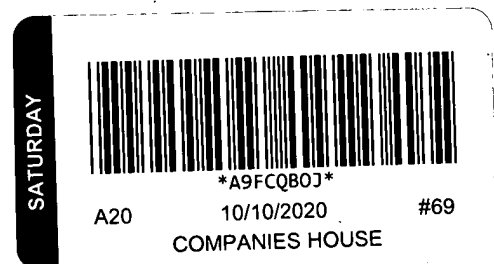


Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2020



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 2020

	Page
Trustees' Annual Report (Incorporating the Directors' Report)	1
Independent Auditor's Report to the Members	8
Statement of Financial Activities (Including Income and Expenditure Account)	12
Statement of Financial Position	13
Notes to the Financial Statements	14
The Following Pages Do Not Form Part of the Financial Statements	
Detailed Statement of Financial Activities	26

Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2020

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 2020.

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.

Achievements and Performance

Objectives, Strategies and Activities for the Year

Our Charity faces two fundamental challenges to meeting our primary objective of helping as many local residents as possible through the provision of high quality advice. Insufficient funding is the most obvious but, as the last decade has shown, this challenge has become normalised in that it is constant from year to year, sometimes for even shorter periods.

The second but equally important challenge is maintaining a team of well trained, motivated advisers who are focused on delivering the best possible service. 2019/20 was a year in which Barrow Citizens Advice faced this second challenge when and as a result of life changes in their personal lives, just over half of the front line advisers left our small established staff team within only a few months of one another. The year began with a concentrated recruitment drive to find, and then train, high calibre individuals to fill those key roles.

At the same time the remaining advisers had to continue to meet demand which did not lessen and to work in ways that met even more stringent contractual requirements. It is therefore unsurprising that the number of people helped by us reduced by nearly a quarter compared to the previous year. In total we provided information, advice and support to 3,074 clients about 20,303 separate issues. Although we helped fewer clients, the advice they received covered 22% more issues than were dealt with in the previous year for more individuals. This gives a measure of the growing complexity of the work our advisers do.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2020

Achievements and Performance *(continued)*

Welfare benefits and debt/money management continued to be the most prevalent issues for which clients sought help with 61% and 17% of all issues respectively. Employment, housing and relationship/family problems accounted for a further 12%. In terms of noticeable changes in demand, problems about utilities and communications (phone and broadband) increased over the course of this financial year and with the emergence of Covid 19, help with employment problems more than doubled at the end of the year.

Of those who sought our help, 65% did so in person and 32% by phone. The remainder used email or letter. 52% of those helped had a long term health problem or were disabled. 90% of the work done was full advice, including ongoing casework.

In addition to productivity, Trustees always carefully monitor the quality of service we provide, including how well we take care of clients. The annual client satisfaction survey carried out by independent researchers on behalf of national Citizens Advice found this year that 93% of our clients would recommend the service to others and 90% found it easy to access the service. The quality of the advice we gave, as evaluated by national Citizens Advice trained assessors was scored at 93%.

So, despite massive changes to the staff team and increased pressures, Barrow Citizens Advice continued to respond well to meet the needs of our local residents. The staff are to be commended for their diligence and focus in maintaining a stable organisation; long serving workers for their adaptability; sangfroid and support given to new colleagues and to those new advisers for absorbing and applying new learning so assiduously. Trustees also recognise the added value that our two volunteer advisers bring to our team. Their loyalty to Barrow Citizens Advice and to helping the people of Barrow is commendable, as is their ability to adapt to ever changing demands and never ending learning.

Trustees became increasingly concerned about incremental contract requirements introduced as the financial year progressed. This occurred on projects funded by national Government i.e. money advice and Universal Credit Help to Claim and resulted from a "test and learn" approach and/or changing regulatory and audit guidance. The main consequence was these services required increased management capacity and increased training for front line staff but without any additional funding or reduction in targets. By the end of the year, Barrow Citizens Advice had not only had to subsidise both projects from our charity's reserves but had to acknowledge a noticeable increase in stress experienced by our hard working staff. Trustees question the usefulness of "one size fits all", centrally run service models for a network of local Citizens Advice charities that are dedicated and designed to meet local need. They also have strenuously expressed their objection to underfunding of national projects, especially those that further national Government's strategic aims.

Local funders continued their wholehearted support for their local Citizens Advice, recognising our particular value in helping fight poverty and disadvantage. Trustees offer their grateful thanks to Barrow Borough Council, Cumbria County Council, the Sir John Fisher Foundation and the Hadfield Trust for funding vital services, including debt casework, welfare benefits applications and appeals and enabling a 2 year Paralegal Apprenticeship opportunity.

We continued to work in partnership with our colleagues in the other local Citizens Advice offices across Cumbria, most importantly on a countywide specialist welfare benefits advice service for people living with cancer funded by Macmillan Cancer Support. With cancer rates well above the national average, this service provides a vital service by removing financial insecurity and associated stress for those diagnosed with the disease, enabling them instead to concentrate on their health and family.

Our work with partners in the Barrow Advice Hub (BAH) continued to produce excellent outcomes for those helped through our Help through Crisis Project funded by the Lottery, with creative use of the Emergency Fund leading to immediate resolution to some desperate situations as well as ongoing advice and support to properly resolve longer term issues.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2020

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 £125,000. The trustees have also designated £90,479 to meet the cost of contractual commitments to staff and £184,800 in staffing costs for the First Contact service until 2024.

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

As the end of the year approached it became apparent that Covid 19 would have a huge impact on our existing clients and those who usually rely on us - those on low incomes, those with long term health problems and disabilities and those with unmanageable debt. Trustees were determined to make sure Barrow Citizens Advice could continue to offer services to meet their needs so agreed further investment of reserves to maintain projects, despite funding coming to an end. The impact of Covid 19 was greater than anyone could have predicted however, as lockdown and a variety of restrictions and Government measures required a unique level of flexibility and adaptability.

Future plans can only be summarised as, Barrow Citizens Advice will respond as fully as practically possible to our community's advice and support needs within the financial constraints we may face.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2020

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).

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2020

Structure, Governance and Management *(continued)*

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.

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
Ms W Robinson
Mr S Trainer
Ms C Henderson
Mr M Waite (Appointed 18 April 2019)

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

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2020

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.

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.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2020

The trustees' annual report (incorporating the directors' report) was approved on 29th September 2020
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 2020

Opinion

We have audited the financial statements of Barrow Citizens Advice Bureau (the 'charity') for the year ended 31 March 2020 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 2020 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 2020

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 2020

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 2020

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

9/10/2020

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2020

		Unrestricted funds	2020 Restricted funds	Total funds	2019 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	324	15,040	15,364	20,390
Charitable activities	6	190,819	148,295	339,114	339,243
Investment income	7	1,833	—	1,833	1,338
Other income	8	3,000	—	3,000	3,000
Total income		<u>195,976</u>	<u>163,335</u>	<u>359,311</u>	<u>363,971</u>
Expenditure					
Expenditure on charitable activities	9,10	164,249	210,017	374,266	347,097
Total expenditure		<u>164,249</u>	<u>210,017</u>	<u>374,266</u>	<u>347,097</u>
Net (expenditure)/income		<u>31,727</u>	<u>(46,682)</u>	<u>(14,955)</u>	<u>16,874</u>
Transfers between funds		(41,689)	41,689	—	—
Net movement in funds		<u>(9,962)</u>	<u>(4,993)</u>	<u>(14,955)</u>	<u>16,874</u>
Reconciliation of funds					
Total funds brought forward		363,649	7,500	371,149	354,275
Total funds carried forward		<u>353,687</u>	<u>2,507</u>	<u>356,194</u>	<u>371,149</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 24 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2020

	Note	2020 £	2019 £
Fixed Assets			
Tangible fixed assets	15	10,808	17,189
Current Assets			
Debtors	16	20,655	18,114
Cash at bank and in hand		341,512	344,732
		<u>362,167</u>	<u>362,846</u>
Creditors: amounts falling due within one year	17	<u>16,781</u>	<u>8,886</u>
Net Current Assets		<u>345,386</u>	<u>353,960</u>
Total Assets Less Current Liabilities		<u>356,194</u>	<u>371,149</u>
Net Assets		<u>356,194</u>	<u>371,149</u>
Funds of the Charity			
Restricted funds		2,507	7,500
Unrestricted funds		<u>353,687</u>	<u>363,649</u>
Total charity funds	19	<u>356,194</u>	<u>371,149</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 29/9/2020 and are signed on behalf of the board by:



Ms W Robinson
Trustee

The notes on pages 14 to 24 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2020

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 2020

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 2020

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 2020

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 2020 there were 5 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 2020 £
Donations			
Donations	324	—	324
Legacies			
Legacies	—	—	—
Grants			
Sir John Fisher Foundation	—	15,040	15,040
	<u>324</u>	<u>15,040</u>	<u>15,364</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2020

5. Donations and Legacies (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations			
Donations	390	–	390
Legacies			
Legacies	10,000	–	10,000
Grants			
Sir John Fisher Foundation	–	–	–
National Lottery Awards For All	–	10,000	10,000
	<u>10,390</u>	<u>10,000</u>	<u>20,390</u>

6. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Barrow Borough Council	99,280	–	99,280
Access to Justice	–	–	–
Barrow Borough Council - Preventing Homelessness	6,788	–	6,788
MAPS	–	71,201	71,201
Barrow Foodbank	–	9,221	9,221
Citizens Advice Energy Best Deal	–	6,450	6,450
Cumbria County Council - Money Advice project	57,060	–	57,060
Universal Credit Help to Claim	–	39,585	39,585
Cumbria County Council - Housing Support	–	–	–
Macmillan/CAB welfare benefits	27,423	–	27,423
National Lottery Community Fund - Help Through Crisis	–	21,838	21,838
Other charitable income	268	–	268
	<u>190,819</u>	<u>148,295</u>	<u>339,114</u>

	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
MAPS	–	71,005	71,005
Barrow Foodbank	–	–	–
Citizens Advice 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
National Lottery Community 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>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2020

7. Investment Income

	Unrestricted Funds	Total Funds 2020	Unrestricted Funds	Total Funds 2019
	£	£	£	£
Bank interest receivable	<u>1,833</u>	<u>1,833</u>	<u>1,338</u>	<u>1,338</u>

8. Other Income

	Unrestricted Funds	Total Funds 2020	Unrestricted Funds	Total Funds 2019
	£	£	£	£
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 2020
	£	£	£
Expenditure on charitable activities	85,324	142,614	227,938
Support costs	78,925	67,403	146,328
	<u>164,249</u>	<u>210,017</u>	<u>374,266</u>

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

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2020	Total fund 2019
	£	£	£	£
Expenditure on charitable activities	<u>227,938</u>	<u>146,328</u>	<u>374,266</u>	<u>347,097</u>

11. Net (Expenditure)/Income

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

	2020	2019
	£	£
Depreciation of tangible fixed assets	<u>6,381</u>	<u>8,007</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2020

12. Staff Costs

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

	2020	2019
	£	£
Wages and salaries	275,482	262,513
Social security costs	22,540	21,856
Employer contributions to pension plans	22,943	15,286
	<u>320,965</u>	<u>299,655</u>

The average head count of employees during the year was 14 (2019: 13). The average number of full-time equivalent employees during the year is analysed as follows:

	2020	2019
	No.	No.
Advice and information	<u>14</u>	<u>13</u>

No employee received employee benefits of more than £60,000 during the year (2019: 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 £32,083 (2019: £31,765).

13. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £371 during the year (2019 - £173).

14. Transfers Between Funds

During the year £41,689 was transferred from unrestricted to restricted funds being match funding for the Help To Claim, Foodbank and Apprentice projects.

15. Tangible Fixed Assets

	Office Equipment	Computer Equipment	Property Improvements	Total
	£	£	£	£
Cost				
At 1 April 2019 and 31 March 2020	<u>10,665</u>	<u>27,843</u>	<u>18,012</u>	<u>56,520</u>
Depreciation				
At 1 April 2019	9,096	26,633	3,602	39,331
Charge for the year	<u>1,569</u>	<u>1,210</u>	<u>3,602</u>	<u>6,381</u>
At 31 March 2020	<u>10,665</u>	<u>27,843</u>	<u>7,204</u>	<u>45,712</u>
Carrying amount				
At 31 March 2020	<u>—</u>	<u>—</u>	<u>10,808</u>	<u>10,808</u>
At 31 March 2019	<u>1,569</u>	<u>1,210</u>	<u>14,410</u>	<u>17,189</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2020

16. Debtors

	2020	2019
	£	£
Prepayments	2,521	1,001
Accrued income	18,134	16,686
Other debtors	–	427
	<u>20,655</u>	<u>18,114</u>

17. Creditors: amounts falling due within one year

	2020	2019
	£	£
Accruals	4,080	3,346
Social security and other taxes	5,759	4,187
Pension creditor	1,974	1,353
Deferred income	4,968	–
	<u>16,781</u>	<u>8,886</u>

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 £22,943 (2019: £15,286).

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
General Reserves	108,200	195,976	(157,868)	(78,708)	67,600
Capital Fund	17,189	–	(6,381)	–	10,808
Contractual commitments to staff	81,416	–	–	9,063	90,479
First Contact Service	156,844	–	–	27,956	184,800
	<u>363,649</u>	<u>195,976</u>	<u>(164,249)</u>	<u>(41,689)</u>	<u>353,687</u>

	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>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2020

19. Analysis of Charitable Funds (continued)

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.

Restricted funds

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
MAPS	–	71,201	(71,201)	–	–
Citizens Advice Energy Best Deal	–	6,450	(6,450)	–	–
National Lottery Community Fund - Help Through Crisis	–	21,838	(38,347)	16,509	–
Universal Credit Help To Claim	–	39,585	(39,585)	–	–
Access To Justice	7,500	–	(7,500)	–	–
Foodbank	–	9,221	(22,289)	13,068	–
Apprentice	–	15,040	(24,645)	12,112	2,507
	<u>7,500</u>	<u>163,335</u>	<u>(210,017)</u>	<u>41,689</u>	<u>2,507</u>

Sir John
Fisher

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
MAPS	–	71,011	(71,011)	–	–
Citizens Advice Energy Best Deal	–	13,500	(13,500)	–	–
National Lottery Community Fund - Help Through 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>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2020

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 National Lottery Community 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.

The grant from the Sir John Fisher Foundation is towards a paralegal apprenticeship.

The foodbank grant is from the Trussell Trust.

The Universal Credit Help To Claim grant is to support clients to make new claims for Universal Credit and is funded by the DWP through the National Association of Citizens Advice Bureaux.

20. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	2020 £
Tangible fixed assets	10,808	—	10,808
Current assets	359,660	2,507	362,167
Creditors less than 1 year	(16,781)	—	(16,781)
Net assets	353,687	2,507	356,194

	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

21. Operating Lease Commitments

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

	2020 £	2019 £
Not later than 1 year	6	6
Later than 1 year and not later than 5 years	12	18
	18	24

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2020

22. Transactions With Connected Charities

During the year Ms M C McKinlay (Company Secretary) and Ms W Robinson were also trustees 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:

	2020 £
MAPS	71,201
PCT Macmillan	<u>27,423</u>
	<u>98,624</u>

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2020

The Following Pages Do Not Form Part of the Financial Statements.

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2020

	2020 £	2019 £
Income and endowments		
Donations and legacies		
Donations	324	390
Legacies	–	10,000
Sir John Fisher Foundation	15,040	–
National Lottery Awards For All	–	10,000
	<u>15,364</u>	<u>20,390</u>
Charitable activities		
Barrow Borough Council	99,280	99,280
Access to Justice	–	10,000
Barrow Borough Council - Preventing Homelessness	6,788	6,721
MAPS	71,201	71,005
Barrow Foodbank	9,221	–
Citizens Advice Energy Best Deal	6,450	13,500
Cumbria County Council - Money Advice project	57,060	57,060
Universal Credit Help to Claim	39,585	19,204
Cumbria County Council - Housing Support	–	13,332
Macmillan/CAB welfare benefits	27,423	27,423
National Lottery Community Fund - Help Through Crisis	21,838	21,373
Other charitable income	268	345
	<u>339,114</u>	<u>339,243</u>
Investment income		
Bank interest receivable	1,833	1,338
Other income		
Employment allowance	3,000	3,000
Total income	<u>359,311</u>	<u>363,971</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2020

	2020 £	2019 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages & salaries	176,189	183,201
NIC	22,540	21,856
Pension costs	22,943	15,286
Travel	887	1,714
Training	2,816	172
Sundry costs	2,563	1,828
	<u>227,938</u>	<u>224,057</u>
<i>Support costs</i>		
Wages and salaries	99,293	79,312
Rent, rates and water	3,004	2,033
Light & heat	3,534	4,042
Insurance	3,365	2,427
Cleaning, waste collection, repairs and maintenance	9,104	2,926
L&P fees	6,589	6,725
Telephone	8,295	7,681
Postage, stationery and other office costs	3,553	3,788
Depreciation	6,381	8,007
Computer expenses	1,203	1,171
Travel	860	1,138
Training	184	2,021
Other staff and volunteer costs	963	1,769
	<u>146,328</u>	<u>123,040</u>
Expenditure on charitable activities	<u>374,266</u>	<u>347,097</u>
Net (expenditure)/income	<u>(14,955)</u>	<u>16,874</u>