

Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2022



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 2022

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2022

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 2022.

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 2022

Objectives, Strategies and Activities for the Year

Although the pandemic continued to affect everyone's lives throughout this financial year, vaccine development and a massive immunisation programme meant progress towards managing the impact of the virus and a gradual return to normal life i.e. without restrictions.

With the return to schools and re-opening of leisure facilities, demand for our services returned to pre Covid levels within the first four months of the year. There was however a noticeable difference in the mental well-being of those who sought advice and support, with most stating greater levels of anxiety and a lack of confidence in their personal capacity to withstand and address problems themselves. Frontline workers were asked even more than before, what an individual should do rather than what options might they have. Whilst this shift may have resulted from the prolonged experience of following Government instructions and restrictions, in real terms it meant our staff needed to take more time and care to encourage individuals to re-take responsibility for their decisions and lives.

Our staff did this with patience and compassion and delivered high quality advice to 2789 individuals about 17,260 separate issues (an average of 6 distinct issues per client).

The response from those helped reflects the skill and commitment of our staff:

- 96% recommend Barrow CAB's service to others
- 94% found the service easy to access
- 94% were helped find a way forward

In this second pandemic year, Trustees offer their sincere thanks to Barrow CAB's staff for their ongoing professionalism and commitment to doing their very best to work as a team and deliver our mission - to improve the financial and personal resilience of our local residents. It is entirely proper to acknowledge that only with those highly motivated, well trained people, can Barrow CAB achieve all that it does.

Our service remained highly responsive to local need. In 2021/22 our service secured over £2.2 million income gains for our clients, and helped deal with just under £488K worth of debt.

The people we helped were amongst the most disadvantaged and most impacted by the pandemic in our community:

- 60% were female on low incomes
- 58% were disabled or had a long term health condition
- 68% live in the most deprived wards in our district and these fall within the 10% most deprived areas in England
- X% had a household income of less than £12,000 per annum
- X% had children, of these x were single parents

As the year progressed, it became clear the Government would remove the £20 per week uplift to Universal Credit and equivalent to tax credits. This represented a loss of £1000 per annum and would mean those who could least afford it, faced increased autumn and winter pressures on making ends meet. A grant from the Bay Wind Energy Community Trust enabled us to issue fuel vouchers to support our clients with their energy bills and our Help through Crisis emergency fund from the Lottery enabled us to offer financial support for other essentials to deal with immediate crises. Both complimented our core advice service, allowing clients concentrate on their main/bigger life problem.

Once again, Cumbria County Council trusted Barrow CAB, along with the other local Citizens Advice in Cumbria, to distribute Household Support Grants to eligible households. This funding from central Government required stringent checks to prevent fraud, increasing staff workload at one of the busiest

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2022

times of year and with fewer front line workers. Nonetheless, Barrow CAB issued our allocation of £73K in just three weeks, alleviating the loss of the £20 per week uplift for some.

The most significant challenge faced this year was planning for the potential loss of 80% of our funding by the end of the year. Such a substantial cut to income would force cuts to jobs and services at a time when alternative funding was scarce, with increased competition for those funds from other agencies and with growing demand.

Two of the main contracts, Money Advice and Pensions Service (MAPS) and Universal Credit Help to Claim (HTC) were put out to competitive tender. Both either removed face to face services entirely (HTC) or in large part (MAPS) and were financially prohibitive meaning our charity's reserves would need to subsidise the service. In both instances, the shift to digital only services was justified with the rationale that it worked during the pandemic. Little notice was taken of evidence of the real need for, and ongoing delivery of, face to face services for our local residents.

The proposed service models would also require Barrow CAB to deliver advice and support to clients from across England and Wales, as local residents would not be routed to their local Citizens Advice first if they called the national contact numbers. Evidence has shown our local residents rarely use national numbers preferring to contact Barrow CAB via our own numbers. In short, any resources allocated under the new contracts and subsidised by our reserves would not be spent on our charity's beneficiaries.

Trustees therefore agreed it would be wrong to participate and apply for these services.

Our Lottery funded Help through Crisis project was also due to end in June 2021. The Lottery recognised however the immense value of our work over the previous 4 years and that the pandemic meant our project was needed more than ever. After a gap of three months they provided a grant for a further 12 months, albeit much reduced and only just covering salary costs.

Local Government restructure with the proposed demise of Cumbria County Council also put the annual grant received for money advice at risk. Evidence about our service was regularly presented to Councillors and, with support from Council officers throughout the year, the Local Area Committee agreed continuation was absolutely necessary.

Trustees spent much of the latter part of the year holding their nerve and considering multiple budgets that sought to ward off cuts to jobs and services. Having resolved to use reserves to maintain both, last minute confirmation of the County Council's grant, MAPS withdrawing the tender and continuing grants for 10 months, plus Cumbria's Public Health giving a grant for a mental well-being project (helping people in crisis), Trustees were able to finally agree a sustainable (deficit) budget to safeguard our services.

The second main challenge that faced Barrow CAB in 2021/22 was recruitment of suitable workers to replace our experienced, highly trained workers who had retired and/or moved out of the area. As many employers found, one of the impacts of the pandemic has been a reduced pool of potential employees. For the first time in over a decade, Barrow CAB could not easily recruit the workers with the skills we needed for our service. The cost of failed recruitment rose and undermined confidence within the organisation, despite knowing our experiences are now common across the Citizens Advice network and all other sectors.

We were however fortunate to recruit three new Trustees whose experience, skills, ideas and local connection have brought new vigour to strengthen the Board. Our strategic planning sessions towards the end of the financial year were enlivened by their involvement and their interested questioning enabled longer serving members to reinforce our purpose and mission to serve our local community.

Barrow CAB continued to campaign for fairness and social equality; especially as swathes of our community are being left behind and forced into dependency on charitable support for life's basic essentials i.e. sufficient food, a secure home, and the means to pay for utilities. We provided evidence

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2022

about the impact of the removal of the £20 uplift on Universal Credit to those in power, including our local MP. We continue to campaign for the removal of deductions from Universal Credit as these force people deeper into poverty. We received assurances from Barrow Borough Council at the start of the year that they would prioritise work needed to make it easier to claim council tax benefit with online applications. By the end of the year however, Barrow residents still could not make an online claim and continue to report unanswered calls and lost records. With bailiff action once again being used to recover unpaid council tax, often resulting from failure to claim the benefit, this remains a campaign priority for us.

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 6 months running costs, currently £172,170. The trustees have also designated £62,411 to meet the cost of contractual commitments to staff, £125,790 in staffing costs for the First Contact service until 2024 and £19,390 for ICT upgrades and building works. This gives total required reserves of £379,761. Actual unrestricted funds at 31st March 2022 excluding fixed assets were £379,740.

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

Trustees reaffirmed Barrow CAB's mission at our strategic planning day - our advice and research and campaigns work purpose is to help improve the financial and personal resilience of our local residents. Our priority for the coming years is to "Keep calm and carry on". Often overused, this phrase is completely apt for our organisation. In an uncertain world, our local residents need the stability we can offer by delivering high quality legal advice tailored to their particular circumstances. We will therefore:

- Secure sufficient funding to employ, train and develop the skilled staff needed to deliver our service and meet 25% increase in demand
- Continuously monitor and review ease of access to our service and develop pathways that take full advantage of technological advances
- Work in partnership with our Citizens Advice colleagues in South Lakes and Eden districts to develop effective, sustainable services across the new Westmorland and Furness authority district
- Continue our research and campaigns anti poverty work so that the people we serve have a voice and are not forgotten or ignored.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2022

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 2022

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	(Retired 15 June 2021)
Ms W Robinson	
Mr S Trainer	
Mr M Waite	
Ms L Chambers	(Appointed 20 January 2022)
Ms R Knagg	(Appointed 20 January 2022)
Ms J Mayhew	(Appointed 20 January 2022)

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 2022

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 2022

The trustees' annual report (incorporating the directors' report) was approved on 20/10/22
and signed on behalf of the board of trustees by:

C. McKinlay

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 2022

Opinion

We have audited the financial statements of Barrow Citizens Advice Bureau (the 'charity') for the year ended 31 March 2022 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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

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

Conclusions Relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2022

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 2022

Responsibilities of Trustees

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

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.

Barrow Citizens Advice Bureau

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

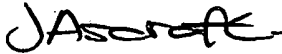
Year Ended 31 March 2022

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Use of Our Report

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



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 2022

		2022	2021		
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	5,040	—	5,040	31,849
Charitable activities	6	191,234	141,971	333,205	392,019
Investment income	7	378	—	378	796
Other income	8	4,000	—	4,000	35,021
Total income		<u>200,652</u>	<u>141,971</u>	<u>342,623</u>	<u>459,685</u>
Expenditure					
Expenditure on charitable activities	9,10	216,747	153,920	370,667	400,631
Total expenditure		<u>216,747</u>	<u>153,920</u>	<u>370,667</u>	<u>400,631</u>
Net (expenditure)/income		<u>(16,095)</u>	<u>(11,949)</u>	<u>(28,044)</u>	<u>59,054</u>
Transfers between funds		(11,949)	11,949	—	—
Net movement in funds		<u>(28,044)</u>	<u>—</u>	<u>(28,044)</u>	<u>59,054</u>
Reconciliation of funds					
Total funds brought forward		415,248	—	415,248	356,194
Total funds carried forward		<u>387,204</u>	<u>—</u>	<u>387,204</u>	<u>415,248</u>

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

The notes on pages 15 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
Fixed Assets			
Tangible fixed assets	15	7,464	7,206
Current Assets			
Debtors	16	7,585	29,397
Cash at bank and in hand		421,464	389,369
		<u>429,049</u>	<u>418,766</u>
Creditors: amounts falling due within one year	17	<u>49,309</u>	<u>10,724</u>
Net Current Assets		<u>379,740</u>	<u>408,042</u>
Total Assets Less Current Liabilities		<u>387,204</u>	<u>415,248</u>
Net Assets		<u>387,204</u>	<u>415,248</u>
Funds of the Charity			
Unrestricted funds		<u>387,204</u>	<u>415,248</u>
Total charity funds	19	<u>387,204</u>	<u>415,248</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 20/10/22 and are signed on behalf of the board by:



Ms W Robinson
Trustee

The notes on pages 15 to 25 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2022

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 2022

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 2022

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 2022

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 2022 there were 6 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 £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations	40	40	900	900
Grants				
Hadfield Trust	5,000	5,000	4,968	4,968
BEIS grant	-	-	8,481	8,481
Lankelly Chase (Love Barrow Together)	-	-	2,500	2,500
Pappgallino Fund	-	-	15,000	15,000
	<u>5,040</u>	<u>5,040</u>	<u>31,849</u>	<u>31,849</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Barrow Borough Council	99,280	-	99,280
Citizens Advice BEIS grant	-	-	-
MAPS	-	80,473	80,473
Barrow Foodbank	-	-	-
Citizens Advice Energy Best Deal	-	-	-
Cumbria County Council - Money Advice project	57,060	-	57,060
Universal Credit Help to Claim	-	32,632	32,632
Cumbria County Council - Mental Wellbeing project	2,155	-	2,155
Macmillan/CAB welfare benefits	26,862	-	26,862
National Lottery Help Through Crisis	-	28,866	28,866
Other charitable income	5,877	-	5,877
	<u>191,234</u>	<u>141,971</u>	<u>333,205</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Barrow Borough Council	99,280	-	99,280
Citizens Advice BEIS grant	5,162	-	5,162
MAPS	-	102,621	102,621
Barrow Foodbank	1,153	-	1,153
Citizens Advice Energy Best Deal	-	8,670	8,670
Cumbria County Council - Money Advice project	57,060	-	57,060
Universal Credit Help to Claim	-	31,914	31,914
Cumbria County Council - Mental Wellbeing project	-	-	-
Macmillan/CAB welfare benefits	28,448	-	28,448
National Lottery Help Through Crisis	-	50,666	50,666
Other charitable income	7,045	-	7,045
	<u>198,148</u>	<u>193,871</u>	<u>392,019</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	378	378	796	796

8. Other Income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Employment allowance	4,000	-	4,000
HMRC Job Retention Scheme	-	-	-
Walney Extension Community Fund	-	-	-
	<u>4,000</u>	<u>-</u>	<u>4,000</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

8. Other Income (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Employment allowance	4,000	-	4,000
HMRC Job Retention Scheme	14,477	-	14,477
Walney Extension Community Fund	-	16,544	16,544
	<u>18,477</u>	<u>16,544</u>	<u>35,021</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Expenditure on charitable activities	151,764	113,664	265,428
Support costs	64,983	40,256	105,239
	<u>216,747</u>	<u>153,920</u>	<u>370,667</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Expenditure on charitable activities	139,752	170,162	309,914
Support costs	43,953	46,764	90,717
	<u>183,705</u>	<u>216,926</u>	<u>400,631</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2022 £	Total fund 2021 £
Expenditure on charitable activities	<u>265,428</u>	<u>105,239</u>	<u>370,667</u>	<u>400,631</u>

11. Net (Expenditure)/Income

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

	2022 £	2021 £
Depreciation of tangible fixed assets	<u>4,563</u>	<u>3,602</u>

12. Staff Costs

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

	2022 £	2021 £
Wages and salaries	268,279	279,550
Social security costs	21,401	22,639
Employer contributions to pension plans	19,117	24,167
	<u>308,797</u>	<u>326,356</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

12. Staff Costs (continued)

The average head count of employees during the year was 14 (2021: 14). The average number of full-time equivalent employees during the year is analysed as follows:

	2022 No.	2021 No.
Advice and information	<u>14</u>	<u>14</u>

No employee received employee benefits of more than £60,000 during the year (2021: 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 £32,724 (2021: £32,083).

13. Trustee Remuneration and Expenses

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £Nil during the year (2021 - £Nil).

14. Transfers Between Funds

During the year £11,949 was transferred from unrestricted to restricted funds. This comprised:

	2022 £
Contribution to overheads from MAPS	2,342
Match funding for Help To Claim	(3,061)
Match funding for Help Through Crisis	<u>(11,240)</u>
	<u>(11,959)</u>

15. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2021	10,665	27,843	18,012	56,520
Additions	<u>4,821</u>	<u>-</u>	<u>-</u>	<u>4,821</u>
At 31 March 2022	<u>15,486</u>	<u>27,843</u>	<u>18,012</u>	<u>61,341</u>
Depreciation				
At 1 April 2021	10,665	27,843	10,806	49,314
Charge for the year	<u>961</u>	<u>-</u>	<u>3,602</u>	<u>4,563</u>
At 31 March 2022	<u>11,626</u>	<u>27,843</u>	<u>14,408</u>	<u>53,877</u>
Carrying amount				
At 31 March 2022	<u>3,860</u>	<u>-</u>	<u>3,604</u>	<u>7,464</u>
At 31 March 2021	<u>-</u>	<u>-</u>	<u>7,206</u>	<u>7,206</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

16. Debtors

	2022	2021
	£	£
Prepayments	2,609	3,397
Accrued income	4,976	25,344
Other debtors	-	656
	<u>7,585</u>	<u>29,397</u>

17. Creditors: amounts falling due within one year

	2022	2021
	£	£
Accruals	3,944	3,581
Social security and other taxes	4,651	6,450
Pension creditor	282	693
Deferred income	38,578	-
Other creditors	1,854	-
	<u>49,309</u>	<u>10,724</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 £19,117 (2021: £24,167).

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General Reserves	184,184	200,652	(204,634)	(8,053)	172,149
Capital Fund	7,206	-	(4,563)	4,821	7,464
Contractual commitments to staff	58,608	-	-	3,803	62,411
ICT upgrades and building works	-	-	-	19,390	19,390
First Contact Service	157,700	-	-	(31,910)	125,790
Apprenticeship project	7,550	-	(7,550)	-	-
	<u>415,248</u>	<u>200,652</u>	<u>(216,747)</u>	<u>(11,949)</u>	<u>387,204</u>

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General Reserves	67,600	249,270	(180,103)	47,417	184,184
Capital Fund	10,808	-	(3,602)	-	7,206
Contractual commitments to staff	90,479	-	-	(31,871)	58,608
ICT upgrades and building works	-	-	-	-	-
First Contact Service	184,800	-	-	(27,100)	157,700
Apprenticeship project	-	-	-	7,550	7,550
	<u>353,687</u>	<u>249,270</u>	<u>(183,705)</u>	<u>(4,004)</u>	<u>415,248</u>

Funds have been designated for the following purposes:

First Contact service: The service continues to operate at a loss as combined funding is insufficient for staffing current levels. Maintaining this service is vital in order to meet local demand for advice. We have designated £157,700 for this service for 2021 to 2024.

Contractual obligations to staff: this is essential expenditure needed to meet redundancy and notice costs for all eligible staff should projects end. We have designated £58,602 for this financial year.

Building repairs: £15,550 to comply with our lease requirements to carry out repairs to the fabric of our building scheduled to take place in this financial year.

IT upgrade: £3,840 to replace out of date hardware in public areas.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

19. Analysis of Charitable Funds (continued)

Restricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
MAPS	-	80,473	(78,121)	(2,352)	-
Citizens Advice Energy Best Deal	-	-	-	-	-
National Lottery	-	-	-	-	-
Community Fund - Help Through Crisis	-	28,866	(31,927)	3,061	-
Universal Credit Help To Claim	-	32,632	(43,872)	11,240	-
Apprentice	-	-	-	-	-
	-	<u>141,971</u>	<u>(153,920)</u>	<u>11,949</u>	-
	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
MAPS	-	102,621	(103,287)	666	-
Citizens Advice Energy Best Deal	-	8,670	-	(8,670)	-
National Lottery	-	-	-	-	-
Community Fund - Help Through Crisis	-	50,666	(50,957)	291	-
Universal Credit Help To Claim	-	31,914	(30,303)	(1,611)	-
Apprentice	2,507	16,544	(32,379)	13,328	-
	<u>2,507</u>	<u>210,415</u>	<u>(216,926)</u>	<u>4,004</u>	-

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

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. It is funded primarily by the National Lottery Community Fund with additional grant funding from Barrow Borough Council (£10,000), Cumbria County Council (£10,000) and Cumbria Community Foundation (£15,246).

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 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.

Barrow Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

20. Analysis of Net Assets Between Funds

	Unrestricted Funds	Total Funds
	2022	2022
	£	£
Tangible fixed assets	7,464	7,464
Current assets	429,049	429,049
Creditors less than 1 year	(49,309)	(49,309)
Net assets	387,204	387,204

	Unrestricted Funds	Total Funds
	2021	2021
	£	£
Tangible fixed assets	7,206	7,206
Current assets	418,766	418,766
Creditors less than 1 year	(10,724)	(10,724)
Net assets	415,248	415,248

21. Operating Lease Commitments

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

	2022	2021
	£	£
Not later than 1 year	6	6
Later than 1 year and not later than 5 years	—	6
	<u>6</u>	<u>12</u>

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:

	2022
	£
Macmillan Cancer Support	<u>26,862</u>

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2022

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

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2022

	2022 £	2021 £
Income and endowments		
Donations and legacies		
Donations	40	900
Hadfield Trust	5,000	4,968
BEIS grant	-	8,481
Lankelly Chase (Love Barrow Together)	-	2,500
Pappgallino Fund	-	15,000
	<u>5,040</u>	<u>31,849</u>
Charitable activities		
Barrow Borough Council	99,280	99,280
Citizens Advice BEIS grant	-	5,162
MAPS	80,473	102,621
Barrow Foodbank	-	1,153
Citizens Advice Energy Best Deal	-	8,670
Cumbria County Council - Money Advice project	57,060	57,060
Universal Credit Help to Claim	32,632	31,914
Cumbria County Council - Mental Wellbeing project	2,155	-
Macmillan/CAB welfare benefits	26,862	28,448
National Lottery Help Through Crisis	28,866	50,666
Other charitable income	5,877	7,045
	<u>333,205</u>	<u>392,019</u>
Investment income		
Bank interest receivable	378	796
Other income		
Employment allowance	4,000	4,000
HMRC Job Retention Scheme	-	14,477
Walney Extension Community Fund	-	16,544
	<u>4,000</u>	<u>35,021</u>
Total income	<u>342,623</u>	<u>459,685</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2022

	2022 £	2021 £
Expenditure on charitable activities		
Activities undertaken directly		
Wages & salaries	210,181	227,865
NIC	21,401	22,639
Pension costs	19,117	24,167
Partner payments	1,689	20,250
Computer expenses	7,100	7,427
Training	420	351
Sundry costs	5,520	7,215
	<u>265,428</u>	<u>309,914</u>
Support costs		
Wages and salaries	58,098	51,685
Rent, rates and water	2,268	2,560
Light & heat	1,590	4,589
Insurance	1,882	3,443
Cleaning, waste collection, repairs and maintenance	9,557	2,811
L&P fees	8,952	6,746
Telephone	8,014	8,054
Postage, stationery and other office costs	3,480	2,860
Depreciation	4,563	3,602
Computer expenses	2,848	1,055
Travel	211	-
Training	1,728	767
Other staff and volunteer costs	2,048	2,545
	<u>105,239</u>	<u>90,717</u>
Expenditure on charitable activities	<u>370,667</u>	<u>400,631</u>
Net (expenditure)/income	<u>(28,044)</u>	<u>59,054</u>