

**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

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

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# CITIZENS ADVICE ALLERDALE

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# **CITIZENS ADVICE ALLERDALE**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

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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**

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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**

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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

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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

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### 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**

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### **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**

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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							
<b>Income and endowments from:</b>							
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
<b>Total income</b>		<u>240,907</u>	<u>349,065</u>	<u>589,972</u>	<u>303,259</u>	<u>313,363</u>	<u>616,622</u>
<b>Expenditure on:</b>							
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>
<b>Total expenditure</b>		<u>294,937</u>	<u>352,595</u>	<u>647,532</u>	<u>273,297</u>	<u>291,460</u>	<u>564,757</u>
<b>Net income/(expenditure) and movement in funds</b>		(54,030)	(3,530)	(57,560)	29,962	21,903	51,865
<b>Reconciliation of funds:</b>							
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>
<b>Fund balances at 31 March 2024</b>		<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	£	£	£	£
<b>Fixed assets</b>					
Tangible assets	13		15,292		22,959
<b>Current assets</b>					
Debtors	14	64,279		26,260	
Cash at bank and in hand		226,568		301,777	
		<u>290,847</u>		<u>328,037</u>	
<b>Creditors: amounts falling due within one year</b>	15	(65,821)		(52,694)	
		<u></u>		<u></u>	
<b>Net current assets</b>			225,026		275,343
<b>Total assets less current liabilities</b>			240,318		298,302
Provision for other liabilities	16		(371)		(795)
			<u></u>		<u></u>
<b>Net assets</b>			239,947		297,507
			<u><u></u></u>		<u><u></u></u>
<b>The funds of the charity</b>					
Restricted income funds	19	21,182		24,712	
Unrestricted funds	20	218,765		272,795	
		<u>239,947</u>		<u>297,507</u>	
		<u><u></u></u>		<u><u></u></u>	

## **CITIZENS ADVICE ALLERDALE**

### **BALANCE SHEET (CONTINUED)**

**AS AT 31 MARCH 2024**

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

**CITIZENS ADVICE ALLERDALE**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

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**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
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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 2024

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### 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

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#### 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>
<b>Donations and gifts</b>						
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 £
<b>Grants</b>						
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 £
<b>Advice and support</b>		
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 £
<b>Direct costs</b>		
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>
<b>Share of support and governance costs (see note 8)</b>		
Support	147,677	153,009
Governance	9,232	9,914
	<u>647,532</u>	<u>564,757</u>
<b>Analysis by fund</b>		
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>
<b>Analysed between:</b>		
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 £
<b>Cost</b>	
At 1 April 2023	103,165
At 31 March 2024	103,165
<b>Depreciation and impairment</b>	
At 1 April 2023	80,206
Depreciation charged in the year	7,667
At 31 March 2024	87,873
<b>Carrying amount</b>	
At 31 March 2024	15,292
At 31 March 2023	22,959

#### 14 Debtors

	2024 £	2023 £
<b>Amounts falling due within one year:</b>		
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 £
<b>At 31 March 2024:</b>			
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 £
<b>At 31 March 2023:</b>			
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
<b>Cash (absorbed by)/generated from operations</b>	<b>(79,812)</b>	<b>100,379</b>

## 25 Analysis of changes in net funds

The charity had no material debt during the year.