

CITIZENS ADVICE ALLERDALE

England & Wales · Charity number 1097260

Details

Other names	ALLERDALE CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	04646727
Registered	2003-04-29
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Allerdale Town Hall Oxford Street Workington CA14 2RS
Phone	01900 604 735
Email	allerdale@citizensadviceallerdale.org.uk
Website	www.citizensadviceallerdale.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN ALLERDALE DISTRICT AND SURROUNDING AREAS ("THE AREA OF BENEFIT") BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: Citizens Advice Allerdale helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE COMMUNITY IN ALLERDALE DISTRICT AND SURROUNDING AREAS
- Cumbria

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£660,592	£656,124	£244,415	20
2024-03-31	£589,972	£647,532	£239,947	20
2023-03-31	£611,622	£559,757	£297,507	19
2022-03-31	£574,180	£522,453	£245,641	22
2021-03-31	£548,443	£527,654	£193,914	25

Trustees

Name	Role	Appointed
KEITH LITTLE	Chair	
Andrew Irving Semple		2020-07-28
Harald Adrian Norendal		2025-02-05
Jemma Marie Holliday		2025-08-06
Linda Mary McDonald		2015-09-17
Milena Clementine Becker		2025-05-07

Accounts

Charity registration number 1097260 (England and Wales)

Company registration number 04646727

CITIZENS ADVICE ALLERDALE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE ALLERDALE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr K A Little	
	Mr W Pegram	
	Ms L M McDonald	
	Mr A I Semple	
	Mr A Norendal	(Appointed 5 February 2025)
	Miss M Becker	(Appointed 7 May 2025)
	Mrs J M Holliday	(Appointed 6 August 2025)
Secretary	Mrs T Edwards	
Senior management	Mrs T Edwards	Chief officer
Charity number	1097260	
Company number	04646727	
Registered office	Town Hall Workington Cumbria United Kingdom CA14 2RS	
Independent examiner	Sophie Graham BAcc(Hons), FCA, DChA Saint & Co Chartered Accountants Sterling House Wavell Drive, Rosehill Carlisle Cumbria CA1 2SA	
Bankers	HSBC Bank Plc 3 Powe Street Workington Cumbria CA14 3AH	

CITIZENS ADVICE ALLERDALE

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CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: 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)".

Objectives and activities

Summary of Objects

The charity's objects are specifically to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Allerdale and the surrounding areas.

Aims of the charity / mission statement

Citizens Advice Allerdale provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We aim to:

- provide the advice people need for the problems they face
- improve the policies and practices that affect peoples' lives.

Ensuring our work delivers our aims

We review our aims, objectives and activities every year as part of our business planning process, leading to a two year Business and Development Plan (BDP) which is reviewed at least 6 monthly to address any changes in funding levels or service delivery requirements that may have arisen. The BDP for 2024-27 covers funding and fundraising, staff and volunteers recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable Citizens Advice Allerdale to deliver its objectives.

Main objectives for the year

Citizens Advice Allerdale's main objectives for the year were as follows:

- Increase and widen reach and engagement of people in our community
- Better demonstrate our impact
- Develop our services and quality to ensure we meet needs
- Identify and address systems failure where we are able
- Ensure we have the resources, systems, policies and procedures to enable the above.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Review of performance against objectives

We have met all the requirements of the Citizens Advice Membership Scheme and the requirements for the Specialist Quality Mark standard. Citizens Advice members are subject to a three year independent audit cycle and in February 2024 the organisation successfully passed year three of the Leadership Self Assessment following an on site review of our compliance with required standards and best practice. In February 2025 the three year process restarted with a successful self assessment audit. The Specialist Quality Mark standard audit for legal aid services was also passed in December 2024.

We have continued to review and adapt our service model to meet the needs of the clients presenting to us, ensuring that advice is available across a range of channels and starting to investigate potential outreach locations.

In line with our Funding Strategy we have reviewed our main funding sources to identify new potential funders, both small and larger in order to maintain as broad a funding base as possible.

We have built and developed our relationships with both officers and elected members within the new Cumberland unitary authority.

We continue to collate information on social policy issues that affect our clients and contribute to both local and national campaigns to raise awareness and affect change in policies, practices and procedures. We deliver a monthly advice slot on BBC Radio Cumbria on which to raise awareness of social policy issues affecting people locally.

Contribution of Volunteers and Paid Staff

The successes of the charity could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the significant contribution made by the charity's volunteers in advising the public and administering the service without which Citizens Advice Allerdale could not operate.

During 2024-25 the service employed 20 paid workers (16.35 FTE) and 27 volunteers who collectively delivered across 14 projects, including the core service, as well as acting as trustees and directors of the charity.

Volunteers represent the indispensable core of the Citizens Advice service; they contribute, on average 142 hours (3.8 FTE) per week.

The public value of our volunteering may be expressed as an annualised figure of £232,987. However, their value is inadequately expressed in monetary terms, indeed, volunteers bring many skills and very often the experience gained helps individuals return to full employment.

How our activities deliver public benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

Advice and Information Services

This year Citizens Advice Allerdale has continued to meet the needs of people living and working in the Allerdale area. Our free, independent, impartial and confidential service remains in demand with clients coming to us with more complex issues requiring longer term support.

The main areas of charitable activity are the provision of:

- General advice and information services
- Specialist advice on energy matters
- Specialist advice and casework services in debt
- Specialist advice and casework services in housing, including Legal Aid Services and Court Duty Support
- Specialist advice and casework services in welfare benefits, including for those affected by cancer
- Financial wellbeing advice
- Pension guidance via the Pensionwise service

During the reporting year 4,575 clients benefited from the services of Citizens Advice Allerdale dealing with 23,603 issues. These services achieved £4,047,360 in financial gains for our clients, primarily through income maximisation. In addition there was £1,112,283 of debts written off and repayments rescheduled.

The most significant issues dealt with were welfare benefits and tax credits, money advice, energy and utilities, housing and crisis support (hardship grants, food and fuel vouchers).

This year we have delivered projects for the following funders:

- Citizens Advice Energy Advice Programme
- Cumberland Council ('Core' grant, Money advice, Household Essentials/Hardship Support, Social Prosperity Fund support for volunteering)
- Cumbria Community Foundation (Benefit appeals support, Advice in the Wigton area)
- Legal Aid Agency (West Cumbria Court Duty, Housing Loss Prevention Advice Service [HLPAS], Housing Advice)
- Macmillan Cancer Support
- Money and Pension Service (Debt Advice Project and Pensionwise)
- North Lakes Foodbank / Trussell Trust
- Phyllis Harney Trust
- The National Lottery Community Fund
- Town and parish councils across the Allerdale area
- Transforming West Cumbria (Bedrock, Financial Wellbeing, West Cumbria Mental Health Partnership)

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2025**

Factors Affecting the Achievement of Objectives

Maintaining sufficient sustainable funding to continue delivering the service remains a continual challenge. We continue to diversify our funding approach, approaching new funders and considering new fundraising methods, in order to deliver the most cost effective service whilst maintaining a high quality service for our clients. Funding for core, non-project services, remains a particular challenge despite our service offering excellent value for money both to funders and our local community.

Whilst our client numbers were slightly lower this year, people are presenting with more complex and entrenched issues with fewer options available and taking longer to resolve. This has an impact on the wellbeing of our staff and volunteers as they are not always able to offer resolutions so we continue to offer increased wellbeing support and additional training particularly around personal resilience and safeguarding issues.

Plans for Future Periods

Maintaining a sustainable service that meets the increased needs of our clients who are still navigating an ongoing and entrenched Cost of Living crisis remains a priority of the Trustee Board for 2025-26. The charity will continue to develop its funding strategy looking to further diversify our funding streams to remain as sustainable as possible. High quality services and audit reports will demonstrate to clients, stakeholders and funders the benefits of the service.

Continuation funding has been obtained for MaPSDAP and Pensionwise for 2025-26 and the Macmillan benefits advice project has been extended in its present form to May 2026.

The shared National Lottery Reaching Communities funding across the Cumberland Council footprint has enabled closer joint working and sharing of best practice as well as providing a high quality benefits advice service to clients.

We will continue developing our relationship with local businesses, in particular the Sellafield supply chain and other large local employers, to offer varied volunteering opportunities and utilise the social value network offers.

We will build on our existing relationships with Cumberland Council, across the health system and with our neighbouring Citizens Advice service in Copeland and Carlisle to ensure that local people continue to receive cost effective and high quality advice services.

We will continue to increase our profile in the community and better promote our services to ensure that we are reaching people who may not otherwise have access to free, confidential, impartial and independent advice.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Financial review

The charity showed a surplus for the year of £4,468 (2024 - Deficit £57,560).

4.0% of income is 'core funding' from Cumberland Council (previously Allerdale District Council) to deliver advice services throughout the Allerdale area.

We deliver a country-wide welfare benefits contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver benefits, debt, energy and financial wellbeing advice projects. We also hold the legal aid contract for the West Cumbria Court duty service and housing support, including the Housing Loss Prevention Advice Service. We work closely with Citizens Advice Copeland and Citizens Advice Carlisle & Eden for the delivery of various projects across the Cumberland council footprint.

Going Concern

Whilst the trustees 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.

Reserves Policy

Citizens Advice Allerdale is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. Citizens Advice Allerdale maintains a projection for the future and will ensure that this continues to be derived from as wide a variety of sources as possible.

The Trustees review our Reserves Policy annually and this is currently set at £160,000. Total reserves at 31 March 2025 were £244,415, of which £29,150 were restricted funds. Of this, £8,342 were tied up in tangible fixed assets, leaving £206,923 in free reserves available at the year end. This is slightly more than the reserves policy and will serve as contingency for the challenges ahead with uncertainty over funding.

Investment Powers

Citizens Advice Allerdale is empowered by item 5.11 of its Memorandum of Association to invest monies of the Company not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. Reserves and other funds not immediately required for Citizens Advice Allerdale's operations are deposited with Charities Official Investment Funds (COIF).

Donations and Grants Policy

Citizens Advice Allerdale does not provide grants or donations to other charities or organisations.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

Statutory Information

Citizens Advice Allerdale is a registered charity and a company limited by guarantee and is governed by its memorandum and articles of association.

Organisational Structure

CA Allerdale is governed by its Trustee Board whose members are directors of the Company and are responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Allerdale and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management.

The Board will establish subcommittees when it is appropriate to charge a group of Trustees with a required task. The articles limit the Chair to six years in office.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr K A Little

Mr W Pegram

Ms L M McDonald

Mr A I Semple

Ms L M V Clark (Resigned 26 October 2024)

Mr D Fisher (Resigned 14 February 2025)

Mr A Norendal (Appointed 5 February 2025)

Mrs J A Sowerby (Appointed 26 March 2025 and resigned 6 August 2025)

Miss M Becker (Appointed 7 May 2025)

Mrs J M Holliday (Appointed 6 August 2025)

Recruitment and Appointment of trustees

Trustees, who are also directors of the company, are elected from the local community. Trustees are recruited through various forms of publicity in the areas of operation, via social media and other external contacts. A formal process for the recruitment and election of new trustees, overseen by the Chair, is established. Recommendations are made to the trustee board which has the final decision on appointment. All trustees during the year 2024-25 were members of the public. The Cumberland Unitary authority has nominated a member to serve on the board as a representative of the council. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Trustee Induction and Training

CA Allerdale implements standard Citizens Advice procedures for induction and training which are regularly reviewed. New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and the recent financial performance of the charity. They also spend time in the office meeting staff and volunteers and observing service delivery.

Ongoing training for Trustee Board members is conducted by presentations from key staff, through the online Citizens Advice online training material and through the use of a Reference Manual for Trustees. Briefing papers about developments are presented to Board meetings when necessary.

Related Parties

Citizens Advice Allerdale is a member of Citizens Advice which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements. Citizens Advice Allerdale is audited annually over a three year cycle from paper based to in person visit.

Citizens Advice Allerdale also co-operates and liaises with several other advisory services, local charities and other agencies on behalf of clients.

Citizens Advice Allerdale is a corporate member of Citizens Advice Cumbria, which is the umbrella body for the county provision of the Macmillan welfare benefits contracts. Citizens Advice Allerdale is a delivery partner to these arrangements.

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The risk management strategy comprises:

- An annual review of the principal risks and uncertainties that the charity faces (risk register);
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that a major external risk is potential loss of funding. The effects of this have been minimised by the procedures in place which have led to funding being secured from a variety of sources. Citizens Advice Allerdale continues to seek to diversify its funding sources.

Internal risks identified include the loss of key experienced staff and the low number of trustees and their length of service. These are mitigated by ensuring robust succession planning and training for staff and working on targeted trustee recruitment through different channels such as the local supply chain and youth organisations. Trustee recruitment has resulted in recruitment of one new trustee and several others due to start their induction.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Small Company Provisions

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

The trustees' report was approved by the Board of Trustees.

Mr K A Little

Trustee

5 November 2025

CITIZENS ADVICE ALLERDALE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE ALLERDALE

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

Responsibilities and basis of report

As the trustees of the charity (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.

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. 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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
- 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 Companies Act 2006 other than any requirement that the financial statements 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 financial statements 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 financial statements to be reached.

CITIZENS ADVICE ALLERDALE

INDEPENDENT EXAMINER'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE ALLERDALE

Sophie Graham BAcc(Hons), FCA, DChA

Saint & Co Chartered Accountants

Sterling House

Wavell Drive, Rosehill

Carlisle

Cumbria

CA1 2SA

5 November 2025

CITIZENS ADVICE ALLERDALE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Notes							
Income and endowments from:							
Donations and legacies	3	185,835	437,008	622,843	213,944	348,993	562,937
Charitable activities	4	32,254	-	32,254	22,360	-	22,360
Investments	5	4,958	-	4,958	4,603	-	4,603
Other income	6	488	49	537	-	72	72
Total income		<u>223,535</u>	<u>437,057</u>	<u>660,592</u>	<u>240,907</u>	<u>349,065</u>	<u>589,972</u>
Expenditure on:							
Charitable activities	7	227,035	429,089	656,124	294,937	352,595	647,532
Total expenditure		<u>227,035</u>	<u>429,089</u>	<u>656,124</u>	<u>294,937</u>	<u>352,595</u>	<u>647,532</u>
Net income/(expenditure) and movement in funds		(3,500)	7,968	4,468	(54,030)	(3,530)	(57,560)
Reconciliation of funds:							
Fund balances at 1 April 2024		<u>218,765</u>	<u>21,182</u>	<u>239,947</u>	<u>272,795</u>	<u>24,712</u>	<u>297,507</u>
Fund balances at 31 March 2025		<u>215,265</u>	<u>29,150</u>	<u>244,415</u>	<u>218,765</u>	<u>21,182</u>	<u>239,947</u>

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

CITIZENS ADVICE ALLERDALE

BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	13		8,342		15,292
Current assets					
Debtors	14	54,927		64,279	
Cash at bank and in hand		272,359		226,568	
		<u>327,286</u>		<u>290,847</u>	
Creditors: amounts falling due within one year	15	(90,250)		(65,821)	
Net current assets			237,036		225,026
Total assets less current liabilities			245,378		240,318
Provision for other liabilities	16		(963)		(371)
Net assets			<u>244,415</u>		<u>239,947</u>
The funds of the charity					
Restricted income funds	19	29,150		21,182	
Unrestricted funds	20	215,265		218,765	
		<u>244,415</u>		<u>239,947</u>	

CITIZENS ADVICE ALLERDALE

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2025

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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.

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

The financial statements were approved by the trustees on 5 November 2025

Mr K A Little

Trustee

Company registration number 04646727 (England and Wales)

CITIZENS ADVICE ALLERDALE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	24		40,833		(79,812)
Investing activities					
Investment income received		4,958		4,603	
Net cash generated from investing activities			4,958		4,603
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			45,791		(75,209)
Cash and cash equivalents at beginning of year			226,568		301,777
Cash and cash equivalents at end of year			272,359		226,568

CITIZENS ADVICE ALLERDALE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Allerdale is a private company limited by guarantee incorporated in England and Wales. The registered office is Town Hall, Workington, Cumbria, CA14 2RS, United Kingdom.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: 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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Grants receivable are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

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.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. Individual assets below £1,000 are not capitalised and are instead recognised in the Statement of Financial Activities.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	5 or 10 years straight line
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/ (expenditure) in the period in which it arises.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	42,860	-	42,860	34,861	-	34,861
Grants	142,975	437,008	579,983	179,083	348,993	528,076
	<u>185,835</u>	<u>437,008</u>	<u>622,843</u>	<u>213,944</u>	<u>348,993</u>	<u>562,937</u>
Donations and gifts						
Cumberland Council	26,400	-	26,400	26,400	-	26,400
Workington Town Council	5,000	-	5,000	5,000	-	5,000
Maryport Town Council	1,000	-	1,000	1,000	-	1,000
Wigton Town Council	500	-	500	-	-	-
Keswick Town Council	500	-	500	500	-	500
Cockermouth Town Council	100	-	100	-	-	-
Parish councils	1,850	-	1,850	600	-	600
Donations received	7,510	-	7,510	1,361	-	1,361
	<u>42,860</u>	<u>-</u>	<u>42,860</u>	<u>34,861</u>	<u>-</u>	<u>34,861</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Income from donations and legacies

(Continued)

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Grants						
CC Money Advice Grant	66,570	-	66,570	66,570	-	66,570
Citizens Advice Grants	27,587	-	27,587	638	-	638
Cost of Living/Household Support Funds	-	31,200	31,200	-	20,500	20,500
Foodbank Funding	-	42,330	42,330	-	41,135	41,135
National Lottery Community Fund - Reaching Communities / Partnerships	20,000	45,866	65,866	-	-	-
MAPS Financial Inclusion Project	-	83,790	83,790	-	83,790	83,790
MacMillan	-	34,437	34,437	-	34,080	34,080
Pension Guidance	-	86,270	86,270	-	81,076	81,076
Cumbria Community Foundation	17,114	74,065	91,179	6,000	33,818	39,818
Energy Grants	-	34,050	34,050	-	32,094	32,094
Other	11,704	5,000	16,704	105,875	22,500	128,375
	<u>142,975</u>	<u>437,008</u>	<u>579,983</u>	<u>179,083</u>	<u>348,993</u>	<u>528,076</u>

4 Income from charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Advice and support		
LAA contract income	<u>32,254</u>	<u>22,360</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	4,958	4,603

6 Other income

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Other income	488	49	537	-	72	72

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Expenditure on charitable activities

	Advice and support 2025 £	Advice and support 2024 £
Direct costs		
Staff costs	497,723	445,692
Travel expenses	3,077	3,568
Telephone	1,031	4,594
Subscriptions	9,352	9,543
Staff training and recruitment	3,124	1,833
Financial assistance to clients	24,074	24,829
Disbursements	699	439
Medical fees	-	125
	<u>539,080</u>	<u>490,623</u>
Share of support and governance costs (see note 8)		
Support	106,152	147,677
Governance	10,892	9,232
	<u>656,124</u>	<u>647,532</u>
Analysis by fund		
Unrestricted funds	227,035	294,937
Restricted funds	429,089	352,595
	<u>656,124</u>	<u>647,532</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Support costs allocated to activities

	2025	2024
	£	£
Staff costs	47,869	95,894
Depreciation	6,950	7,667
Rent, service charges and room hire	24,931	19,898
Repairs and maintenance	298	1,006
Insurance	1,626	1,535
Cleaning	4,010	2,935
Printing, postage and stationery	6,500	6,765
Advertising	91	75
Computer costs	11,842	10,090
General expenses	2,035	1,812
Governance costs	10,892	9,232
	<u>117,044</u>	<u>156,909</u>
Analysed between:		
Advice and support	<u>117,044</u>	<u>156,909</u>

9 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable to the charity's independent examiner:		
- for the independent examination of the charity's financial statements	1,500	1,450
- for other financial services	804	740
Depreciation of owned tangible fixed assets	6,950	7,667
Operating lease charges	<u>2,100</u>	<u>2,100</u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration, benefits or reimbursement of expenses from the charity during the year.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

11 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	20	21

Employment costs	2025 £	2024 £
Wages and salaries	482,325	482,764
Social security costs	37,420	36,179
Other pension costs	25,847	22,643
	545,592	541,586

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	88,900	83,871

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

13 Tangible fixed assets

	Fixtures, fittings & equipment £
Cost	
At 1 April 2024	103,165
At 31 March 2025	103,165
Depreciation and impairment	
At 1 April 2024	87,873
Depreciation charged in the year	6,950
At 31 March 2025	94,823
Carrying amount	
At 31 March 2025	8,342
At 31 March 2024	15,292

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	4,201	4,866
LAA work in progress	9,350	13,526
Other debtors	712	712
Prepayments and accrued income	40,664	45,175
	54,927	64,279

15 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Deferred income	17	65,070	53,188
Trade creditors		17,185	8,022
Accruals		7,995	4,611
		90,250	65,821

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

15 Creditors: amounts falling due within one year (Continued)

Included within accruals above is £nil (2024: £nil) being balances of funds held as agent at 31 March 2025. During the year £nil (2024: £nil) was received and £nil (2024: £1,396) was paid out by the charity acting as agent.

16 Provisions for liabilities	2025 £	2024 £
Pensions and similar obligations	963	371

Movements on provisions:

	Pensions and similar obligations £
At 1 April 2024	371
Additional provisions in the year	592
At 31 March 2025	963

The provision is from an actuarial valuation given by TPT Retirement Solutions - The Growth Plan as at 31 March 2025. The scheme is classified as a 'last man standing arrangement'. Therefore the charity 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.

17 Deferred income	2025 £	2024 £
Arising from grants	65,070	53,188

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	65,070	53,188
Movements in the year:		

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Deferred income	(Continued)	
Deferred income at 1 April 2024	53,188	17,700
Released from previous periods	(53,188)	(17,700)
Resources deferred in the year	65,070	53,188
	<u> </u>	<u> </u>
Deferred income at 31 March 2025	65,070	53,188
	<u> </u>	<u> </u>

Deferred income relates to funding received in advance where there are conditions that prevent recognition until they are met, including where the donor specifies the time period over which the expenditure should take place.

18 Retirement benefit schemes	2025	2024
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	25,847	22,643
	<u> </u>	<u> </u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	At 31 March 2025
	£	£	£	£
Energy Grants	-	34,050	(34,050)	-
Pension Guidance	-	86,270	(86,270)	-
DROs	3,794	49	-	3,843
Foodbank	-	42,330	(42,330)	-
MAPs	-	83,790	(83,790)	-
MacMillan	-	34,437	(34,437)	-
TWC Covid Grant	-	5,000	(5,000)	-
Cost of Living Support Fund	8,175	-	(915)	7,260
Energy Efficiency Fund	9,213	-	(1,954)	7,259
CCF Grants	-	74,065	(74,065)	-
Household Support Fund	-	27,000	(20,412)	6,588
National Lottery Community Fund - Reaching Communities / Partnerships	-	45,866	(45,866)	-
Affordable Food Provision Fund	-	4,200	-	4,200
	<u>21,182</u>	<u>437,057</u>	<u>(429,089)</u>	<u>29,150</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
Energy Grants	-	32,094	(32,094)	-
Pension Guidance	-	81,076	(81,076)	-
DROs	5,702	72	(1,980)	3,794
Foodbank	-	41,135	(41,135)	-
MAPs	-	83,790	(83,790)	-
MacMillan	-	34,080	(34,080)	-
TWC Covid Grant	-	22,500	(22,500)	-
Cost of Living Support Fund	8,175	-	-	8,175
Energy Efficiency Fund	10,835	-	(1,622)	9,213
Sellafield eVoucher Fund	-	8,000	(8,000)	-
Sellafield Rent Arrears Fund	-	12,500	(12,500)	-
CCF Grants	-	33,818	(33,818)	-
	<u>24,712</u>	<u>349,065</u>	<u>(352,595)</u>	<u>21,182</u>

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	At 31 March 2025 £
General funds	<u>218,765</u>	<u>223,535</u>	<u>(227,035)</u>	<u>215,265</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
General funds	<u>272,795</u>	<u>240,907</u>	<u>(294,937)</u>	<u>218,765</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

21 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Tangible assets	8,342	-	8,342
Current assets/(liabilities)	207,886	29,150	237,036
Provisions	(963)	-	(963)
	<u>215,265</u>	<u>29,150</u>	<u>244,415</u>
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	15,292	-	15,292
Current assets/(liabilities)	203,844	21,182	225,026
Provisions	(371)	-	(371)
	<u>218,765</u>	<u>21,182</u>	<u>239,947</u>

22 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	2,100	2,100
Between two and five years	8,400	8,400
In over five years	11,025	13,125
	<u>21,525</u>	<u>23,625</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Related party transactions

There were no disclosable related party transactions during the year (2024 - none), other than remuneration of key management personnel as disclosed in the notes.

24 Cash generated from/(absorbed by) operations	2025 £	2024 £
Surplus/(deficit) for the year	4,468	(57,560)
Adjustments for:		
Investment income recognised in statement of financial activities	(4,958)	(4,603)
Depreciation and impairment of tangible fixed assets	6,950	7,667
Movements in working capital:		
Decrease/(increase) in debtors	9,352	(38,019)
Increase/(decrease) in creditors	12,547	(22,361)
(Decrease)/increase in provisions	592	(424)
Increase in deferred income	11,882	35,488
Cash generated from/(absorbed by) operations	40,833	(79,812)

25 Analysis of changes in net funds

The charity had no material debt during the year.

Accounts

Charity registration number 1097260

Company registration number 04646727 (England and Wales)

CITIZENS ADVICE ALLERDALE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE ALLERDALE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr K A Little	
	Mr W Pegram	
	Ms L M McDonald	
	Mr A I Semple	
	Mr D Fisher	(Appointed 5 January 2024)
Secretary	Mrs T Edwards	
Senior management	Mrs T Edwards	Chief officer
Charity number	1097260	
Company number	04646727	
Registered office	Town Hall Workington Cumbria United Kingdom CA14 2RS	
Independent examiner	Sophie Graham BAcc(Hons), FCA, DChA Saint & Co Chartered Accountants Sterling House Wavell Drive, Rosehill Carlisle Cumbria CA1 2SA	
Bankers	HSBC Bank Plc 3 Powe Street Workington Cumbria CA14 3AH	

CITIZENS ADVICE ALLERDALE

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CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

Objectives and activities

Summary of Objects

The charity's objects are specifically to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Allerdale and the surrounding areas.

Aims of the charity / mission statement

Citizens Advice Allerdale provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We aim to:

- provide the advice people need for the problems they face
- improve the policies and practices that affect peoples' lives.

Ensuring our work delivers our aims

We review our aims, objectives and activities every year as part of our business planning process, leading to a two year Business and Development Plan (BDP) which is reviewed at least 6 monthly to address any changes in funding levels or service delivery requirements that may have arisen. The BDP for 2023-26 covers funding and fundraising, staff and volunteers recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable Citizens Advice Allerdale to deliver its objectives.

Main objectives for the year

Citizens Advice Allerdale's main objectives for the year were as follows:

- Increase and widen reach and engagement of people in our community
- Better demonstrate our impact
- Develop our services and quality to ensure we meet needs
- Identify and address systems failure where we are able
- Ensure we have the resources, systems, policies and procedures to enable the above.

Review of performance against objectives

We have met all the requirements of the Citizens Advice Membership Scheme and the requirements for the Special Quality Mark standard. In February 2024 the organisation successfully passed the annual Citizens Advice Leadership Self Assessment independent audit; a review of our compliance with required standards and best practice.

We have continued to review and adapt our service model to meet the needs of the clients presenting to us, ensuring that advice is available across a range of channels and starting to investigate potential outreach locations.

In line with our Funding Strategy we have reviewed our main funding sources to identify new potential funders, both small and larger in order to maintain as broad a funding base as possible.

Following the vesting of the new Cumberland unitary authority on 1st April 2023 we have maintained existing relationships and work to develop new ones with both officers and elected members at all levels.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

We continue to collate information on social policy issues that affect our clients and contribute to both local and national campaigns to raise awareness and affect change in policies, practices and procedures. We deliver a monthly advice slot on BBC Radio Cumbria on which to raise awareness of social policy issues affecting people locally.

Contribution of Volunteers and Paid Staff

The successes of the charity could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the significant contribution made by the charity's volunteers in advising the public and administering the service without which Citizens Advice Allerdale could not operate.

During 2023-24 the service employed 20 paid workers (16.4 FTEs) and 26 volunteers who collectively delivered across 12 projects, including the core service, as well as acting as trustees and directors of the charity.

Volunteers represent the indispensable core of the Citizens Advice service; they contribute, on average 167 hours (4.5 FTE) per week.

The public value of our volunteering may be expressed as an annualised figure of £199,724. However, their value is inadequately expressed in monetary terms, indeed, volunteers bring many skills and very often the experience gained helps individuals return to full employment.

How our activities deliver public benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Achievements and performance

Advice and Information Services

This year Citizens Advice Allerdale has continued to meet the needs of people living and working in the Allerdale area. Our free, independent, impartial and confidential service remains in demand with clients coming to us with more complex issues requiring longer term support.

The main areas of charitable activity are the provision of:

- General advice and information services
- Specialist advice on energy matters
- Specialist advice and casework services in debt
- Specialist advice and casework services in housing, including Legal Aid Services and Court Duty Support
- Specialist advice and casework services in welfare benefits, including for those affected by cancer
- Financial wellbeing advice
- Pension guidance via the Pensionwise service

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

During the reporting year 4,933 clients benefited from the services of Citizens Advice Allerdale dealing with 21,709 issues. The services achieved £4,364,302 in financial gains for its clients, primarily through income maximisation. In addition there was £1,287,356 of debts written off and repayments rescheduled.

The most significant issues dealt with were welfare benefits and tax credits, money advice, energy and utilities, housing and crisis support (hardship grants, food and fuel vouchers).

This year we have delivered projects for the following funders:

- Citizens Advice Energy Advice Programme
- Cumberland Council ('Core' grant, Money advice, Household Essentials/Hardship Support, rent arrears support via Sellafield Ltd)
- Cumbria Community Foundation
- GDF
- Legal Aid Agency
- Macmillan Cancer Support
- Money and Pension Service (Debt Advice Project and Pensionwise)
- North Lakes Foodbank / Trussell Trust
- Phyllis Harney Trust
- The National Lottery Community Fund
- Town and parish councils across the Allerdale area
- Transforming West Cumbria (Bedrock, Financial Wellbeing, West Cumbria Mental Health Partnership)

Factors Affecting the Achievement of Objectives

Maintaining sufficient sustainable funding to continue delivering the service remains a continual challenge. We continue to diversify our funding approach, approaching new funders and considering new fundraising methods, in order to deliver the most cost effective service whilst maintaining a high quality service for our clients. Funding for core, non-project services, remains a particular challenge despite our service offering excellent value for money both to funders and our local community.

The cost of living crisis following so soon after the Covid-19 pandemic has increased demand for emergency crisis support and led to clients presenting with more complex and entrenched issues. This has impacted the wellbeing of our staff and volunteers so we have increased our support and offered additional training particularly around resilience and safeguarding issues.

Plans for Future Periods

Maintaining a sustainable service that meets the changing needs of our clients throughout the Cost of Living crisis remains a priority of the Trustee Board for 2024-25. The charity will continue to develop its funding strategy looking to further diversify our funding streams to remain as sustainable as possible. High quality services and audit reports will demonstrate to clients, stakeholders and funders the benefits of the service.

Continuation funding has been obtained for both MaPSDAP and Pensionwise for 2024-25 and work will start on the extension of the Macmillan benefits advice project for 2025.

National Lottery Reaching Communities funding has been secured for a benefits advice worker in each former district council area across the Cumberland footprint.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

We will develop further our relationship with local businesses, in particular the Sellafeld supply chain, to offer varied volunteering opportunities and utilise the social value network offers.

We will build on our existing relationships with Cumberland Council and those with our neighbouring Citizens Advice service in Copeland and Carlisle to ensure that local people continue to receive cost effective and high quality advice services.

We will increase our profile in the community and better promote our services to ensure that we are reaching people who may not otherwise have access to free, confidential, impartial and independent advice.

Financial review

The charity showed a deficit for the year of £57,560 (2023 - Surplus £51,865).

4.3% of income is 'core funding' from Cumberland Council (previously Allerdale District Council) to deliver advice services throughout the Allerdale area.

We deliver a country-wide welfare benefits contract (through Citizens Advice Cumbria) for Macmillan Cancer Support. Our remaining funding supports us to deliver benefits, debt, energy and financial wellbeing advice projects. We also have the legal aid contract for the West Cumbria Court duty service and housing support. We work closely with Citizens Advice Copeland and more recently Citizens Advice Carlisle & Eden for the delivery of projects, reflecting the new unitary council boundaries.

Going Concern

Whilst the trustees 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.

Reserves Policy

Citizens Advice Allerdale is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. Citizens Advice Allerdale maintains a projection for the future and will ensure that this continues to be derived from as wide a variety of sources as Possible.

The Trustees review our Reserves Policy annually and this is currently set at £160,000. Total reserves at 31 March 2024 were £239,947, of which £21,182 were restricted funds. Of this, £15,292 were tied up in tangible fixed assets, leaving £203,473 in free reserves available at the year end. This is slightly more than the reserves policy and will serve as contingency for the challenges ahead with uncertainty over funding.

Investment Powers

Citizens Advice Allerdale is empowered by item 5.11 of its Memorandum of Association to invest monies of the Company not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. Reserves and other funds not immediately required for Citizens Advice Allerdale's operations are deposited with Charities Official Investment Funds (COIF).

Donations and Grants Policy

Citizens Advice Allerdale does not provide grants or donations to other charities or organisations.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Statutory Information

Citizens Advice Allerdale is a registered charity and a company limited by guarantee and is governed by its memorandum and articles of association.

Organisational Structure

CA Allerdale is governed by its Trustee Board whose members are directors of the Company and are responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Allerdale and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management.

The Board will establish subcommittees when it is appropriate to charge a group of Trustees with a required task. The articles limit the Chair to six years in office.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr K A Little

Mr W Pegram

Ms L M McDonald

Mr A I Semple

Ms L M V Clark

(Resigned 26 October 2024)

Mr D Fisher

(Appointed 5 January 2024)

Recruitment and Appointment of trustees

Trustees, who are also directors of the company, are elected from the local community. Trustees are recruited through various forms of publicity in the areas of operation, via social media and other external contacts. A formal process for the recruitment and election of new trustees, overseen by the Chair, is established. Recommendations are made to the trustee board which has the final decision on appointment. All trustees during the year 2023-24 were members of the public. The former Allerdale District and Cumbria County Councils had the facility to nominate a member to serve on the board. CA Allerdale is awaiting confirmation of whether the new Cumberland unitary authority will continue such an arrangement. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Trustee Induction and Training

CA Allerdale implements standard Citizens Advice procedures for induction and training which are regularly reviewed. New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and the recent financial performance of the charity. They also spend time in the office meeting staff and volunteers and observing service delivery.

Ongoing training for Trustee Board members is conducted by presentations from key staff, through the online Citizens Advice online training material and through the use of a Reference Manual for Trustees. Briefing papers about developments are presented to Board meetings when necessary.

CITIZENS ADVICE ALLERDALE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Related Parties

Citizens Advice Allerdale is a member of Citizens Advice which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements. Citizens Advice Allerdale is audited annually over a three year cycle from paper based to in person visit.

Citizens Advice Allerdale also co-operates and liaises with several other advisory services, local charities and other agencies on behalf of clients.

Citizens Advice Allerdale is a corporate member of Citizens Advice Cumbria, which is the umbrella body for the county provision of the Macmillan welfare benefits contracts. Citizens Advice Allerdale is a delivery partner to these arrangements.

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The risk management strategy comprises:

- An annual review of the principal risks and uncertainties that the charity faces (risk register);
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that a major external risk is potential loss of funding. The effects of this have been minimised by the procedures in place which have led to funding being secured from a variety of sources. Citizens Advice Allerdale continues to seek to diversify its funding sources.

Internal risks identified include the loss of key experienced staff and the low number of trustees and their length of service. These are mitigated by ensuring robust succession planning and training for staff and working on targeted trustee recruitment through different channels such as the local supply chain and youth organisations.

Small Company Provisions

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

The trustees' report was approved by the Board of Trustees.

Mr K A Little

Trustee

11 December 2024

CITIZENS ADVICE ALLERDALE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE ALLERDALE

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

Responsibilities and basis of report

As the trustees of the charity (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 financial statements of the charity 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 financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable 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 that in any material respect:

- 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 financial statements to be reached.

Sophie Graham BAcc(Hons), FCA, DChA

Dated:

Saint & Co Chartered Accountants
Sterling House
Wavell Drive, Rosehill
Carlisle, Cumbria
CA1 2SA

CITIZENS ADVICE ALLERDALE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Notes							
Income and endowments from:							
Donations and legacies	3	213,944	348,993	562,937	285,773	313,271	599,044
Charitable activities	4	22,360	-	22,360	15,837	-	15,837
Investments	5	4,603	-	4,603	1,649	-	1,649
Other income	6	-	72	72	-	92	92
Total income		<u>240,907</u>	<u>349,065</u>	<u>589,972</u>	<u>303,259</u>	<u>313,363</u>	<u>616,622</u>
Expenditure on:							
Charitable activities	7	<u>294,937</u>	<u>352,595</u>	<u>647,532</u>	<u>273,297</u>	<u>291,460</u>	<u>564,757</u>
Total expenditure		<u>294,937</u>	<u>352,595</u>	<u>647,532</u>	<u>273,297</u>	<u>291,460</u>	<u>564,757</u>
Net income/(expenditure) and movement in funds		(54,030)	(3,530)	(57,560)	29,962	21,903	51,865
Reconciliation of funds:							
Fund balances at 1 April 2023		<u>272,795</u>	<u>24,712</u>	<u>297,507</u>	<u>242,833</u>	<u>2,809</u>	<u>245,642</u>
Fund balances at 31 March 2024		<u>218,765</u>	<u>21,182</u>	<u>239,947</u>	<u>272,795</u>	<u>24,712</u>	<u>297,507</u>

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

CITIZENS ADVICE ALLERDALE

BALANCE SHEET

AS AT 31 MARCH 2024

		2024	2023
	Notes	£	£
Fixed assets			
Tangible assets	13	15,292	22,959
Current assets			
Debtors	14	64,279	26,260
Cash at bank and in hand		226,568	301,777
		290,847	328,037
Creditors: amounts falling due within one year	15	(65,821)	(52,694)
Net current assets		225,026	275,343
Total assets less current liabilities		240,318	298,302
Provision for other liabilities	16	(371)	(795)
Net assets		239,947	297,507
The funds of the charity			
Restricted income funds	19	21,182	24,712
Unrestricted funds	20	218,765	272,795
		239,947	297,507

CITIZENS ADVICE ALLERDALE

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2024

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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.

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

The financial statements were approved by the trustees on 11 December 2024

Mr K A Little

Trustee

Company registration number 04646727 (England and Wales)

CITIZENS ADVICE ALLERDALE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	24		(79,812)		100,379
Investing activities					
Purchase of tangible fixed assets		-		(20,836)	
Investment income received		4,603		1,649	
Net cash generated from/(used in) investing activities			4,603		(19,187)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(75,209)		81,192
Cash and cash equivalents at beginning of year			301,777		220,585
Cash and cash equivalents at end of year			226,568		301,777

CITIZENS ADVICE ALLERDALE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Citizens Advice Allerdale is a private company limited by guarantee incorporated in England and Wales. The registered office is Town Hall, Workington, Cumbria, CA14 2RS, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: 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)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Grants receivable are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

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.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. Individual assets below £1,000 are not capitalised and are instead recognised in the Statement of Financial Activities.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	5 or 10 years straight line
--------------------------------	-----------------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/ (expenditure) in the period in which it arises.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

3 Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	34,861	-	34,861	35,587	-	35,587
Grants	179,083	348,993	528,076	250,186	313,271	563,457
	<u>213,944</u>	<u>348,993</u>	<u>562,937</u>	<u>285,773</u>	<u>313,271</u>	<u>599,044</u>
Donations and gifts						
Cumberland Council	26,400	-	26,400	26,400	-	26,400
Workington Town Council	5,000	-	5,000	5,000	-	5,000
Maryport Town Council	1,000	-	1,000	1,000	-	1,000
Keswick Town Council	500	-	500	500	-	500
Parish councils	600	-	600	1,210	-	1,210
Donations received	1,361	-	1,361	1,477	-	1,477
	<u>34,861</u>	<u>-</u>	<u>34,861</u>	<u>35,587</u>	<u>-</u>	<u>35,587</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

3 Income from donations and legacies

(Continued)

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Grants						
CC Money Advice Grant	66,570	-	66,570	66,570	-	66,570
Citizens Advice Grants	638	-	638	42,957	-	42,957
Cost of Living Support Funds	-	20,500	20,500	-	24,000	24,000
Other Grants Received	37,942	-	37,942	14,452	15,000	29,452
CC Poverty Grant	-	-	-	30,000	-	30,000
MAPS Financial Inclusion Project	-	83,790	83,790	-	81,350	81,350
Hadfield Trust	-	-	-	5,000	-	5,000
Pension Guidance	-	81,076	81,076	-	79,372	79,372
Cumbria Community Foundation	6,000	33,818	39,818	35,909	-	35,909
Energy Grants	-	32,094	32,094	-	35,407	35,407
Foodbank Funding	-	41,135	41,135	4,160	10,278	14,438
The Access to Justice	-	-	-	14,672	-	14,672
GDF Community Investment Funding	62,933	-	62,933	31,466	-	31,466
TWC Covid Grant	-	22,500	22,500	-	33,750	33,750
MacMillan	-	34,080	34,080	-	34,114	34,114
Phyllis Harney Trust	5,000	-	5,000	5,000	-	5,000
	<u>179,083</u>	<u>348,993</u>	<u>528,076</u>	<u>250,186</u>	<u>313,271</u>	<u>563,457</u>

The comparative for the £5,000 funding from Phyllis Harney Trust has been restated to show it in income instead of being offset against staff costs, to ensure that gross income is correctly presented.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

4 Income from charitable activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Advice and support		
LAA contract income	22,360	12,381
Admin fees for managing funding schemes as agent	-	3,456
	<u>22,360</u>	<u>15,837</u>

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	<u>4,603</u>	<u>1,649</u>

6 Other income

	Restricted funds 2024 £	Restricted funds 2023 £
Other income	<u>72</u>	<u>92</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Expenditure on charitable activities

	Advice and support 2024 £	Advice and support 2023 £
Direct costs		
Staff costs	445,692	377,016
Travel expenses	3,568	1,645
Telephone	4,594	5,069
Subscriptions	9,543	6,817
Staff training and recruitment	1,833	2,383
Bad debts written off	-	1,629
Financial assistance to clients	24,829	7,190
Disbursements	439	-
Medical fees	125	85
	<u>490,623</u>	<u>401,834</u>
Share of support and governance costs (see note 8)		
Support	147,677	153,009
Governance	9,232	9,914
	<u>647,532</u>	<u>564,757</u>
Analysis by fund		
Unrestricted funds	294,937	273,297
Restricted funds	352,595	291,460
	<u>647,532</u>	<u>564,757</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs allocated to activities

	2024	2023
	£	£
Staff costs	95,894	111,146
Depreciation	7,667	7,940
Rent, service charges and room hire	19,898	12,016
Repairs and maintenance	1,006	1,191
Insurance	1,535	3,596
Cleaning	2,935	2,792
Printing, postage and stationery	6,765	6,076
Advertising	75	282
Computer costs	10,090	5,031
General expenses	1,812	2,939
Governance costs	9,232	9,914
	<u>156,909</u>	<u>162,923</u>
Analysed between:		
Advice and support	<u>156,909</u>	<u>162,923</u>

9 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable to the charity's independent examiner:		
- for the independent examination of the charity's financial statements	1,450	1,400
- for other financial services	740	782
Depreciation of owned tangible fixed assets	7,667	7,940
Operating lease charges	<u>2,100</u>	<u>2,100</u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration, benefits or reimbursement of expenses from the charity during the year.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

11 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	21	20

Employment costs

	2024 £	2023 £
Wages and salaries	482,764	435,890
Social security costs	36,179	31,056
Other pension costs	22,643	21,216
	541,586	488,162

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024 £	2023 £
Aggregate compensation	83,871	81,752

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

13 Tangible fixed assets

	Fixtures, fittings & equipment £
Cost	
At 1 April 2023	103,165
At 31 March 2024	103,165
Depreciation and impairment	
At 1 April 2023	80,206
Depreciation charged in the year	7,667
At 31 March 2024	87,873
Carrying amount	
At 31 March 2024	15,292
At 31 March 2023	22,959

14 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	4,866	7,541
LAA work in progress	13,526	8,563
Other debtors	712	1,042
Prepayments and accrued income	45,175	9,114
	64,279	26,260

The comparative for the LAA work in progress have been restated to be shown under debtors rather than stock, as it is considered that this more appropriately reflects the nature of the balance.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Deferred income	17	53,188	17,700
Trade creditors		8,022	4,110
Accruals		4,611	30,884
		<u>65,821</u>	<u>52,694</u>

Included within accruals above is £nil (2023: £1,396) being balances of funds held as agent at 31 March 2024. During the year £nil was received and £1,396 was paid out by the charity acting as agent.

16 Provisions for liabilities

	2024 £	2023 £
Pensions and similar obligations	<u>371</u>	<u>795</u>

Movements on provisions:

	Pensions and similar obligations £
At 1 April 2023	795
Reversal of provision	(424)
At 31 March 2024	<u>371</u>

The provision is from an actuarial valuation given by TPT Retirement Solutions - The Growth Plan as at 31 March 2024. The scheme is classified as a 'last man standing arrangement'. Therefore the charity 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.

17 Deferred income

	2024 £	2023 £
Arising from grants	<u>53,188</u>	<u>17,700</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Deferred income

(Continued)

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	53,188	17,700
	<u> </u>	<u> </u>
Movements in the year:		
Deferred income at 1 April 2023	17,700	11,250
Released from previous periods	(17,700)	(11,250)
Resources deferred in the year	53,188	17,700
	<u> </u>	<u> </u>
Deferred income at 31 March 2024	53,188	17,700
	<u> </u>	<u> </u>

Deferred income relates to funding received in advance where there are conditions that prevent recognition until they are met, including where the donor specifies the time period over which the expenditure should take place.

18 Retirement benefit schemes

	2024	2023
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	22,643	21,216
	<u> </u>	<u> </u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
Energy Grants	-	32,094	(32,094)	-
Pension Guidance	-	81,076	(81,076)	-
DROs	5,702	72	(1,980)	3,794
Foodbank	-	41,135	(41,135)	-
MAPs	-	83,790	(83,790)	-
MacMillan	-	34,080	(34,080)	-
TWC Covid Grant	-	22,500	(22,500)	-
Cost of Living Support Fund	8,175	-	-	8,175
Energy Efficiency Fund	10,835	-	(1,622)	9,213
Sellafield eVoucher Fund	-	8,000	(8,000)	-
Sellafield Rent Arrears Fund	-	12,500	(12,500)	-
CCF Grants	-	33,818	(33,818)	-
	<u>24,712</u>	<u>349,065</u>	<u>(352,595)</u>	<u>21,182</u>

Previous year:	At 1 April 2022	Incoming resources	Resources expended	At 31 March 2023
	£	£	£	£
Energy Grants	-	35,407	(35,407)	-
Pension Guidance	-	79,372	(79,372)	-
DROs	2,809	5,092	(2,199)	5,702
Other Grants	-	10,000	(10,000)	-
Foodbank	-	10,278	(10,278)	-
MAPs	-	81,350	(81,350)	-
MacMillan	-	34,114	(34,114)	-
Transforming West Cumbria	-	33,750	(33,750)	-
Cost of Living Support Fund	-	12,000	(3,825)	8,175
Energy Efficiency Fund	-	12,000	(1,165)	10,835
	<u>2,809</u>	<u>313,363</u>	<u>291,460</u>	<u>24,712</u>

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
General funds	272,795	240,907	(294,937)	218,765

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	At 31 March 2023 £
General funds	242,833	303,259	(273,297)	272,795

21 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	15,292	-	15,292
Current assets/(liabilities)	203,844	21,182	225,026
Provisions	(371)	-	(371)
	218,765	21,182	239,947

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

21 Analysis of net assets between funds

(Continued)

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:			
Tangible assets	22,959	-	22,959
Current assets/(liabilities)	250,631	24,712	275,343
Provisions	(795)	-	(795)
	<u>272,795</u>	<u>24,712</u>	<u>297,507</u>

22 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	2,100	2,100
Between two and five years	8,400	8,400
In over five years	13,125	15,225
	<u>23,625</u>	<u>25,725</u>

23 Related party transactions

There were no disclosable related party transactions during the year (2023 - none), other than remuneration of key management personnel as disclosed in the notes.

CITIZENS ADVICE ALLERDALE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

24 Cash generated from operations	2024	2023
	£	£
(Deficit)/surplus for the year	(57,560)	51,865
Adjustments for:		
Investment income recognised in statement of financial activities	(4,603)	(1,649)
Depreciation and impairment of tangible fixed assets	7,667	7,940
Movements in working capital:		
(Increase)/decrease in stocks	-	12,958
(Increase)/decrease in debtors	(38,019)	5,888
(Decrease)/increase in creditors	(22,361)	17,378
Increase in provisions	(424)	(451)
Increase in deferred income	35,488	6,450
Cash (absorbed by)/generated from operations	(79,812)	100,379

25 Analysis of changes in net funds

The charity had no material debt during the year.

Accounts

Citizens Advice Allerdale
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2023

SAINT & CO
Chartered accountants
Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

Citizens Advice Allerdale
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2023

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Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity name Citizens Advice Allerdale

Charity registration number 1097260

Company registration number 04646727

Principal office and registered office Town Hall
Oxford Street
Workington
Cumbria
CA14 2RS

THE TRUSTEES	Mr A L Barry	(Resigned 22 March 2023)
	Mr K A Little	
	Mr A Clark	(Resigned 20 October 2022)
	Mr W Pegram	
	Ms L M McDonald	
	Ms S Stamper	(Resigned 20 October 2022)
	Mr A I Semple	
	Ms L M V Clark	(Appointed 22 March 2023)

COMPANY SECRETARY AND CHIEF OFFICER Mrs T Edwards

INDEPENDENT EXAMINER Mr William Moore BA, FCA
Saint & Co Chartered Accountants
Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

BANKERS HSBC Bank Plc
3 Pow Street
Workington
Cumbria
CA14 3AH

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Membership

Membership of the company is open to individuals (over the age of 16 years) who are interested in furthering the work of the Charity and are not paid or volunteer workers at Citizens Advice Allerdale and any corporate body or incorporated association which is interested in furthering the Charity's work and is admitted to membership.

Trustees and Directors

The Trustees are elected from the local community or appointed by a number of member organisations, not exceeding one-third of the Board.

Vacancies

A shortfall in the number of trustees is met by election at the Annual General Meeting or by co-option in the meantime.

Organisational Structure

The Company functions through a Board of Trustees whose members are directors of the Company and are responsible for setting the strategic direction of the organisation and the policy of the charity. A Chief Officer is appointed and has full responsibility for the day-to-day operation of Citizens Advice Allerdale.

The Board will establish sub-committees, when it is appropriate to charge a group of Trustees with a required task. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Allerdale and for ensuring that the charity satisfies its legal and contractual obligations. Trustees normally meet at three monthly intervals. The Trustee Board is independent from management. The articles limited the chair to six years in office. The Chair is K. Little; Vice-Chair is W Pegram.

Training for Trustee Board members has been conducted by presentations by key staff, through the online Citizens Advice online training material and through the use of a Reference Manual for Trustees, which is frequently updated and changes explained at Board meetings. Briefing papers about developments are presented to Board meetings when necessary.

Citizens Advice Allerdale is a member of national Citizens Advice which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Allerdale is audited annually over a three year cycle from paper based to in person visit.

Citizens Advice Allerdale also co-operates and liaises with several other advisory services, local charities and other agencies on behalf of clients.

Citizens Advice Allerdale is a corporate member of Citizens Advice Cumbria, which is the umbrella body for the county provision of some nationwide contracts. Citizens Advice Allerdale is a delivery partner or sub-contractor to these arrangements.

Key Management Personnel Remuneration

The policy for the remuneration of Key Management Personnel is to follow the Local Authority scale rates.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT *(continued)*

Risks Policy

We have a Risk Register which we review at least annually. The key risks at the moment are:

- Funding from Statutory Bodies and other funders which continue at the same level or may reduce including through Local Government Reorganisation.
- The loss of key experienced staff.
- Low number of trustees and length of service.
- The reduction in income from the Legal Aid Agency due to a reduced demand for housing possession related casework during the pandemic.

OBJECTIVES AND ACTIVITIES

The Aims of Citizens Advice Allerdale

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We aim to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect peoples' lives.

We value diversity, promote equality and challenge discrimination.

We have a rolling three year Business and Development Plan which is reviewed 6 monthly to address any changes in funding levels or service delivery requirements that may have arisen.

Our objectives are:

- To meet the required standards of the national Citizens Advice membership scheme.
- To meet the needs of clients presenting themselves to us.
- To review our service delivery model at regular intervals to ensure that we are effective in the use of our Resources.
- To regularly review our budget forecast to ensure our organisation remains financially viable.
- To continue to develop our advice channels to enable a provision that both meets the needs of all our clients and matches our resources.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

ACHIEVEMENTS AND PERFORMANCE

Achievements during the year

- We have met all the requirements of the Citizens Advice Membership Scheme.
- We have met all the requirements for the Special Quality Mark standard.
- We have continued to review and adapt our service model to meet the needs of the clients presenting to us.
- We have continued to review our main funding sources and to make funding applications to other organisations and trust funds, where potential changes/reductions were identified.
- We have started engagement with the shadow Cumberland authority which is vested on 1st April 2023.
- We have worked collaboratively with other local Citizens Advice in Cumbria to source partnership funding.
- We employed 23 staff including 1 Business Administration Apprentice and we have a volunteer workforce of 31 comprising 23 Generalist Advisors and 9 Trustees.
- We continue to provide a Pension Wise service for Cumbria and a Legal Aid Housing service for Allerdale and Copeland.
- We continue to develop and contribute to Research and Campaigns to address the policies, practices and procedures that impact on the lives of people both nationally and in Allerdale.
- We continue to champion equality by:
 - ❖ Challenging discrimination through advice
 - ❖ Championing equality through research and campaigns
 - ❖ Valuing diversity as an employer and volunteer agency

Donations and Grants Policy

Citizens Advice Allerdale does not provide grants or donations to other charities or organisations.

Voluntary Help

Citizens Advice Allerdale receives help from volunteers for generalist advice, the equivalent of 4.5 full time equivalent employees.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

FINANCIAL REVIEW

During the year, total incoming resources amounted to £611,622 (2022: £574,181) which resulted in net incoming resources of £51,865 (2022: £51,727) of which £29,962 was unrestricted. The balance of unrestricted funds at 31 March 2023 was £272,795 (2022: £242,832).

Reserves Policy

Citizens Advice Allerdale is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. Citizens Advice Allerdale maintains a projection for the future and will ensure that this continues to be derived from as wide a variety of sources as possible.

The Trustees review our Reserves Policy annually and this is currently set at £160,000. Total reserves at 31 March 2023 were £297,507, of which £24,712 was restricted.

Investment Powers

Citizens Advice Allerdale is empowered by item 5.11 of its Memorandum of Association to invest monies of the Company not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. Reserves and other funds not immediately required for Citizens Advice Allerdale's operations are deposited with Charities Official Investment Funds (COIF).

PLANS FOR FUTURE PERIODS

- To continue to strengthen the impact, quality and sustainability of Citizens Advice Allerdale by increasing the emphasis on joint working.
- To continue to research funding opportunities and submit applications to increase and diversify the funding base.
- To building on the capacity of our teams through the development of skill sets via a comprehensive training programme.
- To strengthen the number of volunteers through an active recruitment process for all volunteer roles.
- To continue to develop our service delivery channels to meet the needs of our clients.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and the company and the surplus or deficit of the group for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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 21 December 2023 and signed on behalf of the board of trustees by:

Mr K A Little
Director

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2023

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

RESPONSIBILITIES AND BASIS OF REPORT

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

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

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

Citizens Advice Allerdale

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Allerdale *(continued)*

Year ended 31 March 2023

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.

Mr William Moore BA, FCA
Saint & Co Chartered Accountants
Independent Examiner

Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

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Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 31 March 2023

			2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	280,773	313,271	594,044	515,216
Charitable activities	6	15,837	–	15,837	58,876
Investment income	7	1,649	–	1,649	42
Other income	8	–	92	92	47
Total income		<u>298,259</u>	<u>313,363</u>	<u>611,622</u>	<u>574,181</u>
Expenditure					
Expenditure on charitable activities	9,10	(268,297)	(291,460)	(559,757)	(522,454)
Total expenditure		<u>(268,297)</u>	<u>(291,460)</u>	<u>(559,757)</u>	<u>(522,454)</u>
Net income and net movement in funds		<u>29,962</u>	<u>21,903</u>	<u>51,865</u>	<u>51,727</u>
Reconciliation of funds					
Total funds brought forward		242,833	2,809	245,642	193,914
Total funds carried forward		<u>272,795</u>	<u>24,712</u>	<u>297,507</u>	<u>245,642</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 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Position

31 March 2023

	Note	2023 £	2022 £
FIXED ASSETS			
Tangible fixed assets	16	22,959	10,063
CURRENT ASSETS			
Stocks	17	8,563	12,958
Debtors	18	17,696	32,148
Cash at bank and in hand		301,777	220,585
		<u>328,036</u>	<u>265,691</u>
CREDITORS: amounts falling due within one year	19	<u>52,693</u>	<u>28,866</u>
NET CURRENT ASSETS		<u>275,343</u>	<u>236,825</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>298,302</u>	<u>246,888</u>
PROVISIONS			
Pensions and similar obligations	20	795	1,246
NET ASSETS		<u>297,507</u>	<u>245,642</u>
FUNDS OF THE CHARITY			
Restricted funds		24,712	2,809
Unrestricted funds		272,795	242,833
Total charity funds	22	<u>297,507</u>	<u>245,642</u>

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

The statement of financial position
continues on the following page.

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2023

These financial statements were approved by the board of trustees and authorised for issue on 21 December 2023, and are signed on behalf of the board by:

Mr K A Little
Director

Company Registration Number: 04646727
Charity Registration number: 1097260

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2023

	2023 £	2022 £
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income	51,865	51,727
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	7,940	4,582
Other interest receivable and similar income	(1,649)	(42)
Accrued expenses/(income)	30,963	(47,590)
<i>Changes in:</i>		
Stocks	4,395	(5,907)
Trade and other debtors	7,896	9,166
Trade and other creditors	(580)	(2,081)
Provisions and employee benefits	(451)	(3,276)
Cash generated from operations	<u>100,379</u>	<u>6,579</u>
Interest received	<u>1,649</u>	<u>42</u>
Net cash from operating activities	<u><u>102,028</u></u>	<u><u>6,621</u></u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible assets	<u>(20,836)</u>	<u>—</u>
Net cash used in investing activities	<u><u>(20,836)</u></u>	<u><u>—</u></u>
NET INCREASE IN CASH AND CASH EQUIVALENTS	81,192	6,621
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	<u>220,585</u>	<u>213,964</u>
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u><u>301,777</u></u>	<u><u>220,585</u></u>

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

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 Town Hall, Oxford Street, Workington, Cumbria, CA14 2RS.

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

Going concern

There are no material uncertainties about the charity's ability to continue.

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.

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.

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).

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. ACCOUNTING POLICIES *(continued)*

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.

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.

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 Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. ACCOUNTING POLICIES *(continued)*

Resources expended

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

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

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

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:

Fixtures, fittings & equipment - 5 or 10 years straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. ACCOUNTING POLICIES *(continued)*

Grants receivable

Grant receivable are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised as a finance cost in the statement of financial activities in the period it arises, and is allocated to the appropriate expenditure heading.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. ACCOUNTING POLICIES *(continued)*

Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

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 does not have a share capital.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
DONATIONS			
Allerdale Borough Council	26,400	—	26,400
Workington Town Council	5,000	—	5,000
Maryport Town Council	1,000	—	1,000
Wigton Town Council	—	—	—
Keswick Town Council	500	—	500
Parish councils	1,210	—	1,210
Donations received	1,476	—	1,476
GRANTS			
Cumbria County Council - Money Advice Grant	66,570	—	66,570
Citizens Advice Grants	42,957	—	42,957
Cumbria County Council - Cost of Living Support Funds	—	24,000	24,000
Other Grants received	14,452	15,000	29,452
Cumbria County Council - Poverty Grant	30,000	—	30,000
MAPS Financial Inclusion Project	—	81,350	81,350
Hadfield Trust	5,000	—	5,000
Pension Guidance	—	79,372	79,372
Cumbria Community Foundation	35,909	—	35,909
Energy Grants	—	35,407	35,407
Foodbank Funding	4,160	10,278	14,438
Help to Claim Grant	—	—	—
The Access to Justice	14,672	—	14,672
Mental Health Wellbeing Grant	—	—	—
GDF Community Investment Funding	31,467	—	31,467
TWC Covid Grant	—	33,750	33,750
Macmillan	—	34,114	34,114
	<u>280,773</u>	<u>313,271</u>	<u>594,044</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
DONATIONS			
Allerdale Borough Council	26,400	—	26,400
Workington Town Council	5,000	—	5,000
Maryport Town Council	1,000	—	1,000
Wigton Town Council	500	—	500
Keswick Town Council	500	—	500
Parish councils	1,530	—	1,530
Donations received	3,878	—	3,878

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

5. DONATIONS AND LEGACIES *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
GRANTS			
Cumbria County Council - Money Advice Grant	66,570	—	66,570
Citizens Advice Grants	43,642	—	43,642
Cumbria County Council - Cost of Living Support Funds	—	—	—
Other Grants received	21,500	—	21,500
Cumbria County Council - Poverty Grant	—	—	—
MAPS Financial Inclusion Project	—	79,754	79,754
Hadfield Trust	5,000	—	5,000
Pension Guidance	—	85,151	85,151
Cumbria Community Foundation	12,000	—	12,000
Energy Grants	—	27,378	27,378
Foodbank Funding	6,760	—	6,760
Help to Claim Grant	—	25,495	25,495
The Access to Justice	—	—	—
Mental Health Wellbeing Grant	34,483	—	34,483
GDF Community Investment Funding	—	—	—
TWC Covid Grant	—	33,750	33,750
Macmillan	—	34,925	34,925
	<u>228,763</u>	<u>286,453</u>	<u>515,216</u>

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
LAA income	12,381	12,381	24,386	24,386
Admin fees for managing funding schemes as agent	3,456	3,456	34,490	34,490
	<u>15,837</u>	<u>15,837</u>	<u>58,876</u>	<u>58,876</u>

7. INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest	1,649	1,649	42	42

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

8. OTHER INCOME

	Restricted Funds £	Total Funds 2023 £	Restricted Funds £	Total Funds 2022 £
Miscellaneous Income	92	92	47	47

9. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Advice and support	105,374	291,460	396,834
Support costs	162,923	–	162,923
	268,297	291,460	559,757

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Advice and support	81,661	288,508	370,169
Support costs	152,285	–	152,285
	233,946	288,508	522,454

10. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs £	Total funds 2023 £	Total fund 2022 £
Advice and support	396,834	155,529	552,363	518,991
Governance costs	–	7,394	7,394	3,463
	396,834	162,923	559,757	522,454

11. ANALYSIS OF SUPPORT COSTS

	Charitable Activities £	Total 2023 £	Total 2022 £
Staff costs	111,147	111,147	114,022
Premises	27,534	27,534	22,203
Communications and IT	5,031	5,031	1,391
General office	11,817	11,817	11,206
Governance costs	7,394	7,394	3,463
	162,923	162,923	152,285

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

12. NET INCOME

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	7,940	4,582
Operating lease payments recognised as an expense in the year	2,100	2,100

13. INDEPENDENT EXAMINATION FEES

	2023	2022
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,400	1,300
Other financial services	782	690
	2,182	1,990

14. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	430,891	415,709
Social security costs	31,056	29,045
Employer contributions to pension plans	21,216	20,173
	4483,163	464,927

The average head count of employees during the year was 20 (2022: 23).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £81,752 (2022:£83,415).

15. TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration or reimbursed expenses during the current year or previous period.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

16. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Total £
Cost		
At 1 April 2022	82,329	82,329
Additions	20,836	20,836
At 31 March 2023	103,165	103,165
Depreciation		
At 1 April 2022	72,266	72,266
Charge for the year	7,940	7,940
At 31 March 2023	80,206	80,206
Carrying amount		
At 31 March 2023	22,959	22,959
At 31 March 2022	10,063	10,063

17. STOCKS

	2023 £	2022 £
Work in progress	8,563	12,958

18. DEBTORS

	2023 £	2022 £
Trade debtors	7,540	17,414
Prepayments and accrued income	9,114	14,734
Other debtors	1,042	–
	17,696	32,148

19. CREDITORS: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,109	2,347
Accruals and deferred income	48,584	24,176
Social security and other taxes	–	2,343
	52,693	28,866

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

19. CREDITORS: amounts falling due within one year *(continued)*

Included within accruals and deferred income above is £1,396 (2022: £9,949) being balances of funds held as agent at 31 March 2023. During the year £4,500 was received and £5,567 was paid out by the charity acting as agent.

20. PROVISIONS

	Pensions and similar obligations £
At 1 April 2022	1,246
Charge against provision	(451)
At 31 March 2023	795

The provision is from an actuarial valuation given by TPT Retirement Solutions - The Growth Plan as at 31 March 2023. The scheme is classified as a 'last man standing arrangement'. Therefore the charity 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.

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 £21,216 (2022: £20,173).

22. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2022 £	Income £	Expenditure £	At 31 March 2023 £
General funds	242,833	298,259	(268,297)	272,795

	At 1 April 2021 £	Income £	Expenditure £	At 31 March 2022 £
General funds	189,097	287,681	(233,945)	242,833

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

22. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Restricted funds

	At 1 April 2022	Income	Expenditure	At 31 March 2023
	£	£	£	£
Energy Grants	–	35,407	(35,407)	–
Pension Guidance	–	79,372	(79,372)	–
DROs	2,809	5,092	(2,200)	5,702
Other Grants	–	10,000	(10,000)	–
Foodbank	–	10,278	(10,278)	–
MAPS	–	81,350	(81,350)	–
Macmillan	–	34,114	(34,114)	–
Transforming West Cumbria	–	33,750	(33,750)	–
Help to Claim	–	–	–	–
Cost of Living Support Fund	–	12,000	(3,825)	8,175
Energy Efficiency Fund	–	12,000	(1,165)	10,835
	<u>2,809</u>	<u>313,363</u>	<u>(291,460)</u>	<u>24,712</u>

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
Energy Grants	–	27,378	(27,378)	–
Pension Guidance	–	85,151	(85,151)	–
DROs	4,817	47	(2,055)	2,809
Other Grants	–	–	–	–
Foodbank	–	–	–	–
MAPS	–	79,754	(79,754)	–
Macmillan	–	34,925	(34,925)	–
Transforming West Cumbria	–	33,750	(33,750)	–
Help to Claim	–	25,495	(25,495)	–
Cost of Living Support Fund	–	–	–	–
Energy Efficiency Fund	–	–	–	–
	<u>4,817</u>	<u>286,500</u>	<u>(288,508)</u>	<u>2,809</u>

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

23. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	22,959	—	22,959
Current assets	303,324	24,712	328,036
Creditors less than 1 year	(52,693)	—	(52,693)
Provisions	(795)	—	(795)
Net assets	272,795	24,712	297,507

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	10,063	—	10,063
Current assets	262,882	2,809	265,691
Creditors less than 1 year	(28,867)	—	(28,867)
Provisions	(1,246)	—	(1,246)
Net assets	242,832	2,809	245,641

24. ANALYSIS OF CHANGES IN NET DEBT

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	220,585	81,192	301,777

25. OPERATING LEASE COMMITMENTS

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

	2023 £	2022 £
Not later than 1 year	2,100	2,100
Later than 1 year and not later than 5 years	8,400	8,400
Later than 5 years	15,225	17,325
	25,725	27,825

26. RELATED PARTIES

No transactions with related parties were undertaken, other than remuneration of key management personnel as disclosed in the notes, such as are required to be disclosed under the Charities SORP (FRS 102).

Accounts

COMPANY REGISTRATION NUMBER: 04646727
CHARITY REGISTRATION NUMBER: 1097260

Citizens Advice Allerdale
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2022

SAINT & CO
Chartered accountants
Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

Citizens Advice Allerdale
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2022

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Citizens Advice Allerdale

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 Allerdale

Charity registration number 1097260

Company registration number 04646727

Principal office and registered office Town Hall
Oxford Street
Workington
Cumbria
CA14 2RS

THE TRUSTEES

Mr A L Barry
Mr K A Little
Mr A Clark (Resigned 20 October 2022)
Mr W Pegram
Ms L M McDonald
Ms S Stamper (Resigned 20 October 2022)
Mr A I Semple

COMPANY SECRETARY AND CHIEF OFFICER

Mrs T Edwards

INDEPENDENT EXAMINER

Mr William Moore BA, FCA
Saint & Co Chartered Accountants
Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

BANKERS

HSBC Bank Plc
3 Pow Street
Workington
Cumbria
CA14 3AH

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Membership

Membership of the company is open to individuals (over the age of 18 years) who are interested in furthering the work of the Charity and are not paid or volunteer workers at the Bureau and any corporate body or incorporated association which is interested in furthering the Charity's work and is admitted to membership.

Trustees and Directors

The Trustees are elected from the local community or appointed by a number of member organisations, not exceeding one-third of the Board.

Vacancies

A shortfall in the number of trustees is met by election at the Annual General Meeting or by co-option in the meantime.

Organisational Structure

The Company functions through a Board of Trustees whose members are directors of the Company and are responsible for setting the strategic direction of the organisation and the policy of the charity. A Chief Officer is appointed covering all the offices of the district and has full responsibility for day-to-day operation of Citizens Advice Allerdale.

The Board will establish sub-committees, when it is appropriate to charge a group of Trustees with a required task. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Allerdale and for ensuring that the charity satisfies its legal and contractual obligations. Trustees normally meet at three monthly intervals. The Trustee Board is independent from management. The articles limited the chair to six years in office; The Chair is K. Little; Vice-Chair is W Pegram.

Training for Trustee Board members has been conducted by presentations by key staff; and subsequently through use of a Reference Manual for Trustees, which is frequently updated and changes explained at regular Board meetings. Briefing papers about developments are presented to Board meetings when necessary.

Citizens Advice Allerdale is a member of The National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Allerdale is audited at intervals of two-three years.

Citizens Advice Allerdale also co-operates and liaises with several other advisory services, local charities and social services departments on behalf of clients.

Citizens Advice Allerdale is a corporate member of Citizens Advice Cumbria, which is the umbrella body for the county provision of major nationwide contracts. Citizens Advice Allerdale then is a delivery partner or sub-contractor to these arrangements.

Key Management Personnel Remuneration

The policy for the remuneration of Key Management Personnel is to follow the Local Authority scale rates.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT *(continued)*

Risks Policy

We have a Risk Register which we review at least annually. The key risks at the moment are:

- The ongoing impact of Covid-19 and the increased demand on our services created through administering financial assistance to clients, such as the Household Support Fund and fuel vouchers.
- Funding from Statutory Bodies and other funders which continue at the same level or may reduce.
- The loss of key experienced staff.
- The reduction in income from the Legal Aid Agency due to a reduced demand for housing possession related casework during the pandemic.

OBJECTIVES AND ACTIVITIES

The Aims of Citizens Advice Allerdale

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We aim to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

We have a three year Business and Development Plan which is reviewed 6 monthly to address any changes in funding levels or service delivery requirements that may have arisen.

Our objectives are:

- To meet the required standards of the national Citizens Advice membership scheme.
- To meet the needs of clients presenting themselves to us.
- To review our service delivery model at regular intervals to ensure that we are effective in the use of our resources.
- To regularly review our budget forecast to ensure our organisation remains financially viable.
- To continue to develop our advice channels to enable a provision that both meets the needs of all our clients and matches our resources.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2022

ACHIEVEMENTS AND PERFORMANCE

Achievements during the year

- We have met all the requirements of the Citizens Advice Membership Scheme.
- We have met all the requirements for the Special Quality Mark standard.
- We have continued to review and adapt our service model to meet the needs of the clients presenting to us and to meet the required Covid restrictions.
- We have continued to review our main funding sources and to make funding applications to other organisations and trust funds, where potential changes/reductions were identified.
- We have worked collaboratively with other local Citizens Advice in Cumbria to source partnership funding.
- We employed 26 staff including 2 Business Administration Apprentices and we have a volunteer workforce of 33 comprising 26 General Advisors and 7 Trustees.
- We continue to provide a Pension Wise service for Cumbria and a Legal Aid Housing service for Allerdale and Copeland.
- We continue to develop and contribute to Research and Campaigns to address the policies, practices and procedures that impact on the lives of people both nationally and in Allerdale.
- We continue to champion equality by:
 - ❖ Challenging discrimination through advice
 - ❖ Championing equality through research and campaigns
 - ❖ Valuing diversity as an employer and volunteer agency

Donations and Grants Policy

Citizens Advice Allerdale does not provide grants or donations to other charities or organisations.

Voluntary Help

Citizens Advice Allerdale receives help from volunteers throughout its organisation - the equivalent of 4.5 full time equivalent employees.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2022

FINANCIAL REVIEW

During the year, total incoming resources amounted to £574,180 (2021: £548,443) which resulted in net incoming resources of £51,727 (2021: £20,789) and unrestricted funds at 31 March 2022 of £242,832 (2021: £189,097).

Reserves Policy

Citizens Advice Allerdale is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. Citizens Advice Allerdale maintains a projection for the future and will ensure that this continues to be derived from as wide a variety of sources as possible.

The Trustees review our Reserves Policy annually and this is currently set at £160,000. Total reserves at 31 March 2022 were £245,641.

Investment Powers

The Charity is empowered by item 4.15 of its Memorandum of Association to invest monies of the Company not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. Reserves and other funds not immediately required for Bureau operations are deposited with Charities Official Investment Funds (COIF).

PLANS FOR FUTURE PERIODS

- To continue to strengthen the impact, quality and sustainability of Citizens Advice Allerdale by increasing the emphasis on joint working.
- To continue to research funding opportunities and submit applications to increase and diversify the funding base.
- To building on the capacity of our teams through the development of skill sets via a comprehensive training programme.
- To strengthen the number of volunteers through an active recruitment process for all volunteer roles.
- To continue to develop our service delivery channels to meet the needs of our clients.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2022

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and the company and the surplus or deficit of the group for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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 17 November 2022 and signed on behalf of the board of trustees by:



Mr K A Little
Director

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2022

I report to the trustees on my examination of the financial statements of Citizens Advice Allerdale ('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).

Citizens Advice Allerdale

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Allerdale *(continued)*

Year ended 31 March 2022

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.



Mr William Moore BA, FCA
Saint & Co Chartered Accountants
Independent Examiner

Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

25 December 2022

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 31 March 2022

			2022		2021
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	228,762	286,453	515,515	544,940
Charitable activities	6	58,876	–	58,876	3,043
Investment income	7	42	–	42	135
Other income	8	–	47	47	325
Total income		<u>287,680</u>	<u>286,500</u>	<u>574,180</u>	<u>548,443</u>
Expenditure					
Expenditure on charitable activities	9,10	(233,945)	(288,508)	(522,453)	(527,654)
Total expenditure		<u>(233,945)</u>	<u>(288,508)</u>	<u>(522,453)</u>	<u>(527,654)</u>
Net income and net movement in funds		<u>53,735</u>	<u>(2,008)</u>	<u>51,727</u>	<u>20,789</u>
Reconciliation of funds					
Total funds brought forward		189,097	4,817	193,914	173,125
Total funds carried forward		<u>242,832</u>	<u>2,809</u>	<u>245,641</u>	<u>193,914</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 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
FIXED ASSETS			
Tangible fixed assets	16	10,063	14,645
CURRENT ASSETS			
Stocks	17	12,958	7,051
Debtors	18	32,148	31,358
Cash at bank and in hand		220,585	213,964
		<u>265,691</u>	<u>252,373</u>
CREDITORS: amounts falling due within one year	19	<u>28,867</u>	<u>68,582</u>
NET CURRENT ASSETS		<u>236,824</u>	<u>183,791</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>246,887</u>	<u>198,436</u>
PROVISIONS			
Pensions and similar obligations	20	<u>1,246</u>	<u>4,522</u>
NET ASSETS		<u>245,641</u>	<u>193,914</u>
FUNDS OF THE CHARITY			
Restricted funds		2,809	4,817
Unrestricted funds		242,832	189,097
Total charity funds	23	<u>245,641</u>	<u>193,914</u>

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.

The statement of financial position
continues on the following page.

The notes on pages 13 to 25 form part of these financial statements.

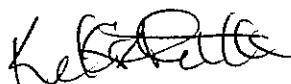
Citizens Advice Allerdale

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2022

These financial statements were approved by the board of trustees and authorised for issue on 20 December 2022, and are signed on behalf of the board by:



Mr K A Little
Director

Company Registration Number: 04646727
Charity Registration number: 1097260

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2022

	2022 £	2021 £
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income	51,727	20,789
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	4,582	5,030
Government grant income	–	(5,495)
Other interest receivable and similar income	(42)	(135)
Accrued (income)/expenses	(47,590)	33,370
<i>Changes in:</i>		
Stocks	(5,907)	6,015
Trade and other debtors	9,166	20,961
Trade and other creditors	(2,081)	6,144
Provisions and employee benefits	(3,276)	(836)
Cash generated from operations	6,579	85,843
Interest received	42	135
Net cash from operating activities	<u>6,621</u>	<u>85,978</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible assets	–	(13,873)
Net cash used in investing activities	<u>–</u>	<u>(13,873)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Government grant income	–	5,495
Net cash from financing activities	<u>–</u>	<u>5,495</u>
NET INCREASE IN CASH AND CASH EQUIVALENTS	6,621	77,600
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	213,964	136,364
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>220,585</u>	<u>213,964</u>

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
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 Town Hall, Oxford Street, Workington, Cumbria, CA14 2RS.

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

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The charity has taken advantage of the disclosure exemptions permitted by the Charities SORP 2015 (FRS102) regarding inclusion of a Statement of Cash Flows as the Charity is a small charity as defined in Update Bulletin 1 of the Charities SORP (FRS102).

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.

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.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. ACCOUNTING POLICIES *(continued)*

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).

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.

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.

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 Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. ACCOUNTING POLICIES *(continued)*

Grants receivable

Grant receivable are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised as a finance cost in the statement of financial activities in the period it arises, and is allocated to the appropriate expenditure heading.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. ACCOUNTING POLICIES *(continued)*

Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

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 does not have a share capital.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
DONATIONS			
Allerdale Borough Council	26,400	—	26,400
Workington Town Council	5,000	—	5,000
Maryport Town Council	1,000	—	1,000
Wigton Town Council	500	—	500
Keswick Town Council	500	—	500
Parish councils	1,530	—	1,530
Donations received	3,878	—	3,878
GRANTS			
Cumbria County Council - Money Advice Grant	66,570	—	66,570
Citizens Advice Bureau Grants	43,642	—	43,642
Other Grants received	21,500	—	21,500
MAPS Financial Inclusion Project	—	79,754	79,754
Hadfield Trust	5,000	—	5,000
Pension Guidance	—	85,151	85,151
Cumbria Community Foundation	12,000	—	12,000
Energy Grants	—	27,378	27,378
Foodbank Funding	6,760	—	6,760
Francis C Scott Trust	—	—	—
Help to Claim Grant	—	25,495	25,495
The Access to Justice	—	—	—
Mental Health Wellbeing Grant	34,482	—	34,482
Coalfields Regeneration Trust	—	—	—
TWC Covid Grant	—	33,750	33,750
Macmillan	—	34,925	34,925
Government grant income	—	—	—
	<u>228,763</u>	<u>286,453</u>	<u>515,215</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
DONATIONS			
Allerdale Borough Council	61,400	—	61,400
Workington Town Council	5,000	—	5,000
Maryport Town Council	1,000	—	1,000
Wigton Town Council	500	—	500
Keswick Town Council	500	—	500
Parish councils	1,545	—	1,545
Donations received	10,568	—	10,568

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

5. DONATIONS AND LEGACIES *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
GRANTS			
Cumbria County Council - Money Advice Grant	66,570	–	66,570
Citizens Advice Bureau Grants	25,380	16,500	41,880
Other Grants received	30,338	–	30,338
MAPS Financial Inclusion Project	–	83,909	83,909
Hadfield Trust	–	–	–
Pension Guidance	–	85,984	85,984
Cumbria Community Foundation	22,949	–	22,949
Energy Grants	–	23,559	23,559
Foodbank Funding	4,160	–	4,160
Francis C Scott Trust	10,075	–	10,075
Help to Claim Grant	–	25,313	25,313
The Access to Justice	25,000	–	25,000
Coalfields Regeneration Trust	–	10,000	10,000
TWC Covid Grant	–	–	–
Macmillan	–	29,195	29,195
Government grant income	5,495	–	5,495
	<u>270,480</u>	<u>274,460</u>	<u>544,940</u>

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
LAA income	24,386	24,386	3,043	3,043
Admin fees for managing funding schemes as agent	34,490	34,490	–	–
	<u>58,876</u>	<u>58,876</u>	<u>3,043</u>	<u>3,043</u>

7. INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest	42	42	135	135

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

8. OTHER INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Miscellaneous Income	<u>–</u>	<u>47</u>	<u>47</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Miscellaneous Income	<u>325</u>	<u>–</u>	<u>325</u>

9. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Advice and support	81,661	286,452	368,113
Support costs	152,284	2,056	154,340
	<u>233,945</u>	<u>288,508</u>	<u>522,453</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Advice and support	120,396	274,459	394,855
Support costs	132,244	555	132,799
	<u>252,640</u>	<u>275,014</u>	<u>527,654</u>

10. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs £	Total funds 2022 £	Total fund 2021 £
Advice and support	368,113	150,877	518,990	521,824
Governance costs	<u>–</u>	<u>3,463</u>	<u>3,463</u>	<u>5,830</u>
	<u>368,113</u>	<u>154,340</u>	<u>522,453</u>	<u>527,654</u>

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

11. ANALYSIS OF SUPPORT COSTS

	Charitable Activities £	Total 2022 £	Total 2021 £
Staff costs	114,022	114,022	74,846
Premises	22,203	22,203	31,880
Communications and IT	1,391	1,391	5,704
General office	13,261	13,261	14,539
Governance costs	3,463	3,463	5,830
	<u>154,340</u>	<u>154,340</u>	<u>132,799</u>

12. NET INCOME

Net income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	4,582	5,030
Operating lease payments recognised as an expense in the year	<u>2,100</u>	<u>2,100</u>

13. INDEPENDENT EXAMINATION FEES

	2022 £	2021 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,300	1,290
Other financial services	690	1,350
	<u>1,990</u>	<u>2,640</u>

14. STAFF COSTS

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

	2022 £	2021 £
Wages and salaries	415,709	413,453
Social security costs	29,045	25,738
Employer contributions to pension plans	20,173	18,629
	<u>464,927</u>	<u>457,820</u>

The average head count of employees during the year was 23 (2021: 24).

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

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £83,415 (2021: £94,379).

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

15. TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration or reimbursed expenses during the current year or previous period.

16. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Total £
Cost		
At 1 April 2021 and 31 March 2022	<u>82,329</u>	<u>82,329</u>
Depreciation		
At 1 April 2021	67,684	67,684
Charge for the year	<u>4,582</u>	<u>4,582</u>
At 31 March 2022	<u>72,266</u>	<u>72,266</u>
Carrying amount		
At 31 March 2022	<u>10,063</u>	<u>10,063</u>
At 31 March 2021	<u>14,645</u>	<u>14,645</u>

17. STOCKS

	2022 £	2021 £
Work in progress	<u>12,958</u>	<u>7,051</u>

18. DEBTORS

	2022 £	2021 £
Trade debtors	17,414	24,352
Prepayments and accrued income	<u>14,734</u>	<u>7,006</u>
	<u>32,148</u>	<u>31,358</u>

19. CREDITORS: amounts falling due within one year

	2022 £	2021 £
Trade creditors	2,347	1,352
Accruals and deferred income	24,177	61,811
Social security and other taxes	<u>2,343</u>	<u>5,419</u>
	<u>28,867</u>	<u>68,582</u>

Included within accruals and deferred income above is £9,949 (2021: £33,890) being balances of funds held as agent at 31 March 2022. During the year £143,312 was received and £167,253 was paid out by the charity acting as agent.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

20. PROVISIONS

	Pensions and similar obligations £
At 1 April 2021	4,522
Charge against provision	(3,276)
At 31 March 2022	<u>1,246</u>

The provision is from an actuarial valuation given by TPT Retirement Solutions - The Growth Plan as at 31 March 2022. The scheme is classified as a 'last man standing arrangement'. Therefore the charity 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.

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 £20,173 (2021: £18,629).

22. GOVERNMENT GRANTS

The amounts recognised in the financial statements for government grants are as follows:

	2022 £	2021 £
Recognised in income from donations and legacies:		
Coronavirus Job Retention Scheme	<u>—</u>	<u>5,495</u>

23. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2021 £	Income £	Expenditure £	At 31 March 2022 £
General funds	<u>189,097</u>	<u>287,680</u>	<u>(233,945)</u>	<u>242,832</u>

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
General funds	<u>167,754</u>	<u>273,983</u>	<u>(252,640)</u>	<u>189,097</u>

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

23. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Restricted funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
Energy Grants	–	27,378	(27,378)	–
Pension Guidance	–	85,151	(85,151)	–
DROs	4,817	47	(2,055)	2,809
CAB Grants	–	–	–	–
MAPS	–	79,754	(79,754)	–
Macmillan	–	34,925	(34,925)	–
Transforming West Cumbria	–	33,750	(33,750)	–
Coalfields Regeneration Trust	–	–	–	–
Help to Claim	–	25,495	(25,495)	–
	<u>4,817</u>	<u>286,500</u>	<u>(288,508)</u>	<u>2,809</u>

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
Energy Grants	–	23,559	(23,559)	–
Pension Guidance	–	85,984	(85,984)	–
DROs	5,371	–	(554)	4,817
CAB Grants	–	16,500	(16,500)	–
MAPS	–	83,909	(83,909)	–
Macmillan	–	29,195	(29,195)	–
Transforming West Cumbria	–	–	–	–
Coalfields Regeneration Trust	–	10,000	(10,000)	–
Help to Claim	–	25,313	(25,313)	–
	<u>5,371</u>	<u>274,460</u>	<u>(275,014)</u>	<u>4,817</u>

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	10,063	—	10,063
Current assets	262,882	2,809	265,691
Creditors less than 1 year	(28,867)	—	(28,867)
Provisions	(1,246)	—	(1,246)
Net assets	242,832	2,809	245,641

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	14,645	—	14,645
Current assets	247,556	4,817	252,373
Creditors less than 1 year	(68,582)	—	(68,582)
Provisions	(4,522)	—	(4,522)
Net assets	189,097	4,817	193,914

25. ANALYSIS OF CHANGES IN NET DEBT

	At 1 Apr 2021 £	Cash flows £	At 31 Mar 2022 £
Cash at bank and in hand	213,964	6,621	220,585

26. OPERATING LEASE COMMITMENTS

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

	2022 £	2021 £
Not later than 1 year	2,100	2,100
Later than 1 year and not later than 5 years	8,400	8,400
Later than 5 years	17,325	19,425
	27,825	29,925

27. RELATED PARTIES

No transactions with related parties were undertaken, other than remuneration of key management personnel as disclosed in the notes, such as are required to be disclosed under the Charities SORP (FRS 102).

Accounts

Citizens Advice Allerdale
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2021

SAINT & CO
Chartered accountants
Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

Citizens Advice Allerdale
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2021

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Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity name Citizens Advice Allerdale

Charity registration number 1097260

Company registration number 04646727

Principal office and registered office Town Hall
Oxford Street
Workington
Cumbria
CA14 2RS

THE TRUSTEES

Mr A L Barry
Mr K A Little
Mr K Lamb (Died 19 May 2020)
Mr A Clark
Mr W Pegram
Ms L M McDonald
Ms S Stamper
Mr A I Semple (Appointed 28 July 2020)

COMPANY SECRETARY AND CHIEF OFFICER

Mr M Telford

INDEPENDENT EXAMINER

Mr William Moore BA, FCA
Saint & Co Chartered Accountants
Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

BANKERS

HSBC Bank Plc
3 Pow Street
Workington
Cumbria
CA14 3AH

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Membership

Membership of the company is open to individuals (over the age of 18 years) who are interested in furthering the work of the Charity and are not paid or volunteer workers at the Bureau and any corporate body or incorporated association which is interested in furthering the Charity's work and is admitted to membership.

Trustees and Directors

The Trustees are elected from the local community or appointed by a number of member organisations, not exceeding one-third of the Board.

Vacancies

A shortfall in the number of trustees is met by election at the Annual General Meeting or by co-option in the meantime.

Organisational Structure

The Company functions through a Board of Trustees whose members are directors of the Company and are responsible for setting the strategic direction of the organisation and the policy of the charity. A Chief Officer is appointed covering all the offices of the district and has full responsibility for day-to-day operation of Citizens Advice Allerdale.

The Board will establish sub-committees, when it is appropriate to charge a group of Trustees with a required task. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Allerdale and for ensuring that the charity satisfies its legal and contractual obligations. Trustees normally meet at three monthly intervals. The Trustee Board is independent from management. The articles limited the chair to six years in office; The Chair is K. Little; Vice-Chair is W Pegram.

Training for Trustee Board members has been conducted by presentations by key staff; and subsequently through use of a Reference Manual for Trustees, which is frequently updated and changes explained at regular Board meetings. Briefing papers about developments are presented to Board meetings when necessary. Citizens Advice materials from Cablink and BMIS supplement this training.

Citizens Advice Allerdale is a member of The National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Allerdale is audited at intervals of two-three years.

Citizens Advice Allerdale also co-operates and liaises with several other advisory services, local charities and social services departments on behalf of clients.

Citizens Advice Allerdale is a corporate member of Citizens Advice Cumbria, which is the umbrella body for the county provision of major nationwide contracts. Citizens Advice Allerdale then is a delivery partner or sub-contractor to these arrangements.

Key Management Personnel Remuneration

The policy for the remuneration of Key Management Personnel is to follow the Local Authority scale rates.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT *(continued)*

Risks Policy

We regularly review our risks and the key risks at the moment are:

- The impact of Covid-19 has been severe.
- The reduction of funding from Statutory Bodies is having a terrific effect on the operation and traditional sources of top up funding are more difficult to access.
- Funding from Statutory Bodies and other funders which continue at the same level which in real terms is a reduction as salary and other costs continue to rise.
- An agreement with Allerdale Borough Council for funding Welfare Benefits advice has resulted in a cut of £25,000 pa.
- The loss of the Manager, and key staff who are very experienced would cause considerable strain on our future survival.

OBJECTIVES AND ACTIVITIES

The Aims of Citizens Advice Allerdale

The Citizens Advice Service is independent and provides free confidential and impartial advice to everybody regardless of race, sex, disability or sexuality.

We aim to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

We value diversity, promote equality and challenge discrimination.

We have drawn up a new Business Plan which needs to be very flexible to deal with the current situation of reduction in the levels of funding available and the funding secured is only guaranteed for shorter periods.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

OBJECTIVES AND ACTIVITIES *(continued)*

Over the next few years we expect there to be many reductions in the available funding but we will still attempt to meet the following specific objectives:

- We will comply with the Membership Scheme of Citizens.
- We will attempt to satisfy the needs of all clients presenting themselves to us unless we refer them to another agency who is more qualified to meet their needs.
- We will meet these needs within the funding constraints.
- To ensure we meet our workload within the financial constraints - the balance between the use of volunteers and paid staff will be addressed to make more use of volunteers - This measure will be on going.
- When clients initially present themselves, the case will be reviewed using an initial assessment and further steps progressed.
- Staff Costs - the level of staffing will be regularly reviewed to ensure costs can be met - the structure of the organisation will be amended as required.
- We will review Outreach Services to look at the efficiency of the operations - we would like to retain these services but need to ensure they are efficient and effective.
- We will develop giving advice via telephone and other approaches.
- We support the development of social policies locally and nationally.
- As we satisfy the legal requirements for giving Housing Advice, we will give that service to Copeland and any other clients in Cumbria that require it as requested.

Donations and Grants Policy

The charity does not provide grants or donations to other charities or organisations.

Voluntary Help

The charity receives help from volunteers throughout its organisation - the equivalent of 4.5 full time equivalent employees. The value is estimated in excess of £115,000.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

ACHIEVEMENTS AND PERFORMANCE

Achievements during the year

- We have met all the requirements of the New Membership Scheme and have been externally assessed achieving a high level. This has increased the workload for some staff.
- We have met the needs of all clients presenting themselves unless they have been referred to another provider.
- We have had to respond to changes in funding.
- We meet the Solicitor requirements to offer Housing Advice within Allerdale and Copeland and throughout the County when requested - we continue to develop our ability to perform certified work.
- We employed 23 staff equivalent to 15.3 full time workers and we have a Volunteer workforce of 33 (25 advisers and 8 trustees), 4.5 FTE.
- We continue Pensions Wise service throughout Cumbria and achieved a high level of client satisfaction.
- We continue our efforts on social policy work working with other offices in Cumbria.

FINANCIAL REVIEW

During the year, total incoming resources amounted to £548,443 (2020: £501,813) which resulted in net incoming resources of £20,789 (2020: £8,340) and unrestricted funds at 31 March 2021 of £189,097 (2020: £167,754).

Reserves Policy

Citizens Advice Allerdale is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. Citizens Advice Allerdale maintains a projection for the future and will ensure that this continues to be derived from as wide a variety of sources as possible.

As our main funding streams can no longer be guaranteed long term we recognise that our reserves are limited and therefore decisive, timely action will be necessary for any further loss of funds.

The Trustees aim is for reserves to be £160,000 to cover 4 months of running costs. Total reserves at 31 March 2021 were £193,914.

Investment Powers

The Charity is empowered by item 4.15 of its Memorandum of Association to invest monies of the Company not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. Reserves and other funds not immediately required for Bureau operations are deposited with Charities Official Investment Funds (COIF).

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

PLANS FOR FUTURE PERIODS

The workload of the chief officer is referred to above and preparing bids for future funding often with partners adds to the already heavy workload. The Board receives a report on all aspects at each meeting.

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and the company and the surplus or deficit of the group for that period.

In preparing these financial statements, the trustees are required to:

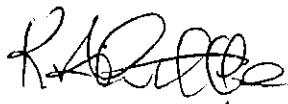
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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 22nd November 2021 and signed on behalf of the board of trustees by:



Mr K A Little
Director

Citizens Advice Allerdale

Company Limited by Guarantee

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

Year ended 31 March 2021

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

RESPONSIBILITIES AND BASIS OF REPORT

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

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

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

Citizens Advice Allerdale

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Allerdale *(continued)*

Year ended 31 March 2021

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.



Mr William Moore BA, FCA
Saint & Co Chartered Accountants
Independent Examiner

Unit 7B Lakeland Business Park
Cockermouth
Cumbria
CA13 0QT

17 December 2021

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Activities
(including Income and expenditure account)

Year ended 31 March 2021

			2021		2020
		Unrestricted	Restricted	Total funds	Total funds
	Note	funds	funds	£	£
		£	£		
Income and endowments					
Donations and legacies	5	270,480	274,460	544,940	440,955
Charitable activities	6	3,043	–	3,043	57,744
Investment income	7	135	–	135	681
Other income	8	325	–	325	2,433
Total income		<u>273,983</u>	<u>274,460</u>	<u>548,443</u>	<u>501,813</u>
Expenditure					
Expenditure on charitable activities	9,10	(252,640)	(275,014)	(527,654)	(493,472)
Total expenditure		<u>(252,640)</u>	<u>(275,014)</u>	<u>(527,654)</u>	<u>(493,472)</u>
Net income and net movement in funds		<u>21,343</u>	<u>(554)</u>	<u>20,789</u>	<u>8,341</u>
Reconciliation of funds					
Total funds brought forward		167,754	5,371	173,125	164,784
Total funds carried forward		<u>189,097</u>	<u>4,817</u>	<u>193,914</u>	<u>173,125</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 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Position

31 March 2021

	Note	2021 £	2020 £
FIXED ASSETS			
Tangible fixed assets	16	14,645	5,802
CURRENT ASSETS			
Stocks	17	7,051	13,066
Debtors	18	31,358	52,787
Cash at bank and in hand		213,964	136,364
		<u>252,373</u>	<u>202,217</u>
CREDITORS: amounts falling due within one year	19	<u>68,582</u>	<u>29,536</u>
NET CURRENT ASSETS		<u>183,791</u>	<u>172,681</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>198,436</u>	<u>178,483</u>
PROVISIONS			
Pensions and similar obligations	20	4,522	5,358
NET ASSETS		<u>193,914</u>	<u>173,125</u>
FUNDS OF THE CHARITY			
Restricted funds		4,817	5,371
Unrestricted funds		189,097	167,754
Total charity funds	23	<u>193,914</u>	<u>173,125</u>

For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

The statement of financial position
continues on the following page.

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Financial Position *(continued)*

31 March 2021

These financial statements were approved by the board of trustees and authorised for issue on 22 November 2021 and are signed on behalf of the board by:



Mr K A Little
Director

Company Registration Number: 04646727
Charity Registration number: 1097260

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2021

	2021 £	2020 £
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income	20,789	8,341
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	5,030	2,481
Government grant income	(5,495)	–
Other interest receivable and similar income	(135)	(681)
Accrued expenses/(income)	33,370	(53,038)
<i>Changes in:</i>		
Stocks	6,015	(950)
Trade and other debtors	20,961	(16,666)
Trade and other creditors	6,144	(4,217)
Provisions and employee benefits	(836)	(1,142)
Cash generated from operations	85,843	(65,872)
Interest received	135	681
Net cash from/(used in) operating activities	<u>85,978</u>	<u>(65,191)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible assets	(13,873)	(3,585)
Net cash used in investing activities	<u>(13,873)</u>	<u>(3,585)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Government grant income	5,495	–
Net cash from financing activities	<u>5,495</u>	<u>–</u>
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	77,600	(68,776)
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	136,364	205,140
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>213,964</u>	<u>136,364</u>

The notes on pages 13 to 25 form part of these financial statements.

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021

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 Town Hall, Oxford Street, Workington, Cumbria, CA14 2RS.

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

Going concern

There are no material uncertainties about the charity's ability to continue.

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.

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.

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

3. ACCOUNTING POLICIES *(continued)*

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).

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.

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.

Incoming resources

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

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

3. ACCOUNTING POLICIES (continued)

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:

- All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets 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.

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:

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.

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

3. ACCOUNTING POLICIES *(continued)*

Grants receivable

Grant receivable are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised as a finance cost in the statement of financial activities in the period it arises, and is allocated to the appropriate expenditure heading.

Financial Instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. ACCOUNTING POLICIES *(continued)*

Financial Instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

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 does not have a share capital.

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
DONATIONS			
Allerdale Borough Council	61,400	—	61,400
Workington Town Council	5,000	—	5,000
Maryport Town Council	1,000	—	1,000
Wigton Town Council	500	—	500
Keswick Town Council	500	—	500
Parish councils	1,545	—	1,545
Donations received	10,568	—	10,568
GRANTS			
Cumbria County Council - Money Advice Grant	66,570	—	66,570
Citizens Advice Bureau Grants	25,380	16,500	41,880
Other Grants received	30,338	—	30,338
Cumbria County Council - Gateway Training Grant	—	—	—
Financial Inclusion Project	—	83,909	83,909
Hadfield Trust	—	—	—
Pension Guidance	—	85,984	85,984
Cumbria Community Foundation	22,949	—	22,949
Energy Grants	—	23,559	23,559
Foodbank Funding	4,160	—	4,160
Francis C Scott Trust	10,075	—	10,075
Help to Claim Grant	—	25,313	25,313
The Access to Justice	25,000	—	25,000
Coalfields Regeneration Trust	—	10,000	10,000
Peer review	—	—	—
Macmillan	—	29,195	29,195
Government grant income	5,495	—	5,495
	<u>270,480</u>	<u>274,460</u>	<u>544,940</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
DONATIONS			
Allerdale Borough Council	61,400	—	61,400
Workington Town Council	5,000	—	5,000
Maryport Town Council	1,000	—	1,000
Wigton Town Council	1,000	—	1,000
Keswick Town Council	500	—	500
Parish councils	1,395	—	1,395
Donations received	2,390	6,250	8,640

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

5. DONATIONS AND LEGACIES *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
GRANTS			
Cumbria County Council - Money Advice Grant	–	66,570	66,570
Citizens Advice Bureau Grants	264	–	264
Other Grants received	–	–	–
Cumbria County Council - Gateway Training Grant	5,000	–	5,000
Financial Inclusion Project	–	79,553	79,553
Hadfield Trust	–	8,333	8,333
Pension Guidance	–	61,697	61,697
Cumbria Community Foundation	–	23,416	23,416
Energy Grants	–	26,616	26,616
Foodbank Funding	–	12,500	12,500
Francis C Scott Trust	10,000	–	10,000
Help to Claim Grant	25,112	–	25,112
The Access to Justice	–	–	–
Coalfields Regeneration Trust	10,000	–	10,000
Peer review	–	700	700
Macmillan	–	32,259	32,259
Government grant income	–	–	–
	<u>123,061</u>	<u>317,894</u>	<u>440,955</u>

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
LAA Housing Contract	–	–	17,546	17,546
LAA income	3,043	3,043	36,585	36,585
Advice Services Transition fund	–	–	850	850
Law Centre Court Work	–	–	1,173	1,173
Keswick to Barrow Charity Walk	–	–	700	700
Cumbria County Council - Ways to Welfare	–	–	890	890
	<u>3,043</u>	<u>3,043</u>	<u>57,744</u>	<u>57,744</u>

7. INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest	135	135	681	681

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements (continued)

Year ended 31 March 2021

8. OTHER INCOME

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020
	£	£	£	£
Miscellaneous Income	325	325	2,433	2,433

9. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Advice and support	120,396	274,459	394,855
Support costs	132,244	555	132,799
	252,640	275,014	527,654

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Advice and support	65,544	152,321	217,865
Support costs	114,595	161,012	275,607
	180,139	313,333	493,472

10. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly	Support costs	Total funds 2021	Total fund 2020
	£	£	£	£
Advice and support	394,855	126,969	521,824	489,435
Governance costs	–	5,830	5,830	4,037
	394,855	132,799	527,654	493,472

11. ANALYSIS OF SUPPORT COSTS

	Charitable Activities	Total 2021	Total 2020
	£	£	£
Staff costs	74,846	74,846	231,120
Premises	31,880	31,880	22,270
Communications and IT	5,704	5,704	887
General office	14,539	14,539	17,293
Governance costs	5,830	5,830	4,037
	132,799	132,799	275,607

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

12. NET INCOME

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	5,030	2,481
Operating lease payments recognised as an expense in the year	2,100	2,100

13. INDEPENDENT EXAMINATION FEES

	2021	2020
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,290	850
Other financial services	1,350	650
	2,640	1,500

14. STAFF COSTS

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

	2021	2020
	£	£
Wages and salaries	413,453	384,332
Social security costs	25,738	22,898
Employer contributions to pension plans	18,629	17,414
	457,820	424,644

The average head count of employees during the year was 24 (2020: 25).

No employee received employee benefits of more than £60,000 during the year (2020: 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 £74,620 (2020: £90,038).

15. TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration or reimbursed expenses during the current year or previous period.

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

16. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Total £
Cost		
At 1 April 2020	68,456	68,456
Additions	13,873	13,873
At 31 March 2021	<u>82,329</u>	<u>82,329</u>
Depreciation		
At 1 April 2020	62,654	62,654
Charge for the year	5,030	5,030
At 31 March 2021	<u>67,684</u>	<u>67,684</u>
Carrying amount		
At 31 March 2021	<u>14,645</u>	<u>14,645</u>
At 31 March 2020	<u>5,802</u>	<u>5,802</u>

17. STOCKS

	2021 £	2020 £
Work in progress	<u>7,051</u>	<u>13,066</u>

18. DEBTORS

	2021 £	2020 £
Trade debtors	24,352	5,191
Prepayments and accrued income	7,006	14,067
Other debtors	–	33,529
	<u>31,358</u>	<u>52,787</u>

19. CREDITORS: amounts falling due within one year

	2021 £	2020 £
Trade creditors	1,352	72
Accruals and deferred income	61,811	28,909
Social security and other taxes	5,419	555
	<u>68,582</u>	<u>29,536</u>

Included within accruals and deferred income above is £33,890 (2020: £11,586) being balances of funds held as agent at 31 March 2021. During the year £579,412 was received and £557,108 was paid out by the charity acting as agent.

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

20. PROVISIONS

	Pensions and similar obligations £
At 1 April 2020	5,358
Charge against provision	<u>(836)</u>
At 31 March 2021	<u>4,522</u>

The provision is from an actuarial valuation given by TPT Retirement Solutions - The Growth Plan as at 31 March 2021. The scheme is classified as a 'last man standing arrangement'. Therefore the charity 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.

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 £18,629 (2020: £17,414).

22. GOVERNMENT GRANTS

The amounts recognised in the financial statements for government grants are as follows:

	2021 £	2020 £
Recognised in income from donations and legacies:		
Coronavirus Job Retention Scheme	<u>5,495</u>	<u>—</u>

23. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
General funds	<u>167,754</u>	<u>273,983</u>	<u>(252,640)</u>	<u>189,097</u>

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
General funds	<u>163,974</u>	<u>183,919</u>	<u>(180,139)</u>	<u>167,754</u>

Citizens Advice Allerdale

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

23. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Restricted funds

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
Big Energy	–	23,559	(23,559)	–
Cumbria Community Foundation	–	–	–	–
Pension Guidance	–	85,984	(85,984)	–
Donations for DROs	5,371	–	(554)	4,817
Hadfield Trust	–	–	–	–
Housing Advice	–	16,500	(16,500)	–
Peer Review	–	–	–	–
Cumbria County Council - Money Advice	–	–	–	–
Financial Inclusion Project	–	83,909	(83,909)	–
Macmillan	–	29,195	(29,195)	–
ABC Foodbank Funding	–	–	–	–
Coalfields Regeneration Trust	–	10,000	(10,000)	–
Help to Claim	–	25,313	(25,313)	–
	<u>5,371</u>	<u>274,460</u>	<u>(275,014)</u>	<u>4,817</u>

	At 1 April 2019	Income	Expenditure	At 31 March 2020
	£	£	£	£
Big Energy	–	26,616	(26,616)	–
Cumbria Community Foundation	–	23,416	(23,416)	–
Pension Guidance	–	61,697	(61,697)	–
Donations for DROs	810	6,250	(1,689)	5,371
Hadfield Trust	–	8,333	(8,333)	–
Housing Advice	–	–	–	–
Peer Review	–	700	(700)	–
Cumbria County Council - Money Advice	–	66,570	(66,570)	–
Financial Inclusion Project	–	79,553	(79,553)	–
Macmillan	–	32,259	(32,259)	–
ABC Foodbank Funding	–	12,500	(12,500)	–
Coalfields Regeneration Trust	–	–	–	–
Help to Claim	–	–	–	–
	<u>810</u>	<u>317,894</u>	<u>(313,333)</u>	<u>5,371</u>

Citizens Advice Allerdale
Company Limited by Guarantee
Notes to the Financial Statements (continued)
Year ended 31 March 2021

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	14,645	—	14,645
Current assets	247,556	4,817	252,373
Creditors less than 1 year	(68,582)	—	(68,582)
Provisions	(4,522)	—	(4,522)
Net assets	189,097	4,817	193,914

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	5,802	—	5,802
Current assets	196,846	5,371	202,217
Creditors less than 1 year	(29,536)	—	(29,536)
Provisions	(5,358)	—	(5,358)
Net assets	167,754	5,371	173,125

25. ANALYSIS OF CHANGES IN NET DEBT

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	136,364	77,600	213,964

26. OPERATING LEASE COMMITMENTS

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

	2021 £	2020 £
Not later than 1 year	2,100	2,100
Later than 1 year and not later than 5 years	8,400	8,400
Later than 5 years	19,425	21,775
	29,925	32,275

27. RELATED PARTIES

No transactions with related parties were undertaken, other than remuneration of key management personnel as disclosed in the notes, such as are required to be disclosed under the Charities SORP (FRS 102).