

Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2019

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants & statutory auditor

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT



Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2019

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2019

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2019.

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees confirm that in reviewing and planning the charity's aims and objectives they have paid due regard to Charity Commission guidance on Public Benefit and have complied with the duty in section 4 of the Charities Act 2006.

Barrow CAB's aims are:

- To provide the advice people need for the problems they face and
- To improve the policies and practices that affect people's lives

The charity provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Barrow CAB values diversity, promotes equality and challenges discrimination.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2019

Achievements and Performance

Objectives, Strategies and Activities for the Year

Uncertainty set the context within which Barrow CA had to work throughout 2018 and into 2019. Trustees were acutely aware that planned government strategies, including moving all benefit claimants onto Universal Credit (UC) in December, alongside increased living costs, insecure or low-paid employment and rising levels of personal indebtedness, would result in higher demand for our advice services. In order to meet these challenges and not cut staff and services, it was agreed to invest more than £50K from the charity's reserves to maintain the First Contact Adviser and the Moneywise caseworker teams. This prudent, planned use of reserves meant the teams could continue to deliver the essential advice and specialist debt advice services needed to achieve our mission of helping people in Barrow improve their financial and personal resilience.

The plan worked. In total, Barrow Citizens Advice helped 4050 individuals with more than 17, 800 separate issues, 53% of which related to welfare benefits and 22% to debt or managing money. The other main issues that dominated our clients' lives were around housing, employment, and relationships and family problems. This represented a 24% increase in numbers of people helped from the previous year.

Levels of client satisfaction and independent assessment of the quality of advice provided remained high, indeed increasing from the previous year, with 93% of those clients surveyed stating they would recommend the service to others having had a positive or very positive experience themselves. 90% of all survey respondents found the service very easy to access, commenting repeatedly about the helpful, professional and knowledgeable staff who supported them.

The quality of advice provided by advisers is carefully scrutinised on a monthly basis both by the management team at Barrow Citizens Advice and expert staff at national Citizens Advice. Randomly selected cases are reviewed and scored against specific criteria. Barrow Citizens Advice achieved a 93% score over the whole year for the quality of advice it provided. We also continued to build on the findings of the independent, in depth review carried out by Reviewing Excellence of the work done by the Moneywise caseworker team. Although this confirmed the quality of work done was amongst the top 20% of debt advice provided in England & Wales, the importance of providing appropriate, tailored support to our clients who struggle with serious money problems is never underestimated. Additional training and regular support throughout the year led to excellent feedback from the Citizens Advice expert debt assessors describing our services as "a shining example of best practise".

Barrow Citizens Advice was also assessed under the local performance and quality framework (PQF) introduced by national Citizens Advice in 2017. The PQF focuses on 5 distinct elements: client experience, quality of advice, people management, leadership and financial health. The leadership element requires close examination of 9 areas: governance, Strategic business planning, Risk management, Financial management, People management, Operational performance management, Partnership working, Research and campaigning, and Equality leadership.

Although the assessment is carried out on an annual basis, every third year an experienced worker from national Citizens Advice who has a wealth of audit expertise, visits the local Citizens Advice and examines all processes & operations. Based on the evidence gathered, scores are awarded with 5 indicating excellence, 4 good. Citizens Advice awarded Barrow Citizens Advice 5 on all areas noting many examples of best practise.

Trustees were therefore able to remain confident in the organisation's approach and operations to meet our community's advice needs but required a great deal more to steadily govern the organisation in the face of the following external challenges.

It became clear early in 2018 that, despite earlier assurances that levels of funding for debt advice services would remain the same, the competitive tender process embarked upon by the Money Advice

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2019

Service (MAS) would result in a cut in funding of 25%, plus an increase in targets of people helped by 3% and a phalanx of other detailed, costly requirements. The MAS also strongly indicated they wanted to "test the market" and encourage new providers so there was no guarantee of future funding for Barrow Citizens Advice. In addition, national Citizens Advice estimated it would need to topslice a further 14% from the funding in order to support local Citizens Advice in Cumbria to deliver a workable service model if our bid was successful. Consequently Trustees had to consider the sustainability of being part of the proposed bid and service. This was especially difficult as the proposed service model would not meet the needs of the most disadvantaged and vulnerable clients in Barrow and would place staff under considerable pressure. Nonetheless, considerable work was carried out by the management team to ensure the best possible bid was submitted. This work proved entirely fruitless as the MAS decided very late in the day when bids had been submitted and "winning" submissions were due to be announced, not to continue with the tender process.

Other funders also warned of serious pressures to their budgets which might mean funding cuts with some confirming cessation e.g. Cumbria County Council were unable to continue grant funding for housing advice after 2018 as originally planned. The direct impact of this level of financial uncertainty was on staff, as Trustees, in considering the longer term sustainability of the charity, recognised salary increases could only be afforded if jobs and services were cut. Following lengthy consultation with staff, salaries were maintained at 2017/18 levels.

Considerable work was also carried out with partners in the Barrow Advice Hub (Mind in Furness, Barrow & District Disability Association, Project John), and Barrow Borough Council and Cumbria County Council in challenging the DWP's plans for supporting local residents claiming Universal Credit. The offer of DWP funding to support UC claimants was deemed by all to be woefully inadequate to the level of need and posed both financial and reputational risk to Barrow Citizens Advice should we fail to meet demand. DWP's response to local concerns was dismissive of the evidence gathered locally; that was vouchsafed by national Citizens Advice. This meant that for 8 months of the year, no funding was provided by DWP to support UC claimants in Barrow. Inevitably claimants still sought and received advice from Barrow Citizens Advice.

With Barrow scheduled to move to full digital UC service on the 5th December 2018¹, a surge in advice & support need was anticipated. Although the government announced in October 2018 funding for Citizens Advice to provide support, this was not due to begin until April 2019. Barrow Citizens Advice therefore worked with national Citizens Advice to secure a one off grant for the latter part of 2018/19 to ensure we could provide the support needed by our local residents. Our Help to Claim service began in December with in depth support enabling on average 11 people per week successfully claim their entitlement to Universal Credit, substantially more than DWP had stated would need help. This and other evidence gathered from the clients' experience enabled us to provide very real insights into the UC system's flaws and highlight the injustices caused, particularly to disabled people and single parents. It was also evident that the majority of those we helped would have been very unlikely to complete their application thereby losing out on the basic income needed to be safely housed, kept warm and adequately fed.

In order to protect services for 2019/20, our fundraising priorities were set on securing funds to continue delivering much needed advice & support with welfare benefits, especially to appeal unfair benefit decisions. Access to Justice (ATJ) were convinced by our application and awarded £10,000 towards this work. The high level of applications to ATJ was such this was a third of the amount we applied for but was welcomed nonetheless. Trustees therefore agreed that a legacy of £10,000 received from the estate of Stephen Davies be designated for this work. We also worked with the Barrow Foodbank to apply for funding which would enable an adviser to deliver our advice service to people who attend the Foodbank and who do not necessarily seek advice about the root cause of their need for charitable support. Successful applications were also made to the Sir John Fisher Foundation and Walney Extension Community Fund to enable us to recruit a Paralegal Apprentice to train as a First Contact Adviser over 2 years.

We were also finally able to install the lift to the first floor of Ramsden Hall thanks to a £10K grant from the National Lottery Awards for All fund. Our refurbished training room has since been regularly used

¹ where everyone who makes a new claim for 6 main benefits has to claim **Universal Credit** online instead

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2019

by partner organisations and our own team for a variety of events and training.

Having planned from the start of the year to maintain & deliver services that would address our residents' needs, the additional grant income received for UC and for work done to help clients secure best energy deals meant only £17k of our charity's reserves had to be used in this year. This was only possible because of the sustained dedication, hard work and professionalism of the staff team. To continue to achieve high standards and deliver excellent service to our clients when faced with a possible threat to jobs and a pay freeze is both remarkable and commendable. Trustees offer heartfelt thanks to all staff, including the volunteers for their loyalty and commitment to our charity.

Financial Review

Financial Position

The trustees are satisfied that the Charity has adequate reserves to continue its work for the next twelve months.

Reserves policy

The charity follows the guidance issued by the Charity Commission and seeks to maintain adequate reserves to meet the charity's commitments. This amounts to the equivalent of four months running costs, currently £115,700. The trustees have also designated £81,416 to meet the cost of contractual commitments to staff and £156,844 in staffing costs for the First Contact service until 2021.

Investment policy

The recommended level of resources which the charity carries in its current account is maintained at not more than is required for a normal month's activity. A proportion of remaining monies are held in an interest bearing account giving as high a rate of return as possible whilst retaining flexibility to be able to draw down monies as and when required. The funds designated for future investment in front line services are placed in a range of savings accounts to achieve maximum interest so the organisation's strategic development plans are achieved.

Donations policy

The policy of the charity is not to give grants / donations to other charities or organisations.

Plans for Future Periods

In considering what the future might hold for our local community, Trustees are certain that the need for sound advice about money - the lack of it, and problems managing it, will continue and most likely, increase. Our overarching plan is to make sure we maintain the excellent quality of advice and tailor our services so people are able to find a way forward and resolve their problems in as cost effective a way as possible.

We will therefore be reviewing the effectiveness of our Help to Claim UC service, especially what is most needed after the first payment has been received as evidence indicates problems managing UC persist for the most vulnerable claimants. We will also be working towards delivering services in GPs' surgeries so that the 25% of patients who attend for non-clinical matters such as anxiety about money worries, are able to receive immediate advice and support from us. This will not only free up valuable GPs time but also help us reach people who are unaware of the very practical support and possible solutions we offer. We will be reviewing **how** we support people to follow the advice we provide to remove some of the barriers that prevent individuals from acting on advice.

We will continue to work with colleagues across the Citizens Advice network and with our local partners to campaign for changes to make Universal Credit, Personal Independence Payments and Employment & Support Allowance fair for all and to get better protection for people in debt having to deal with bailiffs.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) (continued)

Year Ended 31 March 2019

Structure, Governance and Management

Barrow Citizens Advice Bureau (Barrow CAB) is a company limited by guarantee, governed under Memorandum and Articles of Association.

Appointment of trustees

Trustees are elected at the annual general meeting, are appointed to the Board following nomination by member organisations or are co-opted by the Trustee Board. Appointment of nominated or co-opted Trustees is agreed at any ordinary meeting of the Board. Barrow Borough Council is entitled to nominate or appoint two members to attend Trustee board meetings.

Recruitment, induction and training of trustees

The Trustee Board conducts an annual skills audit of Board members and actively seeks out new Trustees as appropriate to ensure the Board has the most useful skill mix possible and is representative of the local community.

All trustees are expected to be committed to the aims and principles of Citizens Advice and be willing to take an active role in the governance of Barrow CAB. Potential Trustees are selected on the basis of the expertise and experience they might bring to the organisation. Induction for all new Trustees covers the structure, aims and principles of Citizens Advice, legal obligations under charity and company law, the objectives and activities of Barrow CAB and current business and development plans.

Organisational structure & networks

Barrow CAB is governed by the Board of Trustees. The Board is responsible for setting the strategic direction of the organisation and has ultimate responsibility for the conduct of Barrow CAB and for ensuring that the charity satisfies its legal and contractual obligations. Board meetings are held quarterly with additional meetings as necessary. The trustees meet twice yearly to carry out a full review of the current business plan and to determine future strategic direction of the organisation. Non Trustee members may be co-opted to attend meetings for a specific expertise they bring for time limited periods.

Operational management of Barrow CAB is delegated to the Chief Executive Officer who works closely with the Advice Services Manager and First Contact Team Leader to ensure delivery of all services.

Barrow CAB is a member of the national Citizens Advice organisation. Barrow CAB actively participates in the development, planning and delivery of county wide services as part of the consortium of Citizens Advice Bureau in Cumbria.

Barrow CAB is also one of the lead partners together with Mind in Furness, Barrow & District Disability Association, Barrow Foodbank and Project John in the Barrow Advice Hub. Together, we deliver projects which help the most disadvantaged residents of Barrow in times of crisis and help them build their personal resilience.

Services are delivered by a committed team of paid workers and volunteers. It is calculated that the contribution made by volunteer advisers equates to £9,000 per annum (based on pay costs only).

Risks Policy

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place so timely action is taken to mitigate exposure to those risks.

The major risk to the organisation is financial and consists mainly of loss of funding and redundancy liability towards employees. The level of liability is carefully monitored and funds set aside to ensure these costs can be met. All new bids for funding include an element to address potential similar liabilities.

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2019

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the trustees and staff to ensure they still meet the needs of the charity.

Reference and Administrative Details

Registered charity name Barrow Citizens Advice Bureau

Charity registration number 1077427

Company registration number 3765728

Principal office and registered office Ramsden Hall
Abbey Road
Barrow In Furness
Cumbria
LA14 5QW

The Trustees

Mrs S L Hazeldine	
Mr P A Sharp	(Resigned 12/2/19)
Ms W Robinson	
Mr S Trainer	(Appointed 26/4/18)
Ms C Henderson	
Mr W McEwan	(Resigned 26/4/18)

Company Secretary Ms M C McKinlay

Auditor Jane Ascroft Accountancy Limited
Chartered Accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Bankers CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Trustees' Responsibilities Statement

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

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

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report) *(continued)*

Year Ended 31 March 2019

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

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

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

Auditor

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

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

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report (incorporating the directors' report) was approved on 21/11/2019 and signed on behalf of the board of trustees by:



Ms M C McKinlay
Charity Secretary

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2019

Opinion

We have audited the financial statements of Barrow Citizens Advice Bureau (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities (including income and expenditure account), statement of financial position and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions Relating to Going Concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2019

Other Information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on Other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on Which We are Required to Report by Exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2019

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Barrow Citizens Advice Bureau

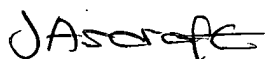
Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau *(continued)*

Year Ended 31 March 2019

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

Use of Our Report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jane Ascroft (Senior Statutory Auditor)

For and on behalf of
Jane Ascroft Accountancy Limited
Chartered Accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2019

		2019	2018
		Unrestricted funds	Restricted funds
	Note	£	£
Total funds			
		£	£
Income and endowments			
Donations and legacies	5	10,390	10,000
Charitable activities	6	204,155	135,088
Investment income	7	1,338	—
Other income	8	3,000	—
Total income		<u>218,883</u>	<u>145,088</u>
Expenditure			
Expenditure on charitable activities	9,10	219,509	127,588
Total expenditure		<u>219,509</u>	<u>127,588</u>
Net income/(expenditure)		<u>(626)</u>	<u>17,500</u>
Transfers between funds		15,000	(15,000)
Net movement in funds		<u>14,374</u>	<u>2,500</u>
Reconciliation of funds			
Total funds brought forward		349,275	5,000
Total funds carried forward		<u>363,649</u>	<u>7,500</u>

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

The notes on pages 14 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2019

	Note	2019 £	2018 £
Fixed Assets			
Tangible fixed assets	15	17,189	7,184
Current Assets			
Debtors	16	18,114	13,761
Cash at bank and in hand		344,732	348,921
		<u>362,846</u>	<u>362,682</u>
Creditors: amounts falling due within one year	17	<u>8,886</u>	<u>15,591</u>
Net Current Assets		<u>353,960</u>	<u>347,091</u>
Total Assets Less Current Liabilities		<u>371,149</u>	<u>354,275</u>
Net Assets		<u>371,149</u>	<u>354,275</u>
Funds of the Charity			
Restricted funds		7,500	5,000
Unrestricted funds		363,649	349,275
Total charity funds	19	<u>371,149</u>	<u>354,275</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 21/11/19, and are signed on behalf of the board by:



Ms W Robinson
Trustee

The notes on pages 14 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2019

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow in Furness, Cumbria, LA14 5QW.

2. Statement of Compliance

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

3. Accounting Policies

Basis of Preparation

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

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

The entity is a Public Benefit Entity.

Going Concern

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

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Trustees consider that there are no significant estimates or judgements affecting these accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2019

3. Accounting Policies *(continued)*

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each project.

Tangible Assets

All fixed assets are initially recorded at cost.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

3. Accounting Policies (continued)

Depreciation

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

Office Equipment	-	33% straight line
Computer Equipment	-	33% straight line
Property Improvements	-	20% straight line

Impairment of Fixed Assets

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

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2019

3. Accounting Policies *(continued)*

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

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

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2019 there were 4 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations			
Donations	390	—	390
Legacies			
Legacies	10,000	—	10,000
Grants			
Sir John Fisher Foundation	—	—	—
Francis C Scott Charitable Trust	—	—	—
Cumbria County Council	—	—	—
National Lottery Awards For All	—	10,000	10,000
	<u>10,390</u>	<u>10,000</u>	<u>20,390</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Donations			
Donations	602	—	602

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

5. Donations and Legacies (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Legacies			
Legacies	—	—	—
Grants			
Sir John Fisher Foundation	—	25,000	25,000
Francis C Scott Charitable Trust	—	5,000	5,000
Cumbria County Council	—	2,000	2,000
National Lottery Awards For All	—	—	—
	<u>602</u>	<u>32,000</u>	<u>32,602</u>

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Barrow Borough Council	99,280	—	99,280
Access to Justice	—	10,000	10,000
Barrow Borough Council - Preventing Homelessness	6,721	—	6,721
MAS Face-to-Face Debt Advice project	—	71,005	71,005
Barrow Borough Council - Universal Credit support	—	—	—
Cita Energy Best Deal	—	13,500	13,500
Cumbria County Council - Money Advice project	57,060	—	57,060
Universal Credit Help to Claim	—	19,204	19,204
Cumbria County Council - Housing Support	13,332	—	13,332
Macmillan/CAB welfare benefits	27,423	—	27,423
Big Lottery Fund - Help Through Crisis	—	21,373	21,373
Other charitable income	339	6	345
	<u>204,155</u>	<u>135,088</u>	<u>339,243</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Barrow Borough Council	99,280	—	99,280
Access to Justice	—	—	—
Barrow Borough Council - Preventing Homelessness	6,721	—	6,721
MAS Face-to-Face Debt Advice project	—	70,558	70,558
Barrow Borough Council - Universal Credit support	2,786	—	2,786
Cita Energy Best Deal	—	10,950	10,950
Cumbria County Council - Money Advice project	57,060	—	57,060
Universal Credit Help to Claim	—	—	—
Cumbria County Council - Housing Support	22,416	—	22,416
Macmillan/CAB welfare benefits	27,432	—	27,432
Big Lottery Fund - Help Through Crisis	—	21,034	21,034
Other charitable income	1,553	—	1,553
	<u>217,248</u>	<u>102,542</u>	<u>319,790</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

7. Investment Income

	Unrestricted Funds	Total Funds 2019	Unrestricted Funds	Total Funds 2018
	£	£	£	£
Bank interest receivable	<u>1,338</u>	<u>1,338</u>	<u>795</u>	<u>795</u>

8. Other Income

	Unrestricted Funds	Total Funds 2019	Unrestricted Funds	Total Funds 2018
	£	£	£	£
Employment allowance	<u>3,000</u>	<u>3,000</u>	<u>3,000</u>	<u>3,000</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
Expenditure on charitable activities	131,104	92,953	224,057
Support costs	<u>88,405</u>	<u>34,635</u>	<u>123,040</u>
	<u>219,509</u>	<u>127,588</u>	<u>347,097</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2018
	£	£	£
Expenditure on charitable activities	160,616	93,696	254,312
Support costs	<u>89,518</u>	<u>31,465</u>	<u>120,983</u>
	<u>250,134</u>	<u>125,161</u>	<u>375,295</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2019	Total fund 2018
	£	£	£	£
Expenditure on charitable activities	<u>224,057</u>	<u>123,040</u>	<u>347,097</u>	<u>375,295</u>

11. Net Income/(Expenditure)

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

	2019 £	2018 £
Depreciation of tangible fixed assets	<u>8,007</u>	<u>4,405</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

12. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2019	2018
	£	£
Wages and salaries	262,513	260,246
Social security costs	21,856	22,142
Employer contributions to pension plans	15,286	15,961
	<u>299,655</u>	<u>298,349</u>

The average head count of employees during the year was 13 (2018: 13). The average number of full-time equivalent employees during the year is analysed as follows:

	2019	2018
	No.	No.
Advice and information	<u>13</u>	<u>13</u>

No employee received employee benefits of more than £60,000 during the year (2018: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £31,765 (2018:£31,765).

13. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £173 during the year (2018 - £229).

14. Transfers Between Funds

During the year £15,000 was transferred from restricted to unrestricted funds. This represented the grants from National Lottery Awards For All and the Francis C Scott Charitable Trust being spent on the new lift which is shown in unrestricted fixed assets.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

15. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2018	10,665	27,843	—	38,508
Additions	—	—	18,012	18,012
At 31 March 2019	10,665	27,843	18,012	56,520
Depreciation				
At 1 April 2018	7,526	23,798	—	31,324
Charge for the year	1,570	2,835	3,602	8,007
At 31 March 2019	9,096	26,633	3,602	39,331
Carrying amount				
At 31 March 2019	1,569	1,210	14,410	17,189
At 31 March 2018	3,139	4,045	—	7,184

16. Debtors

	2019 £	2018 £
Prepayments and accrued income	1,001	2,473
Accrued income	16,686	11,288
Other debtors	427	—
	18,114	13,761

17. Creditors: amounts falling due within one year

	2019 £	2018 £
Accruals and deferred income	3,346	7,617
Social security and other taxes	4,187	5,706
Pension creditor	1,353	2,268
	8,886	15,591

18. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £15,286 (2018: £15,961).

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2019

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
General Reserves	134,832	218,883	(211,502)	(34,013)	108,200
Capital Fund	7,184	–	(8,007)	18,012	17,189
Contractual commitments to staff	82,800	–	–	(1,384)	81,416
First Contact Service	124,459	–	–	32,385	156,844
	<u>349,275</u>	<u>218,883</u>	<u>(219,509)</u>	<u>15,000</u>	<u>363,649</u>

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
General Reserves	163,322	221,645	(245,729)	(4,406)	134,832
Capital Fund	3,255	–	(4,405)	8,334	7,184
Contractual commitments to staff	77,806	–	–	4,994	82,800
ICT upgrades and building works	15,000	–	–	(15,000)	–
First Contact Service	114,000	–	–	10,459	124,459
	<u>373,383</u>	<u>221,645</u>	<u>(250,134)</u>	<u>4,381</u>	<u>349,275</u>

The First Contact Service fund is investment in the First Contact Service until 2021.

The Contractual Commitments to Staff fund is to cover notice and redundancy costs.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

19. Analysis of Charitable Funds (continued)

Restricted funds

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
MAS Face to Face Debt project	–	71,011	(71,011)	–	–
Cita Energy Best Deal	–	13,500	(13,500)	–	–
Big Lottery Fund - Help Thru Crisis	–	21,373	(21,373)	–	–
Francis C Scott Charitable Trust	5,000	–	–	(5,000)	–
Universal Credit Help To Claim	–	19,204	(19,204)	–	–
National Lottery Awards For All	–	10,000	–	(10,000)	–
Access To Justice	–	10,000	(2,500)	–	7,500
	<u>5,000</u>	<u>145,088</u>	<u>(127,588)</u>	<u>(15,000)</u>	<u>7,500</u>

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
MAS Face to Face Debt project	–	70,558	(63,364)	(7,194)	–
Cita Energy Best Deal	–	10,950	(7,824)	(3,126)	–
Big Lottery Fund - Help Thru Crisis	–	21,034	(26,973)	5,939	–
Francis C Scott Charitable Trust	–	5,000	–	–	5,000
Cumbria County Council	–	2,000	(2,000)	–	–
Sir John Fisher Foundation	–	25,000	(25,000)	–	–
	<u>–</u>	<u>134,542</u>	<u>(125,161)</u>	<u>(4,381)</u>	<u>5,000</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2019

19. Analysis of Charitable Funds (continued)

The Money Advice Service project is funded by the Money Advice Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

The grant from the Big Lottery Fund for Help Through Crisis is a Barrow Advice Hub project led by Mind In Furness. The project focuses on improving the financial resilience of people from target groups so they are better able to manage their lives and make positive choices.

The Energy Best Deal funding is to deliver energy advice sessions to consumers. It is funded by the National Association of Citizens Advice Bureaux.

Cumbria County Council, Sir John Fisher Foundation and the Francis C Scott Charitable Trust have funded building refurbishments.

The National Lottery Awards For All grant was towards the new lift.

The Universal Credit Help To Claim grant is for a Universal Support test site and is funded by the National Association of Citizens Advice Bureaux.

The Access To Justice grant is to enable support to be provided to the most vulnerable clients to help them appeal unfair decisions about their benefit entitlement, including representation at tribunal hearings

20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Tangible fixed assets	17,189	–	17,189
Current assets	355,346	7,500	362,846
Creditors less than 1 year	(8,886)	–	(8,886)
Net assets	363,649	7,500	371,149

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Tangible fixed assets	7,184	–	7,184
Current assets	357,682	5,000	362,682
Creditors less than 1 year	(15,591)	–	(15,591)
Net assets	349,275	5,000	354,275

21. Operating Lease Commitments

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

	2019 £	2018 £
Not later than 1 year	6	6
Later than 1 year and not later than 5 years	18	24
	<u>24</u>	<u>30</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2019

22. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary) was also a trustee of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	2019
	£
CCC Housing Support	13,332
PCT Macmillan	27,423
MAS Face to Face Debt project	70,558
	<u>111,313</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2019

	2019 £	2018 £
Income and endowments		
Donations and legacies		
Donations	390	602
Legacies	10,000	–
Sir John Fisher Foundation	–	25,000
Francis C Scott Charitable Trust	–	5,000
Cumbria County Council	–	2,000
National Lottery Awards For All	10,000	–
	<u>20,390</u>	<u>32,602</u>
Charitable activities		
Barrow Borough Council	99,280	99,280
Access to Justice	10,000	–
Barrow Borough Council - Preventing Homelessness	6,721	6,721
MAS Face-to-Face Debt Advice project	71,005	70,558
Barrow Borough Council - Universal Credit support	–	2,786
Cita Energy Best Deal	13,500	10,950
Cumbria County Council - Money Advice project	57,060	57,060
Universal Credit Help to Claim	19,204	–
Cumbria County Council - Housing Support	13,332	22,416
Macmillan/CAB welfare benefits	27,423	27,432
Big Lottery Fund - Help Through Crisis	21,373	21,034
Other charitable income	345	1,553
	<u>339,243</u>	<u>319,790</u>
Investment income		
Bank interest receivable	1,338	795
Other income		
Employment allowance	3,000	3,000
Total income	<u>363,971</u>	<u>356,187</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2019

	2019 £	2018 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages & salaries	183,201	180,778
NIC	21,856	22,142
Pension costs	15,286	15,961
Cleaning, waste collection, repairs and maintenance	–	32,814
Postage, stationery and other office costs	–	188
Travel	1,714	1,279
Training	172	231
Sundry costs	1,828	919
	<u>224,057</u>	<u>254,312</u>
<i>Support costs</i>		
Wages and salaries	79,312	79,468
Rent, rates and water	2,033	2,423
Light & heat	4,042	4,443
Insurance	2,427	3,049
Cleaning, waste collection, repairs and maintenance	2,926	3,094
L&P fees	6,725	6,507
Telephone	7,681	5,775
Postage, stationery and other office costs	3,788	4,180
Depreciation	8,007	4,405
Computer expenses	1,171	855
Travel	1,138	868
Training	2,021	3,326
Other staff and volunteer costs	1,769	2,590
	<u>123,040</u>	<u>120,983</u>
Expenditure on charitable activities	<u>347,097</u>	<u>375,295</u>
Net income/(expenditure)	<u>16,874</u>	<u>(19,108)</u>