

REGISTERED COMPANY NUMBER: 2226364 (England and Wales)
REGISTERED CHARITY NUMBER: 701559

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023
FOR
CITIZENS ADVICE BUREAUX (SALFORD)
(A COMPANY LIMITED BY GUARANTEE)**

Wyatt Morris Golland Ltd
Statutory Auditors
Park House
200 Drake Street
Rochdale
Lancashire
OL16 1PJ

CITIZENS ADVICE BUREAUX (SALFORD)
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES

M C Davies (resigned 29.11.22)
C Li
S J Lightup
J M McGarry
P Sutcliffe
N Whitehouse
E Dovey-Hudson
D Johnson
S E Murtagh (appointed 27.3.23)

The directors are appointed according to the Articles of Association and are referred to in that document as the "Management Committee" and generally as the "Board of Trustees".

COMPANY SECRETARY

T M Togher

REGISTERED OFFICE

Langworthy Cornerstone
451 Liverpool Road
Salford
Manchester
M6 5QQ

REGISTERED COMPANY NUMBER 2226364 (England and Wales)

REGISTERED CHARITY NUMBER 701559

AUDITORS

Wyatt Morris Golland Ltd
Statutory Auditors
Park House
200 Drake Street
Rochdale
Lancashire
OL16 1PJ

CITIZENS ADVICE BUREAUX (SALFORD)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 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 31 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).

OBJECTIVES AND ACTIVITIES

Principle Objectives

"The Citizens Advice Bureaux (Salford) is established for the promotion of any charitable purposes for the benefit of the community in the area of Salford by the advancement of education, the protection of health and the relief of poverty, sickness and distress. In furtherance of its objects, and for no other purposes the Citizens Advice Bureaux (Salford) shall have power to establish and conduct Citizens Advice Bureaux as centres to provide a free confidential and impartial service of advice, information and counsel for the public and for the implementation thereof" (extract from Memorandum of Association).

The charity has at the core of its aims the task of all Citizens Advice Bureaux, such that "... people should not suffer from a lack of knowledge of their rights or of their responsibilities, and equally, to exercise a responsible influence on the development of social policy..."

Public benefit and ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Organisation

Citizens Advice Bureaux (Salford) was established in 1939. The current unitary structure was established in 1995. Salford Cabx is a full member of the National Association of Citizens Advice Bureaux (Nacab).

Status

The Citizens Advice Bureaux (Salford) is a company limited by guarantee and is governed by its Memorandum and Articles of Association. Its working name is Salford Citizens Advice Bureaux. Each member's liability is limited to £1 per guarantor. The membership comprises all the current trustees plus the current and ex company secretaries.

Investment powers

The charity's powers of investment are governed by its Memorandum and Articles of Association.

CITIZENS ADVICE BUREAUX (SALFORD)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Overview

The challenges have continued in relation to the cost of Living - with energy costs, the increased cost of food, the return to more 'normal' ways of employment, and the cost of rental property, combined with shortage of accommodation plus increased mortgages, have all impacted on the level of demand and capacity has been stretched. It has been noticeable that the complexity of client issues has been steadily increasing with a rise in 3 issues per person to 4 per person.

Whilst we have maintained our funding streams and been successful in gaining further local grants for activities which really add value to the local population, such as the Macmillan screening work, we continue to have to work hard to maintain and gain financial stability with our funders.

Recruitment has also been a challenge for us, as it is for many other organisations. We need staff with advice experience but with small numbers available are taking a longer term option of 'growing our own' where we can.

Achievements

Over the financial year ending 31 March 2023 we advised a total of 16,881 clients with 65,449 different problems, the largest being :-

- Benefits 38% (24,274)
- Housing 17% (10,810)
- Universal Credit 12% (7,940)
- Debt 8% (5,272)

We advised over 2,920 issues to do with charitable support, 358 education, 2,227 employment, 822 financial services, 90 issues related to gender violence and abuse or hate crime, 965 community care and health, 1,823 immigration, 1,517 legal disputes, 1,465 family and relationship, 590 tax, 921 travel, 1,647 utilities, 359 death and bereavement.

Housing enquiries (driven in the main by increasing volatility in the private rented sector) had a marked increase of 18% between quarters 3 and 4; some 3,054 problems compared to a previous quarterly average of 2,585. This level of pressure on the private rented housing is likely to translate into increased homelessness.

Throughout the year the level of charity assistance provided via our referral and support has stayed much higher than normal, with an on average quarter figure of 670 - with a marked spike during the worse of the winter, rising to over 900 that quarter. On a normal day 12 households will need our support to access help from a charity or food bank.

Benefit problems remain on a steady upwards trajectory, as is the case for universal Credit specifically. Within this category there has been a steady pressure on 'discretionary' benefits - such as Personal independence Payment, Attendance Allowance and Pension Credit.

Employment enquires have remained stable over the year at an average of 557 problems a quarter. This has begun to move upwards slowly throughout the year, perhaps showing a continued tightening of the labour market in Salford.

The number of utility (energy and fuel included) problems has generally doubled over the last two quarters.

Volunteering remains slightly subdued post pandemic, with the total volunteers each week supporting us in the 50's - but these would have been in the 60's before the pandemic. We ran a three-month social media recruitment campaign over November, January, and February, and are beginning to see these numbers improve.

Total website advice use was 139,880 interactions with 1% of advice pages being translated.

Some 2,175 clients were referred directly to us by 29 different organisations using our referral portal.

We were able to tap into a more round the clock service, through our collaborative work with Greater Manchester Citizens Advice and their Out of Hours Service

Finance

Our total income for the year was £1,113,684 which comes from a range of sources, including contracted work with Salford City council for the High Street service and integrated Health and Social Care for Wellbeing and Care Act services - both providing a significant amount of our core funding. We have had to absorb the increases in staffing costs for the High Street service due to the contract being extended a number of times.

CITIZENS ADVICE BUREAUX (SALFORD)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Included in total income is funding from several organisations to provide specific services to Salford citizens. We remain grateful for these opportunities, totalling £1,107,365 with 25 local organisations. We regularly report to the board and our commissioners on the performance and outcomes of this funding. There is much detailed and interesting information contained in these performance reports which help us understand the level of demand and need in the City.

Our total fiscal value to the city was £5,111,521.

Our public value is £36,354,568 (how much better off Salford is because of our work).

The value to the people we help is £23,965,899.

The value to the local authority just by avoiding homelessness is £488,076.

The value of a reduced use of health services was £708,170, and a total gain to the NHS in Salford of £846,042.

The £578,650 in additional Attendance Allowance claimed in the year is indicative of a similar level of saving to the local Care Act costs.

The gain to local social housing providers was £1,555,181 - largely through avoided evictions.

The gain to central government by keeping people in work was £2,159,996.

There was an actual money gain to our clients of £13,146,231 - representing extra income just for that year.

Our stable and consistent leadership team manages to carefully balance all these demands. They actively promote quality and financial audits, ensuring we always keep our standards high and remember to focus on our clients. Each year we undertake a leadership assessment undertaken by Citizens Advice nationally to assure them and us that we meet the national standards expected. We are due the full assessment this year in a 3 year cycle and continue to meet the Financial Services Authority [FSA] requirements to deliver advice.

Challenges

1. Cost of Living - demand beyond our capacity and funding. It is also difficult to support citizens with issues that are non-negotiable. For a number of our clients, there really is not much we can do given the National context of inflation and cost of living, when they have gone through all their options and still don't have enough money for food, housing or energy.

2. Recruitment of staff - we achieve success in funding, with senior staff experienced in application processes, but we may struggle to deliver due to shortages of staff. We have improved our conditions of service and our pay is comparable to the local council staff. We will be more creative in our approach and will consider this during the year. Retention will be as important as recruitment.

3. Complexity of people's problems. With demand being greater than ever, this may have some impact on client satisfaction in the next year. The overall model for advice is under stress and faces challenges due to resourcing and funding pressures. Our membership of Greater Manchester Citizens Advice may be important in the next 12 months to consider ways we can work together more.

4. A need to reduce as much of the admin burden and consider further digital capability to maintain capacity to deliver to citizens. Helping clients to enter their information online prior to contact would be an advantage. Our digital skills as an organisation, rely on what individuals bring to the organisation, and the support of other parts of Citizens Advice will be crucial in the coming year. We will need to collaborate more to work against the Cyber threat risks, especially as our data is confidential and real time.

Development and Strategy

We continue to consider our overall strategy and approach as a board once a year whilst valuing the many partnerships and collaborative work we are part of in Salford City. Food poverty, health and wellbeing, citizens new to the City, specific cultural needs, better housing, affordable funerals, school uniforms and domestic abuse are all areas we contribute to as an organisation interested in not only dealing with the issues presented but preventing ill health and financial difficulties where we can.

The expected changes to the structure and commissioning of health and integrated social care services are due, with the Clinical commissioning Group [CCG] being dismantled and replaced by locality groups and a more complicated hierarchy of health and social care services in the Combined Authority. This will make it harder to develop the working relationships so important to effective partnership working.

We bring huge insight and experience, plus lobbying capability and need to maximise the audience for our feedback, thinking and influencing, given the financial challenges that people will be facing in the coming few years.

In terms of our operating model - we provide local services specifically for the people of Salford plus contributing to the delivery of a national network of telephony and web-based advice.

Being part of and a member of a larger national Citizens Advice network, brings support with some developments such as the investments nationally in better web access, improving Telephony by rolling out a new telephony platform, and the ability to lobby politically to improve the lot of people on low incomes and benefits.

CITIZENS ADVICE BUREAUX (SALFORD)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

We continue to support the development of collaborative and partnerships approaches, both with other key agencies such as the combined Authority, other Charities in Salford. In our volunteers we have many local people or volunteers with a commitment to Salford. We are hoping to pick up our partnership with Salford University for law and other students to develop their knowledge of advice giving.

FINANCIAL REVIEW

Financial position

The results for the year are set out on pages 11 to 23 of the financial statements.

The charity is funded mainly by grants for expenditure on activities within the charity's stated objective.

The balance of unrestricted funds at 31 March 2023 was £565,982, all of which were free reserves. It is the intention of the trustees to utilise the reserves in accordance with reserves policy.

There are restricted funds at 31 March 2023 amounting to £19,598.

Investment policy and objectives

The trustees considered their investment strategy, and resolved that there are insufficient free reserves to invest funds in any time restricted fund. This will be reviewed regularly.

Reserves policy

The reason for holding unrestricted reserves is to protect Salford Citizens Advice from the impact of shortfalls in forecast income, unforeseen expenditure or one off expenditure which Salford Citizens Advice would like to commit to in the delivery of its charitable objectives. Having considered the aforementioned risk factors the Trustees have determined that the current level of unrestricted reserves is appropriate

Going concern

There are no material uncertainties about the charity's ability to continue as a going concern.

FUTURE PLANS

We are redrafting our Strategic Plan to take account of the changes seen in the charitable activities of the organisation over the last two years. It is intended that the new plan will look at the next 5-10 years.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

New trustees are recruited and appointed in accordance with its governing document.

Structure, Governance and Management

The trustees of Citizens Advice Bureaux (Salford) are appointed by an open public meeting in keeping with the Charity's Governing deed. The formal office is three years, with re-appointment possible after this.

The trustees appoint a chief officer to manage the day-to-day operation of the charity, whilst maintaining overall supervision through regular trustee meetings and sub-committees.

Trustees are responsible for making strategic and policy decisions. They approve a five-year development plan, which they review twice yearly.

Citizens Advice Bureaux (Salford) is a member organisation of the National Association of Citizens Advice Bureaux which operates across 258 locations.

Citizens Advice Bureaux (Salford) offers a bureaux advice service.

The service's infrastructure consists of local bureaux. These offer a full range of Citizens Advice Bureaux services throughout the city. All our bureaux have the general casework quality mark.

New trustees are briefed on their legal obligations under charity and company law, the charity's governing documents, its structures, committees, decision making processes, planning and strategic objectives. An induction programme, including one to one tutorials, visits to relevant sites and services and meeting with key employees, is organised for all new trustees. A library of relevant reference books and trustee guides and literature is maintained. Trustees are encouraged to attend training events organised by the national Citizens Advice and the local Council for Voluntary Service.

CITIZENS ADVICE BUREAUX (SALFORD)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Wyatt Morris Golland Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 4 December 2023 and signed on its behalf by:



T M Togher - Secretary

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF CITIZENS ADVICE BUREAUX (SALFORD)

Opinion

We have audited the financial statements of Citizens Advice Bureaux (Salford) (the 'charitable company') for the year ended 31 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 31 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

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 TRUSTEES OF CITIZENS ADVICE BUREAUX (SALFORD)

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner 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 directors and other management, and from our commercial knowledge and experience of charities;

- 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 charity, including the Charities Act 2011 and Companies Act 2006 and

- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence where necessary,

- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;

- tested journal entries to identify unusual transactions;

- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and

- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;

- enquiring of management as to actual and potential litigation and claims; and

- reviewing correspondence with HMRC.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
CITIZENS ADVICE BUREAUX (SALFORD)**

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Wyatt Morris Golland Ltd
Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Park House
200 Drake Street
Rochdale
Lancashire
OL16 1PJ

4 December 2023

CITIZENS ADVICE BUREAUX (SALFORD)
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	805,447	302,451	1,107,898	1,165,589
Other trading activities	3	1,490	-	1,490	2,232
Investment income	4	4,296	-	4,296	891
Total		<u>811,233</u>	<u>302,451</u>	<u>1,113,684</u>	<u>1,168,712</u>
EXPENDITURE ON					
Charitable activities	5	910,385	287,010	1,197,395	1,163,622
NET INCOME/(EXPENDITURE)					
Transfers between funds	16	(99,152) 22,701	15,441 (22,701)	(83,711) -	5,090 -
Net movement in funds		(76,451)	(7,260)	(83,711)	5,090
RECONCILIATION OF FUNDS					
Total funds brought forward		642,433	26,858	669,291	664,201
TOTAL FUNDS CARRIED FORWARD		<u>565,982</u>	<u>19,598</u>	<u>585,580</u>	<u>669,291</u>

The notes form part of these financial statements

CITIZENS ADVICE BUREAUX (SALFORD)

**BALANCE SHEET
31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
CURRENT ASSETS					
Debtors	13	30,398	-	30,398	32,881
Cash at bank and in hand		586,379	19,598	605,977	691,471
		<u>616,777</u>	<u>19,598</u>	<u>636,375</u>	<u>724,352</u>
CREDITORS					
Amounts falling due within one year	14	(50,795)	-	(50,795)	(55,061)
NET CURRENT ASSETS		<u>565,982</u>	<u>19,598</u>	<u>585,580</u>	<u>669,291</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>565,982</u>	<u>19,598</u>	<u>585,580</u>	<u>669,291</u>
NET ASSETS		<u>565,982</u>	<u>19,598</u>	<u>585,580</u>	<u>669,291</u>
FUNDS	16				
Unrestricted funds				565,982	642,433
Restricted funds				19,598	26,858
TOTAL FUNDS				<u>585,580</u>	<u>669,291</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

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 4 December 2023 and were signed on its behalf by:



S J Lightup - Trustee

CITIZENS ADVICE BUREAUX (SALFORD)

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(89,790)	(23,032)
Net cash used in operating activities		(89,790)	(23,032)
Cash flows from investing activities			
Interest received		4,296	891
Net cash provided by investing activities		4,296	891
Change in cash and cash equivalents in the reporting period		(85,494)	(22,141)
Cash and cash equivalents at the beginning of the reporting period		691,471	713,612
Cash and cash equivalents at the end of the reporting period		605,977	691,471

The notes form part of these financial statements

CITIZENS ADVICE BUREAUX (SALFORD)

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

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

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(83,711)	5,090
Adjustments for:		
Depreciation charges	-	2,985
Interest received	(4,296)	(891)
Decrease/(increase) in debtors	2,483	(7,299)
Decrease in creditors	(4,266)	(22,917)
Net cash used in operations	(89,790)	(23,032)

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	691,471	(85,494)	605,977
	<u>691,471</u>	<u>(85,494)</u>	<u>605,977</u>
Total	<u>691,471</u>	<u>(85,494)</u>	<u>605,977</u>

CITIZENS ADVICE BUREAUX (SALFORD)

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

1. 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.

The trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the Company's accounting policies, management is required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Management does not consider that there are any key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements. However a dilapidation provision has been made of £8,142 in respect of rented property.

Income

Income attributable to grants, donations and gifts is credited to the financial statements for the period to which it relates. Income attributable to services provided is credited to the financial statements for the period in which the service is provided. 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.

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.

Allocation and apportionment of costs

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.

Costs are allocated on a basis considered appropriate by the trustees having regard to the activity.

Tangible fixed assets

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

Short leasehold - Straight line over length of lease

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.

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.

CITIZENS ADVICE BUREAUX (SALFORD)

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

1. ACCOUNTING POLICIES - continued

Dilapidations

The Charity has obligations under the terms of various leases to re-instate the properties at the end of the leases. The Charity has a provision of £8,142 at the year end to cover these obligations at several locations.

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	533	1,199
Grants	1,107,365	1,164,390
	<u>1,107,898</u>	<u>1,165,589</u>

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

	2023	2022
	£	£
Money Advice and Pension Service	205,089	267,858
Housing Project - The Booths Charities	15,000	15,000
The City of Salford	565,726	565,724
Cornerstone	5,000	5,000
Loaves and Fishes	8,333	8,333
Salford Foodshare Network Life and Work Skills	5,000	-
National Lottery - Awards for All	9,980	-
Cohersive Control - The Booths Charities	15,000	15,000
The Edward Holt Trust - Advice and Development Worker	-	30,000
Citizens Advice - Universal Support Help To Claim	145,874	203,828
Binoh of Manchester	5,000	5,000
National CAB BEIS softphones	-	1,200
Kickstart	7,288	12,363
Age UK	-	1,016
GM Answer Cancer	-	5,000
Manchester Foodbank	2,500	2,500
Salford City Council - Household Support	-	11,568
Salford CVS - Wellbeing Matters	-	15,000
Macmillan Cancer Support	47,595	-
Salford Foodbank	30,255	-
Brain and Spinal Injury Clinic	3,600	-
Energy - The Booths Charities	3,000	-
Citizens Advice - Cost of Living	15,000	-
The Edward Holt Trust Life and Work Skills	15,000	-
Loaves and Fishes Life and Work Skills	3,125	-
	<u>1,107,365</u>	<u>1,164,390</u>

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Training and room hire	1,490	2,232

CITIZENS ADVICE BUREAUX (SALFORD)

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

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	4,296	891
	<u>4,296</u>	<u>891</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Charitable activities	1,190,845	6,550	1,197,395
	<u>1,190,845</u>	<u>6,550</u>	<u>1,197,395</u>

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	982,925	969,336
Rent and rates	24,786	24,698
Insurance	10,121	7,658
Light and heat	2,440	2,373
Telephone	16,429	15,863
Postage and stationery	9,095	7,091
Advertising	12,926	4,350
Sundries	24,514	20,888
Repairs and renewals	6,077	18,626
Training and information	36,096	19,398
Service Delivery	45,000	45,000
Travel	4,699	3,443
Legal, professional and compensation	15,391	14,352
Bank charges	346	448
Monitoring and evaluation	-	763
Depreciation	-	2,985
	<u>1,190,845</u>	<u>1,157,272</u>

7. SUPPORT COSTS

	Governance costs £
Charitable activities	6,550
	<u>6,550</u>

Support costs, included in the above, are as follows:

	2023 Charitable activities £	2022 Total activities £
Auditors' remuneration	3,600	3,500
Auditors' remuneration for non audit work	2,950	2,850
	<u>6,550</u>	<u>6,350</u>

CITIZENS ADVICE BUREAUX (SALFORD)

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

8. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Auditors' remuneration	3,600	3,500
Auditors' remuneration for non audit work	2,950	2,850
Depreciation - owned assets	-	2,985
	<u> </u>	<u> </u>

9. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

None of the trustees was reimbursed travel expenses in the year. (2022 - £nil).

10. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	860,806	853,564
Social security costs	75,301	70,226
Other pension costs	46,818	45,546
	<u> </u>	<u> </u>
	<u>982,925</u>	<u>969,336</u>

Four key personnel received total emoluments of £206,666.

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

	2023	2022
Direct charitable work	27	29
Charitable work and administration	6	7
Administration	1	1
	<u> </u>	<u> </u>
	<u>34</u>	<u>37</u>

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

	2023	2022
£60,001 - £70,000	1	-
	<u> </u>	<u> </u>

Four key personnel received total emoluments of £206,666.

CITIZENS ADVICE BUREAUX (SALFORD)

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	879,865	285,724	1,165,589
Other trading activities	2,232	-	2,232
Investment income	891	-	891
Total	882,988	285,724	1,168,712
EXPENDITURE ON			
Charitable activities	870,423	293,199	1,163,622
NET INCOME/(EXPENDITURE)	12,565	(7,475)	5,090
Transfers between funds	10,414	(10,414)	-
Net movement in funds	22,979	(17,889)	5,090
RECONCILIATION OF FUNDS			
Total funds brought forward	619,455	44,746	664,201
TOTAL FUNDS CARRIED FORWARD	642,434	26,857	669,291

12. TANGIBLE FIXED ASSETS

	Short leasehold £
COST	
At 1 April 2022 and 31 March 2023	129,171
DEPRECIATION	
At 1 April 2022 and 31 March 2023	129,171
NET BOOK VALUE	
At 31 March 2023	-
At 31 March 2022	-

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
VAT	2,163	1,988
Prepayments and accrued income	28,235	30,893
	30,398	32,881

CITIZENS ADVICE BUREAUX (SALFORD)

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

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	2,063	1,976
Social security and other taxes	18,499	16,659
Other creditors	1,109	4,353
Accrued expenses	29,124	32,073
	<u>50,795</u>	<u>55,061</u>

Other creditors includes £250 of deferred income (2022 - £720). This relates to grants for periods after 31 March 2022 but received prior to 31 March 2022.

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Between one and five years	<u>28,875</u>	<u>45,472</u>

16. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	642,433	(99,152)	22,701	565,982
Restricted funds				
Housing Project - The Booths Charities (a)	-	(1,849)	1,849	-
Loaves and Fishes (b)	959	(242)	-	717
Awards For All (d)	-	1,880	-	1,880
Cohersive Control - The Booths Charities (e)	-	(1,283)	1,283	-
The Edward Holt Trust - Advice and Development Worker (f)	25,899	(24,643)	(1,256)	-
Universal Support Help To Claim (g)	-	18,767	(18,767)	-
Kickstart (i)	-	4,173	(4,173)	-
Macmillan (h)	-	3,695	(3,695)	-
Salford Foodbank (j)	-	(802)	802	-
Life and Work Skills Project (k)	-	15,745	1,256	17,001
	<u>26,858</u>	<u>15,441</u>	<u>(22,701)</u>	<u>19,598</u>
TOTAL FUNDS	<u>669,291</u>	<u>(83,711)</u>	<u>-</u>	<u>585,580</u>

CITIZENS ADVICE BUREAUX (SALFORD)

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

16. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	811,233	(910,385)	(99,152)
Restricted funds			
Housing Project - The Booths Charities (a)	15,000	(16,849)	(1,849)
Loaves and Fishes (b)	8,333	(8,575)	(242)
Awards For All (d)	9,980	(8,100)	1,880
Cohersive Control - The Booths Charities (e)	15,000	(16,283)	(1,283)
The Edward Holt Trust - Advice and Development Worker (f)	-	(24,643)	(24,643)
Universal Support Help To Claim (g)	145,874	(127,107)	18,767
Kickstart (i)	7,288	(3,115)	4,173
Macmillan (h)	47,596	(43,901)	3,695
Salford Foodbank (j)	30,255	(31,057)	(802)
Life and Work Skills Project (k)	23,125	(7,380)	15,745
	<u>302,451</u>	<u>(287,010)</u>	<u>15,441</u>
TOTAL FUNDS	<u><u>1,113,684</u></u>	<u><u>(1,197,395)</u></u>	<u><u>(83,711)</u></u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	619,455	12,564	10,414	642,433
Restricted funds				
Housing Project - The Booths Charities (a)	883	(3,893)	3,010	-
Loaves and Fishes (b)	1,847	(888)	-	959
Help Through Crisis (c)	9,998	(8,825)	(1,173)	-
Cohersive Control - The Booths Charities (e)	-	(452)	452	-
The Edward Holt Trust - Advice and Development Worker (f)	32,018	(6,119)	-	25,899
Universal Support Help To Claim (g)	-	17,551	(17,551)	-
Kickstart (i)	-	(4,848)	4,848	-
	<u>44,746</u>	<u>(7,474)</u>	<u>(10,414)</u>	<u>26,858</u>
TOTAL FUNDS	<u><u>664,201</u></u>	<u><u>5,090</u></u>	<u><u>-</u></u>	<u><u>669,291</u></u>

CITIZENS ADVICE BUREAUX (SALFORD)

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

16. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	882,988	(870,424)	12,564
Restricted funds			
Housing Project - The Booths Charities (a)	15,000	(18,893)	(3,893)
Loaves and Fishes (b)	8,334	(9,222)	(888)
Help Through Crisis (c)	-	(8,825)	(8,825)
Cohersive Control - The Booths Charities (e)	15,000	(15,452)	(452)
The Edward Holt Trust - Advice and Development Worker (f)	30,000	(36,119)	(6,119)
Universal Support Help To Claim (g)	205,027	(187,476)	17,551
Kickstart (i)	12,363	(17,211)	(4,848)
	<u>285,724</u>	<u>(293,198)</u>	<u>(7,474)</u>
TOTAL FUNDS	<u>1,168,712</u>	<u>(1,163,622)</u>	<u>5,090</u>

Analysis of funds:-

a) Housing Project - The Booths Charities

Provision of advice to people in private sector housing.

b) Loaves and Fishes

Funding to provide users of Salford's homeless people's day centre and advice service.

c) Help Through Crisis

To support people in crisis and hardship via advice and training

e) Cohersive Control

Funding to deliver advice to victims of domestic violence and cohersive control.

f) Edward Holt Trust

Funding to deliver advice and support to those who are homeless or require help with their tenancies.

g) Help To Claim

Funding to support claimants in making claims for Universal Credit.

h) Community Employment Fund

Funding to provide employment advice during the Pandemic.

i) Kickstart

Funding to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

Transfers between funds

The transfers between funds totalling £22,701 relate to the following adjustments:-

	Project over/underspend £	Rent costs £	Supervision £	Total £
Housing Project - The Booths Charities (a)	1,849	-	-	1,849
Cohersive Control - The Booths Charities (e)	1,283	-	-	1,283
The Edward Holt Trust - Advice and Development Worker (f)	(1,256)	-	-	(1,256)
Universal Support Help To claim (g)	8,445	(27,212)	-	(18,767)
Kickstart (i)	(4,173)	-	-	(4,173)
Macmillan (h)	3,390	(1,667)	(5,418)	(3,695)

CITIZENS ADVICE BUREAUX (SALFORD)

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

16. MOVEMENT IN FUNDS - continued

Transfers between funds - continued

Salford Foodbank (j)	802	-	-	802
Life and Work Skills project (k)	1,256	-	-	1,256
	<u>11,596</u>	<u>(28,879)</u>	<u>(5,418)</u>	<u>(22,701)</u>

The transfers relating to rent costs represent agreed recharges from the core business to the restricted fund for the use of accommodation space.

17. RELATED PARTY DISCLOSURES

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

18. CONNECTED CHARITIES

The charity is a member of the Citizens Advice Bureaux National Association to whom it pays a subscription. The National Association provides insurance cover for the charity for a commercial fee.