Drive
Blackpool
FY3 9AQ

The trustees

Mr J Dable
Mr J Davenport (Resigned 29 October 2024)
Mr S Dunstan
Cllr A Humphries
Cllr M Smith
Mr M Willey
Cllr L Williams

Auditor John Potter & Harrison
Chartered accountants & statutory auditor
112/114 Whitegate Drive
Blackpool
FY3 9XH

Bankers Royal Bank of Scotland

Blackpool Citizens Advice Bureau

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

Date of governing document

- 9th January 2009

Nature of governing document

- Memorandum and Articles of Association

How the charity is constituted

- Registered charity
- Private company limited by guarantee and not having share capital

Methods adopted for the recruitment and appointment of new directors/trustees

- Directors are appointed in accordance with the Memorandum and Articles of Association and are elected to serve for three years.

Induction and training of directors

- New directors are provided with induction training by the volunteer recruitment and training manager and the CEO and role descriptions are provided to all trustees describing their responsibilities.

The board of trustees meets at least quarterly. The charity became incorporated on 1st April 2010. The board formally reviews its performance annually, identifies any development needs and sets itself objectives.

Citizens Advice Blackpool is a charity and a company limited by guarantee, as such it is governed by its Articles of Association. The Board of Trustees meet quarterly to review the charity's performance and ensure its objectives are being met.

The Chief Executive is responsible for day-to-day operations, supported by a Senior Management Team with expertise in advice services, project management, volunteer and community engagement, training and finance.

Risk management

Risks are discussed at each board meeting and the risk register is used to identify those risks to which the charity is exposed, rate them in terms of likelihood and impact and take the necessary steps to mitigate risks. The risk environment changes as external factors around funding and the wider network of citizens advice organisations develops with mergers taking place more frequently. The trustees are keen to operate in an environment that is not risk averse, as they recognise that managed risks help organisations grow, however, their fundamental consideration is the delivery of services for the people and communities in Blackpool and surrounding area, so all risks are managed in this context.

The risk register also identifies organisational risks in relation to loss of expertise and funding. The trustees are confident that the financial risks have been carefully managed and with sufficient reserves and some on-going funding arrangements the charity is in a relatively low risk position in terms of finances. However, the current labour market poses a high risk where staff with experience and knowledge could be lost if their remuneration, terms and conditions are not kept in line with market trends. Bringing in new staff over the year has improved this position and the trustees are keen to foster a culture of developing and upskilling staff.

Blackpool Citizens Advice Bureau

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Structure, governance and management *(continued)*

Information assurance

The trustee board have put in place an information assurance strategy. The day-to-day operational information assurance management sits with the senior management team and Information Assurance is a standing item on all SMT agendas. The Training Manager keeps records of all training, including GDPR compliance and Information Governance training and the trustees board ensure good practice across all IG compliance.

Objectives and activities

The charity's objects remain as stated in our constitution: to promote any charitable purpose for the benefit of the public, particularly in Blackpool, by providing free, confidential, and impartial advice and influencing policies through research and advocacy.

Our services are guided by the core values of the Citizens Advice service: to provide free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We empower people to make informed decisions and work to challenge injustice. We have also refocussed our purpose as a network to be the people's champion, here for everyone regardless of their problem. In Blackpool we have expanded on this to ensure we are meeting the needs of our specific population and are here most, for those who need us most. At a national level we also have the ambitious objective of reducing the need for our services by shaping a society where people have less problems.

In 2023-24, Citizens Advice Blackpool focused on the following priority areas:

- Increasing access to welfare benefits, debt advice, housing, and employment advice.
- Developing targeted health and wellbeing interventions, particularly for those affected by long-term illnesses.
- Strengthening our research and campaigns work to identify and address the root causes of issues affecting our community.

Strategic report

The Trustees of Citizens Advice Blackpool are pleased to present their Annual Report for the financial year 2023-24, alongside the audited accounts. This report offers an overview of the charity's significant achievements, its financial performance, and how it continues to respond to the needs of the community.

This year has seen continued growth in service delivery and innovation, with new projects initiated, successful partnership work, and further contributions to national and local research efforts aimed at tackling the systemic issues faced by our clients.

Blackpool Citizens Advice Bureau

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Achievements and performance

This year our services helped 5,435 clients with 21,937 issues, an increase from the previous year. The main issues clients present with are around welfare benefits and debt. We have seen a considerable increase in the number of people needing help to claim welfare benefits, particular disability benefits such as Personal Independence Payments (PIP), Attendance Allowance (AA) and Pension Credit. The client numbers have increased this year as we have been able to invest in more advisers and open up outreach locations, however, the increase is not proportionally reflected in this extra investment as we have increased the number of appointments available face-to-face and the number of home visits we are able to undertake. This has been done based on need and feedback from people in Blackpool with lived experience of poverty, isolation and complex lives.

In the financial year some £2.2m was achieved in financial gains for our clients. This is from uplifts in benefits, grants and written off debt.

The number of clients with a disability or long term health condition accessing the services we provide during the year was 78% and is now at the level it was pre-pandemic.

Clients over 80 years old make up 7% and we have seen an increase in the number of clients under 30 years old from 6% to 12.3%.

Our volunteers make a significant contribution to the services we provide. This includes providing one-to-one advice, supporting our back-office functions and contributing to our research and campaigns work. The volunteer representative has continued to attend board meetings and raise any issues at workers meetings to help shape our direction of travel and listen to diverse opinions and perspectives. As trustees, we value the input of the volunteers who work week in, week out for the benefit of our clients. During the year the value of the contribution volunteers make has been assessed as equivalent to £142,398 in public benefit.

This year, we launched several new and innovative projects:

- **Respiratory Illness Prevention and Support:** In partnership with local community centres, we scoped out and have paved the way for the introduction of a respiratory illness prevention link worker role, supporting individuals with long-term conditions like COPD. This initiative helps people stay well during the winter months and manage their conditions more effectively.
- **Energy Advice Programme:** In response to the ongoing cost-of-living crisis, we expanded our energy advice programme, offering tailored advice to help residents manage rising energy costs, access grants, and switch providers where necessary. Funded by British Gas Energy Trust, we now have dedicated energy advisers offering this support across Blackpool.
- **Children and Young Peoples Social Prescribing:** this service has become a vital part of our offer to children and young people and has grown from our work with Children in Need to set up Young Citizens Advice. Young people told us that they need practical support with issues in their lives. This includes mental health, relationships, family and friends, work and training, social isolation and money issue.

Research and Campaigns

Citizens Advice Blackpool has continued to contribute to the national Citizens Advice research and campaigns (R&C) work as well as developing our own research projects and networks. We have been the lead local office in establishing the 'Coastal Communities Cluster Group', looking at issues that

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

specifically affect people living in coastal areas. We have also made a significant contribution to the research around capacity building in the VCFSE across Lancashire and South Cumbria, being part of the REND (Research Engagement Network Development) programme from the NHS and the CoREN (Community Research Engagement Network) with Lancaster University.

Our campaigns work has seen us contribute to an all-party parliamentary committee on the use of foodbanks, influencing how local people access low cost food with dignity and we've continued ongoing campaigning around the policy environment that sees people on low incomes paying more for basic essentials such as energy.

Partnership Working

Our ability to work with partners across sectors has been a key factor in our success. We have strengthened relationships with Blackpool Council, NHS partners, and other voluntary sector organizations. Our participation in the Lancashire and South Cumbria ICB Board has allowed us to influence strategic decisions affecting health and social care for our clients.

Financial review

Reserves policy

The trustees have reviewed the charity's need for financial reserves in line with good practice across the sector guidance from the Charity Commission and guidance from Citizens Advice nationally. The reserves policy is reviewed annually to make sure it remains fit for purpose. The trustees are acutely aware of the need to balance sufficient reserves against using resources for the benefit of communities. As reserve levels increase the trustee board work with the CEO to ensure funds are reinvested to meet charitable purposes.

Current unrestricted reserves are £595,666 (2023 £540,480)

The financial position of the charity is positive and the trustee acknowledge that a great deal of hard work has resulted in a more sustainable position in Blackpool than is the case for other local offices in other parts of the country. There has been consistent funding for the delivery of outreach advice in GPs surgeries for over 25 years, along with the recent delivery of social prescribing and other health related projects. Citizens Advice Blackpool receives a considerable percentage of its overall budget from health. This project based approach has been instrumental in moving the charity towards a sustainable funding model, enabling us to deliver services needed by our communities.

The charity has been successful in tendering for two SPF (Shared Prosperity Funding) contracts managed by Blackpool Council. These are to build capacity in the VCFSE as a partner in BCAN (Blackpool Community Action Network) and to deliver a Community Navigator service.

In addition to health and SPF funding, the charity also received funding from the Money and Pensions Service for face to face debt advice, and British Gas Energy Trust and Cadent for energy advice and community work to improve energy efficiency, Changing Futures and Bridge to Home funding.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Financial review *(continued)*

Financial management policies

The trustee board is responsible for ensuring the charity is sufficiently resourced and that proper financial controls are in place. The board delegates tasks to the treasurer and the finance subcommittee. Whilst the overall responsibility of management remains with the board of trustees, the CEO is responsible for the day-to-day management of the financial resources. Budgets are agreed at board level and the finance policy and related policies are reviewed bi-annually.

Plans for future periods

Looking ahead, Citizens Advice Blackpool will:

- Expand our health linked advice services.
- Explore our capacity to deliver digital advice through increased online and telephone services, ensuring that our support is accessible to all sections of the community.
- Further strengthen our partnership work to offer holistic support to our clients.

The new strategy was introduced in 2023 following co-production work across stakeholder groups and with support and expertise from colleagues at National Citizens Advice National. This new strategy is being delivered and embedded into the organisation as part of the work the charity is doing around meeting the needs of clients in the places that best suit them. Our ongoing focus is about putting clients at the centre of all we do and ensuring all our decisions are made in their best interests.

The trustees acknowledge the position of the charity in terms of the expertise in-house around income generation and have welcomed the steps made during this financial year to upskill more staff than the CEO in bid writing. The results of this should start to be seen over the coming years as more income and more diversity of funding is achieved through key staff contributing to income generation.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 5/12/24 and signed on behalf of the board of trustees by:



Cllr M Smith
Trustee

Blackpool Citizens Advice Bureau

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Independent Auditor's Report to the Members of Blackpool Citizens Advice Bureau

Year ended 31 March 2024

Opinion

We have audited the financial statements of Blackpool Citizens Advice Bureau (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, 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, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity'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.

Blackpool Citizens Advice Bureau

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Independent Auditor's Report to the Members of Blackpool Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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 trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

- adequate 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.

Blackpool Citizens Advice Bureau

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Independent Auditor's Report to the Members of Blackpool Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

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

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

" the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations; " we identified the laws and regulations applicable to the company through discussions with the directors and other management; " we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, the Charities Act 2011, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation; " we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and " identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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Independent Auditor's Report to the Members of Blackpool Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity'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 charity's members those matters we are required to state to them in an auditor's 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jacqueline Hyde BA FCA (Senior Statutory Auditor)

For and on behalf of
John Potter & Harrison
Chartered accountants & statutory auditor
112/114 Whitegate Drive
Blackpool
FY3 9XH

09-12-24

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	194,836	823,292	1,018,128	786,283
Investment income	6	8,226	–	8,226	2,744
Total income		<u>203,062</u>	<u>823,292</u>	<u>1,026,354</u>	<u>789,027</u>
Expenditure					
Expenditure on charitable activities	7,8	306,451	668,695	975,146	796,337
Total expenditure		<u>306,451</u>	<u>668,695</u>	<u>975,146</u>	<u>796,337</u>
Net income/(expenditure)		<u>(103,389)</u>	<u>154,597</u>	<u>51,208</u>	<u>(7,310)</u>
Transfer of allocated management and support costs		158,575	(158,575)	–	–
Net movement in funds		<u>55,186</u>	<u>(3,978)</u>	<u>51,208</u>	<u>(7,310)</u>
Reconciliation of funds					
Total funds brought forward		540,480	107,312	647,792	655,102
Total funds carried forward		<u>595,666</u>	<u>103,334</u>	<u>699,000</u>	<u>647,792</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 15 to 28 form part of these financial statements.

Blackpool Citizens Advice Bureau

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Statement of Financial Position

31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	13	103,334	107,312
Current assets			
Debtors	14	52,232	65,816
Cash at bank and in hand		646,713	627,863
		698,945	693,679
Creditors: amounts falling due within one year			
Other creditors including taxation and social security	15	13,865	9,434
Accruals and deferred income		89,414	143,765
		103,279	153,199
Net current assets		595,666	540,480
Total assets less current liabilities		699,000	647,792
Net assets		699,000	647,792
Funds of the charity			
Restricted funds		103,334	107,312
Unrestricted funds		595,666	540,480
Total charity funds	18	699,000	647,792

These financial statements were approved by the board of trustees and authorised for issue on 31.3.24, and are signed on behalf of the board by:



Cllr M Smith
Trustee

The notes on pages 15 to 28 form part of these financial statements.

Blackpool Citizens Advice Bureau

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Statement of Cash Flows

Year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net income/(expenditure)	51,208	(7,310)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	3,978	4,478
Government grant income	—	(3,000)
Other interest receivable and similar income	(8,226)	(2,744)
Accrued expenses/(income)	13,973	(36,701)
<i>Changes in:</i>		
Trade and other debtors	13,584	(6,894)
Trade and other creditors	(63,893)	110,723
Cash generated from operations	10,624	58,552
Interest received	8,226	2,744
Net cash from operating activities	<u>18,850</u>	<u>61,296</u>
Cash flows from financing activities		
Government grant income	—	3,000
Net cash from financing activities	<u>—</u>	<u>3,000</u>
Net increase in cash and cash equivalents	18,850	64,296
Cash and cash equivalents at beginning of year	<u>627,863</u>	<u>563,567</u>
Cash and cash equivalents at end of year	<u>646,713</u>	<u>627,863</u>

The notes on pages 15 to 28 form part of these financial statements.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 6-10 Whitegate Drive, Blackpool, FY3 9AQ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income tax

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

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Incoming resources

Voluntary income is received by way of donations and is included in full in the statement of Financial Activities in the year in which it is received.

Grants including grants for the purchase of fixed assets are recognised in full in the statement of Financial Activities in the year in which the charity is entitled to the income.

Restricted funds are to be used for specific purposes laid down by the donor. Expenditure, which meets these criteria, is identified to the fund together with a fair allocation of management and support costs.

Designated funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds - Revenue funds

Money and Pension Service (MaPS)

Funding is provided to contribute towards the capital and revenue requirements associated with the provision of face to face debt/money advice services.

Macmillan

To provide support for people living with cancer.

Children in Need

Funding is obtained to set up Young Citizens Advice and support young people to access advice services.

British Gas Energy Trust (BGET)

To provide advice and assistance to members of the public, particularly those who are disadvantaged (disabled, young families, older people, people off grid, BAME groups) aimed at reducing and managing debt, maximising income, reducing fuel poverty, and improving energy efficiency.

Social Prescribing Link Worker (SPLW)

To provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health access and outcomes.

National Lottery Community Fund (TNLCF)

To provide support to clients to complete welfare benefit forms and to assist clients with appealing welfare benefit decisions, where appropriate.

Also additional funds (TNLCF) provided to support the most vulnerable during Covid by providing 1-2-1 support with food and reducing isolation.

Changing Futures

To ensure people facing multiple disadvantages are able to access timely financial advice as part

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

of early intervention and recovery.

Community Connectors

To support people with complex health needs to access services.

Community Research and Engagement Network

To provide input and expertise to community research and engagement network.

VCFSE - Voluntary, Community, Faith and Social Enterprise Sector Infrastructure Funding To help build capacity across the sector and enable VCFSE organisations to influence health and care decision making.

Spring North bridge to home

Funding to help individuals being discharged from mental health wards access housing upon safe discharge.

Community Navigators

Funding to connect people with support structures within public services and the wider community.

Blackpool Council Outreach (BC Outreach)

To ensure people with mental health issues or those at risk are able to access timely financial advice as part of early intervention and recovery.

Health Research

Funding is from the NIHR to fund the CEO to complete research into health inequalities.

Spring North MHT

Mental health support.

Restricted funds - Capital funds

Community fund

Funding was provided initially to acquire and fit out the Whitegate Drive premises of the organisation. This property is restricted as set out in note 11 to these accounts.

Further funding was received to enable the acquisition of computer equipment and furniture to enable the team to train the advisory volunteers.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Resources expended

Costs of generating funds

Costs of generating funds includes all expenditure directly related to the incoming resources from activities for generating funds together with those costs associated with supporting these activities, including staff costs.

Charitable activities expenditure

Charitable activities expenditure includes all expenditure directly related to the provision of advisory services under the objects of the charity together with those costs associated with supporting these activities, including staff, establishment and other overhead cost. These support costs are shown separately within the notes to these accounts.

Governance costs

These are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. These costs will normally include audit, legal advice for trustees and costs associated with constitutional and statutory requirements.

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the Statement of Financial Activities.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	- 2% straight line
Fixtures and fittings	- 20% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Other financial instruments are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in profit or loss, with the exception of hedging instruments in a designated hedging relationship (see hedge accounting policy).

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

4. Limited by guarantee

The charity is a company limited by guarantee. The members of the company are the trustees. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations	3,556	—	3,556
Grants			
Blackpool Clinical Commissioning Group/Integrated Care Board	142,311	—	142,311
Money and Pensions Service (MaPS)	—	111,720	111,720
Cadent	31,079	—	31,079
Macmillan	—	23,431	23,431
Children in Need	—	—	—
British Gas Energy Trust	—	81,428	81,428
Social Prescribing Link Worker	—	228,227	228,227
The National Lottery Community Fund (TNLCF)	—	10,324	10,324
Changing Futures	—	31,250	31,250
Community Connectors	—	10,000	10,000
JJ Charitable Trust	—	—	—
Community Research & Engagement network (COREN)	—	10,500	10,500
Voluntary Community Faith and Social Enterprise	—	16,666	16,666
Bridge to Home	—	35,000	35,000
Community Navigators	—	25,000	25,000
Blackpool Council	—	161,946	161,946
Health Research (NIHR)	—	2,999	2,999
Spring North MHT	—	50,000	50,000
Other Income	17,890	24,801	42,691
Covid Support Grants	—	—	—
	<u>194,836</u>	<u>823,292</u>	<u>1,018,128</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations	683	—	683

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants			
Blackpool Clinical Commissioning Group/Integrated Care Board	142,310	–	142,310
Money and Pensions Service (MaPS)	–	108,973	108,973
Cadent	–	–	–
Macmillan	–	–	–
Children in Need	–	11,616	11,616
British Gas Energy Trust	–	71,208	71,208
Social Prescribing Link Worker	–	200,078	200,078
The National Lottery Community Fund (TNLCF)	–	32,338	32,338
Changing Futures	–	25,000	25,000
Community Connectors	–	28,000	28,000
JJ Charitable Trust	5,000	–	5,000
Community Research & Engagement network (COREN)	–	7,000	7,000
Voluntary Community Faith and Social Enterprise Bridge to Home	–	22,917	22,917
Community Navigators	–	–	–
Blackpool Council	–	72,646	72,646
Health Research (NIHR)	–	31,566	31,566
Spring North MHT	–	–	–
Other Income	14,760	9,188	23,948
Covid Support Grants	3,000	–	3,000
	<u>165,753</u>	<u>620,530</u>	<u>786,283</u>

6. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	<u>8,226</u>	<u>8,226</u>	<u>2,744</u>	<u>2,744</u>

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

7. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Charitable activities	298,950	668,695	967,645
Support costs	7,501	—	7,501
	<u>306,451</u>	<u>668,695</u>	<u>975,146</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Charitable activities	249,093	540,921	790,014
Support costs	6,293	30	6,323
	<u>255,386</u>	<u>540,951</u>	<u>796,337</u>

8. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2024 £	Total fund 2023 £
Charitable activities	915,565	52,080	—	967,645	790,014
Governance costs	—	—	7,501	7,501	6,323
	<u>915,565</u>	<u>52,080</u>	<u>7,501</u>	<u>975,146</u>	<u>796,337</u>

9. Net income/(expenditure)

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

	2024 £	2023 £
Depreciation of tangible fixed assets	<u>3,978</u>	<u>4,478</u>

10. Auditors remuneration

	2024 £	2023 £
Fees payable for the audit of the financial statements	<u>4,000</u>	<u>4,000</u>

11. Staff costs

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

11. Staff costs *(continued)*

The average head count of employees during the year was 28 (2023: 24). The average number of full-time equivalent employees during the year is analysed as follows:

	2024 No.	2023 No.
Number of Organisation administrative support staff	3	2
Number of management staff	3	3
Number of advice service / training managers	1	1
Number of research and campaign workers	2	2
Number of advice session supervisors	1	1
Number of outreach caseworkers	5	5
Number of debt / energy advisors	5	4
Number of social prescribing link workers	5	4
Number of welfare benefit advisors	3	2
	<u>28</u>	<u>24</u>

The charity considers its key management personnel comprise the trustees, chief executive officer and the financial manager. The total employment benefits including employer pension contributions of the key management personal was £106,116 (2023: £76,723).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

12. Trustee remuneration and expenses

No trustees nor any persons connected with them have received any remuneration from the charity. The charity has not paid any expenses incurred by the trustees for services provided to the charity (2023 £NIL).

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2023 and 31 March 2024	<u>198,907</u>	<u>144,938</u>	<u>343,845</u>
Depreciation			
At 1 April 2023	91,595	144,938	236,533
Charge for the year	3,978	–	3,978
At 31 March 2024	<u>95,573</u>	<u>144,938</u>	<u>240,511</u>
Carrying amount			
At 31 March 2024	<u>103,334</u>	<u>–</u>	<u>103,334</u>
At 31 March 2023	<u>107,312</u>	<u>–</u>	<u>107,312</u>

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

13. Tangible fixed assets *(continued)*

Fixed assets acquired via a grant from the national Lottery Committee being the freehold property (£198,907 cost, £95,573 depreciation) and fixtures and fittings, (£74,663 cost, £74,663 depreciation) are restricted in that the organisation may not dispose of these assets without prior written permission of the Board, nor use them as security for a loan or any other financial purpose.

14. Debtors

	2024	2023
	£	£
Prepayments and accrued income	4,142	3,187
Accrued income	46,043	51,475
Other debtors	2,047	11,154
	<u>52,232</u>	<u>65,816</u>

15. Other creditors including taxation and social security falling due within one year

	2024	2023
	£	£
Social security and other taxes	12,622	6,271
Other creditors	1,243	3,163
	<u>13,865</u>	<u>9,434</u>

16. Deferred income

	2024	2023
	£	£
Amount deferred in year	<u>61,318</u>	<u>129,642</u>

17. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2024	2023
	£	£
Recognised in income from donations and legacies:		
Government grants income	<u>—</u>	<u>3,000</u>

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

18. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
General funds	493,092	203,062	(306,451)	158,575	548,278
Designated Fund	47,388	—	—	—	47,388
	<u>540,480</u>	<u>203,062</u>	<u>(306,451)</u>	<u>158,575</u>	<u>595,666</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
General funds	457,812	168,497	(255,386)	122,169	493,092
Designated Fund	86,000	—	—	(38,612)	47,388
	<u>543,812</u>	<u>168,497</u>	<u>(255,386)</u>	<u>83,557</u>	<u>540,480</u>

Restricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Restricted Fund	107,312	823,292	(668,695)	(158,575)	103,334

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Restricted Fund	111,290	620,530	(540,951)	(83,557)	107,312

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

19. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	–	103,334	103,334
Current assets	613,531	85,414	698,945
Creditors less than 1 year	(17,865)	(85,414)	(103,279)
Net assets	<u>595,666</u>	<u>103,334</u>	<u>699,000</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	–	107,312	107,312
Current assets	564,037	129,642	693,679
Creditors less than 1 year	(23,557)	(129,642)	(153,199)
Net assets	<u>540,480</u>	<u>107,312</u>	<u>647,792</u>

20. Analysis of changes in net debt

	At 1 Apr 2023 £	Cash flows £	At 31 Mar 2024 £
Cash at bank and in hand	<u>627,863</u>	<u>18,850</u>	<u>646,713</u>

21. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Not later than 1 year	9,275	8,615
Later than 1 year and not later than 5 years	19,328	28,603
	<u>28,603</u>	<u>37,218</u>

22. Related parties

No trustees nor any persons connected with them have received any remuneration from the charity. The charity has not paid any expenses incurred by the trustees for services provided to the charity (2023 £Nil).

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Management Information

Year ended 31 March 2024

The following pages do not form part of the financial statements.

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Detailed Statement of Financial Activities

Year ended 31 March 2024

	2024 £	2023 £
Income and endowments		
Donations and legacies		
Donations	3,556	683
Blackpool Clinical Commissioning Group/Integrated Care Board	142,311	142,310
Money and Pensions Service (MaPS)	111,720	108,973
Cadent	31,079	–
Macmillan	23,431	–
Children in Need	–	11,616
British Gas Energy Trust	81,428	71,208
Social Prescribing Link Worker	228,227	200,078
The National Lottery Community Fund (TNLCF)	10,324	32,338
Changing Futures	31,250	25,000
Community Connectors	10,000	28,000
JJ Charitable Trust	–	5,000
Community Research & Engagement network (COREN)	10,500	7,000
Voluntary Community Faith and Social Enterprise	16,666	22,917
Bridge to Home	35,000	–
Community Navigators	25,000	–
Blackpool Council	161,946	72,646
Health Research (NIHR)	2,999	31,566
Spring North MHT	50,000	–
Other Income	42,691	23,948
Covid Support Grants	–	3,000
	<u>1,018,128</u>	<u>786,283</u>
Investment income		
Bank interest receivable	8,226	2,744
	<u>1,026,354</u>	<u>789,027</u>
Total income		

Blackpool Citizens Advice Bureau

Company Limited by Guarantee

Detailed Statement of Financial Activities (*continued*)

Year ended 31 March 2024

	2024 £	2023 £
Expenditure		
Expenditure on charitable activities		
Wages and salaries	608,479	489,955
Redundancy	13,260	-
Employer's national insurance	44,786	37,476
Employer's pension contributions	10,842	8,639
Premises costs	46,365	53,703
Other establishment	6,796	10,556
Other motor/travel costs	12,632	15,780
Legal and professional fees	109,143	68,679
Other office costs	53,168	55,336
Depreciation	3,978	4,478
Covid support grants	-	3,000
Grants to clients	52,080	36,794
Irrecoverable VAT	13,617	11,941
	<hr/> 975,146 <hr/>	<hr/> 796,337 <hr/>
Total expenditure	<hr/> 975,146 <hr/>	<hr/> 796,337 <hr/>
Net income/(expenditure)	<hr/> 51,208 <hr/>	<hr/> (7,310) <hr/>
