

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

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
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)

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FOR THE YEAR ENDED 31 MARCH 2024**

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CITIZENS ADVICE BUREAUX (SALFORD)
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES

C Li (resigned 25.3.24)
S J Lightup
J M McGarry
P Sutcliffe (resigned 29.1.24)
N Whitehouse
E Dovey-Hudson
D Johnson
S E Murtagh
J E Block (appointed 29.1.24)
D A Dawes (appointed 25.3.24)
P P Smith (appointed 25.3.24)

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024. 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Summary of main activities:

This year's major developments included our comprehensive three yearly leadership audit, which we are pleased to say we passed without any issues. This means our full membership of the National Association of Citizens Advice is confirmed, as was our Advice Standards Quality Marking. The work of the board was very much focused on the preparation for this audit, at least for the early part of the year.

We ran a pilot project to work differently with refugee new arrivals in Salford, and we are grateful to the Guardian readers Christmas appeal for the funding for this work. This has at the time of writing been successfully concluded and has given us lots of new learning about how we can embed advice services within another organisation, and how we can then avoid people who have suffered great hardship and trauma needing to unnecessarily repeat their stories.

The ongoing programme of 'managed migration' to Universal Credit began to pick up speed over the year, and as a result, we saw more enquires about Universal Credit, as well as enquires often of a very technical nature as people struggled to understand what this might mean for them and their families.

We trained key staff to support people to access cancer screening services, focusing on clients who are being supported with disability benefit claims. This was funded by the local NHS cancer screening take-up funding programme, and we hope to maintain this approach for many more years to come, and through this to have thousands of powerful cancer screening conversations with Salford residents who are more likely to be diagnosed late.

We were pleased to win extra funding from the National Lottery to produce a suite of podcasts to support people with the ongoing cost of living crisis. These are available on our newly relaunched website. As a part of this work to strengthen our digital and online services, we also secured the cyber essentials quality mark, which has become increasingly significant with higher threats to organisations from cyber-attacks.

Our online referral portal has continued to play an important role in how clients access services. We added the National Citizens Advice service to automatically set up and pre-populate case records from these referrals to this service. One in twelve of our clients now come to us through this online referral system, reducing the pressure on drop-in services.

We are delighted to be working with the Trussel Trust, to fund advice in all of Salford's foodbanks. Our chief Officer continued to demonstrate his substantial commitment over the years in Salford and a new strategy for the development of food poverty work in the city for future years working with our colleagues at Salford CVS has been agreed.

We also completed a programme of organisation wide menopause awareness work, as well as adopting a set of best practice policies to support our colleagues experiencing the menopause in the service.

We also secured ongoing funding to run our still relatively new Macmillan partnership - which has now very much become a high performing provider for Macmillan, and more importantly is supporting large numbers of people in Salford living with cancer.

We were pleased to work with colleagues in Salford Charedi community to secure continuation funding for our community outreach services to Salford's large Charedi community.

Policy and Campaigns work:

Policy work included a full review of our current campaigns, input into the city council's review of its homelessness strategy, as well as detailed submissions to the Greater Manchester Mayor's Good Landlord Charter consultation.

We continued work to improve the clarity of communications for people using homelessness services in the city, as well as our ongoing work to improve council tax recovery in the city; meeting with council officials and bailiffs every quarter. A new campaign to encourage social landlords not to take out floor coverings when properties are re-let was launched. We continued to run a campaign to improve take up of the healthy start scheme throughout the year.

Direct work with clients:

Over the financial year ending 31 March 2024 we advised a total of 15,883 clients with over 68,817 different problems.

- Benefits 35% (24,151)
- Housing 17% (11,730)
- Universal Credit 13% (8,770)
- Debt 11% (7,885)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

We advised over 1,900* households around access to charitable support - most of which would have been referral to local food banks; 431 education issues; 1,894 employment problems; 1,729 financial services and capability; 104 issues relating to gender violence, abuse and hate crime; 2,249 community care and health; 1,843 immigration and asylum; 1,617 legal disputes; 1,424 family and relationship issues; 1,111 around travel issues; 1,428 utility and fuel issues; and 590 death and bereavement issues.

Trends in our advice giving indicate a continuous pressure on housing and homelessness enquiries (this is up 9% from last year) driven in the main by increasing volatility in the private rented sector and the impact of the government's policy to move refugees and asylum seekers from their temporary accommodation. The rate of growth and pressure on housing enquiries has remained broadly stable throughout the year - and combined with the previous year might suggest that the housing crisis has at least stopped getting worse. This may be due in some small part to the uplift in local housing allowance limits. We remain of the view that the private sector housing market's failure is likely to continue to drive a high level of evictions and homelessness, and even with a reduction in interest rates, will not improve substantially throughout the rest of the year, thus continuing to be one of Salford's citizens key pressures.

The need to refer to foodbanks has already reduced over the year, possibly due to some reduction in the rates of food cost inflation over the year and because of good provision of emergency support in Salford through the Housing Support Fund throughout the reporting period. Despite this, every day we referred five households to a food bank throughout the year. This has essentially fallen back to 'normal' levels.

The impact of 'managed migration' to Universal Credit was beginning to be felt during the year - with a growth of issues around Universal Credit of 10%.

Employment enquiries have remained stable - for all of this year, as well as for last year. This year the quarterly average for employment problems being 474 as compared to 557 last year, down 14% year on year. This does suggest a relatively stable employment market, and one which has maintained this stability over the last two years.

The gradual settling of the energy crisis has resulted in a reduction in utility and fuel issues dropping some 200 enquiries from last year - to 1,428 this year.

Sadly, we see a continued rise in the number of death and bereavement issues, this year it was 590 for the year (against 359 last year). This nearly two-thirds increase saw the biggest increase in quarter 3, 2023/24.

Our volunteering was hit during the pandemic - along with being adversely impacted by changes to the socio-economic environment. This year it has remained broadly stable - with about fifty people volunteering each week. The value of this volunteering (using the council's social value metric) is some £350,000 a year. We put extra effort into marketing our volunteering opportunities this year

Total website advice use was 151,130 interactions (up 8%), with some 2,346 clients being referred to us by over thirty different partners using our referral tool.

Impact:

The National Association of Citizens Advice impact of advice assessment** indicates that in the year:

- Our total fiscal value to the city was £4,792,492.
- Our public value was £34,745,952 (how much better off Salford is because of our work).
- The total value to the people we help was £24,610,504.
- The value to the local authority by avoiding homelessness was £500,848.
- The value of a reduced use of health services was £683,830, with a total gain to the NHS in Salford of £808,919.
- The £710,134 in additional Attendance Allowance claimed in the year is a good proxy for the sum saved locally in terms of Community Care costs.
- The gain to local social housing providers was £1,146,688 - largely through the avoidance of evictions.
- The gain to central government by keeping people in work was £1,959,272.

* Including 1009 clients / households assisted via the Trussell Trust Partnership Programme.

** The National Association of Citizens Advice Impact model was developed by New Economy. The model is approved by the Treasury, who are experts in financial value assessment. The approach taken in creating the data is very conservative and only includes actual determined values - it is therefore the very minimum of our actual impact.

Strategic and governance work:

Over the year we've been working hard to ensure our board and senior management team are well placed to meet the challenges of future years - as we approach the celebrations for our 85th anniversary. This involved a comprehensive rewriting of our strategic plan as well as our work plan, and a phased renewal of our board, which has seen a number of new trustees join us, extending the skill mix and diversity of the board.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

We also said goodbye to some long serving trustees, with thanks especially to Peter Sutcliffe, who has been part of Salford Citizens Advice for nearly thirty years, starting with his original support in Irlam and Cadishead. We remain grateful to Peter and other volunteers who remain committed to us as an organisation, supporting our principles and values over such an extended period.

FINANCIAL REVIEW

Financial position

The results for the year are set out on pages 10 to 22 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 2024 was £590,556, 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 2024 amounting to £5,335.

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key management

Tom Togher - Chief officer

E Kenny - Deputy chief officer

G Hughes - Operations manager

C Ellicott - Training and quality manager

R Howley - Senior manager, personnel and projects support

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 25 November 2024 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 2024 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 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; 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

25 November 2024

CITIZENS ADVICE BUREAUX (SALFORD)

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	880,721	341,521	1,222,242	1,107,898
Other trading activities	3	430	-	430	1,490
Investment income	4	11,669	-	11,669	4,296
Total		<u>892,820</u>	<u>341,521</u>	<u>1,234,341</u>	<u>1,113,684</u>
EXPENDITURE ON					
Charitable activities	5				
Charitable activities		<u>885,839</u>	<u>338,191</u>	<u>1,224,030</u>	<u>1,197,395</u>
NET INCOME/(EXPENDITURE)		6,981	3,330	10,311	(83,711)
Transfers between funds	16	<u>17,593</u>	<u>(17,593)</u>	<u>-</u>	<u>-</u>
Net movement in funds		24,574	(14,263)	10,311	(83,711)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>565,982</u>	<u>19,598</u>	<u>585,580</u>	<u>669,291</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>590,556</u></u>	<u><u>5,335</u></u>	<u><u>595,891</u></u>	<u><u>585,580</u></u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
CURRENT ASSETS					
Debtors	13	27,671	-	27,671	30,398
Cash at bank and in hand		629,537	5,335	634,872	605,977
		<u>657,208</u>	<u>5,335</u>	<u>662,543</u>	<u>636,375</u>
CREDITORS					
Amounts falling due within one year	14	(66,652)	-	(66,652)	(50,795)
		<u>590,556</u>	<u>5,335</u>	<u>595,891</u>	<u>585,580</u>
NET CURRENT ASSETS					
		<u>590,556</u>	<u>5,335</u>	<u>595,891</u>	<u>585,580</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>590,556</u>	<u>5,335</u>	<u>595,891</u>	<u>585,580</u>
NET ASSETS		<u>590,556</u>	<u>5,335</u>	<u>595,891</u>	<u>585,580</u>
FUNDS	16				
Unrestricted funds				590,556	565,982
Restricted funds				5,335	19,598
TOTAL FUNDS				<u>595,891</u>	<u>585,580</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

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 25 November 2024 and were signed on its behalf by:

S J Lightup - Trustee

CITIZENS ADVICE BUREAUX (SALFORD)

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>17,226</u>	<u>(89,790)</u>
Net cash provided by/(used in) operating activities		<u>17,226</u>	<u>(89,790)</u>
 Cash flows from investing activities			
Interest received		<u>11,669</u>	<u>4,296</u>
Net cash provided by investing activities		<u>11,669</u>	<u>4,296</u>
 Change in cash and cash equivalents in the reporting period		<u>28,895</u>	<u>(85,494)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>605,977</u>	<u>691,471</u>
 Cash and cash equivalents at the end of the reporting period		<u><u>634,872</u></u>	<u><u>605,977</u></u>

The notes form part of these financial statements

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

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

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	10,311	(83,711)
Adjustments for:		
Interest received	(11,669)	(4,296)
Decrease in debtors	2,727	2,483
Increase/(decrease) in creditors	15,857	(4,266)
	<hr/>	<hr/>
Net cash provided by/(used in) operations	17,226	(89,790)
	<hr/> <hr/>	<hr/> <hr/>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	605,977	28,895	634,872
	<hr/>	<hr/>	<hr/>
	605,977	28,895	634,872
	<hr/>	<hr/>	<hr/>
Total	605,977	28,895	634,872
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024**

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

	2024	2023
	£	£
Donations	15,596	533
Grants	1,206,646	1,107,365
	<u>1,222,242</u>	<u>1,107,898</u>

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

	2024	2023
	£	£
Money Advice and Pension Service	243,768	205,089
Housing Project - The Booths Charities	15,000	15,000
The City of Salford	565,726	565,726
Cornerstone	5,000	5,000
Loaves and Fishes	8,333	8,333
Salford Foodshare Network Life and Work Skills	8,000	5,000
National Lottery - Awards for All	-	9,980
Cohersive Control - The Booths Charities	15,000	15,000
Citizens Advice - Universal Support Help To Claim	108,255	145,874
Binoh of Manchester	5,000	5,000
Kickstart	-	7,288
Manchester Foodbank	-	2,500
Macmillan Cancer Support	72,933	47,595
Salford Foodbank	39,460	30,255
Brain and Spinal Injury Clinic	-	3,600
Energy - The Booths Charities	3,000	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	11,875	3,125
Big Lottery - Cost of Living	30,437	-
Guardian	35,973	-
Irlam Foodbank	4,255	-
Salford CVS - Health Impact Fund	19,631	-
Salford CVS - Social Prescribing	15,000	-
	<u>1,206,646</u>	<u>1,107,365</u>

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Training and room hire	<u>430</u>	<u>1,490</u>

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	11,669	4,296
	<u><u> </u></u>	<u><u> </u></u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Charitable activities	1,216,780	7,250	1,224,030
	<u><u> </u></u>	<u><u> </u></u>	<u><u> </u></u>

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	1,003,393	982,925
Rent and rates	24,385	24,786
Insurance	10,225	10,121
Light and heat	7,618	2,440
Telephone	11,313	16,429
Postage and stationery	9,219	9,095
Advertising	4,109	12,926
Sundries	27,746	24,514
Repairs and renewals	10,948	6,077
Training and information	41,005	36,096
Service Delivery	45,000	45,000
Travel	6,322	4,699
Legal, professional and compensation	15,200	15,391
Bank charges	297	346
	<u><u>1,216,780</u></u>	<u><u>1,190,845</u></u>

7. SUPPORT COSTS

	Governance costs £
Charitable activities	7,250
	<u><u> </u></u>

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

	2024	2023
	Charitable activities £	Total activities £
Auditors' remuneration	3,985	3,600
Auditors' remuneration for non audit work	3,265	2,950
	<u><u>7,250</u></u>	<u><u>6,550</u></u>

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

8. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Auditors' remuneration	3,985	3,600
Auditors' remuneration for non audit work	3,265	2,950
	<u> </u>	<u> </u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

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

10. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	879,559	860,806
Social security costs	75,328	75,301
Other pension costs	48,506	46,818
	<u>1,003,393</u>	<u>982,925</u>

Five key personnel received total emoluments of £217,324.

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

	2024	2023
Direct charitable work	26	27
Charitable work and administration	7	6
Administration	1	1
	<u>34</u>	<u>34</u>

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

	2024	2023
£60,001 - £70,000	1	1
	<u> </u>	<u> </u>

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	805,447	302,451	1,107,898
Other trading activities	1,490	-	1,490
Investment income	4,296	-	4,296
	<u> </u>	<u> </u>	<u> </u>
Total	<u>811,233</u>	<u>302,451</u>	<u>1,113,684</u>
 EXPENDITURE ON			
Charitable activities			
Charitable activities	910,385	287,010	1,197,395
	<u> </u>	<u> </u>	<u> </u>

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME/(EXPENDITURE)	(99,152)	15,441	(83,711)
Transfers between funds	22,701	(22,701)	-
Net movement in funds	(76,451)	(7,260)	(83,711)
RECONCILIATION OF FUNDS			
Total funds brought forward	642,433	26,858	669,291
TOTAL FUNDS CARRIED FORWARD	<u>565,982</u>	<u>19,598</u>	<u>585,580</u>

12. TANGIBLE FIXED ASSETS

	Short leasehold £
COST	
At 1 April 2023 and 31 March 2024	<u>129,171</u>
DEPRECIATION	
At 1 April 2023 and 31 March 2024	<u>129,171</u>
NET BOOK VALUE	
At 31 March 2024	<u><u>-</u></u>
At 31 March 2023	<u><u>-</u></u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
VAT	3,542	2,163
Prepayments and accrued income	22,538	28,235
Prepayments	1,591	-
	<u>27,671</u>	<u>30,398</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	4,422	2,063
Social security and other taxes	14,284	18,499
Other creditors	1,121	1,109
Accrued expenses	46,825	29,124
	<u>66,652</u>	<u>50,795</u>

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. LEASING AGREEMENTS

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

	2024	2023
	£	£
Between one and five years	45,375	28,875
	<u><u> </u></u>	<u><u> </u></u>

16. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General fund	565,982	6,981	17,593	590,556
Restricted funds				
Housing Project - The Booths Charities (a)	-	(897)	897	-
Loaves and Fishes (b)	717	220	-	937
Awards For All (d)	1,880	(511)	-	1,369
Cohersive Control - The Booths Charities (e)	-	558	(558)	-
Universal Support Help To Claim (g)	-	13,979	(13,979)	-
Macmillan (h)	-	(1,744)	1,744	-
Salford Foodbank (j)	-	4,743	(1,850)	2,893
Life and Work Skills Project (f)	17,001	(16,690)	(311)	-
Big Lottery - Cost of Living (k)	-	2,418	(2,418)	-
National CAB - Guardian (l)	-	1,373	(1,237)	136
Irlam and Cadishead Foodbank (j)	-	(119)	119	-
	<u>19,598</u>	<u>3,330</u>	<u>(17,593)</u>	<u>5,335</u>
TOTAL FUNDS	585,580	10,311	-	595,891
	<u><u> </u></u>	<u><u> </u></u>	<u><u> </u></u>	<u><u> </u></u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	892,820	(885,839)	6,981
Restricted funds			
Housing Project - The Booths Charities (a)	15,000	(15,897)	(897)
Loaves and Fishes (b)	8,333	(8,113)	220
Awards For All (d)	-	(511)	(511)
Cohersive Control - The Booths Charities (e)	15,000	(14,442)	558
Universal Support Help To Claim (g)	108,255	(94,276)	13,979
Macmillan (h)	72,933	(74,677)	(1,744)
Salford Foodbank (j)	39,460	(34,717)	4,743
Life and Work Skills Project (f)	11,875	(28,565)	(16,690)
Big Lottery - Cost of Living (k)	30,437	(28,019)	2,418
National CAB - Guardian (l)	35,973	(34,600)	1,373
Irlam and Cadishead Foodbank (j)	4,255	(4,374)	(119)
	<u>341,521</u>	<u>(338,191)</u>	<u>3,330</u>
TOTAL FUNDS	1,234,341	(1,224,030)	10,311
	<u><u> </u></u>	<u><u> </u></u>	<u><u> </u></u>

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

16. MOVEMENT IN FUNDS - continued

Comparatives for 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 (f)	-	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>

Comparative 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 (f)	23,125	(7,380)	15,745
	<u>302,451</u>	<u>(287,010)</u>	<u>15,441</u>
TOTAL FUNDS	<u>1,113,684</u>	<u>(1,197,395)</u>	<u>(83,711)</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 an advice service.

d) Awards For All
Grant for new computer equipment for the volunteer training hub.

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

16. MOVEMENT IN FUNDS - continued

e) Cohersive Control

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

f) Edward Holt Trust/Loaves and Fishes - Life and Work Skills Project

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) Macmillan

Information and advice to those living with a cancer diagnosis.

i) Kickstart

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

j) Salford and Irlam & Cadishead Foodbanks

Information and advice to those accessing Trussell Trust foodbanks.

k) Big Lottery - Cost of Living

To support the debt advice provision during the cost of living crisis.

l) National CAB - Guardian

To provide advice services to migrants and refugees.

Transfers between funds

The transfers between funds totalling £17,593 relate to the following adjustments:-

	Project over/underspend £	Rent costs £	Total £
Housing Project - The Booths Charities (a)	897	-	897
Cohersive Control - The Booths Charities (e)	435	(993)	(558)
Big Lottery - Cost of Living (k)	207	(2,625)	(2,418)
Universal Support Help To claim (g)	3,824	(17,803)	(13,979)
Irlam and Cadishead Foodbank (j)	119	-	119
Macmillan (h)	3,744	(2,000)	1,744
Salford Foodbank (j)		(1,850)	(1,850)
Life and Work Skills project (f)	214	(525)	(311)
National CAB - Guardian		(1,237)	(1,237)
	<hr/>	<hr/>	<hr/>
	9,440	(27,033)	(17,593)
	<hr/>	<hr/>	<hr/>

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

CITIZENS ADVICE BUREAUX (SALFORD)

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

17. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £48,506 (2023- £46,818).

Included in accruals for pension contributions not paid over amounted to £nil (2023 - £nil).

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

19. 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.