

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

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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

Citizens Advice Copeland

Company Limited by Guarantee

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

Year ended 31 March 2022

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.

Citizens Advice Copeland

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

Year ended 31 March 2022

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.

Citizens Advice Copeland

Company Limited by Guarantee

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

Year ended 31 March 2022

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.

Citizens Advice Copeland

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

Year ended 31 March 2022

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 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.

Citizens Advice Copeland

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

Year ended 31 March 2022

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.

Citizens Advice Copeland

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

Year ended 31 March 2022

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.

Citizens Advice Copeland

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

Year ended 31 March 2022

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

		Unrestricted funds	2022 Restricted funds	Total funds	2021 Total funds
	Note	£	£	£	£
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		<u>72,795</u>	<u>631,899</u>	<u>704,694</u>	<u>543,725</u>
Expenditure					
Expenditure on charitable activities	9,10	<u>48,788</u>	<u>623,150</u>	<u>671,938</u>	<u>510,968</u>
Total expenditure		<u>48,788</u>	<u>623,150</u>	<u>671,938</u>	<u>510,968</u>
Net income		<u>24,007</u>	<u>8,749</u>	<u>32,756</u>	<u>32,757</u>
Transfers between funds		(12,357)	12,357	–	–
Net movement in funds		<u>11,650</u>	<u>21,106</u>	<u>32,756</u>	<u>32,757</u>
Reconciliation of funds					
Total funds brought forward		<u>127,402</u>	<u>95,332</u>	<u>222,734</u>	<u>189,977</u>
Total funds carried forward		<u>139,052</u>	<u>116,438</u>	<u>255,490</u>	<u>222,734</u>

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

The notes on pages 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 £	£	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
<i>Adjustments for:</i>		
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
<i>Changes in:</i>		
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.

Citizens Advice Copeland
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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
	<u>88,476</u>	<u>452,307</u>	<u>540,783</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>28</u>	<u>28</u>	<u>30</u>	<u>30</u>

8. Other income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Other income	<u>2,242</u>	<u>2,242</u>	<u>2,039</u>	<u>2,039</u>

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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
	<u>48,788</u>	<u>623,150</u>	<u>671,938</u>
	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
	<u>55,512</u>	<u>455,457</u>	<u>510,968</u>

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
	<u>601,996</u>	<u>69,942</u>	<u>671,938</u>	<u>510,968</u>

11. Analysis of support costs

Additional support costs include governance costs as disclosed in notes.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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
	<u>69,942</u>	<u>69,942</u>	<u>74,768</u>

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
	<u>4,456</u>	<u>4,354</u>

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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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 No.	2021 No.
Project staff	9	9
Supervisory staff	1	2
Administrative staff	4	2
Apprentices	–	1
Other staff	1	3
	<u>15</u>	<u>17</u>

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	<u>133,399</u>	<u>144,820</u>	<u>60,368</u>	<u>338,587</u>
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	<u>47,353</u>	<u>134,171</u>	<u>60,368</u>	<u>241,892</u>
Carrying amount				
At 31 March 2022	<u>86,046</u>	<u>10,649</u>	<u>–</u>	<u>96,695</u>
At 31 March 2021	<u>88,372</u>	<u>17,890</u>	<u>41</u>	<u>106,303</u>

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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
	<u>48,685</u>	<u>40,244</u>

19. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	2,096	2,166
Accruals and deferred income	117,031	117,253
	<u>119,127</u>	<u>119,419</u>

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	<u>100,231</u>	<u>95,585</u>

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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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).

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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 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 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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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
	<u>127,402</u>	<u>72,795</u>	<u>(48,788)</u>	<u>(12,357)</u>	<u>139,052</u>

	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)	–
	<u>94,107</u>	<u>91,419</u>	<u>(55,512)</u>	<u>(2,612)</u>	<u>127,402</u>

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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
	<u>95,332</u>	<u>631,899</u>	<u>(623,150)</u>	<u>12,357</u>	<u>116,438</u>

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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)	–
	<u>95,870</u>	<u>452,307</u>	<u>(455,457)</u>	<u>2,612</u>	<u>95,332</u>

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.

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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

Citizens Advice Copeland

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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	<u>139,052</u>	<u>116,438</u>	<u>255,490</u>

	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	<u>127,402</u>	<u>95,332</u>	<u>222,734</u>

24. Analysis of changes in net debt

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

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
	<u>10,950</u>	<u>21,149</u>

26. Related parties

There are no related party transactions to disclose.