

Company Registration Number: 3765728
Charity Registration Number: 1077427

Barrow Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2025

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Barrow Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2025

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Barrow Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Directors' Report)

Year Ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

Objectives and Activities

Citizens Advice Barrow'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.

Citizens Advice Barrow'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. Citizens Advice Barrow values diversity, promotes equality, and challenges discrimination.

Public Benefit Statement

The trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

In delivering our services and planning future activities, we ensure our work furthers our charitable purposes and provides clear public benefit.

Activities

In 2024/25, Citizens Advice Barrow supported 2,705 clients with a total of 14,468 issues, averaging 5.3 issues per person. These covered a range of areas and like previous years, the majority of need was regarding benefits and tax credits, debt and housing.

65% of our clients had a long-term health condition or disability. Our advice work secured £3,570,597 in direct financial gains for clients, boosting the local economy. Major projects included ongoing delivery of the Macmillan Welfare Benefits Project and MAPS (Money and Pensions Advice Service).

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2025

Achievements and Performance

Despite leadership transition and continued funding uncertainty, Citizens Advice Barrow delivered high-quality advice and support during a challenging year.

The retirement of long-standing CEO Christine McKinlay in August 2024 marked a significant change in leadership. Likewise, the resignation of Steve Trainer as chair of trustees after many years of dedicated service. Joanna Young from Citizens Advice North Lancashire was appointed Interim CEO (September 2024–April 2025), providing continuity while the Board considers future strategic options.

A decision on long-term leadership and strategy has been delayed due to funding uncertainties in the new Westmorland and Furness local authority area.

The trustees thank Christine and Steve for their commitment, leadership and guidance of Citizens Advice Barrow for many years. They also express their sincere thanks to the dedicated team of staff who have continued to deliver high-quality advice and support during a year marked by considerable uncertainty and organisational change. The professionalism, resilience and commitment shown by the team — particularly during the transition in leadership — have ensured that Citizens Advice Barrow remained a trusted and vital service for local people.

We are also pleased to report the successful recruitment of two new volunteers, the first in several years. Volunteers are a vital part of the Citizens Advice service and enable us to extend our reach and provide additional capacity, ensuring that more people in our community can access the help they need when they need it most.

Financial Review

The results for the year show an operating deficit of £52,274 which was in line with our forecasts and was funded from reserves. Income was primarily derived from project-based grants and contracts, including from Westmorland and Furness Council, Macmillan Cancer Support and the Money and Pensions Advice Service (MAPS).

The trustees continue to monitor financial risks closely and aim to diversify income sources to safeguard core services.

The charity holds unrestricted reserves to provide stability and flexibility in managing future risks and commitments. Our reserves policy is to maintain a minimum of three months' operating costs, to allow the charity to respond to unexpected income shortfalls or expenditure needs. This amounts to £101,603 and our actual unrestricted funds at 31 March 2025 excluding fixed assets was £338,452.

Where possible, additional funds are designated for specific strategic needs — including staff contractual obligations, IT and building upgrades, and delivery of our core First Contact service. The trustees review the reserves level annually in line with operating costs and future funding outlook.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2025

Investment policy

The charity maintains only those funds necessary for day-to-day operations in its current account, ensuring that no more than is required for regular monthly activity is held as non-interest-bearing cash.

A proportion of remaining unrestricted funds is held in interest-bearing savings accounts. The trustees aim to achieve the best possible return on these reserves while ensuring flexibility to access funds when needed for operational purposes. This cautious and low-risk approach ensures that funds designated for future investment in frontline services retain their value and are readily available when required.

The trustees regularly review the charity's banking arrangements to ensure that interest rates remain competitive and that the charity's funds are managed prudently and securely.

Donations policy

Citizens Advice Barrow does not make grants or donations to other organisations.

Plans for Future Periods

The trustees recognise that the cost-of-living crisis and local government restructuring will continue to place pressure on both our clients and our organisation. Citizens Advice Barrow will remain focused on supporting the most vulnerable individuals in the community, particularly those with low incomes and long-term health conditions.

Over the coming year, the Board will review its strategic direction, including the appointment of a new Chief Executive Officer, expected in April 2025. This period of transition will also involve reviewing staffing, service delivery models, and partnership arrangements across the Barrow area. The charity will continue to seek sustainable funding to safeguard existing services and expand access to advice where demand continues to grow.

Structure, Governance and Management

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

Appointment of trustees

Trustees are appointed in accordance with the charity's Articles of Association. They may be elected at the Annual General Meeting or co-opted by the Board, with co-opted trustees not exceeding one third of the total. Trustees serve a term of up to three years and may be reappointed.

Recruitment, induction and training of trustees

All trustees are volunteers and are expected to act in the best interests of the charity, ensuring compliance with legal duties and good governance. New trustees receive an induction and ongoing support to help them understand their responsibilities and the work of Citizens Advice Barrow. Trustees are encouraged to access relevant training, and all sign up to the charity's Code of Conduct and Conflict of Interest policy.

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2025

Organisational structure & networks

Citizens Advice Barrow is governed by the Board of Trustees. The Board sets the strategic direction of the organisation and holds overall responsibility for its conduct, legal compliance, and contractual obligations. The Board meets quarterly, with additional meetings convened as needed. Trustees also undertake biannual reviews of the business plan to assess progress and determine future direction. Non-trustee members may be co-opted to provide specific expertise on a temporary basis.

Operational management is delegated to the Chief Executive Officer, who works closely with the Advice Services Manager to ensure delivery of all services and projects.

Citizens Advice Barrow is a member of the national Citizens Advice network and actively contributes to the development and delivery of countywide services as part of the consortium of local Citizens Advice offices in Cumbria.

Services are delivered by a small team of committed paid staff.

Risks Policy

The Trustees have considered the major risks to which the charity is exposed and have reviewed those risks, establishing systems and procedures to manage them.

The Trustees consider the current key risk to be the ongoing uncertainty regarding local authority funding, with a significant delay in the confirmation of core funding. To mitigate this, the Trustees have worked closely with the Interim CEO, who has led efforts to review and update key policies and procedures and to improve internal efficiency. Risk will continue to be reviewed regularly at board meetings.

Citizens Advice Barrow is part of the Cumbria-wide consortium of Citizens Advice offices. This collaboration enables the sharing of resources and expertise and strengthens the sustainability of Citizens Advice services in the region. Citizens Advice Barrow has also begun working more closely with Citizens Advice South Lakes to explore opportunities for joint roles.

Reference and Administrative Details

Registered charity name Barrow Citizens Advice Bureau
(known as Citizens Advice Barrow)

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

L Chambers, Chair	(Appointed as Chair 4 November 2024)
F Chatfield	
R Knagg	
N Calvert	(Appointed 25 July 2024)
L Postlethwaite	(Appointed 25 July 2024)
J Mayhew	(Retired 29 April 2024)
M Hoggan	(Retired 18 October 2024)
S Trainer	(Retired 4 October 2024)

Barrow Citizens Advice Bureau

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

Year Ended 31 March 2025

Chief Officer	J Young (Interim from 1 September 2024 to 21 April 2025) C McKinlay (until 31 August 2024)
Company Secretary	C McKinlay (to 31 August 2024)
Independent Examiner	Jane Ascroft FCA MA (Cantab) Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XP

Small Company Provisions

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

The trustees' annual report (incorporating the directors' report) was approved on 17.7.25 and signed on behalf of the board of trustees by:



L Chambers, Chair
Trustee

Barrow Citizens Advice Bureau

Independent Examiner's Report to the Trustees of Barrow Citizens Advice Bureau

Year Ended 31 March 2025

I report to the trustees on my examination of the financial statements of Barrow Citizens Advice Bureau ('the charity') for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Jane Ascroft FCA MA (Cantab)
Independent Examiner

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

Barrow Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2025

		Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	51	–	51	91,227
Charitable activities	6	223,310	55,860	279,170	322,483
Investment income	7	9,937	–	9,937	9,467
Other income	8	5,000	–	5,000	9,860
Total income		<u>238,298</u>	<u>55,860</u>	<u>294,158</u>	<u>433,037</u>
Expenditure					
Expenditure on charitable activities	9,10	274,075	72,357	346,432	345,285
Total expenditure		<u>274,075</u>	<u>72,357</u>	<u>346,432</u>	<u>345,285</u>
Net (expenditure)/income		<u>(35,777)</u>	<u>(16,497)</u>	<u>(52,274)</u>	<u>87,752</u>
Transfers between funds		(12,830)	12,830	–	–
Net movement in funds		<u>(48,607)</u>	<u>(3,667)</u>	<u>(52,274)</u>	<u>87,752</u>
Reconciliation of funds					
Total funds brought forward		457,658	23,038	480,696	392,944
Total funds carried forward		<u>409,051</u>	<u>19,371</u>	<u>428,422</u>	<u>480,696</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 9 to 19 form part of these financial statements.

Barrow Citizens Advice Bureau

Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed Assets			
Tangible fixed assets	16	70,599	80,268
Current Assets			
Debtors	17	3,585	3,930
Cash at bank and in hand		380,852	453,385
		<u>384,437</u>	<u>457,315</u>
Creditors: amounts falling due within one year	18	<u>26,614</u>	<u>56,887</u>
Net Current Assets		<u>357,823</u>	<u>400,428</u>
Total Assets Less Current Liabilities		<u>428,422</u>	<u>480,696</u>
Net Assets		<u>428,422</u>	<u>480,696</u>
Funds of the Charity			
Restricted funds		19,371	23,038
Unrestricted funds		<u>409,051</u>	<u>457,658</u>
Total charity funds	20	<u>428,422</u>	<u>480,696</u>

For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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 17.1.25, and are signed on behalf of the board by:

R Knagg
Trustee

The notes on pages 9 to 19 form part of these financial statements.

Barrow Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2025

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 2025

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 2025

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	- Over length of lease

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 2025

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 2025 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 2025 £
Donations			
Donations	51	—	51
	<u>51</u>	<u>—</u>	<u>51</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations	—	—	—

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations	51	–	51
	<u>51</u>	<u>–</u>	<u>51</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Grants			
Sir John Fisher Foundation - Building work	–	23,000	23,000
Barrow Borough Council - Heritage grant for building work	–	68,227	68,227
	<u>–</u>	<u>91,227</u>	<u>91,227</u>

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Barrow Borough Council	99,280	–	99,280
MAPS	–	55,860	55,860
Westmorland & Furness Council - Money Advice project	57,060	–	57,060
Westmorland & Furness Council - Money Advice Outreach project	38,365	–	38,365
Macmillan/CAB welfare benefits	28,605	–	28,605
	<u>223,310</u>	<u>55,860</u>	<u>279,170</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Cumbria County Council - Emergency Fund	–	29,559	29,559
Barrow Borough Council	99,280	–	99,280
MAPS	–	58,030	58,030
Barrow Foodbank	–	3,859	3,859
CA Manchester (Energy NW)	1,860	–	1,860
Westmorland & Furness Council - Money Advice project	57,060	–	57,060
Citizens Advice - Energy Advice Project	–	15,488	15,488
Macmillan/CAB welfare benefits	28,308	–	28,308
Mind - Help Through Crisis	–	28,855	28,855
Other charitable income	184	–	184
	<u>186,692</u>	<u>135,791</u>	<u>322,483</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

7. Investment Income

	Unrestricted Funds	Total Funds 2025	Unrestricted Funds	Total Funds 2024
	£	£	£	£
Bank interest receivable	<u>9,937</u>	<u>9,937</u>	<u>9,467</u>	<u>9,467</u>

8. Other Income

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Employment allowance	<u>5,000</u>	<u>—</u>	<u>5,000</u>
	<u>5,000</u>	<u>—</u>	<u>5,000</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Insurance claim	—	1,656	1,656
Employment allowance	5,000	—	5,000
Rates refund	<u>3,204</u>	<u>—</u>	<u>3,204</u>
	<u>8,204</u>	<u>1,656</u>	<u>9,860</u>

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Expenditure on charitable activities	200,000	55,234	255,234
Support costs	<u>74,075</u>	<u>17,123</u>	<u>91,198</u>
	<u>274,075</u>	<u>72,357</u>	<u>346,432</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Expenditure on charitable activities	141,561	106,029	247,590
Support costs	<u>76,404</u>	<u>21,291</u>	<u>97,695</u>
	<u>217,965</u>	<u>127,320</u>	<u>345,285</u>

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2025	Total fund 2024
	£	£	£	£
Expenditure on charitable activities	255,234	89,998	345,232	344,085
Governance costs	—	<u>1,200</u>	<u>1,200</u>	<u>1,200</u>
	<u>255,234</u>	<u>91,198</u>	<u>346,432</u>	<u>345,285</u>

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

11. Net (Expenditure)/Income

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

	2025	2024
	£	£
Depreciation of tangible fixed assets	<u>9,669</u>	<u>9,669</u>

12. Independent Examination Fees

	2025	2024
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,200</u>	<u>1,200</u>

13. Staff Costs

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

	2025	2024
	£	£
Wages and salaries	237,658	240,204
Social security costs	20,035	20,393
Employer contributions to pension plans	<u>18,556</u>	<u>19,708</u>
	<u>276,249</u>	<u>280,305</u>

The average head count of employees during the year was 10 (2024: 11). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Advice and information	<u>10</u>	<u>11</u>

No employee received employee benefits of more than £60,000 during the year (2024: 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 £27,033 (2024: £42,929).

14. 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 (2024 - £Nil).

15. Transfers Between Funds

During the year £12,830 was transferred from unrestricted to restricted funds being match funding for the MAPS project.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

16. Tangible Fixed Assets

	Office Equipment £	Computer Equipment £	Property Improvements £	Total £
Cost				
At 1 April 2024 and 31 March 2025	<u>15,486</u>	<u>27,843</u>	<u>105,054</u>	<u>148,383</u>
Depreciation				
At 1 April 2024	13,556	27,843	26,716	68,115
Charge for the year	965	—	8,704	9,669
At 31 March 2025	<u>14,521</u>	<u>27,843</u>	<u>35,420</u>	<u>77,784</u>
Carrying amount				
At 31 March 2025	<u>965</u>	<u>—</u>	<u>69,634</u>	<u>70,599</u>
At 31 March 2024	<u>1,930</u>	<u>—</u>	<u>78,338</u>	<u>80,268</u>

17. Debtors

	2025 £	2024 £
Prepayments	1,127	1,571
Accrued income	2,458	2,359
	<u>3,585</u>	<u>3,930</u>

18. Creditors: amounts falling due within one year

	2025 £	2024 £
Accruals	6,092	4,111
Social security and other taxes	3,705	4,792
Pension creditor	1,817	2,119
Deferred income	15,000	45,865
	<u>26,614</u>	<u>56,887</u>

19. 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 £18,556 (2024: £19,708).

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

20. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
General Reserves	138,399	238,298	(264,406)	(8,700)	103,591
Capital Fund	80,268	–	(9,669)	–	70,599
Front line services in 24/25	56,126	–	–	(56,126)	–
Contractual commitments to staff	32,481	–	–	(11,702)	20,779
First Contact Service	150,384	–	–	63,698	214,082
	<u>457,658</u>	<u>238,298</u>	<u>(274,075)</u>	<u>(12,830)</u>	<u>409,051</u>

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General Reserves	129,914	204,363	(208,296)	12,418	138,399
Capital Fund	2,895	–	(9,669)	87,042	80,268
Front line services in 24/25	–	–	–	56,126	56,126
Contractual commitments to staff	60,292	–	–	(27,811)	32,481
ICT upgrades and building works	5,000	–	–	(5,000)	–
First Contact Service	194,843	–	–	(44,459)	150,384
	<u>392,944</u>	<u>204,363</u>	<u>(217,965)</u>	<u>78,316</u>	<u>457,658</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 £214,082 for this service for 2024 to 2026.

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 £20,779 for this financial year.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

20. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
MAPS	–	55,860	(68,690)	12,830	–
Help thru Crisis - Emergency Fund	17,373	–	(3,667)	–	13,706
Building work	5,665	–	–	–	5,665
	<u>23,038</u>	<u>55,860</u>	<u>(72,357)</u>	<u>12,830</u>	<u>19,371</u>

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
MAPS	–	58,030	(66,591)	8,561	–
Citizens Advice - Energy Advice Project	–	15,488	(15,653)	165	–
Foodbank	–	3,859	(3,859)	–	–
Help thru Crisis	–	28,855	(28,855)	–	–
Help thru Crisis - Emergency Fund	–	29,559	(12,186)	–	17,373
Building work	–	92,883	(176)	(87,042)	5,665
	<u>–</u>	<u>228,674</u>	<u>(127,320)</u>	<u>(78,316)</u>	<u>23,038</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 - The Lottery funded this project to support individuals in crisis get the advice they needed to resolve the crisis and then address its underlying causes. The Lancashire & South Cumbria NHS Foundation Trust awarded a grant to enable this work to continue during 2023/24.

Barrow Foodbank - Provided a grant so individuals in urgent need of food and advice to resolve the underlying causes of hardship could be referred for immediate support and advice. This partnership ended in June 2023

Emergency Fund - Cumbria County Council and the Baywind Community Energy Trust provided grants to enable Barrow CAB to provide support to individuals struggling to meet their energy costs.

Barrow Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

21. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	70,599	–	70,599
Current assets	365,066	19,371	384,437
Creditors less than 1 year	(26,614)	–	(26,614)
Net assets	409,051	19,371	428,422

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	80,268	–	80,268
Current assets	401,563	55,752	457,315
Creditors less than 1 year	(56,887)	–	(56,887)
Net assets	424,944	55,752	480,696

22. Operating Lease Commitments

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

	2025 £	2024 £
Not later than 1 year	10	10
Later than 1 year and not later than 5 years	40	40
Later than 5 years	28	38
	78	88

23. Transactions With Connected Charities

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

	2025 £
Macmillan Cancer Support	28,605

Barrow Citizens Advice Bureau

Management Information

Year Ended 31 March 2025

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

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2025

	2025 £	2024 £
Income and endowments		
Donations and legacies		
Donations	51	–
Sir John Fisher Foundation - Building work	–	23,000
Barrow Borough Council - Heritage grant for building work	–	68,227
	<u>51</u>	<u>91,227</u>
Charitable activities		
Cumbria County Council - Emergency Fund	–	29,559
Barrow Borough Council	99,280	99,280
MAPS	55,860	58,030
Barrow Foodbank	–	3,859
CA Manchester (Energy NW)	–	1,860
Westmorland & Furness Council - Money Advice project	57,060	57,060
Citizens Advice - Energy Advice Project	–	15,488
Westmorland & Furness Council - Money Advice Outreach project	38,365	–
Macmillan/CAB welfare benefits	28,605	28,308
Mind - Help Through Crisis	–	28,855
Other charitable income	–	184
	<u>279,170</u>	<u>322,483</u>
Investment income		
Bank interest receivable	9,937	9,467
Other income		
Insurance claim	–	1,656
Employment allowance	5,000	5,000
Rates refund	–	3,204
	<u>5,000</u>	<u>9,860</u>
Total income	<u>294,158</u>	<u>433,037</u>

Barrow Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2025

	2025 £	2024 £
Expenditure		
<i>Activities undertaken directly</i>		
Wages & salaries	207,373	188,772
NIC	20,035	20,393
Pension costs	18,556	19,708
Emergency fund disbursements	3,667	12,186
Training	5,212	4,629
Sundry costs	391	1,902
	<u>255,234</u>	<u>247,590</u>
<i>Support costs</i>		
Wages and salaries	30,285	51,432
Rent, rates and water	274	2,011
Light & heat	3,536	2,503
Insurance	1,655	2,593
Cleaning, waste collection, repairs and maintenance	5,543	3,802
L&P fees	22,602	351
Telephone	8,999	9,101
Postage, stationery and other office costs	6,366	6,908
Depreciation	9,669	9,669
Computer expenses	886	5,548
Travel and training	143	722
Other staff and volunteer costs	40	1,855
	<u>89,998</u>	<u>96,495</u>
<i>Governance costs</i>		
Accountancy fees	1,200	1,200
	<u></u>	<u></u>
Total expenditure	<u>346,432</u>	<u>345,285</u>
	<u></u>	<u></u>
Net (expenditure)/income	<u>(52,274)</u>	<u>87,752</u>