Citizens Advice Copeland

England & Wales · Charity number 1080581

Details

Other names	COPELAND CITIZENS ADVICE BUREAU, WHITEHAVEN CITIZENS ADVICE BUREAU, Citizens Advice Copeland
Status	Registered
Legal form	Charitable company
Company number	03954988
Registered	2000-05-05
Register	View on the Charity Commission register

Contact

Address	Phoenix House 3-5 Jacktrees Road Cleator Moor Cumbria CA25 5BD
Phone	01946693321
Email	shelley@cacopeland.org
Website	www.citizensadvicecopeland.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCE-MENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN COPELAND AND SURROUNDING AREAS.

Activities: Free advice on any subject to anyone

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Downloaded from opencharities.uk/ew/1080581

Geography

- **Area of benefit:** BOROUGH OF COPELAND
- Cumbria

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£733,776	£737,164	£204,468	19
2024-03-31	£696,066	£728,476	£207,856	17
2023-03-31	£708,924	£715,428	£248,986	16
2022-03-31	£704,694	£671,938	£255,490	15
2021-03-31	£543,725	£510,968	£222,734	17

Trustees

Name	Role	Appointed
Anne-Marie Melvin		2024-08-06
Craig Brown		2023-08-16
Michael Scholfield		2024-10-31
Sarah Graham		2023-08-16

Downloaded from opencharities.uk/ew/1080581

Citizens Advice Copeland

England & Wales - Charity number 1080581

Accounts

Company Registration Number: 03954988
Charity Registration Number: 1080581

Citizens Advice Copeland

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

Achievements and Performance

This year Citizens Advice Copeland has continued to work to meet the needs of people living and working throughout Copeland. Our free, independent, confidential service remains in demand with more of our clients requiring longer term support with more complex issues.

Our key stats for the period are:
- 1,757 clients supported
- 14,920 issues dealt with

Our income gains for this period total (confirmed and expected):
- £3.6 million income gain
- £2.1 debts written off

In addition to this:
- Helped 495 clients with 2963 debt issues
- Helped 1,244 clients with 6,710 benefit issues
- Helped 302 clients with 1058 utilities and communication issues
- Helped 204 clients with 621 housing issues
- Helped 123 clients with 286 family and relationship issues

Top benefit enquiry was Personal Independence Payments with 457 issues Top debt enquiry was council tax arrears with 362 issues

75% of clients seen presented with a disability or long term health condition 62% of contacts were over the phone and 24% via email

This year we have delivered projects for the following funders:-

- Cumberland Council
- Copeland Community Fund
- Citizens Advice Energy Advice Programme
- Time to Change West Cumbria
- Cavendish Nuclear
- Northern Gas Networks
- Money and Pensions Service
- Sellafield Ltd
- Macmillan Cancer Support
- The National Lottery Community Fund
- Phoenix Enterprise Centre
- Phyllis Harney Trust
- Transforming West Cumbria
- UKSPF
- NHS North East and North Cumbria ICB - Waiting Well Project
- Cumbria Community Foundation

All these projects have allowed us to meet the needs of some of our most vulnerable residents. We have continued to develop the provision of financial wellbeing support via our website which covers a range of topics such as how to plan a sustainable budget, saving and planning for the future and how to manage a change in income. Working in partnership with Citizens Advice Allerdale we have also delivered workshops to schools promoting the benefits of, and helping students to, plan and save for their future.

We continue to have strong partnerships with a range of organisations including Cumberland Council, Time To Change West Cumbria, Phoenix Enterprise Centre and Whitehaven, Egremont and District

Credit Union to provide services and support for those who continue to be affected by high living costs.

We met the performance requirements of our funders (a requirement in order to receive the funding).

We were successful with sufficient bids to provide services meeting our aims and values to almost cover our costs therefore achieving our funding objectives.

Financial Review

The charity showed a deficit for the year of £3,388 (2024: -£41,130).

At 31 March 2025 general reserves totalled £128,298 and there was a further £74,183 in designated funds. Restricted funds totalled £1,987.

5.5% of income is 'core funding' from Cumberland Council to deliver advice services throughout the Copeland Area. This is agreed via an annual Service Level Agreement.

We deliver a county-wide welfare benefit contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver energy, financial wellbeing, benefit and debt advice projects. We are increasingly working in partnership with other organisations (eg Whitehaven and Egremont District Credit Union and Citizens Advice Allerdale) for delivering these projects. Fundraising is typically less than 1% of the total income received.

Reserves Policy

Our income is dominated by competitive contracts providing restricted funds which create minimal opportunity for building reserves. Our financial position is precarious due to the uncertainty both of receiving and the short term nature of these contracts. To achieve the aims of our charity we must seek to preserve our solvency requiring reserved funds to manage credible risks. The current view of the amount our charity needs to hold in reserve is £118,000 (~8 weeks trading costs) but that is an an aspirational target.

Our ability to increase the level of reserve is constrained not only by the difficult financial climate but also because most of our income is restricted to specific projects and so we are not at liberty to divert it to other uses such as reserves.

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability could affect that confidence. The short term nature of most of our funding is a vulnerability which we have limited scope to influence.

Investment Policy

We have insufficient funds to make social investments and therefore have no associated policy.

Plans for Future Periods

The key objectives for 2025/26 are the development of our service to not only meet the needs of our communities but also ensure that through partnership working and funding we remain a leading West Cumbrian charity supporting some of our most vulnerable clients through crisis.

To do this we will focus on the following four areas:

Partnerships
We will develop relationships with the LCAs under Cumberland council control to maximise benefit for all. We will enhance our advice by working alongside key service providers whose organisations complement our service. We will look for new opportunities to promote our organisation and the services we provide in order to increase our reach across Copeland.

Advice
Deliver our service to ensure access to anyone who needs it, ensuring it advances equity, diversity, and inclusion.

Sustainability
We will ensure that we secure our future as a service through a more collaborative, proactive and competitive approach to fundraising and funding whilst keeping true to our principles.

People
To attract and retain high-quality staff and volunteers (incl trustees) to help us be an effective and inclusive employer.

We continue to build strong relationships with local agencies and support groups working with them to meet the needs of our community. Joint working with other local Citizens Advice offices in Cumbria continues and we continue to play an active role in this.

Structure, Governance and Management

Governing Document

The company was established under Memorandum of Association which established the objects and powers of the charitable company governed under its Articles of Association. Subsequently we adopted the National Citizens Advice model Articles of Association (which incorporate the relevant parts of the memorandum) to implement the requirements of the Companies Act 2006 and subsequently to adopt the revised National Citizens Advice model based on the Charities Commission model of best practice and agreed with them. We also altered our name to align to National Citizens Advice branding removing the term 'Bureau' so changing from 'Copeland Citizens Advice Bureau' to 'Citizens Advice Copeland' on 15 January 2019, also approved by both bodies.

The organisation is a charitable company limited by guarantee, incorporated in 03 March 2000 and registered as a charity on 05 May 2000. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of the Charity Law and under the Company's Articles are known as members of the Company. Under the requirements of the Articles of Association in every subsequent year one-third of the members or, if their number is not three or a multiple of three, then the number nearest one-third, shall retire from office.

The members of the Board to retire in every year shall be those who have been longest in office since their last election, but as between persons who become members of the Company on the same day those to retire shall (unless they otherwise agree amongst themselves) be determined by lot.

Trustee Induction and Training

Trustees are given induction training by attending an initial meeting where the aims and objectives of the charity are clarified and explained. Packs explaining the roles, duties and responsibilities of Trustees are provided. All new trustees receive the Charity Commissions guide 'The Essential Trustee'. Trustees attend further appropriate training courses organised by Citizens Advice nationally.

Organisational Structure

The charity has a Management Board of up to fifteen members with a minimum of three, who meet regularly and are responsible for the strategic direction and policy of the charity. At present, the Board has eight members from a variety of professional backgrounds relevant to the work of the charity.

The Management Board has appointed a Finance and Risk Group which comprises of a representative from the Management Board, the Finance Officer and Chief Officer. They meet on a quarterly basis to discuss issues relating to funding, review finance reports, discuss our budget and ensure that accounts reports are presented to the Board on a quarterly basis for their approval.

The Chief Officer has responsibility for securing all funding and the day to day operational management of the organisation ensuring that the team continues to develop their skills and working practices in line with best practice.

Risk Management
The Board of Management reviews the major risks to the charity on an ongoing basis. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

We have adopted an information risk assurance policy and have developed our arrangements to meet the requirements of the Data Protection Act legislation implemented in 2018.

Related Parties
The charity co-operates with the National Association of Citizens Advice in the pursuit of its charitable objectives. The charity is a member of Citizens Advice Cumbria and deliver project work as a sub-contractor on county wide contracts secured by CAC (Macmillan project). The Chief Officer attends meetings of other voluntary organisations in the area to promote cohesive service delivery, to identify any gaps in the provision of services, particularly for 'hard to reach' and vulnerable groups and to seek out opportunities for collaborative delivery.

Key management personnel remuneration
The trustees consider the Board of Trustees and the chief executive as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 15 to the accounts.

The pay of the charity's chief executive is reviewed annually and assessed in accordance with average earnings. The remuneration is also bench-marked with charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and Administrative Details

Registered charity name	Citizens Advice Copeland
Charity registration number	1080581
Company registration number	03954988
Principal office and registered office	Phoenix House 3-5 Jacktrees Road Cleator Moor Cumbria CA25 5BD

The Trustees

Mr G P Smith	(Resigned 27 November 2024)
Mrs J L Donaldson	
Mr D J Wallace (Chair)	
Mr C Brown	
Ms S Graham	
Ms G Elliott	
Mr K Peel	(Resigned 18 September 2024)
Ms A-M Melvin	(Appointed 6 August 2024)
Mr M Scholfield	(Appointed 31 October 2024)

Company Secretary Mrs J L Donaldson

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 was approved on 19th November 25 and signed on behalf of the board of trustees by:

~~Mr D J Wallace (Chair)~~ CRAIG BROWN
Trustee

Citizens Advice Copeland

Independent Examiner's Report to the Trustees of Citizens Advice Copeland

Year Ended 31 March 2025

I report to the trustees on my examination of the financial statements of Citizens Advice Copeland ('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

Citizens Advice Copeland

Statement of Financial Activities
(including income and expenditure account)

Year Ended 31 March 2025

	Note	2025 Unrestricted funds £	2025 Restricted funds £	2025 **Total funds** £	2024 Total funds £
Income and endowments					
Donations and legacies	**5**	4,276	–	4,276	2,241
Charitable activities	**6**	82,390	642,089	724,479	690,603
Investment income	**7**	2,624	–	2,624	2,579
Other income	**8**	2,397	–	2,397	643
Total income		91,687	642,089	733,776	696,066
Expenditure					
Expenditure on charitable activities	**9,10**	94,367	642,797	737,164	728,476
Total expenditure		94,367	642,797	737,164	728,476
Net expenditure		(2,680)	(708)	(3,388)	(32,410)
Transfers between funds		91	(91)	–	–
Other recognised gains and losses					
Revaluation loss		–	–	–	(8,720)
Net movement in funds		(2,589)	(799)	(3,388)	(41,130)
Reconciliation of funds					
Total funds brought forward		205,070	2,786	207,856	248,986
Total funds carried forward		202,481	1,987	204,468	207,856

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 12 to 27 form part of these financial statements.

Citizens Advice Copeland

Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed Assets			
Tangible fixed assets	**16**	75,343	75,934
Current Assets			
Debtors	**17**	51,857	75,730
Cash at bank and in hand		151,121	154,358
		202,978	230,088
Creditors: amounts falling due within one year	**18**	73,853	98,166
Net Current Assets		129,125	131,922
Total Assets Less Current Liabilities		204,468	207,856
Net Assets		204,468	207,856
Funds of the Charity			
Restricted funds		1,987	2,786
Unrestricted funds		202,481	205,070
Total charity funds	**21**	204,468	207,856

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 19th November 25, and are signed on behalf of the board by:

~~Mr D J Wallace (Chair)~~ CRAIG BROWN
Trustee

The notes on pages 12 to 27 form part of these financial statements.

Citizens Advice Copeland

Statement of Cash Flows

Year Ended 31 March 2025

	2025 £	2024 £
Cash Flows from Operating Activities		
Net expenditure	(3,388)	(32,410)
Adjustments for:		
Depreciation of tangible fixed assets	5,091	3,591
Other interest receivable and similar income	(2,624)	(2,579)
Accrued expenses/(income)	25,077	(48,523)
Changes in:		
Trade and other debtors	(4,222)	52,174
Trade and other creditors	(21,295)	(19,935)
Cash generated from operations	(1,361)	(47,682)
Interest received	2,624	2,579
Net cash from/(used in) operating activities	1,263	(45,103)
Cash Flows from Investing Activities		
Purchase of tangible assets	(4,500)	(4,525)
Net cash used in investing activities	(4,500)	(4,525)
Net Decrease in Cash and Cash Equivalents	(3,237)	(49,628)
Cash and Cash Equivalents at Beginning of Year	154,358	203,986
Cash and Cash Equivalents at End of Year	151,121	154,358

The notes on pages 12 to 27 form part of these financial statements.

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 Phoenix House, 3-5 Jacktrees Road, Cleator Moor, Cumbria, CA25 5BD.

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 investment properties measured at fair value through income or expenditure.

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

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

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 financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting Policies *(continued)*

Income

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- 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 to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating Leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

3. Accounting Policies *(continued)*

Tangible Assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

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:

Freehold property	-	Straight line over 50 years
Fixtures and fittings	-	Straight line over 3 - 5 years

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.

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 7 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	**Total Funds 2025 £**	Unrestricted Funds £	Total Funds 2024 £
Donations				
Donations	1,276	1,276	2,241	2,241
Grants				
Cavendish Nuclear	3,000	3,000	–	–
	4,276	4,276	2,241	2,241

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
MacMillan	–	67,525	67,525
MaPS DAP	–	90,131	90,131
CC Money Advice	–	57,060	57,060
Time To Change West Cumbria	9,210	–	9,210
Cumberland Council	42,500	25,918	68,418
National Citizens Advice	21	30,056	30,077
Allerdale Citizens Advice	5,000	47,500	52,500
Phoenix Enterprise Centre	–	7,656	7,656
Phyllis Harney Trust	25,000	–	25,000
Groundwork North East & Cumbria	–	4,449	4,449
UKSPF	–	16,667	16,667
Cumbria Community Foundation	–	125,342	125,342
Copeland Community Foundation	–	164,484	164,484
Other grants	659	5,301	5,960
	82,390	642,089	724,479

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
MacMillan	–	51,370	51,370
MaPS DAP	–	107,815	107,815
CC Money Advice	–	57,060	57,060
Cumberland Council	32,000	33,933	65,933
National Citizens Advice	–	46,798	46,798
Phoenix Enterprise Centre	–	7,656	7,656
Phyllis Harney Trust	25,000	–	25,000
Groundwork North East & Cumbria	–	501	501
Sellafield	5,000	–	5,000
Cumbria Community Foundation	–	139,316	139,316
Copeland Community Foundation	–	183,688	183,688
Other grants	–	466	466
	62,000	628,603	690,603

7. Investment Income

	Unrestricted Funds £	**Total Funds 2025 £**	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	2,624	2,624	2,579	2,579

8. Other Income

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Fundraising income	2,357	–	2,357
Other income	40	–	40
	2,397	–	2,397

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Fundraising income	450	–	450
Other income	192	1	193
	642	1	643

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Direct charitable costs	73,151	523,728	596,879
Support costs	21,216	119,069	140,285
	94,367	642,797	737,164

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Direct charitable costs	44,769	558,798	603,567
Support costs	26,504	98,405	124,909
	71,273	657,203	728,476

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Support costs £	**Total funds 2025 £**	Total fund 2024 £
Direct charitable costs	596,879	139,085	735,964	727,276
Governance costs	–	1,200	1,200	1,200
	596,879	140,285	737,164	728,476

11. Net Expenditure

Net expenditure is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	5,091	3,591

12. Independent Examination Fees

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

13. Staff Costs

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

	2025	2024
	£	£
Wages and salaries	499,864	467,972
Social security costs	40,302	43,969
Employer contributions to pension plans	20,543	20,882
	560,709	532,823

The average head count of employees during the year was 16 (2024: 17). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Project staff	9	9
Supervisory staff	1	1
Administrative staff	4	5
Other staff	2	2
	16	17

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 £54,028 (2024:£52,413).

14. Trustee Remuneration and Expenses

Trustees have received neither remuneration nor expenses during the current and previous period.

15. Transfers Between Funds

Unrestricted funds have been used to cover small deficits on a number of restricted funds during the year.

Restricted funds with small surpluses arising due to cost allocations have been moved to unrestricted reserves.

16. Tangible Fixed Assets

	Freehold property £	Fixtures and fittings £	**Total £**
Cost			
At 1 April 2024	124,679	64,893	189,572
Additions	–	4,500	4,500
At 31 March 2025	124,679	69,393	194,072
Depreciation			
At 1 April 2024	51,762	61,876	113,638
Charge for the year	2,083	3,008	5,091
At 31 March 2025	53,845	64,884	118,729
Carrying amount			
At 31 March 2025	70,834	4,509	75,343
At 31 March 2024	72,917	3,017	75,934

Tangible fixed assets held at valuation

The freehold property at Millom was revalued in June 2024 by H & F Estate & Letting Agency at £75,000.

17. Debtors

	2025 £	2024 £
Trade debtors	4,200	–
Prepayments and accrued income	47,657	75,730
	51,857	75,730

18. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	6,760	3,599
Accruals and deferred income	53,673	94,567
Social security and other taxes	9,893	–
Pension creditor	3,527	–
	73,853	98,166

19. Deferred Income

	2025	2024
	£	£
At 1 April 2024	78,948	101,323
Amount released to income	(78,948)	(101,323)
Amount deferred in year	41,072	78,948
At 31 March 2025	41,072	78,948

The deferred income at the reporting date relates to grants received during the year which relate to future accounting periods. The grants are in relation to the TWC Financial Wellbeing Project, the Community Panel project, the Financial Inclusion project and the Cumberland Council core grant.

20. 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 £20,543 (2024: £20,882).

20. Pensions and Other Post Retirement Benefits *(continued)*

TPT Retirement Solutions - The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 521 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2025 to 31 March 2028: £2,100,000 per annum (payable monthly)

Unless a concession has been agreed with the trustee the term to 31 March 2028 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

21. Analysis of Charitable Funds

Unrestricted funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2025** £
General funds	127,738	66,687	(65,114)	(1,013)	–	128,298
Capital Fund	73,615	–	(3,932)	4,500	–	74,183
Phyllis Harney Trust	3,717	25,000	(25,321)	(3,396)	–	–
	205,070	91,687	(94,367)	91	–	202,481

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2024 £
General funds	131,839	42,462	(43,398)	(3,165)	–	127,738
Capital Fund	83,720	–	(2,432)	1,047	(8,720)	73,615
Phyllis Harney Trust	4,160	25,000	(25,443)	–	–	3,717
	219,719	67,462	(71,273)	(2,118)	(8,720)	205,070

Restricted funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2025** £
Equipment	2,319	–	(1,159)	–	–	1,160
Financial Inclusion Project	–	164,484	(164,412)	–	–	72
CC Money Advice	–	57,060	(57,057)	(3)	–	–
MaPS	–	90,131	(89,376)	–	–	755
MacMillan	–	67,526	(67,513)	(13)	–	–
Phoenix Enterprise Centre project	–	7,656	(7,656)	–	–	–
TWC Financial Wellbeing	–	73,836	(73,836)	–	–	–
TWC Core Costs	–	4,973	(5,413)	440	–	–
TWC Bedrock Fund	–	42,500	(42,500)	–	–	–
Energy Advice Project	–	30,056	(29,374)	(682)	–	–

21. Analysis of Charitable Funds *(continued)*

TWC Mental Health & Wellbeing	–	4,033	(4,272)	239	–	–
Waiting Well project	467	5,033	(5,383)	(117)	–	–
Cost Of Living project	–	–	–	–	–	–
CC Form Filling Project	–	25,918	(25,911)	(7)	–	–
Benefits Advice Cumberland	–	45,819	(45,819)	–	–	–
NGN project	–	268	(320)	52	–	–
Sellafield workshop project	–	1,681	(1,681)	–	–	–
UKSPF volunteer project	–	16,666	(16,666)	–	–	–
West Cumbria Mental Health project	–	4,449	(4,449)	–	–	–
	2,786	642,089	(642,797)	(91)	–	1,987

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2024 £
Equipment	–	–	(1,159)	3,478	–	2,319
Financial Inclusion Project	–	161,734	(161,322)	(412)	–	–
CC Money Advice	1,123	57,060	(57,992)	(191)	–	–
MaPS	2,215	107,815	(108,487)	(1,543)	–	–
MacMillan	382	51,371	(51,575)	(178)	–	–
Groundwork	–	501	(3,116)	2,615	–	–
Phoenix Enterprise Centre project	–	7,656	(7,619)	(37)	–	–
TWC Financial Wellbeing	3,138	67,147	(70,172)	(113)	–	–
TWC Core Costs	6,241	22,507	(28,670)	(78)	–	–
TWC Bedrock Fund	2,949	42,500	(45,277)	(172)	–	–

21. Analysis of Charitable Funds *(continued)*

Energy Advice Project	9,799	31,798	(41,485)	(112)	–	–
CCC First Contact	–	22,408	(22,311)	(97)	–	–
CCC Mental Wellbeing Project	382	6,443	(6,480)	(345)	–	–
Copeland Hardship Relief Fund	3,038	21,953	(24,379)	(612)	–	–
TWC Mental Health & Wellbeing	–	7,162	(7,145)	(17)	–	–
Waiting Well project	–	467	–	–	–	467
Cost Of Living project	–	15,000	(14,950)	(50)	–	–
CC Form Filling Project	–	5,082	(5,064)	(18)	–	–
	29,267	628,604	(657,203)	2,118	–	2,786

21. Analysis of Charitable Funds *(continued)*

The specific purpose for which funds are to be assigned follow below:

General Advice
Unrestricted funds to support a general advice service for Copeland residents provided from our Whitehaven and Millom offices.

Phyllis Harney Trust
Unrestricted funds to support a general advice service for clients in financial hardship, particularly younger people and families experiencing poverty.

Financial Inclusion Project
Restricted funds to provide welfare benefits and debt advice to clients.

Cumberland Council (CC) Money Advice
Restricted funds to provide money advice and financial capability services in Copeland.

Money And Pension Service Debt Advice Project (MaPS DAP) Restricted funds to provide debt advice to clients in financial difficulty.

Macmillan
Restricted funds to provide welfare benefits casework to cancer patients and their families.

Groundwork
Restricted funds to provide welfare benefits advice to long-term unemployed clients to enable a move into paid employment.

Phoenix Enterprise Centre (PEC) Project
Restricted funds to provide a telephone referral/ advice system for those who access help via Phoenix Enterprise Centre.

Transforming West Cumbria (TWC) Financial Wellbeing
Financial Wellbeing Project Grant received from Cumbria Community Foundation through the Transforming West Cumbria programme, funded by Sellafield Ltd to improve the financial wellbeing of individuals in West Cumbria.

Transforming West Cumbria (TWC) Core Costs
Restricted funds towards the salary costs of core staff (management, training, finance, administration, cleaning).

Transforming West Cumbria (TWC) Bedrock Fund
Restricted funds to help organisations plan for sustainability, development and growth via analysis of opportunities for improvement.

Energy Advice Programme
Restricted funds provided by Citizens Advice (NACAB) to deliver advice on energy-related issues.

Cumbria County Council (CCC) First Contact
Restricted funds to provide a dedicated first tier advice service for the people of Copeland with the aim of delivering free poverty advice and increasing service capacity.

Cumbria County Council (CCC) Mental Wellbing Project
Restricted funds to provide expert advice on the problems that are negatively affecting individuals mental wellbeing.

21. Analysis of Charitable Funds *(continued)*

Copeland Hardship Relief Fund
Restricted funds to help service users in crisis: the fund allowed us to offer both discretionary financial support to relieve the immediate hardship situation and advice to provide greater financial stability in the longer term.

TWC Mental Health & Wellbeing
Restricted funds to provide advice to the service users of the West Cumbria Mental Health Partnership.

Waiting Well Project
Restricted funds to provide debt and benefit advice to clients waiting for surgery who are referred to our service by Together We and Fit 4 Life.

Cost Of Living Project
Restricted funds awarded by the national Citizens Advice team to enable local offices to help clients through the cost-of-living crisis by supporting or increasing direct service delivery capacity.

Cumberland Council (CC) Form Filling Project
Restricted funds awarded by Cumberland Council to assist clients with the completion of welfare benefit forms so that they can access entitlement and maximise their awards

Benefits Advice Cumberland
Restricted grant funding awarded by The National Lottery Community Fund to Citizens Advice Allerdale, as lead partner in a joint project with Citizens Advice Copeland and Citizens Advice Carlisle & Eden, to deliver benefits advice across Cumberland.

NGN project
Restricted grant funding awarded by Northern Gas Networks to Citizens Advice Carlisle & Eden, as lead partner in a joint project with Citizens Advice Copeland and Citizens Advice Allerdale, to provide a referral mechanism for customers in their network who would benefit from income maximisation.

Sellafield workshop project
Restricted funds awarded to Citizens Advice Allerdale and Citizens Advice Copeland to provide a series of on-site workshops to employees of Sellafield Ltd along with a referral system for employees in need of advice on an individual basis.

UKSPF volunteer project
Restricted grant funding awarded from the UK Shared Prosperity Fund by Cumberland Council to Citizens Advice Carlisle, as lead partner in a joint project with Citizens Advice Copeland and Citizens Advice Allerdale, to offer volunteering opportunity to those who have significant barriers to work.

West Cumbria Mental Health project
Restricted funds awarded by Cumbria Community Foundation to Groundwork NE & Cumbria as lead partner in a joint project with multiple agencies including Citizens Advice Copeland to provide assistance to the service users of the West Cumbria Mental Health Partnership.

22. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Tangible fixed assets	74,183	1,160	75,343
Current assets	202,151	827	202,978
Creditors less than 1 year	(73,853)	–	(73,853)
Net assets	202,481	1,987	204,468

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	73,615	2,319	75,934
Current assets	229,621	467	230,088
Creditors less than 1 year	(98,166)	–	(98,166)
Net assets	205,070	2,786	207,856

23. Analysis of Changes in Net Debt

	At 1 Apr 2024 £	Cash flows £	**At 31 Mar 2025 £**
Cash at bank and in hand	154,358	(3,237)	151,121

24. Operating Lease Commitments

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

	2025 £	2024 £
Not later than 1 year	1,591	–
Later than 1 year and not later than 5 years	1,671	–
	3,262	–

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

Citizens Advice Copeland

Detailed Statement of Financial Activities

Year Ended 31 March 2025

	2025 £	2024 £
Income and endowments		
Donations and legacies		
Donations	1,276	2,241
Cavendish Nuclear	3,000	–
	4,276	2,241
Charitable activities		
MacMillan	67,525	51,370
MaPS DAP	90,131	107,815
CC Money Advice	57,060	57,060
Time To Change West Cumbria	9,210	–
Cumberland Council	68,418	65,933
National Citizens Advice	30,077	46,798
Allerdale Citizens Advice	52,500	–
Phoenix Enterprise Centre	7,656	7,656
Phyllis Harney Trust	25,000	25,000
Groundwork North East & Cumbria	4,449	501
Sellafield	–	5,000
UKSPF	16,667	–
Cumbria Community Foundation	125,342	139,316
Copeland Community Foundation	164,484	183,688
Other grants	5,960	466
	724,479	690,603
Investment income		
Bank interest receivable	2,624	2,579
Other income		
Fundraising income	2,357	450
Other income	40	193
	2,397	643
Total income	733,776	696,066

Citizens Advice Copeland

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2025

	2025 £	2024 £
Expenditure		
Activities undertaken directly		
Wages	418,466	402,107
Employer's NIC	40,302	43,969
Pension costs	20,543	20,882
Premises costs	692	680
Office costs	237	1,222
Staff and volunteer costs	10,060	12,066
Partner payments	104,549	120,320
Other costs	2,030	2,321
	596,879	603,567
Support costs		
Wages	81,398	65,865
Premises costs	26,343	28,357
Office costs	25,678	25,623
Depreciation	5,091	3,591
Staff and volunteer costs	290	113
Other costs	285	160
	139,085	123,709
Governance costs		
Accountancy fees	1,200	1,200
Total expenditure	737,164	728,476
Net expenditure	(3,388)	(32,410)

Citizens Advice Copeland

England & Wales - Charity number 1080581

Accounts

Company Registration Number: 03954988
Charity Registration Number: 1080581

Citizens Advice Copeland

Financial Statements

For the Year Ending

31 March 2024

JANE ASCROFT ACCOUNTANCY LIMITED
Chartered accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Citizens Advice Copeland

Financial Statements

Year Ended 31 March 2024

	Page
Trustees' Annual Report (Incorporating the Director's Report)	1
Independent Examiner's Report to the Trustees	8
Statement of Financial Activities (Including Income and Expenditure Account)	9
Statement of Financial Position	10
Statement of Cash Flows	11
Notes to the Financial Statements	12
The Following Pages Do Not Form Part of the Financial Statements	
Detailed Statement of Financial Activities	29

Citizens Advice Copeland

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31 March 2024

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 2024.

Objectives and Activities

The aims of the company are:

To promote any charitable purpose for the benefit of the community in the Copeland area by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our activities principally relate to providing advice on money (debt) and welfare benefits, together with housing advice and specialist services for people with physical or mental ill health and others. We help people overcome their problems and we campaign on big issues when their voices need to be heard.

We ensure that the purpose of our charity is beneficial and carried out so as to benefit the public beneficially. We identify risks of harm and minimise those risks. We seek to ensure that the advice we provide is available to all who need it. We do not charge for our service and people receive no unnecessary personal benefits.

We are a volunteer led service which relies on a team of volunteers to undertake a number of roles within our organisation. Our volunteer roles include Trustees, Advisers, Administrators and Campaigners.

Achievements and Performance

This year Citizens Advice Copeland has continued to work to meet the needs of people living and working throughout Copeland. Our free, independent, confidential service remains in demand with more of our clients requiring longer term support with more complex issues.

Our key stats for the period are:
- 2,116 clients supported
- 20,017 issues dealt with

Our income gains for this period total (confirmed and expected):
- £3,5 million income gain
- £971,912 debts written off
- £1.14 million debts rescheduled
- £1.87 million benefits maintained, debts repaid and debts under control

In addition to this:
- 140 Food vouchers were issued
- 166 Fuel / Food vouchers totalling £8,968 were issued
- 6 applications to the Credit Union hardship fund were made totalling £1500
- 100 Hardship grants were issues totalling £5071
- 45 clients were supported from our Hardship Relief Fund totalling £19,846.20

The most significant issues were; 29.78% relating to benefits and 26.38% relating to debt

This year we have delivered projects for the following funders:-

- Cumberland Council
- Copeland Community Fund
- Citizens Advice Energy Advice Programme
- Money and Pensions Service
- Cost of Living Project
- Sellafield Ltd
- Groundwork North East and Cumbria
- Macmillan Cancer Support
- The National Lottery Community Fund
- Phoenix Enterprise Centre
- Phyllis Harney Trust
- Cumbria Community Foundation

All these projects have allowed us to meet the needs of some of our most vulnerable residents. We have continued to develop the provision of financial wellbeing support via our website which covers a range of topics such as how to plan a sustainable budget, saving and planning for the future and how to manage a change in income. Working in partnership with Citizens Advice Allerdale we have also delivered workshops to schools promoting the benefits of, and helping students to, plan and save for their future.

We continue to have strong partnerships with a range of organisations including Cumberland Council, Time To Change West Cumbria, Phoenix Enterprise Centre and Whitehaven, Egremont and District Credit Union to provide services and support for those who continue to be affected by the cost of living crisis.

We met the performance requirements of our funders (a requirement in order to receive the funding).

We were successful with sufficient bids to provide services meeting our aims and values to almost cover our costs therefore achieving our funding objectives.

Financial Review

The charity showed a deficit for the year of £32,410 (2023 - £6,504).

At 31 March 2024 general reserves totalled £127,738 and there was a further £77,332 in designated funds. Restricted funds totalled £2,786.

4.5% of income is 'core funding' from Cumberland Council to deliver advice services throughout the Copeland Area. This is agreed via an annual Service Level Agreement.

We deliver a county-wide welfare benefit contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver energy, financial wellbeing, benefit and debt advice projects. We are increasingly working in partnership with other organisations (eg Whitehaven and Egremont District Credit Union and Citizens Advice Allerdale) for delivering these projects. Fundraising is typically less than 1% of the total income received.

Reserves Policy

Our income is dominated by competitive contracts providing restricted funds which create minimal opportunity for building reserves. Our financial position is precarious due to the uncertainty both of receiving and the short term nature of these contracts. To achieve the aims of our charity we must seek to preserve our solvency requiring reserved funds to manage credible risks. The current view of the amount our charity needs to hold in reserve is £118,000 (~11 weeks trading costs) but that is an aspirational target

Our ability to increase the level of reserve is constrained not only by the difficult financial climate but also because most of our income is restricted to specific projects and so we are not at liberty to divert it to other uses such as reserves.

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability could affect that confidence. The short term nature of most of our funding is a vulnerability which we have limited scope to influence.

Investment Policy

We have insufficient funds to make social investments and therefore have no associated policy.

Plans for Future Periods

The key objectives for 2024/25 are the development of our service to not only meet the needs of our communities but also ensure that through partnership working and funding we remain a leading West Cumbrian charity supporting some of our most vulnerable clients through crisis.

To do this we will focus on the following four areas:

Partnerships
We will develop relationships with the LCAs under Cumberland council control to maximise benefit for all. We will enhance our advice by working alongside key service providers whose organisations complement our service. We will look for new opportunities to promote our organisation and the services we provide in order to increase our reach across Copeland.

Advice
Deliver our service to ensure access to anyone who needs it, ensuring it advances equity, diversity, and inclusion.

Sustainability
We will ensure that we secure our future as a service through a more collaborative, proactive and competitive approach to fundraising and funding whilst keeping true to our principles.

People
To attract and retain high-quality staff and volunteers (incl trustees) to help us be an effective and inclusive employer.

We continue to build strong relationships with local agencies and support groups working with them to meet the needs of our community. Joint working with other local Citizens Advice offices in Cumbria continues and we continue to play an active role in this.

Structure, Governance and Management

Governing Document

The company was established under Memorandum of Association which established the objects and powers of the charitable company governed under its Articles of Association. Subsequently we adopted the National Citizens Advice model Articles of Association (which incorporate the relevant parts of the memorandum) to implement the requirements of the Companies Act 2006. We also altered our name to align to National Citizens Advice branding removing the term 'Bureau' so changing from 'Copeland Citizens Advice Bureau' to 'Citizens Advice Copeland' on 15 January 2019, also approved by both bodies.

The organisation is a charitable company limited by guarantee, incorporated in 03 March 2000 and registered as a charity on 05 May 2000. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of the Charity Law and under the Company's Articles are known as members of the Management Council. Under the requirements of the Memorandum and Articles of Association in every subsequent year one-third of the members of the council for the time being or, if their number is not three or a multiple of three, then the number nearest one-third, shall retire from office.

The members of the Council to retire in every year shall be those who have been longest in office since their last election, but as between persons who become members of the Council on the same day those to retire shall (unless they otherwise agree amongst themselves) be determined by lot.

Trustee Induction and Training

Trustees are given induction training by attending an initial meeting where the aims and objectives of the charity are clarified and explained. Packs explaining the roles, duties and responsibilities of Trustees are provided. All new trustees receive the Charity Commissions guide 'The Essential Trustee'. Trustees attend further appropriate training courses organised by Citizens Advice nationally.

Organisational Structure

The charity has a Management Board of up to fifteen members with a minimum of three, who meet regularly and are responsible for the strategic direction and policy of the charity. At present, the Board has eight members from a variety of professional backgrounds relevant to the work of the charity.

The Management Board has appointed a Finance and Risk Group which comprises of a representative from the Management Board, the Finance Officer and Chief Officer. They meet on a quarterly basis to discuss issues relating to funding, review finance reports, discuss our budget and ensure that accounts reports are presented to the Board on a quarterly basis for their approval.

The Chief Officer has responsibility for securing all funding and the day to day operational management of the organisation ensuring that the team continues to develop their skills and working practices in line with best practice.

Risk Management
The Board of Management reviews the major risks to the charity on an ongoing basis. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

We have adopted an information risk assurance policy and have developed our arrangements to meet the requirements of the Data Protection Act legislation implemented in 2018.

Related Parties
The charity co-operates with the National Association of Citizens Advice in the pursuit of its charitable objectives. The charity is a member of Citizens Advice Cumbria and deliver project work as a sub-contractor on county wide contracts secured by CAC (Macmillan project). The Chief Officer attends meetings of other voluntary organisations in the area to promote cohesive service delivery, to identify any gaps in the provision of services, particularly for 'hard to reach' and vulnerable groups and to to seek out opportunities for collaborative delivery.

Key management personnel remuneration
The trustees consider the Board of Trustees and the chief executive as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 15 to the accounts.

The pay of the charity's chief executive is reviewed annually and assessed in accordance with average earnings. The remuneration is also bench-marked with charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and Administrative Details

Registered charity name	Citizens Advice Copeland
Charity registration number	1080581
Company registration number	03954988
Principal office and registered office	Phoenix House 3-5 Jacktrees Road Cleartor Moor Cumbria CA25 5BD

The Trustees

Mr P Hanratty	(Resigned 8 November 2023)
Mr G P Smith	
Mrs J L Donaldson	
Mr D J Wallace (Chair)	
Mrs H M Conway	(Resigned 19 February 2024)
Mr C Brown	(Appointed 16 August 2023)
Ms S Graham	(Appointed 16 August 2023)
Ms G Elliott	(Appointed 13 December 2023)
Mr K Peel	(Appointed 13 December 2023)

Company Secretary	Mrs J L Donaldson
Independent Examiner	Jane Ascroft FCA MA (Cantab) Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XT

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 was approved on ..... and signed on behalf of the board of trustees by:

~~Mr D J Wallace (Chair)~~
Trustee

Mr L.A. BROWN
vice chair

Citizens Advice Copeland

Independent Examiner's Report to the Trustees of Citizens Advice Copeland

Year Ended 31 March 2024

I report to the trustees on my examination of the financial statements of Citizens Advice Copeland ('the charity') for the year ended 31 March 2024.

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 8XT

Citizens Advice Copeland

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Income and endowments					
Donations and legacies	5	2,241	–	2,241	2,509
Charitable activities	6	62,000	628,603	690,603	704,713
Investment income	7	2,579	–	2,579	501
Other income	8	642	1	643	1,201
Total income		67,462	628,604	696,066	708,924
Expenditure					
Expenditure on charitable activities	9,10	71,273	657,203	728,476	715,428
Total expenditure		71,273	657,203	728,476	715,428
Net expenditure		(3,811)	(28,599)	(32,410)	(6,504)
Transfers between funds		(2,118)	2,118	–	–
Other recognised gains and losses					
Revaluation loss		(8,720)	–	(8,720)	–
Net movement in funds		(14,649)	(26,481)	(41,130)	(6,504)
Reconciliation of funds					
Total funds brought forward		219,719	29,267	248,986	255,490
Total funds carried forward		205,070	2,786	207,856	248,986

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 12 to 27 form part of these financial statements.

Citizens Advice Copeland

Statement of Financial Position

31 March 2024

	Note	2024 £	2023 £
Fixed Assets			
Tangible fixed assets	**16**	75,934	83,720
Current Assets			
Debtors	**17**	75,730	66,695
Cash at bank and in hand		154,358	203,986
		230,088	270,681
Creditors: amounts falling due within one year	**18**	98,166	105,415
Net Current Assets		131,922	165,266
Total Assets Less Current Liabilities		207,856	248,986
Net Assets		207,856	248,986
Funds of the Charity			
Restricted funds		2,786	29,267
Unrestricted funds		205,070	219,719
Total charity funds	**21**	207,856	248,986

For the year ending 31 March 2024 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 ....., and are signed on behalf of the board by:

~~Mr D J Wallace (Chair)~~
Trustee

Mr C.A. BROWN
vice chair

The notes on pages 12 to 27 form part of these financial statements.

Citizens Advice Copeland

Statement of Cash Flows

Year Ended 31 March 2024

	2024 £	2023 £
Cash Flows from Operating Activities		
Net expenditure	(32,410)	(6,504)
Adjustments for:		
Depreciation of tangible fixed assets	3,591	12,975
Other interest receivable and similar income	(2,579)	(501)
Accrued income	(48,523)	(13,867)
Changes in:		
Trade and other debtors	52,174	(18,010)
Trade and other creditors	(19,935)	155
Cash generated from operations	(47,682)	(25,752)
Interest received	2,579	501
Net cash used in operating activities	(45,103)	(25,251)
Cash Flows from Investing Activities		
Purchase of tangible assets	(4,525)	–
Net cash used in investing activities	(4,525)	–
Net Decrease in Cash and Cash Equivalents	(49,628)	(25,251)
Cash and Cash Equivalents at Beginning of Year	203,986	229,237
Cash and Cash Equivalents at End of Year	154,358	203,986

The notes on pages 12 to 27 form part of these financial statements.

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 Phoenix House, 3-5 Jacktrees Road, Cleartor Moor, Cumbria, CA25 5BD.

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 investment properties measured at fair value through income or expenditure.

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

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

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 financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting Policies *(continued)*

Income

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- 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 to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible Assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

3. Accounting Policies *(continued)*

Tangible Assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

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:

Freehold property	-	Straight line over 50 years
Long leasehold property	-	Straight line over 20 years
Fixtures and fittings	-	Straight line over 3 - 5 years

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.

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 2024 there were 7 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Donations				
Donations	2,241	2,241	2,509	2,509

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
MacMillan	–	51,370	51,370
MaPS DAP	–	107,815	107,815
CC Money Advice	–	57,060	57,060
Cumberland Council	32,000	33,933	65,933
National Citizens Advice	–	46,798	46,798
Phyllis Harney Trust	25,000	–	25,000
Groundwork North East & Cumbria	–	501	501
Sellafield	5,000	–	5,000
Cumbria Community Foundation	–	139,316	139,316
Copeland Community Foundation	–	183,688	183,688
Other grants	–	8,122	8,122
	62,000	628,603	690,603

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
MacMillan	–	28,920	28,920
MaPS DAP	–	111,598	111,598
CC Money Advice	–	57,060	57,060
Copeland Borough Council	32,000	5,000	37,000
Cumberland Council	7,000	80,036	87,036
National Citizens Advice	506	23,244	23,750
The National Lottery Community Fund	–	50,833	50,833
Phyllis Harney Trust	30,000	–	30,000
Groundwork North East & Cumbria	–	39,452	39,452
Cumbria Community Foundation	–	125,577	125,577
Copeland Community Foundation	–	90,774	90,774
Other grants	1,412	21,301	22,713
	70,918	633,795	704,713

7. Investment Income

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	2,579	2,579	501	501

8. Other Income

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Other income	642	1	643

8. Other Income *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Other income	919	282	1,201

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Direct charitable costs	44,769	558,798	603,567
Support costs	26,504	98,405	124,909
	71,273	657,203	728,476

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Direct charitable costs	43,453	567,152	610,605
Support costs	31,927	72,896	104,823
	75,380	640,048	715,428

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Support costs £	**Total funds 2024 £**	Total fund 2023 £
Direct charitable costs	603,567	123,709	727,276	714,421
Governance costs	–	1,200	1,200	1,007
	603,567	124,909	728,476	715,428

11. Net Expenditure

Net expenditure is stated after charging/(crediting):

	2024 £	2023 £
Depreciation of tangible fixed assets	3,591	12,975

12. Independent Examination Fees

	2024 £	2023 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,200	1,200

13. Staff Costs

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

	2024	2023
	£	£
Wages and salaries	467,972	430,532
Social security costs	43,969	39,821
Employer contributions to pension plans	20,882	18,442
	532,823	488,795

Citizens Advice Copeland payrolled costs include two employees who are contracted to a neighbouring independent charity. There is an arrangement between the charities that the employees are processed via Citizens Advice Copelands who are in turn reimbursed the cost by the independent charity.

The payrolled costs of the above employees and respective reimbursements are not included within the financial statements of the company.

The average head count of employees during the year was 17 (2023: 16). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Project staff	9	9
Supervisory staff	1	1
Administrative staff	5	4
Other staff	2	2
	17	16

No employee received employee benefits of more than £60,000 during the year (2023: 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 £52,413 (2023:£50,285).

14. Trustee Remuneration and Expenses

Trustees have received neither remuneration nor expenses during the current and previous period.

15. Transfers Between Funds

Unrestricted funds have been used to cover small deficits on a number of restricted funds during the year.

Restricted funds with small surpluses arising due to cost allocations have been moved to unrestricted reserves.

16. Tangible Fixed Assets

	Freehold property £	Fixtures and fittings £	**Total £**
Cost			
At 1 April 2023	133,399	60,368	193,767
Additions	–	4,525	4,525
Revaluations	(8,720)	–	(8,720)
At 31 March 2024	124,679	64,893	189,572
Depreciation			
At 1 April 2023	49,679	60,368	110,047
Charge for the year	2,083	1,508	3,591
At 31 March 2024	51,762	61,876	113,638
Carrying amount			
At 31 March 2024	72,917	3,017	75,934
At 31 March 2023	83,720	–	83,720

Tangible fixed assets held at valuation

The freehold property at Millom was revalued in June 2024 by H & F Estate & Letting Agency at £75,000.

17. Debtors

	2024 £	2023 £
Trade debtors	–	14,118
Prepayments and accrued income	75,730	52,577
	75,730	66,695

18. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	3,599	1,159
Accruals and deferred income	94,567	104,256
	98,166	105,415

19. Deferred Income

	2024 £	2023 £
At 1 April 2023	101,323	100,231
Amount released to income	(101,323)	(100,231)
Amount deferred in year	78,948	101,323
At 31 March 2024	78,948	101,323

19. Deferred Income *(continued)*

The deferred income at the reporting date relates to a grants received during the year which relate to future accounting periods. The grants are in relation to the TWC Financial Wellbeing Project, the TWC Core Costs, the TWC Mental Health and Wellbeing, the CC Form Filling Project, the Financial Inclusion project, the Waiting Well project and the Cumberland Council core grant.

20. 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 £20,882 (2023: £18,442).

20. Pensions and Other Post Retirement Benefits *(continued)*

TPT Retirement Solutions - The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

Unless a concession has been agreed with the trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2019 to 30 September 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

21. Analysis of Charitable Funds

Unrestricted funds

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2024** £
General funds	131,839	42,462	(43,398)	(3,165)	–	127,738
Capital Fund	83,720	–	(2,432)	1,047	(8,720)	73,615
Phyllis Harney Trust	4,160	25,000	(25,443)	–	–	3,717
	219,719	67,462	(71,273)	(2,118)	(8,720)	205,070

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2023 £
General funds	134,897	44,447	(32,010)	(15,495)	–	131,839
Capital Fund	–	–	(12,975)	96,695	–	83,720
Phyllis Harney Trust	4,155	30,400	(30,395)	–	–	4,160
	139,052	74,847	(75,380)	81,200	–	219,719

Restricted funds

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2024** £
Equipment	–	–	(1,159)	3,478	–	2,319
Financial Inclusion Project	–	161,734	(161,322)	(412)	–	–
CCC Money Advice	1,123	57,060	(57,992)	(191)	–	–
MASDAP	2,215	107,815	(108,487)	(1,543)	–	–
MacMillan	382	51,371	(51,575)	(178)	–	–
Groundwork	–	501	(3,116)	2,615	–	–
Phoenix Enterprise Centre project	–	7,656	(7,619)	(37)	–	–
TWC Financial Wellbeing	3,138	67,147	(70,172)	(113)	–	–
TWC Core Costs	6,241	22,507	(28,670)	(78)	–	–
TWC Bedrock Fund	2,949	42,500	(45,277)	(172)	–	–

21. Analysis of Charitable Funds *(continued)*

Energy Advice Project	9,799	31,798	(41,485)	(112)	–	–
CCC First Contact	–	22,408	(22,311)	(97)	–	–
CCC Mental Wellbeing Project	382	6,443	(6,480)	(345)	–	–
Copeland Hardship Relief Fund	3,038	21,953	(24,379)	(612)	–	–
TWC Mental Health & Wellbeing	–	7,162	(7,145)	(17)	–	–
Waiting Well project	–	467	–	–	–	467
Cost Of Living project	–	15,000	(14,950)	(50)	–	–
CC Form Filling Project	–	5,082	(5,064)	(18)	–	–
	29,267	628,604	(657,203)	2,118	–	2,786

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2023 £
Equipment	86,048	–	–	(86,048)	–	–
Financial Inclusion Project	–	138,569	(140,641)	2,072	–	–
CCC Money Advice	1,189	57,060	(57,126)	–	–	1,123
MASDAP	2,116	111,598	(111,499)	–	–	2,215
MacMillan	402	28,920	(28,940)	–	–	382
Groundwork	–	39,452	(39,882)	430	–	–
Phoenix Enterprise Centre project	–	7,656	(7,646)	(10)	–	–
TWC Financial Wellbeing	3,122	59,611	(59,595)	–	–	3,138
TWC Core Costs	6,189	33,740	(33,688)	–	–	6,241
CCC Hardship Fund	–	24,000	(24,000)	–	–	–

21. Analysis of Charitable Funds *(continued)*

CCC Household Essentials Fund	4,214	5,000	(9,292)	78	–	–
TWC Bedrock Fund	2,949	7,545	(7,545)	–	–	2,949
Energy Advice Project	9,789	23,244	(23,234)	–	–	9,799
CCC First Contact	–	7,592	(9,708)	2,116	–	–
CCC Mental Wellbeing Project	–	25,844	(25,821)	359	–	382
COMF Benefit Advice	–	22,600	(22,595)	(5)	–	–
Copeland Hardship Relief Fund	–	3,038	–	–	–	3,038
Employment Advice	–	10,000	(10,076)	76	–	–
Foodbank Outreach	–	3,645	(3,645)	–	–	–
Hospital Discharge Advice	–	15,282	(15,327)	45	–	–
TWC Mental Health & Wellbeing	–	9,681	(9,788)	107	–	–
Other restricted funds	420	–	–	(420)	–	–
	116,438	634,077	(640,048)	(81,200)	–	29,267

21. Analysis of Charitable Funds *(continued)*

The specific purpose for which funds are to be assigned follow below:

General Advice
Unrestricted funds to support a general advice service for Copeland residents provided from our Whitehaven and Millom offices.

Phyllis Harney
Unrestricted funds to support a general advice service for clients in financial hardship, particularly younger people and families experiencing poverty.

Cumberland Council (CC) Money Advice
Restricted funds to provide money advice and financial capability services in Copeland.

Money And Pension Service Debt Advice Project (MaPS DAP) Restricted funds to provide debt advice to clients in financial difficulty.

Macmillan
Restricted funds to provide welfare benefits casework to cancer patients and their families.

Groundwork
Restricted funds to provide welfare benefits advice to long-term unemployed clients to enable a move into paid employment.

Financial Inclusion Project
Restricted funds to provide welfare benefits and debt advice to clients.

Phoenix Enterprise Centre (PEC) Project
Restricted funds to provide a telephone referral/ advice system for those who access help via Phoenix Enterprise Centre.

Transforming West Cumbria (TWC) Financial Wellbeing
Financial Wellbeing Project Grant received from Cumbria Community Foundation through the Transforming West Cumbria programme, funded by Sellafield Ltd to improve the financial wellbeing of individuals in West Cumbria.

Energy Advice Programme
Restricted funds provided by Citizens Advice (NACAB) to deliver advice on energy-related issues.

Transforming West Cumbria (TWC) Core Costs
Restricted funds towards the salary costs of core staff (management, training, finance, administration, cleaning).

Cumbria County Council (CCC) Hardship Fund
Restricted funds combined with an anonymous donation made via Cumbria Community Foundation. The funds were used to establish a hardship fund for clients and towards salary cost for making awards from the hardship fund.

Cumbria County Council (CCC) Household Essentials Fund Restricted funds combined with grants from Copeland Borough Council to purchase essential household items that were made into kits and provided to clients in hardship who had moved into a new property, with a particular focus on those housed by Copeland Borough Council under homelessness legislation.

Transforming West Cumbria (TWC) Bedrock Fund
Restricted funds to help organisations plan for sustainability, development and growth via

21. Analysis of Charitable Funds *(continued)*

analysis of opportunities for improvement.

Cumbria County Council (CCC) First Contact
Restricted funds to provide a dedicated first tier advice service for the people of Copeland with the aim of delivering free poverty advice and increasing service capacity.

Cumbria County Council (CCC) Mental Wellbing Project
Restricted funds to provide expert advice on the problems that are negatively affecting individuals mental wellbeing.

COMF Benefit Advice
Restricted funds to provide specialist benefit advice with a view to maximising income and reducing levels of hardship in Copeland.

Copeland Hardship Relief Fund
Restricted funds to help service users in crisis: the fund allowed us to offer both discretionary financial support to relieve the immediate hardship situation and advice to provide greater financial stability in the longer term.

Employment Advice
Restricted funds to provide access to a county-wide specialist consultancy service for employment enquiries.

Foodbank Outreach
Restricted funds to provide telephone advice to service users of the Egremont centre of North Lakes Foodbank. The advice was aimed at assessing food voucher eligibility and identifying options that would provider longer term financial stability.

Hospital Discharge Advice
Restricted funds to provide an advice service to recent hospital patients to make the discharge process possible and more manageable.

TWC Mental Health & Wellbeing
Restricted funds to provide advice to the service users of the West Cumbria Mental Health Partnership.

Cumberland Council (CC) Form Filling Project
Restricted funds awarded by Cumberland Council to assist clients with the completion of welfare benefit forms so that they can access entitlement and maximise their awards

Cost Of Living Project
Restricted funds awarded by the national Citizens Advice team to enable local offices to help clients through the cost-of-living crisis by supporting or increasing direct service delivery capacity

Waiting Well Project
Restricted funds to provide debt and benefit advice to clients waiting for surgery who are referred to our service by Together We and Fit 4 Life

22. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Tangible fixed assets	73,615	2,319	75,934
Current assets	229,621	467	230,088
Creditors less than 1 year	(98,166)	–	(98,166)
Net assets	205,070	2,786	207,856

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	83,720	–	83,720
Current assets	246,262	24,419	270,681
Creditors less than 1 year	(105,415)	–	(105,415)
Net assets	224,567	24,419	248,986

23. Analysis of Changes in Net Debt

	At 1 Apr 2023 £	Cash flows £	**At 31 Mar 2024 £**
Cash at bank and in hand	203,986	(49,628)	154,358

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

Citizens Advice Copeland

Detailed Statement of Financial Activities

Year Ended 31 March 2024

	2024 £	2023 £
Income and endowments		
Donations and legacies		
Donations	2,241	2,509
Charitable activities		
MacMillan	51,370	28,920
MaPS DAP	107,815	111,598
CC Money Advice	57,060	57,060
Copeland Borough Council	–	37,000
Cumberland Council	65,933	87,036
National Citizens Advice	46,798	23,750
The National Lottery Community Fund	–	50,833
Phyllis Harney Trust	25,000	30,000
Groundwork North East & Cumbria	501	39,452
Sellafield	5,000	–
Cumbria Community Foundation	139,316	125,577
Copeland Community Foundation	183,688	90,774
Other grants	8,122	22,713
	690,603	704,713
Investment income		
Bank interest receivable	2,579	501
Other income		
Other income	643	1,201
Total income	696,066	708,924

Citizens Advice Copeland

Notes to the Detailed Statement of Financial Activities

Year Ended 31 March 2024

	2024 £	2023 £
Expenditure		
Activities undertaken directly		
Wages	402,107	396,064
Employer's NIC	43,969	39,821
Pension costs	20,882	18,442
Premises costs	680	–
Office costs	1,222	4,257
Staff and volunteer costs	12,066	10,667
Partner payments	120,320	129,604
Other costs	2,321	11,750
	603,567	610,605
Support costs		
Wages	65,865	34,468
Premises costs	28,357	30,625
Office costs	25,623	24,709
Depreciation	3,591	12,975
Staff and volunteer costs	113	607
Other costs	160	432
	123,709	103,816
Governance costs		
Accountancy fees	1,200	1,007
Total expenditure	728,476	715,428
Net expenditure	(32,410)	(6,504)

Citizens Advice Copeland

England & Wales - Charity number 1080581

Accounts

Company Registration Number: 03954988
Charity Registration Number: 1080581

Citizens Advice Copeland

Financial Statements

For the Year Ending

31 March 2023

JANE ASCROFT ACCOUNTANCY LIMITED
Chartered accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Citizens Advice Copeland

Financial Statements

Year Ended 31 March 2023

	Page
Trustees' Annual Report (Incorporating the Director's Report)	1
Independent Examiner's Report to the Trustees	8
Statement of Financial Activities (Including Income and Expenditure Account)	9
Statement of Financial Position	10
Statement of Cash Flows	11
Notes to the Financial Statements	12
The Following Pages Do Not Form Part of the Financial Statements	
Detailed Statement of Financial Activities	28

Citizens Advice Copeland

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31 March 2023

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 2023.

Objectives and Activities

The aims of the company are:
To promote any charitable purpose for the benefit of the community in the Borough of Copeland by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our activities principally relate to providing advice on money (debt) and welfare benefit, together with housing advice and specialist services for people with physical or mental ill health and others. We help people overcome their problems and we campaign on big issues when their voices need to be heard.

We ensure that the purpose of our charity is beneficial and carried out so as to benefit the public beneficially. We identify risks of harm and minimise those risks. We seek to ensure that the advice we provide is available to all who need it. We do not charge for our service and people receive no unnecessary personal benefits.

We are a volunteer led service which relies on a team of volunteers to undertake a number of roles within our organisation. Our volunteer roles include Trustees, Advisers, Administrators and Campaigners.

Achievements and Performance

This year Citizens Advice Copeland has continued to work to meet the needs of people living and working throughout Copeland. Our free, independent, confidential service remains in demand with more of our clients requiring longer term support with more complex issues.

Our key stats for the period are:
- 2,017 clients supported
- 17,073 issues dealt with
- Our income gains for this period total £2.9 million
- Benefits maintained, debts repaid and debts under control total £3.3 million
- Debts written off (expected/confirmed) total £1.5 million
- Food, fuel and hardship grants issued total £28,798

The most significant issues were; 34% relating to benefits, 29% relating to debt and 15% relating to hardship grants, utility issues, food and fuel vouchers.

This year we have delivered projects for the following funders:-
- Copeland Borough Council
- Copeland Community Fund
- The National Lottery Community Fund
- Cumbria County Council (Financial Inclusion Project, Money Advice, Household Essentials, Household Support, Hardship Support, First Contact Worker, Mental Wellbeing Project, Employment Advice, COMF Benefit Support, Hardship Relief)
- Cumbria Community Foundation
- Citizens Advice Energy Advice Programme
- Groundworks North East and Cumbria
- Macmillan Cancer Support
- Money and Pensions Service
- North Lakes Foodbank
- Phoenix Enterprise Centre
- Phyllis Harney Trust
- Transforming West Cumbria (Financial wellbeing, West Cumbria Mental Health Partnership, Bedrock)

All these projects have allowed us to meet the needs of some of our most vulnerable residents. We have continued to provide financial wellbeing support via our website which covers a range of topics such as how to plan a sustainable budget, saving and planning for the future and how to manage a change in income.

We continue to have strong partnerships with a range of organisations including the DWP, Copeland Borough Council, Cumbria County Council, Phoenix Enterprise Centre and Whitehaven, Egremont and District Credit Union to provide services and support for those affected by the pandemic and subsequent cost of living crisis.

We met the performance requirements of our funders (a requirement in order to receive the funding). We were successful with sufficient bids to provide services meeting our aims and values to cover our costs therefore achieving our funding objectives.

Our office move in March 2023 saw us leave our Whitehaven base and relocate to Cleator Moor. This was a hard decision for us but the move has been successful and our team are happy in their new base.

We have a hybrid way of working with staff either working from home, the office or based at one of our community information sessions. We have continued to maintain a high level of customer service

meeting or exceeding all targets and objectives required by our funders.

Our modest cash reserves received the expected very modest interest payments.

Financial Review

The charity showed a deficit for the year of £6,504 (2022 - Surplus of £32,756).

At 31 March 2023 general reserves totalled £136,687 and there was a further £87,880 in designated funds. Restricted funds totalled £24,419.

4.5% of income is 'core funding' from Copeland BC to deliver advice services throughout Copeland. This is agreed via an annual Service Level Agreement.

We deliver a county-wide welfare benefit contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver energy, financial wellbeing, benefit and debt advice projects. We are increasingly working in partnership with other organisations (eg Whitehaven and Egremont District Credit Union, Copeland Borough Council and Citizens Advice Allerdale) for delivering these projects. Fundraising is typically less than 1% of the total income received.

Reserves Policy
Our income is dominated by competitive contracts providing restricted funds which create minimal opportunity for building reserves. Our financial position is precarious due to the uncertainty both of receiving and the short term nature of these contracts. To achieve the aims of our charity we must seek to preserve our solvency requiring reserved funds to manage credible risks. The current view of the amount our charity needs to hold in reserve is a minimum of £77,000.

This represents only 9 weeks of operating costs and is more based on what we realistically are able to allocate to reserves rather than a desire to operate so frugally. Our ability to increase the level of reserve is constrained not only by the difficult financial climate but also because most of our income is restricted to specific projects and so we are not at liberty to divert it to other uses such as reserves.

Going Concern
While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

Investment Policy
We have insufficient funds to make social investments and therefore have no associated policy.

Plans for Future Periods

Through the services we deliver and the training and work experience available to volunteers, we continue to make a positive contribution to the creation of, and enhancement of transferable skills for those seeking paid employment, and individuals wishing to 'put something back' into their community through voluntary work, albeit that this has paused during lockdown.

The key objectives for 2023/24 are the development of our service to not only meet the needs of our communities but also ensure that through partnership working and funding we remain a leading West Cumbrian charity supporting some of our most vulnerable clients through crisis.

This requires focus on:
Funding - securing funding in an increasingly difficult climate.
Developing our service - looking for opportunities to increase client engagement, protect the provision of our free advice service and look for new ways to work in partnership with a range of organisations.
Training - to ensure our staff and volunteers keep up to date with the changing regulatory environment.
Recruitment of volunteers - developing our roles to offer more opportunities for volunteers.
Public Relations - increasing our profile in the community and promoting our service. This is particularly important currently as there is uncertainty about the level of continuing local government funding following a recent major reorganisation, pending clarification of their priorities.

We continue to build strong relationships with local agencies and support groups working with them to meet the needs of our community. Joint working with other Cumbria offices, especially those based in Cumberland, continues and we continue to play an active role in this.

Structure, Governance and Management

Governing Document

The company was established under Memorandum of Association which established the objects and powers of the charitable company governed under its Articles of Association. Subsequently we adopted the National Citizens Advice model Articles of Association (which incorporate the relevant parts of the memorandum) to implement the requirements of the Companies Act 2006. We also altered our name to align to National Citizens Advice branding removing the term 'Bureau' so changing from 'Copeland Citizens Advice Bureau' to 'Citizens Advice Copeland' on 15 January 2019, also approved by both bodies.

The organisation is a charitable company limited by guarantee, incorporated in 03 March 2000 and registered as a charity on 05 May 2000. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of the Charity Law and under the Company's Articles are known as members of the Management Council. Under the requirements of the Memorandum and Articles of Association in every subsequent year one-third of the members of the council for the time being or, if their number is not three or a multiple of three, then the number nearest one-third, shall retire from office.

The members of the Council to retire in every year shall be those who have been longest in office since their last election, but as between persons who become members of the Council on the same day those to retire shall (unless they otherwise agree amongst themselves) be determined by lot.

Trustee Induction and Training

Trustees are given induction training by attending an initial meeting where the aims and objectives of the charity are clarified and explained. Packs explaining the roles, duties and responsibilities of Trustees are provided. All new trustees receive the Charity Commissions guide 'The Essential Trustee'. Trustees attend further appropriate training courses organised by Citizens Advice nationally.

Organisational Structure

The charity has a Management Council of up to fifteen members with a minimum of three, who meet regularly and are responsible for the strategic direction and policy of the charity. At present, the Council has five members from a variety of professional backgrounds relevant to the work of the charity.

The Management Council has appointed a Treasurer who, working closely with the Finance Officer and Chief Officer, ensures that Accounts reports are presented to the Council on a quarterly basis for their approval.

The Chief Officer has responsibility for the day to day operational management of the organisation ensuring that the team continues to develop their skills and working practices in line with best practice.

Risk Management
The Management Council reviews the major risks to the charity on an ongoing basis. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

We have adopted an information risk assurance policy and have developed our arrangements to meet the requirements of the General Data Protection Arrangements legislation implemented in 2018.

Related Parties
The charity co-operates with the National Association of Citizens Advice in the pursuit of its charitable objectives. The charity is a member of Citizens Advice Cumbria and deliver project work as a sub-contractor on county wide contracts secured by CAC (Money Advice Service Debt Advice Project contract and the Macmillan project. The Chief Officer attends meetings of other voluntary organisations in the area to promote cohesive service delivery, to identify any gaps in the provision of services, particularly for 'hard to reach' and vulnerable groups and to seek out opportunities for collaborative delivery.

Key management personnel remuneration
The trustees consider the Board of Trustees and the chief executive as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 15 to the accounts.

The pay of the charity's chief executive is reviewed annually and assessed in accordance with average earnings. The remuneration is also bench-marked with charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and Administrative Details

Registered charity name	Citizens Advice Copeland
Charity registration number	1080581
Company registration number	03954988
Principal office and registered office	Phoenix House 3-5 Jacktrees Road Cleartor Moor Cumbria CA25 5BD

The Trustees

	Mr P Hanratty	
	Mr G P Smith	
	Mrs J L Donaldson	
	Mr D J Wallace	
	Mrs H M Conway	(Appointed 1 November 2022)
Company Secretary	Mrs J L Donaldson	
Independent Examiner	Jane Ascroft FCA MA (Cantab) Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XT	

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 was approved on 02/11/2023 and signed on behalf of the board of trustees by:



Mr P Hanratty
Trustee

Citizens Advice Copeland

Independent Examiner's Report to the Trustees of Citizens Advice Copeland

Year Ended 31 March 2023

I report to the trustees on my examination of the financial statements of Citizens Advice Copeland ('the charity') for the year ended 31 March 2023.

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.

JAscroft.

Jane Ascroft FCA MA (Cantab)
Independent Examiner

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

Citizens Advice Copeland

Statement of Financial Activities
(including income and expenditure account)

Year Ended 31 March 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
Income and endowments					
Donations and legacies	5	2,509	–	2,509	3,638
Charitable activities	6	70,918	633,795	704,713	698,786
Investment income	7	501	–	501	28
Other income	8	919	282	1,201	2,242
Total income		74,847	634,077	708,924	704,694
Expenditure					
Expenditure on charitable activities	9,10	75,380	640,048	715,428	671,938
Total expenditure		75,380	640,048	715,428	671,938
Net (expenditure)/income		(533)	(5,971)	(6,504)	32,756
Transfers between funds		81,200	(81,200)	–	–
Net movement in funds		80,667	(87,171)	(6,504)	32,756
Reconciliation of funds					
Total funds brought forward		139,052	116,438	255,490	222,734
Total funds carried forward		219,719	29,267	248,986	255,490

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 12 to 26 form part of these financial statements.

Citizens Advice Copeland

Statement of Financial Position

31 March 2023

	Note	2023 £	2022 £
Fixed Assets			
Tangible fixed assets	**16**	83,720	96,695
Current Assets			
Debtors	**17**	66,695	48,685
Cash at bank and in hand		203,986	229,237
		270,681	277,922
Creditors: amounts falling due within one year	**18**	105,415	119,127
Net Current Assets		165,266	158,795
Total Assets Less Current Liabilities		248,986	255,490
Net Assets		248,986	255,490
Funds of the Charity			
Restricted funds		29,267	116,438
Unrestricted funds		219,719	139,052
Total charity funds	**21**	248,986	255,490

For the year ending 31 March 2023 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 02/11/2023 and are signed on behalf of the board by:

Mr P Hanratty
Trustee

The notes on pages 12 to 26 form part of these financial statements.

Citizens Advice Copeland

Statement of Cash Flows

Year Ended 31 March 2023

	2023 £	2022 £
Cash Flows from Operating Activities		
Net (expenditure)/income	(6,504)	32,756
Adjustments for:		
Depreciation of tangible fixed assets	12,975	9,608
Other interest receivable and similar income	(501)	(28)
Accrued income	(13,867)	(4,868)
Changes in:		
Trade and other debtors	(18,010)	(8,441)
Trade and other creditors	155	(28,773)
Cash generated from operations	(25,752)	254
Interest received	501	28
Net cash (used in)/from operating activities	(25,251)	282
Net (Decrease)/Increase in Cash and Cash Equivalents	(25,251)	282
Cash and Cash Equivalents at Beginning of Year	229,237	195,606
Cash and Cash Equivalents at End of Year	203,986	195,888

The notes on pages 12 to 26 form part of these financial statements.

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 Phoenix House, 3-5 Jacktrees Road, Cleartor Moor, Cumbria, CA25 5BD.

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 investment properties measured at fair value through income or expenditure.

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

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

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 financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting Policies *(continued)*

Income

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- 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 to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible Assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

3. Accounting Policies *(continued)*

Tangible Assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

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:

Freehold property	-	Straight line over 50 years
Long leasehold property	-	Straight line over 20 years
Fixtures and fittings	-	Straight line over 3 - 5 years

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.

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 2023 there were 5 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Donations				
Donations	2,509	2,509	3,638	3,638

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
MacMillan	–	28,920	28,920
MasDAP	–	111,598	111,598
CCC Money Advice	–	57,060	57,060
Copeland Borough Council	32,000	5,000	37,000
Cumbria County Council	7,000	80,036	87,036
National Citizens Advice	506	23,244	23,750
The National Lottery Community Fund	–	50,833	50,833
Phyllis Harney Trust	30,000	–	30,000
Groundwork North East & Cumbria	–	39,452	39,452
Cumbria Community Foundation	–	125,577	125,577
Copeland Community Foundation	–	90,774	90,774
Other grants	1,412	21,301	22,713
	70,918	633,795	704,713

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
MacMillan	–	28,272	28,272
MasDAP	–	104,658	104,658
CCC Money Advice	–	57,060	57,060
Copeland Borough Council	32,000	21,131	53,131
Cumbria County Council	1,000	97,960	98,960
National Citizens Advice	–	22,735	22,735
Allerdale Citizens Advice	3,737	23,997	27,734
The Henry Smith Charity	–	24,834	24,834
Phyllis Harney Trust	30,000	–	30,000
Groundwork North East & Cumbria	–	36,319	36,319
Sellafield	–	24,701	24,701
DWP - Help To Claim	–	25,228	25,228
Cumbria Community Foundation	–	109,243	109,243
Copeland Community Foundation	–	30,875	30,875
Other grants	150	24,886	25,036
	66,887	631,899	698,786

7. Investment Income

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	501	501	28	28

8. Other Income

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Other income	919	282	1,201

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Other income	2,242	–	2,242

9. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Direct charitable costs	43,453	567,152	610,605
Support costs	31,927	72,896	104,823
	75,380	640,048	715,428

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Direct charitable costs	3,290	576,339	579,629
Support costs	45,498	46,811	92,309
	48,788	623,150	671,938

10. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Support costs £	**Total funds 2023 £**	Total fund 2022 £
Direct charitable costs	610,605	103,816	714,421	667,099
Governance costs	–	1,007	1,007	4,839
	610,605	104,823	715,428	671,938

11. Net (Expenditure)/Income

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

	2023 £	2022 £
Depreciation of tangible fixed assets	12,975	9,608

12. Independent Examination Fees

	2023 £	2022 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,200	3,300
Other financial services	–	1,156
	1,200	4,456

13. Staff Costs

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

	2023 £	2022 £
Wages and salaries	430,532	377,290
Social security costs	39,821	31,500
Employer contributions to pension plans	18,442	15,191
	488,795	423,981

Citizens Advice Copeland payrolled costs include two employees who are contracted to a neighbouring independent charity. There is an arrangement between the charities that the employees are processed via Citizens Advice Copelands who are in turn reimbursed the cost by the independent charity.

The payrolled costs of the above employees and respective reimbursements are not included within the financial statements of the company.

The average head count of employees during the year was 16 (2022: 15). The average number of full-time equivalent employees during the year is analysed as follows:

	2023 No.	2022 No.
Project staff	9	9
Supervisory staff	1	1
Administrative staff	4	4
Other staff	2	1
	16	15

No employee received employee benefits of more than £60,000 during the year (2022: 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 £50,285 (2022:£44,564).

14. Trustee Remuneration and Expenses

Trustees have received neither remuneration nor expenses during the current and previous period.

15. Transfers Between Funds

The balance of the restricted fund containing capital assets has been transferred to a new designated capital fund as there is no restriction placed on the use of the assets.

Unrestricted funds have been used to cover small deficits on a number of restricted fund during the year.

Restricted funds with small surpluses arising due to cost allocations have been moved to unrestricted reserves.

16. Tangible Fixed Assets

	Freehold property £	Long leasehold property £	Fixtures and fittings £	**Total £**
Cost				
At 1 April 2022	133,399	144,820	60,368	338,587
Disposals	–	(144,820)	–	(144,820)
At 31 March 2023	133,399	–	60,368	193,767
Depreciation				
At 1 April 2022	47,353	134,171	60,368	241,892
Charge for the year	2,326	10,649	–	12,975
Disposals	–	(144,820)	–	(144,820)
At 31 March 2023	49,679	–	60,368	110,047
Carrying amount				
At 31 March 2023	83,720	–	–	83,720
At 31 March 2022	86,046	10,649	–	96,695

Tangible fixed assets held at valuation

The freehold property at Millom was revalued in 2017 by the trustees at a value consistent with its location and condition. The trustees had accepted the market valuation prepared by Edwin Thomson, Chartered Surveyors in October 2015.

17. Debtors

	2023 £	2022 £
Trade debtors	14,118	5,804
Prepayments and accrued income	52,577	39,150
Other debtors	–	3,731
	66,695	48,685

18. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	1,159	2,096
Accruals and deferred income	104,256	117,031
	105,415	119,127

19. Deferred Income

	2023	2022
	£	£
At 1 April 2022	100,231	95,584
Amount released to income	(100,231)	(95,584)
Amount deferred in year	101,323	100,231
At 31 March 2023	101,323	100,231

The deferred income at the reporting date relates to a grants received during the year which relate to future accounting periods. The grants are in relation to the TWC Financial Wellbeing Project, the TWC Core Costs, the TWC Mental Health and Wellbeing, the CCC Mental Wellbeing Project, the Financial Inclusion project, the CCC First Contact project, the Copeland Hardship Relief Fund and the cost of living grant.

20. 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 £18,442 (2022: £15,191).

20. Pensions and Other Post Retirement Benefits *(continued)*

TPT Retirement Solutions - The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

Unless a concession has been agreed with the trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2019 to 30 September 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

21. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
General funds	134,897	44,447	(32,010)	(15,495)	131,839
Capital Fund	–	–	(12,975)	96,695	83,720
Phyllis Harney Trust	4,155	30,400	(30,395)	–	4,160
	139,052	74,847	(75,380)	81,200	219,719

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General funds	127,402	40,963	(21,111)	(12,357)	134,897
Capital Fund	–	–	–	–	–
Phyllis Harney Trust	–	31,832	(27,677)	–	4,155
	127,402	72,795	(48,788)	(12,357)	139,052

Restricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Buildings & equipment	86,048	–	–	(86,048)	–
Financial Inclusion Project	–	138,569	(140,641)	2,072	–
CCC Money Advice	1,189	57,060	(57,126)	–	1,123
MASDAP	2,116	111,598	(111,499)	–	2,215
MacMillan	402	28,920	(28,940)	–	382
Groundwork	–	39,452	(39,882)	430	–
Phoenix Enterprise Centre project	–	7,656	(7,646)	(10)	–
TWC Financial Wellbeing	3,122	59,611	(59,595)	–	3,138
TWC Core Costs	6,189	33,740	(33,688)	–	6,241
CCC Hardship Fund	–	24,000	(24,000)	–	–
CCC Household Essentials Fund	4,214	5,000	(9,292)	78	–
TWC Bedrock Fund	2,949	7,545	(7,545)	–	2,949
Energy Advice Project	9,789	23,244	(23,234)	–	9,799
CCC First Contact	–	7,592	(9,708)	2,116	–
CCC Mental Wellbeing Project	–	25,844	(25,821)	359	382

21. Analysis of Charitable Funds *(continued)*

COMF Benefit Advice	–	22,600	(22,595)	(5)	–
Copeland Hardship Relief Fund	–	3,038	–	–	3,038
Employment Advice	–	10,000	(10,076)	76	–
Foodbank Outreach	–	3,645	(3,645)	–	–
Hospital Discharge Advice	–	15,282	(15,327)	45	–
TWC Mental Health & Wellbeing	–	9,681	(9,788)	107	–
Other restricted funds	420	–	–	(420)	–
	116,438	634,077	(640,048)	(81,200)	29,267

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Buildings & equipment	88,372	–	(2,326)	–	86,046
Financial Inclusion Project	–	91,541	(102,519)	10,978	–
CCC Money Advice	371	57,060	(56,242)	–	1,189
MASDAP	–	104,657	(102,541)	–	2,116
MacMillan	–	28,272	(27,870)	–	402
Groundwork	–	36,319	(36,176)	(143)	–
Help to Claim	774	25,228	(26,493)	491	–
Phoenix Enterprise Centre project	–	19,843	(19,561)	(282)	–
TWC Financial Wellbeing	3,122	48,312	(48,062)	(250)	3,122
TWC Core Costs	–	33,781	(27,592)	–	6,189
CCC Hardship Fund	–	15,000	(15,565)	565	–
CCC Household Essentials Fund	–	13,715	(9,501)	–	4,214
TWC Bedrock Fund	–	10,455	(7,506)	–	2,949
Household Support Fund Vouchers	–	84,952	(85,238)	286	–
Energy Advice Project	2,693	40,732	(33,636)	–	9,789
Other restricted funds	–	22,032	(22,322)	712	422
	95,332	631,899	(623,150)	12,357	116,438

21. Analysis of Charitable Funds *(continued)*

The specific purpose for which funds are to be assigned follow below:

General Advice
Unrestricted funds to support a general advice service for Copeland residents provided from our Whitehaven and Millom offices.

Phyllis Harney
Unrestricted funds to support a general advice service for clients in financial hardship, particularly younger people and families experiencing poverty.

Cumbria County Council (CCC) Money Advice
Restricted funds to provide money advice and financial capability services in Copeland.

Money Advice Service Debt Advice Project (MASDAP)
Restricted funds to provide debt advice to clients in financial difficulty.

Macmillan
Restricted funds to provide welfare benefits casework to cancer patients and their families.

Groundwork
Restricted funds to provide welfare benefits advice to long-term unemployed clients to enable a move into paid employment.

Financial Inclusion Project
Restricted funds to provide welfare benefits and debt advice to clients.

Help To Claim Universal Credit (UC)
Restricted funds to provide Universal Credit entitlement checks and support with claims until their first payment of benefit.

Phoenix Enterprise Centre (PEC) Project
Restricted funds to provide a telephone referral/ advice system for those who access help via Phoenix Enterprise Centre.

Transforming West Cumbria (TWC)
Financial Wellbeing Project Grant received from Cumbria Community Foundation through the Transforming West Cumbria programme, funded by Sellafield Ltd to improve the financial wellbeing of individuals in West Cumbria.

Energy Advice Programme
Restricted funds provided by Citizens Advice (NACAB) to deliver advice on energy-related issues.

Transforming West Cumbria (TWC) Core Costs
Restricted funds towards the salary costs of core staff (management, training, finance, administration, cleaning).

Cumbria County Council (CCC) Hardship Fund
Restricted funds combined with an anonymous donation made via Cumbria Community Foundation. The funds were used to establish a hardship fund for clients and towards salary cost for making awards from the hardship fund.

21. Analysis of Charitable Funds *(continued)*

Cumbria County Council (CCC) Household Essentials Fund
Restricted funds combined with grants from Copeland Borough Council to purchase essential household items that were made into kits and provided to clients in hardship who had moved into a new property, with a particular focus on those housed by Copeland Borough Council under homelessness legislation.

Transforming West Cumbria (TWC) Bedrock Fund
Restricted funds to help organisations plan for sustainability, development and growth via analysis of opportunities for improvement.

Household Support Fund Vouchers
Restricted funds allocated by the Government to local authorities and passed on by Cumbria County Council to support families with children and individuals most in need through the distribution of vouchers redeemable as cash.

Cumbria County Council (CCC) First Contact
Restricted funds to provide a dedicated first tier advice service for the people of Copeland with the aim of delivering free poverty advice and increasing service capacity.

Cumbria County Council (CCC) Mental Wellbing Project
Restricted funds to provide expert advice on the problems that are negatively affecting individuals mental wellbeing.

COMF Benefit Advice
Restricted funds to provide specialist benefit advice with a view to maximising income and reducing levels of hardship in Copeland.

Copeland Hardship Relief Fund
Restricted funds to help service users in crisis: the fund allowed us to offer both discretionary financial support to relieve the immediate hardship situation and advice to provide greater financial stability in the longer term.

Employment Advice
Restricted funds to provide access to a county-wide specialist consultancy service for employment enquiries.

Foodbank Outreach
Restricted funds to provide telephone advice to service users of the Egremont centre of North Lakes Foodbank. The advice was aimed at assessing food voucher eligibility and identifying options that would provider longer term financial stability.

Hospital Discharge Advice
Restricted funds to provide an advice service to recent hospital patients to make the discharge process possible and more manageable.

TWC Mental Health & Wellbeing
Restricted funds to provide advice to the service users of the West Cumbria Mental Health Partnership.

22. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Tangible fixed assets	83,720	–	83,720
Current assets	246,262	24,419	270,681
Creditors less than 1 year	(105,415)	–	(105,415)
Net assets	224,567	24,419	248,986

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	10,649	86,046	96,695
Current assets	247,530	30,392	277,922
Creditors less than 1 year	(119,127)	–	(119,127)
Net assets	139,052	116,438	255,490

23. Analysis of Changes in Net Debt

	At 1 Apr 2022 £	Cash flows £	**At 31 Mar 2023 £**
Cash at bank and in hand	229,237	(25,251)	203,986

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

Citizens Advice Copeland

Detailed Statement of Financial Activities

Year Ended 31 March 2023

	2023 £	2022 £
Income and endowments		
Donations and legacies		
Donations	2,509	3,638
Charitable activities		
MacMillan	28,920	28,272
MasDAP	111,598	104,658
CCC Money Advice	57,060	57,060
Copeland Borough Council	37,000	53,131
Cumbria County Council	87,036	98,960
National Citizens Advice	23,750	22,735
Allerdale Citizens Advice	–	27,734
The National Lottery Community Fund	50,833	–
The Henry Smith Charity	–	24,834
Phyllis Harney Trust	30,000	30,000
Groundwork North East & Cumbria	39,452	36,319
Sellafield	–	24,701
DWP - Help To Claim	–	25,228
Cumbria Community Foundation	125,577	109,243
Copeland Community Foundation	90,774	30,875
Other grants	22,713	25,036
	704,713	698,786
Investment income		
Bank interest receivable	501	28
Other income		
Other income	1,201	2,242
Total income	708,924	704,694

Citizens Advice Copeland

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2023

	2023 £	2022 £
Expenditure		
Activities undertaken directly		
Wages	396,064	332,726
Employer's NIC	39,821	31,500
Pension costs	18,442	15,191
Premises costs	–	27,763
Office costs	4,257	13,557
Staff and volunteer costs	10,667	–
Partner payments	129,604	158,892
Other costs	11,750	–
	610,605	579,629
Support costs		
Wages	34,468	44,564
Premises costs	30,625	633
Office costs	24,709	10,298
Depreciation	12,975	9,608
Staff and volunteer costs	607	9,954
Other costs	432	12,413
	103,816	87,470
Governance costs		
Accountancy fees	1,007	4,839
Total expenditure	715,428	671,938
Net (expenditure)/income	(6,504)	32,756

Citizens Advice Copeland

England & Wales - Charity number 1080581

Accounts

Citizens Advice Copeland

Company Limited by Guarantee
Unaudited Financial Statements
31 March 2022

Company Registration Number 03954988
Charity Registration Number 1080581

Citizens Advice Copeland

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

	Page
Trustees' annual report (incorporating the director's report)	**1**
Independent examiner's report to the trustees	**9**
Statement of financial activities (including income and expenditure account)	**10**
Statement of financial position	**11**
Statement of cash flows	**12**
Notes to the financial statements	**13**

Citizens Advice Copeland

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

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 2022.

Reference and administrative details

Registered charity name	Citizens Advice Copeland
Charity registration number	1080581
Company registration number	03954988
Principal office and registered office	Tangier Buildings Gregg's Lane Off Tangier Street Whitehaven Cumbria CA28 7UH

The trustees

Mr P. Hanratty	
Mr R Kelly	(Retired 27 April 2021)
Mr G P Smith	
Mrs J L Donaldson	
Mr J B Alderson	(Retired 3 March 2022)
Mr D J Wallace	
Mrs H M Conway	(Appointed 1 November 2022)

Company secretary	Mrs J L Donaldson
Independent examiner	Ian Scott BA(hons) FCA DchA 12/13 Church Street Whitehaven Cumbria CA28 7AY

Structure, governance and management

Governing Document

The company was established under Memorandum of Association which established the objects and powers of the charitable company governed under its Articles of Association. Subsequently we adopted the National Citizens Advice model Articles of Association (which incorporate the relevant parts of the memorandum) to implement the requirements of the Companies Act 2006. We also altered our name to align to National Citizens Advice branding removing the term 'Bureau' so changing from 'Copeland Citizens Advice Bureau' to 'Citizens Advice Copeland' on 15 January 2019, also approved by both bodies.

The organisation is a charitable company limited by guarantee, incorporated in 03 March 2000 and registered as a charity on 05 May 2000. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of the Charity Law and under the Company's Articles are known as members of the Management Council. Under the requirements of the Memorandum and Articles of Association in every subsequent year one-third of the members of the council for the time being or, if their number is not three or a multiple of three, then the number nearest one-third, shall retire from office.

The members of the Council to retire in every year shall be those who have been longest in office since their last election, but as between persons who become members of the Council on the same day those to retire shall (unless they otherwise agree amongst themselves) be determined by lot.

Trustee Induction and Training

Trustees are given induction training by attending an initial meeting where the aims and objectives of the charity are clarified and explained. Packs explaining the roles, duties and responsibilities of Trustees are provided. All new trustees receive the Charity Commissions guide 'The Essential Trustee'. Trustees attend further appropriate training courses organised by Citizens Advice nationally.

Organisational Structure

The charity has a Management Council of up to fifteen members with a minimum of three, who meet regularly and are responsible for the strategic direction and policy of the charity. At present, the Council has five members from a variety of professional backgrounds relevant to the work of the charity.

The Council has appointed a Treasurer who, working closely with the Finance Officer and Chief Officer, ensures that Accounts reports are presented to the Council on a quarterly basis for their approval.

The Chief Officer has responsibility for the day to day operational management of the organisation ensuring that the team continues to develop their skills and working practices in line with best practice.

Risk Management

The Management Council reviews the major risks to the charity on an ongoing basis. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

We have adopted an information risk assurance policy and have developed our arrangements to meet the requirements of the General Data Protection Arrangements legislation implemented in 2018.

Related Parties

The charity co-operates with the National Association of Citizens Advice in the pursuit of its charitable objectives. The charity is a member of Citizens Advice Cumbria and deliver project work as a sub-contractor on county wide contracts secured by CAC (Money Advice Service Debt Advice Project contract and the Macmillan project. The Chief Officer attends meetings of other voluntary organisations in the area to promote cohesive service delivery, to identify any gaps in the provision of services, particularly for 'hard to reach' and vulnerable groups and to seek out opportunities for collaborative delivery.

Key management personnel remuneration

The trustees consider the Board of Trustees and the chief executive as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 15 to the accounts.

The pay of the charity's chief executive is reviewed annually and assessed in accordance with average earnings. The remuneration is also bench-marked with charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Objectives and activities

The aims of the company are:
To promote any charitable purpose for the benefit of the community in the Borough of Copeland by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our activities principally relate to providing advice on money (debt) and welfare benefit, together with housing advice and specialist services for people with physical or mental ill health and others. We help people overcome their problems and we campaign on big issues when their voices need to be heard.

We ensure that the purpose of our charity is beneficial and carried out so as to benefit the public beneficially. We identify risks of harm and minimise those risks. We seek to ensure that the advice we provide is available to all who need it. We do not charge for our service and people receive no unnecessary personal benefits.

We are a volunteer led service which relies on a team of volunteers to undertake a number of roles within our organisation. Our volunteer roles include Trustees, Advisers, Administrators and Campaigners.

Achievements and performance

This year Citizens Advice Copeland has continued to work to meet the needs of people living in Copeland ensuring that the services we provide are accessible to those who need us the most. Our free, independent, confidential service remains in demand with more of our clients requiring longer term support with more complex issues. Our team of highly skilled staff and volunteers have assisted 2,246 clients with 20,320 issues during this reporting period. The most significant issues were; 41% relating to to benefits, 23% relating to debt and 22% relating to hardship grants, utility issues, food and fuel vouchers.

Our income gains for this period total £2.9 million and we have rescheduled payments to creditors and written off debt totalling nearly £2 million. We have empowered clients to deal with their debt problems as well as referred to specialist partner debt agencies with debts of nearly £1.5 million. We have supported clients to repay £0.5 million of debt. This year we have delivered projects for the following funders:-

- Copeland Borough Council
- Copeland Community Fund
- Cumbria Community Foundation
- Cumbria County Council Money Advice
- Energy Advice Programme
- Groundworks North East and Cumbria
- Macmillan Cancer Support
- Money and Pensions Service
- North Lakes Foodbank
- Phoenix Enterprise Centre
- Phyllis Harney Trust
- Transforming West Cumbria

All these projects have allowed us to meet the needs of some of our most vulnerable residents.

We have continued to provide financial wellbeing support via our website which covers a range of topics such as how to plan a sustainable budget, saving and planning for the future and how to manage a change in income. We also receive funding from North Lakes Foodbank to continue delivering an advice service from the Foodbank centre in Egremont. Here we meet and assist many people who are struggling to navigate and manage a change in circumstances due to the impact of the pandemic on household incomes.

We continue to have strong partnerships with a range of organisations including the DWP, Copeland Borough Council, Cumbria County Council, Phoenix Enterprise Centre and Whitehaven, Egremont and District Credit Union to provide services and support for those affected by the pandemic and subsequent cost of living crisis.

We met the performance requirements of our funders (a requirement in order to receive the funding).

We were successful with sufficient bids to provide services meeting our aims and values to cover our costs therefore achieving our funding objectives.

The ongoing COVID-19 pandemic continued to impact our service delivery during this reporting period. Staff continued to work from home with a small number based in our offices. We maintained a high level of customer service meeting or exceeding all targets and objectives required by our funders. The Trustee Board were similarly impacted but continued to hold meetings via web conferences. Staff and volunteer meetings were also held remotely.

Our modest cash reserves received the expected very modest interest payments.

Financial review

The charity showed a surplus for the year of £32,756 (2021: £32,757 surplus).

At 31 March 2022 general reserves totalled £139,052 and restricted funds totalled £116,438.

4.5% of income is 'core funding' from Copeland BC to deliver advice services throughout Copeland. This is agreed via an annual Service Level Agreement.

We deliver a county-wide welfare benefit contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver energy, financial wellbeing, benefit and debt advice projects. We are increasingly working in partnership with other organisations (eg Whitehaven and Egremont District Credit Union, Copeland Borough Council and Citizens Advice Allerdale) for delivering these projects. Fundraising is typically less than 1% of the total income received.

Reserves Policy

Our income is dominated by competitive contracts providing restricted funds which create minimal opportunity for building reserves. Our financial position is precarious due to the uncertainty both of receiving and the short term nature of these contracts. To achieve the aims of our charity we must seek to preserve our solvency requiring reserved funds to manage credible risks. The current view of the amount our charity needs to hold in reserve is a minimum of £77,000.

This represents only 9 weeks of operating costs and is more based on what we realistically are able to allocate to reserves rather than a desire to operate so frugally. Our ability to increase the level of reserve is constrained not only by the difficult financial climate but also because most of our income is restricted to specific projects and so we are not at liberty to divert it to other uses such as reserves.

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

Investment Policy

We have insufficient funds to make social investments and therefore have no associated policy. Cash reserves are held in COIF.

Plans for future periods

Through the services we deliver and the training and work experience available to volunteers, we continue to make a positive contribution to the creation of, and enhancement of transferable skills for those seeking paid employment, and individuals wishing to 'put something back' into their community through voluntary work, albeit that this has paused during lockdown.

We are operating in an increasingly difficult environment due to tight public and private finances and an increasing administrative burden as more strictures are prescribed to prove that ever higher standards are being met. The key objectives for 2022/23 are the development of our service to not only meet the needs of our communities but also ensure that through partnership working and funding we remain a leading West Cumbrian charity supporting some of our most vulnerable clients through crisis.

This requires focus on:

- Funding - securing and increasing our funding

- Developing our service - identifying and implementing new ways to ensure increased access to our free and independent advice service.

- Training - to ensure our staff and volunteers keep up to date with the changing regulatory environment.

- Public Relations - increasing our profile in the community and promoting our service.

- Local Government Reorganisation - ensuring we communicate effectively with the new stakeholders to maximise the benefit to clients.

We continue to build strong relationships with local agencies and support groups working with them to meet the needs of our community. Joint working with other Cumbria offices continues to develop and we continue to play an active role in this.

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 was approved on 10 November 2022 and signed on behalf of the board of trustees by:

Mr P. Hanratty
Trustee

Citizens Advice Copeland

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Copeland

Year ended 31 March 2022

I report to the trustees on my examination of the financial statements of Citizens Advice Copeland ('the charity') for the year ended 31 March 2022.

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.

Date: _____

Ian Scott BA(hons) FCA DchA,
Independent Examiner

12/13 Church Street, Whitehaven, Cumbria, CA28 7AY

Citizens Advice Copeland

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2022

	Note	Unrestricted funds £	2022 Restricted funds £	Total funds £	2021 Total funds £
Income and endowments					
Donations and legacies	**5**	3,638	–	**3,638**	873
Charitable activities	**6**	66,887	631,899	**698,786**	540,783
Investment income	**7**	28	–	**28**	30
Other income	**8**	2,242	–	**2,242**	2,039
Total income		72,795	631,899	**704,694**	543,725
Expenditure					
Expenditure on charitable activities	**9,10**	48,788	623,150	**671,938**	510,968
Total expenditure		48,788	623,150	**671,938**	510,968
Net income		24,007	8,749	**32,756**	32,757
Transfers between funds		(12,357)	12,357	**–**	–
Net movement in funds		11,650	21,106	**32,756**	32,757
Reconciliation of funds					
Total funds brought forward		127,402	95,332	**222,734**	189,977
Total funds carried forward		139,052	116,438	**255,490**	222,734

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 13 to 30 form part of these financial statements.

Citizens Advice Copeland

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

	Note	2022 £	2022 £	2021 £
Fixed assets				
Tangible fixed assets	**17**		**96,695**	106,303
Current assets				
Debtors	**18**	**48,685**		40,244
Cash at bank and in hand		**229,237**		195,606
		277,922		235,850
Creditors: amounts falling due within one year	**19**	**(119,127)**		(119,419)
Net current assets			**158,795**	116,431
Total assets less current liabilities			**255,490**	222,734
Net assets			**255,490**	222,734
Funds of the charity				
Restricted funds			**116,438**	95,332
Unrestricted funds			**139,052**	127,402
Total charity funds	**22**		**255,490**	222,734

For the year ending 31 March 2022 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 10 November 2022, and are signed on behalf of the board by:

Mr P. Hanratty
Trustee

Company Registration Number: 03954988.

The notes on pages 13 to 30 form part of these financial statements.

Citizens Advice Copeland

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net income	**32,756**	32,757
Adjustments for:		
Depreciation of tangible fixed assets	**9,608**	9,801
Other interest receivable and similar income	**(28)**	(30)
Interest payable and similar charges	**357**	179
Accrued (income)/expenses	**(10,127)**	17,381
Changes in:		
Trade and other debtors	**(3,182)**	4,037
Trade and other creditors	**4,576**	35,433
Cash generated from operations	**33,960**	99,558
Interest paid	**(357)**	(179)
Interest received	**28**	30
Net cash from operating activities	**33,631**	99,409
Net increase in cash and cash equivalents	**33,631**	99,409
Cash and cash equivalents at beginning of year	**195,606**	96,197
Cash and cash equivalents at end of year	**229,237**	195,606

The notes on pages 13 to 30 form part of these financial statements.

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 Tangier Buildings, Gregg's Lane Off Tangier Street, Whitehaven, Cumbria, CA28 7UH.

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 investment properties measured at fair value through income or expenditure.

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

The trust meets the definition of a public benefit entity under FRS102.

Going concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

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.

3. Accounting policies ***(continued)***

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.

Significant judgements

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

1) Revaluation of Millom freehold property.

Key sources of estimation uncertainty

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The trustees consider there are no key sources of estimation uncertainty.

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 (other than those held for investment purposes).

Taxation

As a registered charity the company is not liable to corporation tax and, consequently, no provision for such tax is included in the statements.

Creditors and provisions

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

3. Accounting policies ***(continued)***

Fund accounting

General funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Designated funds are unrestricted funds earmarked by the Trustees for particular projects.

Restricted funds are funds subject to specific restrictive conditions imposed by the funders.

All income and expenditure is shown in the Statement of Financial Activities.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

3. Accounting policies ***(continued)***

Resources expended

Expenditure is recognised on an accruals basis. Support costs and other costs not directly attributable to particular functional activity categories are allocated on a basis consistent with use of the resources.

Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in activities that raise funds.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

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:

Freehold Property	-	Straight line over 50 years
Leasehold Property	-	Straight line over 20 years
Fixtures & Fittings	-	Straight line over 3 - 5 years

3. Accounting policies *(continued)*

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 company only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the company and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost as detailed in notes. Prepayments are not financial instruments.

Cash at bank - is classified as a basic financial instrument and is measured at face value.

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost as detailed in notes. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

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.

4. Limited by guarantee

The company is limited by guarantee and the members liability is limited to £1 each.

5. Donations and legacies

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations	3,638	**3,638**	873	873

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
MacMillan	–	28,272	**28,212**
MaPS Debt Advice	–	104,658	**104,658**
CCC Money Advice	–	57,060	**57,060**
Copeland Borough Council	32,000	21,131	**53,131**
Cumbria County Council	1,000	97,960	**98,960**
National Citizens Advice	–	22,735	**22,735**
Allerdale Citizens Advice	3,737	23,997	**27,734**
Phoenix Enterprise Centre	–	19,843	**19,843**
The Henry Smith Charity	–	24,834	**24,834**
Phyllis Harney Trust	30,000	–	**30,000**
Groundwork North East & Cumbria	–	36,319	**36,319**
North Lakes Food Bank	–	5,043	**5,043**
Sellafield	–	24,701	**24,701**
DWP - help to claim (Universal Credit)	–	25,228	**25,228**
Cumbria Community Foundation	–	109,243	**109,243**
Copeland Community Foundation	–	30,875	**30,875**
Other grants	150	–	**150**
	66,887	631,899	**698,786**

6. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
MacMillan	–	28,055	28,055
MaPS Debt Advice	–	81,571	81,571
CCC Money Advice	–	57,060	57,060
Copeland Borough Council	32,299	16,651	48,950
Cumbria County Council	2,035	–	2,035
National Citizens Advice	6,750	10,467	17,217
Allerdale Citizens Advice	2,288	–	2,288
Phoenix Enterprise Centre	–	19,596	19,596
The Henry Smith Charity	–	37,099	37,099
Phyllis Harney Trust	30,000	–	30,000
Groundwork North East & Cumbria	–	35,709	35,709
North Lakes Food Bank	–	5,043	5,043
Sellafield	–	45,633	45,633
DWP - help to claim (Universal Credit)	–	25,046	25,046
Cumbria Community Foundation	5,750	40,413	46,163
Copeland Community Foundation	–	46,207	46,207
Other grants	9,394	3,757	13,111
	88,476	452,307	540,783

7. Investment income

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	28	**28**	30	30

8. Other income

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Other income	2,242	**2,242**	2,039	2,039

9. Expenditure on charitable activities by fund type

	Unrestricted Funds	Restricted Funds	**Total Funds 2022**
	£	£	**£**
Charitable Activities - Legal Services / Money Advice	25,656	576,339	**601,996**
Support costs	23,132	46,811	**69,942**
	48,788	623,150	**671,938**

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Charitable Activities - Legal Services / Money Advice	24,807	411,394	436,200
Support costs	30,705	44,063	74,768
	55,512	455,457	510,968

10. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	**Total funds 2022**	Total fund 2021
	£	£	**£**	£
Charitable Activities - Legal Services / Money Advice	601,996	65,103	**667,099**	506,435
Governance costs	–	4,839	**4,839**	4,533
	601,996	69,942	**671,938**	510,968

11. Analysis of support costs

Additional support costs include governance costs as disclosed in notes.

11. Analysis of support costs *(continued)*

	Legal Services / Money Advice	**Total 2022**	Total 2021
	£	**£**	£
Staff costs	44,564	**44,564**	42,558
Premises	10,199	**10,199**	12,913
Communications and IT	732	**732**	4,961
General office	9,608	**9,608**	9,801
Governance costs	4,839	**4,839**	4,535
	69,942	**69,942**	74,768

12. Net income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	**9,608**	9,801
Operating lease rentals	**10,199**	12,913

13. Independent examination fees

	2022	2021
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**3,300**	3,378
Other financial services	**1,156**	976
	4,456	4,354

14. Staff costs

Citizens Advice Copeland payrolled costs include two employees who are contracted to a neighbouring independent charity. There is an arrangement between the charities that the employees are processed via Citizens Advice Copelands who are in turn reimbursed the cost by the independent charity.

The payrolled costs of the above employees and respective reimbursements are not included within the financial statements of the company.

14. Staff costs *(continued)*

The average head count of employees during the year was 15 (2021: 17). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Project staff	**9**	9
Supervisory staff	**1**	2
Administrative staff	**4**	2
Apprentices	**–**	1
Other staff	**1**	3
	15	17

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

15. Trustee remuneration and expenses

The trustees are not remunerated. During the year no expenses were reimbursed to trustees (2021: Nil):

16. Transfers between funds

Unrestricted funds have been used to cover a small deficit of a restricted fund during the year.

Restricted funds with small surpluses arising due to cost allocations have been moved to unrestricted reserves.

17. Tangible fixed assets

	Freehold property £	Long leasehold property £	Fixtures and fittings £	**Total £**
Cost				
At 1 April 2021 and 31 March 2022	133,399	144,820	60,368	**338,587**
Depreciation				
At 1 April 2021	45,027	126,930	60,327	**232,284**
Charge for the year	2,326	7,241	41	**9,608**
At 31 March 2022	47,353	134,171	60,368	**241,892**
Carrying amount				
At 31 March 2022	86,046	10,649	–	**96,695**
At 31 March 2021	88,372	17,890	41	106,303

17. Tangible fixed assets *(continued)*

The freehold property at Millom was revalued in 2017 by the trustees at a value consistent with its location and condition. The trustees had accepted the market valuation prepared by Edwin Thomson, Chartered Surveyors in October 2015.

18. Debtors

	2022	2021
	£	£
Trade debtors	**5,804**	6,388
Prepayments and accrued income	**39,150**	30,136
Other debtors	**3,731**	3,720
	48,685	40,244

19. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	**2,096**	2,166
Accruals and deferred income	**117,031**	117,253
	119,127	119,419

20. Deferred income

	2022	2021
	£	£
At 1 April 2021	**95,584**	62,236
Amount released to income	**(95,584)**	(51,104)
Amount deferred in year	**100,231**	84,453
At 31 March 2022	**100,231**	95,585

The deferred income at the reporting date relates to a grants received during 31 March 2022 or earlier reporting periods which relate to future accounting periods. The grants are in relation to the TWC Financial Wellbeing Project, the TWC Core Costs, the TWC Bedrock Fund, the TWC Mental Health and Wellbeing, the CCC Mental Wellbeing Project and the CCC COMF Benefit Project.

The deferred income at the reporting date relates to a grants received during 31 March 2021 or earlier reporting periods which relate to future accounting periods. The grants are in relation to the General Advice, the Financial Inclusion Project, the CCF UU Legacy Fund, The CCC Hardship Fund and the TWC Financial Wellbeing Project.

21. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £15,742 (2021: £16,290).

21. Pensions and other post retirement benefits ***(continued)***

TPT Retirement Solutions - The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable in to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30th September 2017. This Valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% on 1st April)

Unless a concession has been agreed with the trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April) From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Any past deficit contribution payments are recognised directly in the statement of financial activities in the period they are paid. The future pension deficit contributions have not been recognised as a provision at the year end as the amount was under £1,000 at the year end so is trivial to the financial statements.

22. Analysis of charitable funds

Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	**At 31 March 2022**
	£	£	£	£	**£**
General funds	127,402	40,963	(21,111)	(12,357)	**134,897**
Phyllis Harney	–	31,832	(27,677)	–	**4,155**
	127,402	72,795	(48,788)	(12,357)	**139,052**

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
General funds	94,107	60,577	(24,960)	(2,322)	127,402
Phyllis Harney	–	30,842	(30,552)	(290)	–
	94,107	91,419	(55,512)	(2,612)	127,402

22. Analysis of charitable funds ***(continued)***

Restricted funds

	At 1 April 2021	Income	Expenditure	Transfers	**At 31 March 2022**
	£	£	£	£	**£**
Buildings & equipment	88,372	–	(2,326)	–	**86,048**
Financial Inclusion Project	–	91,541	(102,519)	10,978	**–**
CCC money advice	371	57,060	(56,242)	–	**1,189**
MASDAP	–	104,657	(102,541)	–	**2,116**
MacMillan	–	28,272	(27,870)	–	**402**
Groundwork	–	36,319	(36,176)	(143)	**–**
Help to claim (Universal Credit)	774	25,228	(26,493)	491	**–**
Phoenix Enterprise Centre project	–	19,843	(19,561)	(282)	**–**
TWC Financial Wellbeing	3,122	48,312	(48,062)	(250)	**3,122**
TWC Core Costs	–	33,781	(27,592)	–	**6,189**
CCC Hardship Fund	–	15,000	(15,565)	565	**–**
CCC Household Essentials Fund	–	13,715	(9,501)	–	**4,214**
TWC Bedrock Fund	–	10,455	(7,506)	–	**2,949**
Household Support Fund Vouchers	–	84,952	(85,238)	286	**–**
Energy Advice Programme	2,693	40,732	(33,636)	–	**9,789**
Other restricted funds	–	22,032	(22,322)	712	**422**
	95,332	631,899	(623,150)	12,357	**116,438**

22. Analysis of charitable funds *(continued)*

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Buildings & equipment	90,698	–	(2,326)	–	88,372
Financial Inclusion Project	3,128	145,590	(149,956)	1,238	–
CCC money advice	–	57,060	(56,689)	–	371
MASDAP	–	81,571	(83,507)	1,936	–
MacMillan	–	28,055	(27,843)	(212)	–
Groundwork	–	35,709	(35,601)	(108)	–
Help to claim (Universal Credit)	608	25,313	(25,147)	–	774
Phoenix Enterprise Centre project	–	19,596	(19,459)	(137)	–
TWC Financial Wellbeing	–	21,970	(18,848)	–	3,122
TWC Core Costs	–	–	–	–	–
CCC Hardship Fund	–	–	–	–	–
CCC Household Essentials Fund	–	–	–	–	–
TWC Bedrock Fund	–	–	–	–	–
Household Support Fund Vouchers	–	–	–	–	–
Energy Advice Programme	1,436	10,200	(8,943)	–	2,693
Other restricted funds	–	27,243	(27,138)	(105)	–
	95,870	452,307	(455,457)	2,612	95,332

The specific purpose for which funds are to be assigned follow below:

General Advice
Unrestricted funds to support a general advice service for Copeland residents provided from our Whitehaven and Millom offices.

Phyllis Harney
Unrestricted funds to support a general advice service for clients in financial hardship, particularly younger people and families experiencing poverty.

Cumbria County Council (CCC) Money Advice
Restricted funds to provide money advice and financial capability services in Copeland.

Money Advice Service Debt Advice Project (MASDAP)
Restricted funds to provide debt advice to clients in financial difficulty.

Macmillan
Restricted funds to provide welfare benefits casework to cancer patients and their families.

22. Analysis of charitable funds *(continued)*

Groundwork
Restricted funds to provide welfare benefits advice to long-term unemployed clients to enable a move into paid employment.

Financial Inclusion Project
Restricted funds to provide welfare benefits and debt advice to clients.

Help To Claim Universal Credit (UC)
Restricted funds to provide Universal Credit entitlement checks and support with claims until their first payment of benefit.

Phoenix Enterprise Centre (PEC) Project
Restricted funds to provide a telephone referral/ advice system for those who access help via Phoenix Enterprise Centre.

Transforming West Cumbria (TWC) Financial Wellbeing Project Grant received from Cumbria Community Foundation through the Transforming West Cumbria programme, funded by Sellafield Ltd to improve the financial wellbeing of individuals in West Cumbria.

Energy Advice Programme
Restricted funds provided by Citizens Advice (NACAB) to deliver advice on energy-related issues.

Transforming West Cumbria (TWC) Core Costs
Restricted funds towards the salary costs of core staff (management, training, finance, administration, cleaning).

Cumbria County Council (CCC) Hardship Fund
Restricted funds combined with an anonymous donation made via Cumbria Community Foundation. The funds were used to establish a hardship fund for clients and towards salary cost for making awards from the hardship fund.

Cumbria County Council (CCC) Household Essentials Fund Restricted funds combined with grants from Copeland Borough Council to purchase essential household items that were made into kits and provided to clients in hardship who had moved into a new property, with a particular focus on those housed by Copeland Borough Council under homelessness legislation.

Transforming West Cumbria (TWC) Bedrock Fund
Restricted funds to help organisations plan for sustainability, development and growth via analysis of opportunities for improvement.

Household Support Fund Vouchers
Restricted funds allocated by the Government to local authorities and passed on by Cumbria County Council to support families with children and individuals most in need through the distribution of vouchers redeemable as cash.

Other Restricted Funds
Includes various other restricted projects.

The following funds are in deficit at the year end:

None

23. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Tangible fixed assets	10,649	86,046	**96,695**
Current assets	247,530	30,392	**277,922**
Creditors less than 1 year	(112,684)	–	**(112,684)**
Creditors greater than 1 year	(6,443)	–	**(6,443)**
Net assets	139,052	116,438	**255,490**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	17,931	88,372	106,303
Current assets	228,890	6,960	235,850
Creditors less than 1 year	(119,419)	–	(119,419)
Creditors greater than 1 year	–	–	–
Net assets	127,402	95,332	222,734

24. Analysis of changes in net debt

	At 1 Apr 2021 £	Cash flows £	**At 31 Mar 2022 £**
Cash at bank and in hand	195,606	33,631	**229,237**

25. Operating lease commitments

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

	2022 £	2021 £
Not later than 1 year	**7,940**	10,199
Later than 1 year and not later than 5 years	**3,010**	10,950
	10,950	21,149

26. Related parties

There are no related party transactions to disclose.

Citizens Advice Copeland

England & Wales - Charity number 1080581

Accounts

COMPANY REGISTRATION NUMBER: 03954988
CHARITY REGISTRATION NUMBER: 1080581

Citizens Advice Copeland

Company Limited by Guarantee

Unaudited Financial Statements

31 March 2021

SAINT & CO
Chartered accountants
12/13 Church Street
Whitehaven
Cumbria
CA28 7AY

Citizens Advice Copeland

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

	Page
Trustees' annual report (incorporating the director's report)	1
Independent examiner's report to the trustees	9
Statement of financial activities (including income and expenditure account)	11
Statement of financial position	12
Statement of cash flows	14
Notes to the financial statements	15

Citizens Advice Copeland

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2021

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 2021.

Reference and administrative details

Registered charity name	Citizens Advice Copeland
Charity registration number	1080581
Company registration number	03954988
Principal office and registered office	Tangier Buildings Gregg's Lane Off Tangier Street Whitehaven Cumbria CA28 7UH

The trustees

Mr P. Hanratty	
Mr R Kelly	(Retired 27 April 2021)
Mr G P Smith	
Mrs J L Donaldson	
Mr J B Alderson	
Mrs P Douglas	(Retired 12 February 2021)
Mr D J Wallace	

Company secretary	Mrs J L Donaldson
Independent examiner	Ian Scott BA(hons) FCA DchA 12/13 Church Street Whitehaven Cumbria CA28 7AY

Structure, governance and management

Governing Document

The company was established under Memorandum of Association which established the objects and powers of the charitable company governed under its Articles of Association. Subsequently we adopted the national Citizens Advice model Articles of Association (which incorporate the relevant parts of the memorandum) to implement the requirements of the Companies Act 2006. We also altered our name to align to national Citizens Advice branding removing the term 'Bureau' so changing from 'Copeland Citizens Advice Bureau' to 'Citizens Advice Copeland' on 15 January 2019, also approved by both bodies.

The organisation is a charitable company limited by guarantee, incorporated in 03 March 2000 and registered as a charity on 05 May 2000. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of the Charity Law and under the Company's Articles are known as members of the Management Council. Under the requirements of the Memorandum and Articles of Association in every subsequent year one-third of the members of the council for the time being or, if their number is not three or a multiple of three, then the number nearest one-third, shall retire from office.

The members of the Council to retire in every year shall be those who have been longest in office since their last election, but as between persons who become members of the Council on the same day those to retire shall (unless they otherwise agree amongst themselves) be determined by lot.

Trustee Induction and Training

Trustees are given induction training by attending an initial meeting where the aims and objectives of the charity are clarified and explained. Packs explaining the roles, duties and responsibilities of Trustees are provided. All new trustees receive the Charity Commissions guide 'The Essential Trustee'. Trustees attend further appropriate training courses organised by Citizens Advice nationally.

Organisational Structure

The charity has a Management Council of up to fifteen members with a minimum of three, who meet regularly and are responsible for the strategic direction and policy of the charity. At present, the Council has seven members from a variety of professional backgrounds relevant to the work of the charity.

The Council has appointed a Treasurer who, working closely with the Finance Officer and Chief Officer, ensures that Accounts reports are presented to the Council on a quarterly basis for their approval.

The Chief Officer has responsibility for the day to day operational management of the organisation ensuring that the team continues to develop their skills and working practices in line with best practice.

Risk Management

The Management Council reviews the major risks to the charity on an ongoing basis. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

We have adopted an information risk assurance policy and have developed our arrangements to meet the requirements of the General Data Protection Arrangements legislation implemented in 2018.

Related Parties

The charity co-operates with the National Association of Citizens Advice in the pursuit of its charitable objectives. The charity is a member of Citizens Advice Cumbria and deliver project work as a sub-contractor on county wide contracts secured by CAC (Money Advice Service Debt Advice Project contract and the Macmillan project. The Chief Officer attends meetings of other voluntary organisations in the area to promote cohesive service delivery, to identify any gaps in the provision of services, particularly for 'hard to reach' and vulnerable groups and to seek out opportunities for collaborative delivery.

Key management personnel remuneration

The trustees consider the Board of Trustees and the chief executive as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 15 to the accounts.

The pay of the charity's chief executive is reviewed annually and assessed in accordance with average earnings. The remuneration is also bench-marked with charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Objectives and activities

The aims of the company are:
To promote any charitable purpose for the benefit of the community in the Borough of Copeland by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our activities principally relate to providing advice on money (debt) and welfare benefit, together with housing advice and specialist services for people with physical or mental ill health and others. We help people overcome their problems and we campaign on big issues when their voices need to be heard.

We ensure that the purpose of our charity is beneficial and carried out so as to benefit the public beneficially. We identify risks of harm and minimise those risks. We seek to ensure that the advice we provide is available to all who need it. We do not charge for our service and people receive no unnecessary personal benefits.

We are a volunteer led service which relies on a team of volunteers to undertake a number of roles within our organisation. Our volunteers commit an amazing 1300 hours to Citizens Advice Copeland every month undertaking roles including Trustees, Advisers, Administrators, Advice Supervisors and Campaigners.

Achievements and performance

This year Citizens Advice Copeland has continued to work to meet the needs of people living in Copeland ensuing that the services we provide are accessible to those who need us the most. Our free, independent, confidential service remains in demand with more of our clients requiring longer term support with more complex issues. Our team of highly skilled staff and volunteers have assisted 2,284 clients with 12,678 issues during this reporting period. The most significant issues were; benefits and tax credits (28%), debt (26%) and Universal Credit (24%).

Our income gains for this period total £1,942,755 and we have rescheduled payments to creditors and written off debt totalling £407,192. This year we have delivered projects for the following funders:-

- Copeland Borough Council
- Copeland Community Fund
- Cumbria Community Foundation
- Cumbria County Council Money Advice
- Department of Work and Pensions
- Distington Big Local
- Energy Advice Programme
- Hadfield Trust
- Groundworks North East and Cumbria
- Macmillan Cancer Support
- Money and Pensions Service
- North Lakes Foodbank
- Phoenix Enterprise Centre
- Phyllis Harney Trust
- Sellafield Ltd
- United Utilities Trust Fund

All these projects have allowed us to meet the needs of some of our most vulnerable residents. We continued to provide a home visiting service to those who were unable to attend a face to face advice session due to health or mobility reasons. This is a vital service for some of our residents who, without it, may not have accessed the support they needed to deal with the problems they faced.

We have continued to provide financial resilience training to local organisations and also clients on a one to one basis. These sessions are tailored to meet the needs of the individuals and will focus a range of topics such as how to plan a sustainable budget, saving and planning for the future and how to manage a change in income. To be able to offer this support is vital as support to Universal Credit (now termed 'Help to Claim') continues in Copeland. We also receive funding from North Lakes Foodbank to continue delivering an advice service from the Foodbank centre in Egremont. Here we meet and assist many people who are struggling to navigate and manage a change in circumstances due to welfare reform. We have continued to work with the DWP, Copeland Borough Council, Phoenix Enterprise Centre and Whitehaven, Egremont and District Credit Union to provide services and support for those affected by welfare reform and will continue to do so in so in 2020/21 via the contract entered into by by Citizens Advice nationally.

We met the performance requirements of our funders (a requirement in order to receive the funding).

We were successful with sufficient bids to provide services meeting our aims and values to cover our costs therefore achieving our funding objectives.

Just before the end of the financial year the UK went into lockdown due to the Covid 19 pandemic. This caused significant changes to our normal service provision as face to face meetings with clients and within our service necessarily ceased. Staff worked from home and we were unable to engage our volunteers. During 2020/21 we will continue to improve our service delivery within the constraints as they evolve. So far we are fortunate that our income streams are unaffected and service targets have been met. The Trustee Board were similarly impacted but continued to hold meetings via web conferences.

Our modest cash reserves received the expected very modest interest payments.

Financial review

The charity showed a surplus for the year of £32,757 (2020: £23,838 deficit)

At 31st March 2021 general reserves totalled £127,402 and restricted funds totalled £95,332.

Nearly 8% of income is 'core funding' from Copeland BC to deliver advice services throughout Copeland. This is agreed via an annual Service Level Agreement. We deliver county-wide welfare benefit contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver energy, financial wellbeing, benefit and debt advice projects.? ? We are increasingly working in partnership with other organisations (eg Whitehaven and Egremont District Credit Union, Citizens Advice Allerdale) for delivering these projects. Fund raising is typically 1%-2% of income.

Long term planning is constrained by the short term nature of our income streams. The loss of a major income stream would require major changes and loss of key staff. Such loss could be due to changes in the financial position of our funders, changes in their policy or competitors undercutting our costs.

Reserves Policy

Our income is dominated by competitive contracts providing restricted funds which create minimal opportunity for building reserves. Our financial position is precarious due to the uncertainty both of receiving and the short term nature of these contracts. To achieve the aims of our Charity we must seek to preserve our solvency requiring reserved funds to manage credible risks. The current view of the amount our charity needs to hold in reserve is a minimum of £77,000.

This represents only 9 weeks of operating costs and is more based on what we realistically are able to allocate to reserves rather than a desire to operate so frugally. Our ability to increase the level of reserve is constrained not only by the difficult financial climate but also because most of our income is restricted to specific projects and so we are not at liberty to divert it to other uses such as reserves.

Going Concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment (particularly following the huge national cost of the pandemic) could affect that confidence.

Investment Policy

We have insufficient funds to make social investments and therefore have no associated policy. Cash reserves are held in COIF.

Plans for future periods

Through the services we deliver and the training and work experience available to volunteers, we continue to make a positive contribution to the creation of, and enhancement of transferable skills for those seeking paid employment, and individuals wishing to 'put something back' into their community through voluntary work, albeit that this has paused during lockdown.

We are operating in an increasingly difficult environment due to tight public and private finances and an increasing administrative burden as more strictures are proscribed to prove that ever higher standards are being met. The key objectives for 2021/22 are the development of our service to not only meet the needs of our communities but also ensure that through partnership working and funding we remaining a leading West Cumbrian charity supporting some of our most vulnerable clients through crisis.

This requires focus on:

- Funding - securing and increasing our funding

- Developing our service - identifying and implementing new ways to ensure increased access to our free and independent advice service.

- Training - to ensure our staff and volunteers keep up to date with the changing regulatory environment.

- Public Relations - increasing our profile in the community and promoting our service.

We continue to build strong relationships with local agencies and support groups working with them to meet the needs of our community. Joint working with other Cumbria offices continues to develop and we continue to play an active role in this.

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 was approved on 3 November 2021 and signed on behalf of the board of trustees by:



Mr P. Hanratty
Trustee

Citizens Advice Copeland

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Copeland

Year ended 31 March 2021

I report to the trustees on my examination of the financial statements of Citizens Advice Copeland ('the charity') for the year ended 31 March 2021.

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.



Ian Scott BA(hons) FCA DchA
Independent Examiner

12/13 Church Street
Whitehaven
Cumbria
CA28 7AY

31/1/2021

Citizens Advice Copeland

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2021

	Note	Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
Income and endowments					
Donations and legacies	**5**	89,349	342,681	**432,030**	387,913
Charitable activities	**6**	–	109,626	**109,626**	94,904
Investment income	**7**	30	–	**30**	664
Other income	**8**	2,039	–	**2,039**	1,924
Total income		91,418	452,307	**543,725**	485,405
Expenditure					
Expenditure on charitable activities	**9,10**	55,511	455,457	**510,968**	509,243
Total expenditure		55,511	455,457	**510,968**	509,243
Net income/(expenditure)		35,907	(3,150)	**32,757**	(23,838)
Transfers between funds		(2,612)	2,612	–	–
Net movement in funds		33,295	(538)	**32,757**	(23,838)
Reconciliation of funds					
Total funds brought forward		94,107	95,870	**189,977**	213,815
Total funds carried forward		127,402	95,332	**222,734**	189,977

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 31 form part of these financial statements.

Citizens Advice Copeland

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets	**17**		**106,303**	116,104
Current assets				
Debtors	**18**	**40,244**		46,746
Cash at bank and in hand		**195,606**		96,197
		235,850		142,943
Creditors: amounts falling due within one year	**19**	**(119,419)**		(69,070)
Net current assets			**116,431**	73,873
Total assets less current liabilities			**222,734**	189,977
Net assets			**222,734**	189,977
Funds of the charity				
Restricted funds			**95,332**	95,870
Unrestricted funds			**127,402**	94,107
Total charity funds	**22**		**222,734**	189,977

For the year ending 31 March 2021 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.

The statement of financial position
continues on the following page.
The notes on pages 15 to 31 form part of these financial statements.

These financial statements were approved by the board of trustees and authorised for issue on 3 November 2021, and are signed on behalf of the board by:



Mr P. Hanratty
Trustee

Company Registration Number: 03954988.

Citizens Advice Copeland

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income/(expenditure)	**32,757**	(23,838)
Adjustments for:		
Depreciation of tangible fixed assets	**9,801**	9,802
Other interest receivable and similar income	**(30)**	(664)
Interest payable and similar charges	**179**	65
Accrued expenses	**17,381**	2,599
Changes in:		
Trade and other debtors	**4,037**	2,432
Trade and other creditors	**35,433**	(18,555)
Cash generated from operations	**99,558**	(28,159)
Interest paid	**(179)**	(65)
Interest received	**30**	664
Net cash from/(used in) operating activities	**99,409**	(27,560)
Net increase/(decrease) in cash and cash equivalents	**99,409**	(27,560)
Cash and cash equivalents at beginning of year	**96,197**	123,757
Cash and cash equivalents at end of year	**195,606**	96,197

The notes on pages 15 to 31 form part of these financial statements.

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 Tangier Buildings, Gregg's Lane Off Tangier Street, Whitehaven, Cumbria, CA28 7UH.

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 investment properties measured at fair value through income or expenditure.

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

The trust meets the definition of a public benefit entity under FRS102.

Going concern

While we are confident that we remain a going concern in that our funders continue to value our service, changes to their financial stability given the uncertain political and economic environment could affect that confidence.

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.

3. Accounting policies *(continued)*

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.

Significant judgements

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

1)Revaluation of Millom freehold property.

Key sources of estimation uncertainty

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The trustees consider there are no key sources of estimation uncertainty.

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 (other than those held for investment purposes).

Taxation

As a registered charity the company is not liable to corporation tax and, consequently, no provision for such tax is included in the statements.

Creditors and provisions

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

3. Accounting policies *(continued)*

Fund accounting

General funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Designated funds are unrestricted funds earmarked by the Trustees for particular projects.

Restricted funds are funds subject to specific restrictive conditions imposed by the funders.

All income and expenditure is shown in the Statement of Financial Activities.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis. Support costs and other costs not directly attributable to particular functional activity categories are allocated on a basis consistent with use of the resources.

Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in activities that raise funds.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

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:

Freehold Property	-	Straight line over 50 years
Leasehold Property	-	Straight line over 20 years
Fixtures & Fittings	-	Straight line over 3 - 5 years

3. Accounting policies *(continued)*

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 company only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the company and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost as detailed in notes. Prepayments are not financial instruments.

Cash at bank - is classified as a basic financial instrument and is measured at face value.

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost as detailed in notes. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

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.

4. Limited by guarantee

The company is limited by guarantee and the members liability is limited to £1 each.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Donations			
Donations	873	–	**873**
Grants			
Energy Advice Programme	–	10,200	**10,200**
Distington Big Local	–	–	**–**
Groundwork	–	35,709	**35,709**
Pheonix Enterprise Centre (PEC) Project	–	19,596	**19,596**
Phyllis Harvey Trust	30,000	–	**30,000**
Foodbank Outreach	–	5,043	**5,043**
Financial Inclusion Project	–	145,590	**145,590**
CCF UU Legacy Fund	–	8,509	**8,509**
Help to Claim (UC)	–	25,313	**25,313**
COVID-19 Project	–	9,934	**9,934**
TWC Financial Wellbeing	–	21,970	**21,970**
Hadfield Trust	–	3,757	**3,757**
Mental Health	58,476	57,060	**115,536**
	89,349	342,681	**432,030**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	6,808	–	6,808
Grants			
Energy Advice Programme	–	10,765	10,765
Distington Big Local	–	10,152	10,152
Groundwork	–	35,514	35,514
Pheonix Enterprise Centre (PEC) Project	–	19,375	19,375
Phyllis Harvey Trust	31,644	–	31,644
Foodbank Outreach	–	4,893	4,893
Financial Inclusion Project	–	140,168	140,168
CCF UU Legacy Fund	–	8,783	8,783
Help to Claim (UC)	–	24,172	24,172
COVID-19 Project	–	–	–
TWC Financial Wellbeing	–	–	–
Hadfield Trust	–	1,243	1,243
Mental Health	37,336	57,060	94,396
	75,788	312,125	387,913

6. Charitable activities

	Restricted Funds	**Total Funds 2021**	Restricted Funds	Total Funds 2020
	£	**£**	£	£
FIF/F2F/Money Advice Income	81,571	**81,571**	66,827	66,827
MacMillan	28,055	**28,055**	28,077	28,077
	109,626	**109,626**	94,904	94,904

7. Investment income

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Bank interest receivable	30	**30**	214	214
Rents receivable on lease of office space	–	**–**	450	450
	30	**30**	664	664

8. Other income

	Unrestricted Funds	Restricted Funds	**Total Funds 2021**
	£	£	**£**
Other income	2,039	–	**2,039**

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Other income	1,824	100	1,924

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Charitable Activities - Legal Services / Money Advice	24,807	411,394	**436,200**
Support costs	30,704	44,063	**74,768**
	55,511	455,457	**510,968**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Charitable Activities - Legal Services / Money Advice	51,218	378,090	429,309
Support costs	41,646	38,289	79,934
	92,864	416,379	509,243

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2021 £**	Total fund 2020 £
Charitable Activities - Legal Services / Money Advice	436,200	70,235	**506,435**	503,256
Governance costs	–	4,533	**4,533**	5,987
	436,200	74,768	**510,968**	509,243

11. Analysis of support costs

Additional support costs include governance costs as disclosed in notes.

11. Analysis of support costs *(continued)*

	Legal Services / Money Advice	**Total 2021**	Total 2020
	£	**£**	£
Staff costs	42,558	**42,558**	42,583
Premises	12,913	**12,913**	20,304
Communications and IT	4,961	**4,961**	1,256
General office	9,801	**9,801**	9,801
Governance costs	4,535	**4,535**	5,990
	74,768	**74,768**	79,934

12. Net income/(expenditure)

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

	2021	2020
	£	£
Depreciation of tangible fixed assets	**9,801**	9,802
Operating lease rentals	**12,913**	20,304

13. Independent examination fees

	2021	2020
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**3,378**	3,186
Other financial services	**976**	816
	4,354	4,002

14. Staff costs

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

	2021	2020
	£	£
Wages and salaries	**320,397**	317,368
Social security costs	**25,354**	26,194
Employer contributions to pension plans	**16,290**	15,976
Other employee benefits	**5,724**	–
	367,765	359,538

14. Staff costs *(continued)*

Citizens Advice Copeland payrolled costs include two employees who are contracted to a neighbouring independent charity. There is an arrangement between the charities that the employees are processed via Citizens Advice Copelands who are in turn reimbursed the cost by the independent charity.

The average head count of employees during the year was 17 (2020: 20). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Project staff	**9**	10
Supervisory staff	**2**	3
Administrative staff	**2**	3
Apprentices	**1**	2
Other staff	**3**	2
	17	20

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

15. Trustee remuneration and expenses

The trustees are not remunerated. During the year no expenses were reimbursed to trustees (2020: Nil):

16. Transfers between funds

Unrestricted funds have been used to cover a small deficit of a restricted fund during the year.

Restricted funds with small surpluses arising due to cost allocations have been moved to unrestricted reserves.

17. Tangible fixed assets

	Freehold property £	Long leasehold property £	Fixtures and fittings £	**Total £**
Cost				
At 1 April 2020 and 31 March 2021	133,399	144,820	60,368	**338,587**
Depreciation				
At 1 April 2020	42,702	119,689	60,092	**222,483**
Charge for the year	2,325	7,241	235	**9,801**
At 31 March 2021	45,027	126,930	60,327	**232,284**
Carrying amount				
At 31 March 2021	88,372	17,890	41	**106,303**
At 31 March 2020	90,697	25,131	276	116,104

The freehold property at Millom was revalued in 2017 by the trustees at a value consistent with its location and condition. The trustees had accepted the market valuation prepared by Edwin Thomson, Chartered Surveyors in October 2015.

18. Debtors

	2021 £	2020 £
Trade debtors	**6,388**	2,056
Prepayments and accrued income	**30,136**	44,685
Other debtors	**3,720**	5
	40,244	46,746

19. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	**2,166**	83
Accruals and deferred income	**117,253**	68,987
	119,419	69,070

20. Deferred income

	2021	2020
	£	£
At 1 April 2020	**62,236**	68,496
Amount released to income	**(51,104)**	(40,714)
Amount deferred in year	**84,453**	34,453
At 31 March 2021	**95,585**	62,235

The deferred income at the reporting date relates to a grants received during 31 March 2021 or earlier reporting periods which relate to future accounting periods. The grants are in relation to the General Advice, the Financial Inclusion Project, the CCF UU Legacy Fund, The CCC Hardship Fund and the TWC Financial Wellbeing Project.

The prior year deferred income at the reporting date relates to a grants received during 31 March 2020 or earlier reporting periods which relate to future accounting periods. The grants are in relation to the General Advice, the Financial Inclusion Project, the CCF UU Legacy Fund and the Hadfield Trust.

21. 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 £16,290 (2020: £15,976).

21. Pensions and other post retirement benefits *(continued)*

TPT Retirement Solutions - The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable in to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30th September 2017. This Valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% on 1st April)

Unless a concession has been agreed with the trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions
From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April) From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Any past deficit contribution payments are recognised directly in the statement of financial activities in the period they are paid. The future pension deficit contributions have not been recognised as a provision at the year end as the amount was under £1,000 at the year end so is trivial to the financial statements.

22. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020	Income	Expenditure	Transfers	**At 31 March 2021**
	£	£	£	£	**£**
General funds	94,107	60,576	(24,959)	(2,322)	**127,402**
Phyllis Harney	–	30,842	(30,552)	(290)	**–**
	94,107	91,418	(55,511)	(2,612)	**127,402**

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
General funds	113,444	46,632	(60,151)	(5,818)	94,107
Phyllis Harney	510	31,644	(32,713)	559	–
	113,954	78,276	(92,864)	(5,259)	94,107

22. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	**At 31 March 2021 £**
Buildings & equipment	90,698	–	(2,326)	–	**88,372**
Financial Inclusion Project	3,128	145,590	(149,956)	1,238	**–**
CCC money advice	–	57,060	(56,689)	–	**371**
MASDAP	–	81,571	(83,507)	1,936	**–**
MacMillan	–	28,055	(27,843)	(212)	**–**
Groundwork	–	35,709	(35,601)	(108)	**–**
Help to claim (Universal Credit)	608	25,313	(25,147)	–	**774**
Phoenix Enterprise Centre project	–	19,596	(19,459)	(137)	**–**
TWC Financial Wellbeing	–	21,970	(18,848)	–	**3,122**
Other restricted funds	1,436	37,443	(36,081)	(105)	**2,693**
	95,870	452,307	(455,457)	2,612	**95,332**

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Buildings & equipment	93,023	(44,771)	42,446	–	90,698
Financial Inclusion Project	1,087	140,166	(138,125)	–	3,128
CCC money advice	1,256	57,060	(59,213)	897	–
MASDAP	1,661	66,827	(71,666)	3,178	–
MacMillan	–	28,077	(29,219)	1,142	–
Groundwork	–	35,515	(35,575)	60	–
Help to claim (Universal Credit)	992	24,172	(24,556)	–	608
Phoenix Enterprise Centre project	406	19,376	(19,482)	(300)	–
TWC Financial Wellbeing	–	–	–	–	–
Other restricted funds	1,436	80,707	(80,989)	282	1,436
	99,861	407,129	(416,379)	5,259	95,870

22. Analysis of charitable funds *(continued)*

The specific purpose for which funds are to be assigned follow below:

General Advice
Unrestricted funds to support a general advice service for Copeland residents provided from our Whitehaven and Millom offices and an outreach at Cleator Moor Town Council's office.

Phyllis Harney
Unrestricted funds to support a general advice service for clients in financial hardship. Families are experiencing poverty.

Cumbria County Council (CCC) Money Advice
Restricted funds to provide money advice and financial capability services in Copeland.

Money Advice Service Debt Advice Project (MASDAP)
Restricted funds to provide debt advice to clients in financial difficulty.

Macmillan
Restricted funds to provide welfare benefits casework to cancer patients and their families.

Groundwork
Restricted funds to provide welfare benefits advice to long-term unemployed clients to enable a move into paid employment.

Financial Inclusion Project
Restricted funds to provide welfare benefits and debt advice to clients.

Help To Claim Universal Credit (UC)
Restricted funds to provide Universal Credit entitlement checks and support with claims until their first payment of benefit.

Phoenix Enterprise Centre (PEC) Project
Restricted funds to provide an outreach service from Phoenix Enterprise Centre locations in Whitehaven and Cleator Moor. The outreach service was replaced by a telephone referral/advice system for the duration of the financial year 2020/21 in light of the coronavirus pandemic.

Transforming West Cumbria (TWC) Financial Wellbeing Project Grant received from Cumbria Community Foundation through the Transforming West Cumbria programme, funded by Sellafield Ltd to improve the financial wellbeing of individuals in West Cumbria.

Other Restricted Funds
Includes various other restricted projects.

The following funds are in deficit at the year end:
None

23. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Tangible fixed assets	17,931	88,372	**106,303**
Current assets	228,890	6,960	**235,850**
Creditors less than 1 year	(119,419)	–	**(119,419)**
Net assets	127,402	95,332	**222,734**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	25,406	90,698	116,104
Current assets	137,771	5,172	142,943
Creditors less than 1 year	(69,070)	–	(69,070)
Net assets	94,107	95,870	189,977

24. Analysis of changes in net debt

	At 1 Apr 2020 £	Cash flows £	**At 31 Mar 2021 £**
Cash at bank and in hand	96,197	99,409	**195,606**

25. Operating lease commitments

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

	2021 £	2020 £
Not later than 1 year	**10,199**	12,739
Later than 1 year and not later than 5 years	**10,950**	15,809
	21,149	28,548

26. Related parties

There are no related party transactions to disclose.