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**Citizens Advice Copeland**  
**Financial Statements**  
**For the Year Ending**  
**31 March 2025**

# Citizens Advice Copeland

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

Year Ended 31 March 2025

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### 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

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# Citizens Advice Copeland

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

### Year Ended 31 March 2025

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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 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.

# Citizens Advice Copeland

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

Year Ended 31 March 2025

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### 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.



# Citizens Advice Copeland

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

Year Ended 31 March 2025

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### **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.

# Citizens Advice Copeland

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

Year Ended 31 March 2025

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### 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

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

# Citizens Advice Copeland

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

Year Ended 31 March 2025

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### 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 19<sup>th</sup> 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

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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

		Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
	Note				
<b>Income and endowments</b>					
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
<b>Total income</b>		<u>91,687</u>	<u>642,089</u>	<u>733,776</u>	<u>696,066</u>
<b>Expenditure</b>					
Expenditure on charitable activities	9,10	<u>94,367</u>	<u>642,797</u>	<u>737,164</u>	<u>728,476</u>
<b>Total expenditure</b>		<u>94,367</u>	<u>642,797</u>	<u>737,164</u>	<u>728,476</u>
<b>Net expenditure</b>		<u>(2,680)</u>	<u>(708)</u>	<u>(3,388)</u>	<u>(32,410)</u>
Transfers between funds		91	(91)	—	—
<b>Other recognised gains and losses</b>					
Revaluation loss		—	—	—	(8,720)
<b>Net movement in funds</b>		<u>(2,589)</u>	<u>(799)</u>	<u>(3,388)</u>	<u>(41,130)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		205,070	2,786	207,856	248,986
<b>Total funds carried forward</b>		<u>202,481</u>	<u>1,987</u>	<u>204,468</u>	<u>207,856</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 12 to 27 form part of these financial statements.

# Citizens Advice Copeland

## Statement of Financial Position

31 March 2025

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


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

Directors' responsibilities:

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

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 19<sup>th</sup> November 2025, 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 £
<b>Cash Flows from Operating Activities</b>		
Net expenditure	(3,388)	(32,410)
<i>Adjustments for:</i>		
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)
<i>Changes in:</i>		
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	<u>1,263</u>	<u>(45,103)</u>
<b>Cash Flows from Investing Activities</b>		
Purchase of tangible assets	(4,500)	(4,525)
Net cash used in investing activities	<u>(4,500)</u>	<u>(4,525)</u>
<b>Net Decrease in Cash and Cash Equivalents</b>	(3,237)	(49,628)
<b>Cash and Cash Equivalents at Beginning of Year</b>	154,358	203,986
<b>Cash and Cash Equivalents at End of Year</b>	<u>151,121</u>	<u>154,358</u>

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

# Citizens Advice Copeland

## Notes to the Financial Statements

Year Ended 31 March 2025

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### 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.



# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

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### 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.

# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

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### 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.

# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

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### 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 £
<b>Donations</b>				
Donations	1,276	1,276	2,241	2,241
<b>Grants</b>				
Cavendish Nuclear	3,000	3,000	—	—
	<u>4,276</u>	<u>4,276</u>	<u>2,241</u>	<u>2,241</u>

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 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
	<u>82,390</u>	<u>642,089</u>	<u>724,479</u>

	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
	<u>62,000</u>	<u>628,603</u>	<u>690,603</u>

### 7. Investment Income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	<u>2,624</u>	<u>2,624</u>	<u>2,579</u>	<u>2,579</u>

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 8. Other Income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Fundraising income	2,357	–	2,357
Other income	40	–	40
	<u>2,397</u>	<u>–</u>	<u>2,397</u>

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

### 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
	<u>94,367</u>	<u>642,797</u>	<u>737,164</u>

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

### 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
	<u>596,879</u>	<u>140,285</u>	<u>737,164</u>	<u>728,476</u>

### 11. Net Expenditure

Net expenditure is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	<u>5,091</u>	<u>3,591</u>

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 12. Independent Examination Fees

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

### 13. Staff Costs

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

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

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 No.	2024 No.
Project staff	9	9
Supervisory staff	1	1
Administrative staff	4	5
Other staff	<u>2</u>	<u>2</u>
	<u>16</u>	<u>17</u>

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £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.

# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

### 16. Tangible Fixed Assets

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

#### 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
	<u>51,857</u>	<u>75,730</u>

### 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	—
	<u>73,853</u>	<u>98,166</u>

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 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	<u>41,072</u>	<u>78,948</u>
<b>At 31 March 2025</b>	<b><u>41,072</u></b>	<b><u>78,948</u></b>

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).



# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

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### 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.

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 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)	–	–
	<u>205,070</u>	<u>91,687</u>	<u>(94,367)</u>	<u>91</u>	<u>–</u>	<u>202,481</u>

	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
	<u>219,719</u>	<u>67,462</u>	<u>(71,273)</u>	<u>(2,118)</u>	<u>(8,720)</u>	<u>205,070</u>

#### 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)	–	–

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 21. Analysis of Charitable Funds (continued)

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

	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)	—	—

# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

### 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)	—	—
	<u>29,267</u>	<u>628,604</u>	<u>(657,203)</u>	<u>2,118</u>	<u>—</u>	<u>2,786</u>

# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

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### 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 Wellbeing Project**

Restricted funds to provide expert advice on the problems that are negatively affecting individuals mental wellbeing.

# Citizens Advice Copeland

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

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### 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.

# Citizens Advice Copeland

## Notes to the Financial Statements (continued)

Year Ended 31 March 2025

### 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)
<b>Net assets</b>	<b>202,481</b>	<b>1,987</b>	<b>204,468</b>

	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)
<b>Net assets</b>	<b>205,070</b>	<b>2,786</b>	<b>207,856</b>

### 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	–
	<b>3,262</b>	<b>–</b>

# **Citizens Advice Copeland**

**Management Information**

**Year Ended 31 March 2025**

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**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 £
<b>Income and endowments</b>		
<b>Donations and legacies</b>		
Donations	1,276	2,241
Cavendish Nuclear	3,000	—
	<u>4,276</u>	<u>2,241</u>
<b>Charitable activities</b>		
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
	<u>724,479</u>	<u>690,603</u>
<b>Investment income</b>		
Bank interest receivable	<u>2,624</u>	<u>2,579</u>
<b>Other income</b>		
Fundraising income	2,357	450
Other income	40	193
	<u>2,397</u>	<u>643</u>
<b>Total income</b>	<u>733,776</u>	<u>696,066</u>

# Citizens Advice Copeland

## Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2025

	2025 £	2024 £
<b>Expenditure</b>		
<b><i>Activities undertaken directly</i></b>		
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
	<u>596,879</u>	<u>603,567</u>
<b><i>Support costs</i></b>		
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
	<u>139,085</u>	<u>123,709</u>
<b><i>Governance costs</i></b>		
Accountancy fees	<u>1,200</u>	<u>1,200</u>
<b>Total expenditure</b>	<u>737,164</u>	<u>728,476</u>
<b>Net expenditure</b>	<u>(3,388)</u>	<u>(32,410)</u>