SOUTH LAKES CITIZENS ADVICE BUREAU

England & Wales · Charity number 1118656

Details

Other names	CUMBRIA RURAL CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	06113551
Registered	2007-04-03
Register	View on the Charity Commission register

Contact

Address	Westmorland Gazette 1 Wainwrights Yard Kendal Cumbria LA9 4DP
Phone	01539447185
Email	manager@southlakesca.org.uk
Website	www.southlakescab.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN CUMBRIA 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: South Lakes Citizens Advice was established for the promotion of any charitable purpose for the benefit of the community in Cumbria by the advancement of education,the protection of health and the relief of poverty, sickness and distress.

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** CUMBRIA AND SURROUNDING AREAS
- Cumbria

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£296,574	£353,490	-	-
2024-03-31	£306,791	£306,438	-	-
2023-03-31	£286,047	£282,625	-	-
2022-03-31	£328,742	£336,767	-	-
2021-03-31	£319,032	£275,990	-	-

Trustees

Name	Role	Appointed
Alan Chesters		2017-07-19
Barbara Potter		2022-07-01
COLIN RANSHAW		2022-01-26
DAVID RUSSELL LONGTON		2015-10-22
Mark Gregory		2021-08-04
Michael Trelogan		2024-04-25

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SOUTH LAKES CITIZENS ADVICE BUREAU

England & Wales - Charity number 1118656

Accounts

Charity registration number 1118656 (England and Wales)

Company registration number 06113551

SOUTH LAKES CITIZENS ADVICE BUREAU

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

SOUTH LAKES CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R Longton Mr A Chesters Mr M Gregory Mr C Ranshaw Mrs B Potter Mr M C Trelogan	 (Appointed 25 April 2024)
Secretary	Mr R Longton	
Charity number (England and Wales)	1118656	
Company number	06113551	
Principal address	1 Wainwright's Yard Kendal Cumbira United Kingdom LA9 4DP	
Registered office	1 Wainwright's Yard Kendal Cumbira United Kingdom LA9 4DP	
Independent examiner	Darren Little FCA Saint & Co Chartered Accountants The Old Police Station Church Street Ambleside Cumbria LA22 0BT	

SOUTH LAKES CITIZENS ADVICE BUREAU

CONTENTS

	Page
Trustees' report	1 - 7
Independent examiner's report	8
Statement of financial activities	9
Balance sheet	10
Notes to the financial statements	11 - 26

SOUTH LAKES CITIZENS ADVICE BUREAU

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 and "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).

Objectives and activities

Summary of the objects

South Lakes Citizens Advice was established for the promotion of any charitable purpose for the benefit of the community in Cumbria by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

South Lakes Citizens Advice

- provides the advice people need for the problems they face
- improves the policies and practices that affect people's lives

We value diversity, promote equality, and challenge discrimination.

Summary of achievements and performance

An accessible service

During this reporting period we have delivered an accessible advice service which is free, independent, impartial and confidential to the people of South Lakeland.

Clients have been able to access our advice service via the following channels

- a dedicated telephone advice service which is open five days per week between 9am and 4pm
- drop-in sessions whereby clients called into the Kendal office - this is now available twice a week
- a digital service via our website and whereby clients can complete a secure, online contact submission form

During this reporting period we have continued to offer face-to-face appointments across our two offices for those with complex advice needs.

Delivery

Our generalist service is delivered by a highly trained team of local volunteers. Local people who want to give something back and who are dedicated to the work we do. All volunteers must complete the national Citizens Advice training plan; this training is free to all volunteers. The service is supported by paid telephone and digital advisers, specialist caseworkers and our business support and management team. All paid staff must complete the Citizens Advice training as well as competence training relating to their role.

The demand for our service has continued, and we have dealt with 2,900 clients with 11,677 individual issues. This is an average of 4 issues per client. Furthermore, with our intervention, we have successfully raised £1.7 million in financial gains for those clients. The financial gains we achieve is then spent in the local economy and therefore giving the economy a much-needed boost.

The key issues dealt with during the year were as follows:

- Benefits and Tax Credits
- Universal Credit
- Debt problems
- Housing
- Employment
- Relationship and family

The client profile of those we helped was

- 57% were disabled or had long term health issues
- 59% were female, 41% were male
- the majority were of working age

Research and campaigns

We are actively involved in Research and Campaigns work and have contributed to a wide range of initiatives and campaigns run at a local level, across the county and with Citizens Advice at a national level. Our role is to act as a voice for our clients and provide evidence of unfair legislation, policies and practices in order to prevent problems arising in the future. This evidence is used by Citizens Advice to bring about change. We have also worked with our local MPs, informing them of key issues which have and are impacting on their residents.

Working in partnership

We are a member of Citizens Advice Cumbria which is a consortium comprising of all the local Citizens Advice services in Cumbria. One aim of the consortium is to identify and bid for county-wide funding.

We are a member of the Gateway Group, a local multi-agency organisation. Our Chief Officer, on behalf of South Lakes Citizens Advice, is a Trustee of this organisation.

South Lakes Housing Association (SLH) - we have continued to work with SLH providing money advice to tenants.

We are pleased to announce our new partnership with The Trussell Trust and Windermere and District Foodbank. We will be delivering an advice session from the Windermere foodbank on a Friday afternoon.

Achievements

We are pleased to announce that during the reporting period we have moved to new premises. Our Kendal office is now at 1 Wainwright's Yard Kendal (a key strategic aim from our 2023/24 business plan). We would like to take this opportunity to thank Newsquest for all their support and for their "gift in kind" in making the move possible.

Quality of Advice Assessment: The quality of our advice is confidentially assessed both internally and externally and we are pleased to report that the quality of our advice work continues to be of a very high standard.

We have been successful and scored highly in relation to the annual Citizens Advice audit of our Performance and Quality.

Funding

We receive our core funding from Westmorland and Furness Council.

The specialist caseworkers have supported the generalist advice service, and provided detailed casework for more complex cases.

The work of the specialist teams is funded as follows:

- Westmorland and Furness (South Lakeland) Locality Panel – welfare benefits and money advice
- The Money Advice Service (MaPS) - debt and money advice
- South Lakes Housing Association - for addressing the debt and money advice needs of their tenants
- Macmillan Cancer Support - welfare benefits advice to those affected by cancer

We would like to thank all our funders for their continuous financial support over the year, and those who have provided support in kind from donations of tea and coffee, without whose support we would not be able to deliver our vital service. We would like to take this opportunity to particularly thank Westmorland and Furness Council, Kendal and Ulverston Town Councils and Parish Councils for their continuing and welcome financial support.

The future

The Trustees acknowledge that the economic challenges faced by our clients is likely to continue and therefore the demand on our service will increase. The Trustees are therefore committed to ensuring that South Lakes Citizens Advice continues to provide an accessible and quality service. We aim to be the "go to advice service". The Trustees will work hard to ensure we provide a robust and sustainable service to the people of South Lakeland, a service delivered by dedicated, trained staff and volunteers. We continue to review and monitor client and stakeholder feedback to ensure we are providing an accessible service, a service that is welcoming to all and meets the needs of those we serve.

We will continue to work in partnership with colleagues from Barrow and Eden respectively to develop effective and sustainable services across the new footprint of the Westmorland and Furness district.

Finally

On behalf of the Trustee Board, I would like to say a sincere thank you to all our staff and volunteers who have continued to deliver an exceptional service in very difficult circumstances.

Without their dedication, commitment, and hard work we would not have been able to deliver our quality, highly valued service to the community of South Lakeland.

Financial review

Review of the financial position

The total income during the year was £296,574 and expenditure was £353,490 giving a net deficit of £56,916 and leaving reserves of £106,012. The main source of funding for the General Advice service continued to be a grant from Westmorland and Furness Council amounting to £80,000.

We were again successful in obtaining additional one-off donations and grants from various commercial organisations and charitable bodies, totalling £13,882, together with £44,485 from Cumbria County Council and £9,052 from the Trussell Trust which has greatly assisted us to continue to develop our service delivery.

Funding has continued on three contracts for the provision of money, debt and benefits advice though again the small increases in funding did not offset our increased salary costs.

The Trustees are aware that all funding streams remain under threat of reduction or complete withdrawal and they continue to closely monitor the budget and work to establish alternative funding.

Principal financial management policies adopted in the year

A budget for the year was agreed prior to the beginning of the accounting year and amended as necessary during the year. Management accounts were presented at each regular Trustee Board meeting and expenditure monitored against the budget. Policies regarding spending authorities, operation of petty cash systems and payment of travel expenses are contained within the Office Manual, and are regularly reviewed.

Reserves policy

The Trustees have carried out a review of the Reserves policy, and have agreed to maintain Reserves as follows:

The Trustees believe that the Charity should hold financial reserves in order that it can continue to operate and meet the needs of clients in the present uncertain financial climate. Consequently, the Trustees believe it prudent to maintain the following Reserves:

Contractual Commitment Reserve (a designated fund)

This reserve will enable the charity to affect an orderly reduction in activity level, and meet its contractual financial commitments to staff, landlords and other suppliers, in the event of unforeseen and potentially damaging circumstances such as the withdrawal of, or reduction in, a significant funding stream. At 31 March 2025 these liabilities total approximately £76,000, so it is proposed to increase the Reserve to that figure (2024 £67,000).

General Fund Reserve

This reserve acts as a buffer to absorb budgeted deficits to enable the charity to maintain service levels in the event of an expected reduction in funding streams, whilst alternative funds are sourced. The trustees consider it prudent to maintain this at a minimum of £56,000 approximately equal to 25% of total annual recurring expenditure (i.e. core costs plus overheads). At 31 March 2025, the balance on the Reserve was £25,274.

Principal funding sources

The main sources of project income for the year continued to be Westmorland and Furness Council South Lakes locality board (for debt advice), the Money and Pension Service (for debt advice), and Macmillan Cancer Support (for welfare benefits advice for those living with cancer).

Our main source of unrestricted income was the annual grant from Westmorland and Furness Council, with other contributions from Ulverston and Kendal Town Councils, and Cumbria Community Foundation. In addition, we were grateful for donations from several commercial organisations and individuals, some of whom requested anonymity.

Investment policy and objectives

Funds were held in interest producing charity accounts which could be accessed with only a few days' notice. This is the most appropriate policy for the charity, as funding is received in blocks at irregular intervals during the year and the charity needs to be able to access these funds in the event of a delay in one funding stream.

Risk management

The Trustees review the major risks annually in January and set up procedures to mitigate those risks. The administration of procedures is delegated to the Chief Officer who also has a responsibility to identify potential risks as they arise.

Plans for future periods

The year reported upon has been another one of change and that looks set to continue with changes to property and our service delivery model, as well as local government in Cumbria with a probable devolution package on the horizon. We look to maintain our high-quality service to those needing it across South Lakeland whilst facing financial pressures that make future planning difficult. We remain committed to making access to that service easier for people living in remote, often isolated situations across a very large, rural area and to work as closely as possible with other organisations in identifying and providing the help and advice that people need.

Over the medium to long term, uncertainties surrounding the impact of local government reorganisation including likely devolution, and service delivery remain. Some of our existing contracts are due to be renewed over the next 18 months, and the proposed conditions under which they will be renewed appear to be increasingly demanding, and as such there can be no assurance that we will be able to continue delivering those services. If these contracts are not renewed, there will be an inevitable reduction in our income, unless replacement contracts can be sourced. This in turn, will bring the need for sustainable funding solutions into even greater focus. Westmorland and Furness Council the main funder of our general advice service, has guaranteed our funding until March 2026, but is currently engaged in a review of future funding. However, it goes without saying that continued funding at an appropriate level is needed for us to remain viable, but this will be dependent on the budgets of the Westmorland and Furness Council. We currently await confirmation of our funding for 2026/27.

Structure, governance and management

Governing document

The charity is governed by its memorandum and articles of association dated 19 February 2007 and amended on 06 December 2012.

Methods adopted for the recruitment and appointment of new trustees

Members of the trustee board are appointed through an open and transparent selection and interview process. Membership of the trustee board aims to reflect the diversity of the community within which it is located. No funders are currently represented on the board.

Members of the trustee board are inducted and trained in a timely fashion and understand their responsibilities, in relation to Citizens Advice Membership scheme, Financial Conduct Authority, Charity Commission and Companies House.

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 R Longton	
Mr A Chesters	
Mr M Gregory	
Mr C Ranshaw	
Mrs B Potter	
Mr M C Trelogan	(Appointed 25 April 2024)
Mr A M Leach	(Appointed 4 March 2025 and resigned 30 July 2025)
Mrs M L Platt	(Appointed 4 March 2025 and resigned 30 July 2025)

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £10 in the event of a winding up.

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

.....

Mrs B Potter

Trustee

Date: 5/12/2025

SOUTH LAKES CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SOUTH LAKES CITIZENS ADVICE BUREAU

I report to the trustees on my examination of the financial statements of South Lakes Citizens Advice Bureau (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, 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.

Darren Little FCA
Saint & Co Chartered Accountants
The Old Police Station
Church Street
Ambleside
Cumbria
LA22 0BT
Date: 05 December 2025

SOUTH LAKES CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	16,887	-	16,887	19,266	-	19,266
Charitable activities	4	132,484	139,636	272,120	126,863	151,529	278,392
Investments	5	7,567	-	7,567	9,133	-	9,133
Total income		156,938	139,636	296,574	155,262	151,529	306,791
Expenditure on:							
Raising funds	6	6,000	-	6,000	6,000	-	6,000
Charitable activities	7	180,071	167,419	347,490	137,488	162,950	300,438
Total expenditure		186,071	167,419	353,490	143,488	162,950	306,438
Net income/(expenditure)		(29,133)	(27,783)	(56,916)	11,774	(11,421)	353
Transfers between funds		(26,058)	26,058	-	(5,591)	5,591	-
Net movement in funds	9	(55,191)	(1,725)	(56,916)	6,183	(5,830)	353
Reconciliation of funds:							
Fund balances at 1 April 2024		156,465	6,463	162,928	150,282	12,293	162,575
Fund balances at 31 March 2025		101,274	4,738	106,012	156,465	6,463	162,928

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

SOUTH LAKES CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	13		60		60
Current assets					
Debtors	14	11,705		17,379	
Cash at bank and in hand		149,250		236,571	
		160,955		253,950	
Creditors: amounts falling due within one year	15	(55,003)		(91,082)	
Net current assets			105,952		162,868
Total assets less current liabilities			106,012		**162,928**
The funds of the charity					
Restricted income funds	18		4,738		6,463
Unrestricted funds	19		101,274		156,465
			106,012		162,928

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 5/12/25

Mr R Longton
Trustee

Company registration number 06113551 (England and Wales)

1 Accounting policies

Charity information

South Lakes Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is 1 Wainwright's Yard, Kendal, Cumbira, LA9 4DP, 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" ("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 charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

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

These financial statements are prepared on the going concern basis. The trustees have a reasonable expectation that the charity will continue in operational existence for the foreseeable future, however, the trustees are aware of certain material uncertainties which may cause doubt on the charity's ability to continue as a going concern.

The main uncertainty pertains to the continued provision of Westmorland and Furness Councils grant which forms the basis of funding for the operational activities of the charity. Although the trustees believe that there will be continued support there has not been a final decision by the council over the level of support. Depending on the support provided this will impact the functionality of the services provided. The trustees are continuing their efforts to secure additional funding and are actively monitoring the position.

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.

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.

Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and this is an obligation to deliver services rather than cash payment.

1 Accounting policies (Continued)

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.

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.

Single assets costing less than £1,000 or similar groups of assets purchased together, each less than £1,000 per asset are not capitalised but written off in the year of purchase.

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:

Equipment	33.3% 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.

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.

1 Accounting policies (Continued)

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.

Derecognition of financial liabilities

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

1.10 Retirement benefits

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

1.11 Deferred income

The trustees have elected to defer grants received until they are able to recruit for the post that will service the grants even if the funds were available for use during the reporting period.

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.

3 **Income from donations and legacies**

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and gifts	16,887	19,266

Donations and gifts		
Lakeland Limited	2,500	10,000
Anonymous	9,500	9,000
Other	4,887	266
	16,887	19,266

Donated goods and services

During the year Newsquest donated office equipment, which included office desks and chairs, boardroom tables and movable TV/ computer screen. The estimated value of this donation was £3,000 and has been included in other donations.

4 **Income from charitable activities**

	General advice 2025 £	Debt advice 2025 £	Benefits advice 2025 £	Total 2025 £	General advice 2024 £	Debt advice 2024 £	Benefits advice 2024 £	Total 2024 £
Performance related grants	141,537	85,415	45,168	272,120	139,363	94,305	44,724	278,392
Analysis by fund								
Unrestricted funds	132,484	-	-	132,484	126,863	-	-	126,863
Restricted funds	9,053	85,415	45,168	139,636	12,500	94,305	44,724	151,529
	141,537	85,415	45,168	272,120	139,363	94,305	44,724	278,392

4 Income from charitable activities (Continued)

Performance related grants analysis

	General advice 2025 £	Debt advice 2025 £	Benefits advice 2025 £	Total 2025 £	General advice 2024 £	Debt advice 2024 £	Benefits advice 2024 £	Total 2024 £
Macmillan	-	-	42,768	42,768	-	-	42,324	42,324
MaPS Debt Advice	-	37,865	-	37,865	-	46,755	-	46,755
WFC Money Advice	-	47,550	-	47,550	-	47,550	-	47,550
WFC annual grant	80,000	-	-	80,000	80,000	-	-	80,000
Cumbria County Council	44,485	-	-	44,485	-	-	-	-
Telephone & Digital funders - Walney Wind Farm (Orsted)	-	-	-	-	12,500	-	-	12,500
Cumbria Community Foundation	-	-	-	-	30,000	-	-	30,000
Town Council grants	8,000	-	-	8,000	1,000	-	-	1,000
The Trussell Trust (via the Windermere Food Bank)	9,052	-	-	9,052	-	-	-	-
Other	-	-	2,400	2,400	15,863	-	2,400	18,263
	141,537	85,415	45,168	272,120	139,363	94,305	44,724	**278,392**

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	7,567	9,133

6 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Staff costs	6,000	6,000

7 Expenditure on charitable activities

	General advice 2025 £	Debt advice 2025 £	Benefits advice 2025 £	Total 2025 £	General advice 2024 £	Debt advice 2024 £	Benefits advice 2024 £	Total 2024 £
Direct costs								
Staff costs	95,470	43,275	30,798	169,543	76,667	50,593	29,697	156,957
Staff and volunteer travel and training	1,354	714	394	2,462	459	-	-	459
Hardship fund distributions	-	1,000	-	1,000	-	5,065	-	5,065
Remote supervision expenses	-	3,056	-	3,056	-	3,288	-	3,288
	96,824	48,045	31,192	176,061	77,126	58,946	29,697	165,769
Share of support and governance costs (see note 8)								
Support	93,987	47,973	26,469	168,429	71,183	38,724	19,362	129,269
Governance	1,650	870	480	3,000	2,970	1,620	810	5,400
	192,461	96,888	58,141	347,490	151,279	99,290	49,869	300,438
Analysis by fund								
Unrestricted funds	180,071	-	-	180,071	137,488	-	-	137,488
Restricted funds	12,390	96,888	58,141	167,419	13,791	99,290	49,869	162,950
	192,461	96,888	58,141	347,490	151,279	99,290	49,869	300,438

7 Expenditure on charitable activities **(Continued)**

Hardship / Household fund distributions, this is the financial support provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

8 Support costs allocated to activities

	2025	2024
	£	£
Staff costs	63,258	62,180
Depreciation	-	600
Rent	35,560	17,392
Premise costs	18,096	14,563
Insurance	2,293	2,639
IT support and office equipment	9,663	9,864
Bookkeeping and payroll fees	3,747	3,412
Telephone	8,657	9,592
Printing, postage and stationery	4,330	3,147
Subscriptions	4,225	5,469
Other office	18,540	351
Bank charges	60	60
Governance costs	3,000	5,400
	171,429	134,669
Analysed between:		
General advice	95,637	74,153
Debt advice	48,843	40,344
Benefits advice	26,949	20,172
	171,429	134,669

	2025	2024
Governance costs comprise:	£	£
Audit fees	3,000	3,000
Legal and professional	-	2,400
	3,000	5,400

Governance costs includes payments to the auditors of £3,000 (2024: £3,000) for independent examiner fees.

Other office support costs includes £16,962 which relates to the relocation of the Kendal offices, this is expected to be a one off cost for 2025.

9 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	3,000	3,000
Depreciation of owned tangible fixed assets	-	600

10 Trustees

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

11 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Casework and project staff	8	8
Administrative staff	1	1
Management staff	1	1
Supervision staff	1	1
Total	11	11

Employment costs	2025 £	2024 £
Wages and salaries	216,275	206,037
Social security costs	11,129	9,045
Other pension costs	11,397	10,055
	238,801	225,137

In addition to the above there were 5 full time equivalent unpaid volunteer caseworkers, (2024: 6).

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

12 Taxation

The charity is exempt from tax on income and gains failing within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Tangible fixed assets

	Equipment
	£
Cost	
At 1 April 2024	1,860
At 31 March 2025	1,860
Depreciation and impairment	
At 1 April 2024	1,800
At 31 March 2025	1,800
Carrying amount	
At 31 March 2025	60
At 31 March 2024	60

14 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Other debtors	5,548	17,012
Prepayments and accrued income	6,157	367
	11,705	17,379

15 Creditors: amounts falling due within one year

	Notes	2025	2024
		£	£
Other taxation and social security		2,625	-
Deferred income	16	32,800	77,283
Trade creditors		10,027	5,027
Other creditors		1,387	1,322
Accruals		8,164	7,450
		55,003	91,082

16 **Deferred income**

	2025	2024
	£	£
Arising from deferred income	32,800	77,283

Deferred income is included in the financial statements as follows:

	2025	2024
	£	£
Deferred income is included within:		
Current liabilities	32,800	77,283
Movements in the year:		
Deferred income at 1 April 2024	77,283	89,483
Released from previous periods	(44,483)	(45,000)
Resources deferred in the year	-	32,800
Deferred income at 31 March 2025	32,800	77,283

The £32,800 deferred income at 31 March 2025 relates to;

£32,800 from Westmorland and Furness Council is a grant for the establishment of Money Outreach posts which has yet to commence.

The £77,283 deferred income at 31 March 2024 relates to;

£44,483 from the former Cumbria County Council is a grant for additional staff relating to the Well Being Fund with the roles being filled post 31 March 2023. As the roles were not fulfilled during the reporting period the amount has continued to be deferred as at 31 March 2024.

£32,800 from Westmorland and Furness Council is a grant for the establishment of Money Outreach posts which commenced post 31 March 2024.

17 **Retirement benefit schemes**

	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	11,397	10,055

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.

18 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	Transfers	At 31 March 2025
	£	£	£	£	£
Macmillan	-	42,768	(55,403)	12,635	-
MAPs Debt Advice	-	37,865	(45,623)	7,758	-
South Lakes Housing	480	2,400	(2,738)	-	142
Trussell Trust	-	9,053	(12,391)	3,338	-
Telephone and digital fund	252	-	-	-	252
Hardship fund	5,344	-	(1,000)	-	4,344
South Lakes Locality Debt fund	387	47,550	(50,264)	2,327	-
	6,463	139,636	(167,419)	26,058	4,738

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Macmillan	-	42,324	(47,855)	5,531	-
MAPs Debt Advice	301	46,755	(47,116)	60	-
South Lakes Housing	121	2,400	(2,041)	-	480
Telephone and digital fund	1,462	12,500	(13,710)	-	252
Hardship fund	10,409	-	(5,065)	-	5,344
South Lakes Locality Debt fund	-	47,550	(47,163)	-	387
	12,293	151,529	(162,950)	5,591	6,463

18 **Restricted funds** **(Continued)**

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

Macmillan
To provide specialist welfare benefits advice to people and their families living with cancer.

Money and Pension Service Debt Advice Project (MaPSDAP)
To provide specialist money advice at casework level for those who are in financial difficulties.

South Lakeland Housing Association Contract
To provide specialist benefits advice for tenants of South Lakeland Housing.

Telephone and Digital fund
To provide an additional telephone and digital advisor as a result of the change in service delivery model as a consequence of COVID-19 restrictions.

Hardship fund
A fund provided by Cumbria County Council to enable small ex-gratia payments to be made to those in severe financial hardship, who have little means to financially support themselves. The financial support is provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

South Lakes Locality Debt fund
To provide specialist money advice at casework level for those who are in financial difficulties including financial capability training. This fund is a direct replacement for the unrestricted CCC Money Advice fund in previous years.

Trussell Trust fund
To provide specialist money and debt advice to clients of Windermere Food Bank.

The following funds are in deficit at the year end:

None

19 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	Transfers	At 31 March 2025
	£	£	£	£	£
Contractual commitment reserve (designated)	67,000	-	-	9,000	76,000
General unrestricted fund	89,455	156,938	(186,071)	(35,048)	25,274
Westmorland & Furness Money Outreach	10	-	-	(10)	-
	156,465	156,938	(186,071)	(26,058)	101,274

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Contractual commitment reserve (designated)	55,000	-	-	12,000	67,000
General unrestricted fund	95,282	154,662	(142,898)	(17,591)	89,455
Westmorland & Furness Money Outreach	-	600	(590)	-	10
	150,282	155,262	(143,488)	(5,591)	156,465

The specific purposes for which funds are to be are applied are as follows:

Contractual commitment reserve (designated reserve)
To enable the charity to effect an orderly reduction in activity level and meet its contractual commitments, particularly to staff and to landlords, in the event of unforeseen and potentially damaging circumstances arising, such as the withdrawal of a significant funding stream.

General unrestricted fund
This is a buffer which should enable the charity to continue to meet the needs of clients by continuing to operate at a planned level which would necessarily lead to a deficit arising in the event of an expected reduction in funding.

20 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 31 March 2025:			
Tangible assets	60	-	60
Current assets/(liabilities)	101,214	4,738	105,952
	101,274	4,738	106,012

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Tangible assets	60	-	60
Current assets/(liabilities)	156,405	6,463	162,868
	156,465	6,463	162,928

21 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	21,760	29,860
Between two and five years	-	23,160
	21,760	53,020

22 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

SOUTH LAKES CITIZENS ADVICE BUREAU

England & Wales - Charity number 1118656

Accounts

Charity registration number 1118656

Company registration number 06113551 (England and Wales)

SOUTH LAKES CITIZENS ADVICE BUREAU

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

SOUTH LAKES CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R Longton	
	Mr A Chesters	
	Mr M Gregory	
	Mr C Ranshaw	
	Mrs B Potter	
	Mr M C Trelogan	(Appointed 25 April 2024)
Secretary	Mr R Longton	
Charity number	1118656	
Company number	06113551	
Principal address	1 Wainwright's Yard Kendal Cumbira United Kingdom LA9 4DP	
Registered office	1 Wainwright's Yard Kendal Cumbira United Kingdom LA9 4DP	
Independent examiner	Darren Little FCA Saint & Co Chartered Accountants The Old Police Station Church Street Ambleside Cumbria LA22 0BT	

SOUTH LAKES CITIZENS ADVICE BUREAU

CONTENTS

	Page
Trustees' report	1 - 7
Independent examiner's report	8
Statement of financial activities	9
Balance sheet	10
Notes to the financial statements	11 - 27

SOUTH LAKES CITIZENS ADVICE BUREAU

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.

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 and "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).

Objectives and activities

Summary of the objects

South Lakes Citizens Advice was established for the promotion of any charitable purpose for the benefit of the community in Cumbria by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

South Lakes Citizens Advice

- provides the advice people need for the problems they face
- improves the policies and practices that affect people's lives

We value diversity, promote equality, and challenge discrimination.

Summary of achievements and performance

An accessible service

During this reporting period we have delivered an accessible advice service which is free, independent, impartial and confidential to the people of South Lakeland.

Clients have been able to access our advice service via the following channels

- a dedicated telephone advice service which is open five days per week between 9am and 4pm
- drop-in sessions whereby clients called into the Kendal office - this is available once a week
- a digital service via our website and whereby clients can complete a secure, online contact submission form

During this reporting period we have continued to offer face-to-face appointments across our two offices for those with complex advice needs.

Delivery

Our generalist service is delivered by a highly trained team of volunteers. All volunteers must complete the national Citizens Advice training plan, this training is free to all volunteers. The service is supported by paid telephone and digital advisers, specialist caseworkers and our business support and management team. All paid staff must complete the Citizens Advice training as well as competence training relating to their role.

The demand for our service has continued, and we have dealt with 2,702 clients with 11,677 individual issues. This is an average of 4 issues per client. Furthermore, with our intervention, we have successfully raised just under £1.7 million in financial gains for those clients and supporting those in financial crisis with immediate support.

The key issues dealt with during the year were as follows:

- Benefits and Tax Credits
- Universal Credit
- Debt problems
- Housing
- Employment

The client profile of those we helped was

- 57% were disabled or had long term health issues
- 59% were female, 41% were male
- the majority were of working age

Research and campaigns

We are actively involved in Research and Campaigns work and have contributed to a wide range of initiatives and campaigns run at a local level, across the county and with Citizens Advice at a national level. Our role is to act as a voice for our clients and provide evidence of unfair legislation, policies and practices in order to prevent problems arising in the future. This evidence is used by Citizens Advice to bring about change. We have also worked with our local MPs, informing them of key issues which have and are impacting on their residents.

Working in partnership

We are a member of Citizens Advice Cumbria which is a consortium comprising of all the local Citizens Advice services in Cumbria. One aim of the consortium is to identify and bid for county-wide funding.

We are a member of the Gateway Group, a local multi-agency organisation. Our Chief Officer, on behalf of South Lakes Citizens Advice, is a Trustee of this organisation.

South Lakeland Poverty Truth Commission (SLPTC) - we have worked and supported the work of the SLPTC.

South Lakes Housing Association (SLH) - we have continued to work with SLH providing money advice to tenants.

Achievements

Quality of Advice Assessment: The quality of our advice is confidentially assessed both internally and externally and we are pleased to report that the quality of our advice work continues to be of a very high standard.

We have been successful and scored highly in relation to the annual Citizens Advice audit of our Performance and Quality.

Funding

We receive our core funding from Westmorland and Furness Council.

We have, administered and distributed Household Support Grants to eligible households. This is an area of growth with more households struggling to make ends meet.

The specialist caseworkers have supported the generalist advice service, and provided detailed casework for more complex cases.

The work of the specialist teams is funded as follows:

- Westmorland and Furness Council - telephone and digital service
- Westmorland Locality Panel – welfare benefits and money advice
- The Money Advice Service (MaPS) - debt and money advice
- South Lakeland Housing Association - for addressing the debt and money advice needs of their tenants
- Macmillan Cancer Support - welfare benefits advice to those affected by cancer
- Cumbria County Council - for the delivery of ex gratia hardship funding to those unable to support themselves
- Cumbria Public Health - well-being fund for a worker to work in the local community and provide advice and information
- Walney Wind Farm (Orsted) - extension of telephone delivery service. This is the last year of this funding

We would like to thank all our funders for their continuous financial support over the year, and those who have provided support in kind from donations of tea and coffee, without whose support we would not be able to deliver our vital service. We would like to take this opportunity to particularly thank Westmorland and Furness Council, the Town Councils and Parish Councils for their continuing and welcome financial support.

The future

The Trustees acknowledge that the economic challenges faced by our clients is likely to continue and therefore the demand on our service will increase. The Trustees are therefore committed to ensuring that South Lakes Citizens Advice continues to provide an accessible and quality service. We aim to be the "go to advice service". The Trustees will work hard to ensure we provide a robust and sustainable service to the people of South Lakeland, a service delivered by dedicated, trained staff and volunteers. We continue to review and monitor client and stakeholder feedback to ensure we are providing an accessible service, a service that is welcoming to all and meets the needs of those we serve. One key objective for 2024/25 is to move to new premises - premises which will give us the opportunity to expand and develop our much-needed advice service.

We will continue to work in partnership with colleagues from Barrow and Eden respectively to develop effective and sustainable services across the new footprint of the Westmorland and Furness district.

Finally

On behalf of the Trustee Board, I would like to say a sincere thank you to all our staff and volunteers who have continued to deliver an exceptional service in very difficult circumstances.

Without their dedication, commitment, and hard work we would not have been able to deliver our quality, highly valued service to the community of South Lakeland.

Financial review

Review of the financial position

The total income during the year was £306,791 and expenditure was £306,438 giving a net surplus of £353 and leaving reserves of £162,928. The main source of funding for the General Advice service continued to be a grant from Westmorland and Furness Council (formerly called South Lakeland District Council) amounting to £80,000.

We were again successful in obtaining additional one-off donations and grants from various commercial organisations and charitable bodies, totalling £19,266, together with a further £12,500 from Walney Wind Farm (Orsted) and £30,000 Cumbria Community Foundation which has greatly assisted us to continue to develop our service delivery..

Funding has continued on three contracts for the provision of money, debt and benefits advice though again the small increases in funding did not offset our increased salary costs.

The Trustees are aware that all funding streams remain under threat of reduction or complete withdrawal and they continue to closely monitor the budget and work to establish alternative funding.

Principal financial management policies adopted in the year

A budget for the year was agreed prior to the beginning of the accounting year and amended as necessary during the year. Management accounts were presented at each regular Trustee Board meeting and expenditure monitored against the budget. Policies regarding spending authorities, operation of petty cash systems and payment of travel expenses are contained within the Office Manual, and are regularly reviewed.

Reserves policy

The Trustees have carried out a review of the Reserves policy, and have agreed to maintain Reserves as follows:

The Trustees believe that the Charity should hold financial reserves in order that it can continue to operate and meet the needs of clients in the present uncertain financial climate. Consequently, the Trustees believe it prudent to maintain the following Reserves:

Contractual Commitment Reserve (a designated fund)

This reserve will enable the charity to effect an orderly reduction in activity level, and meet its contractual financial commitments to staff, landlords and other suppliers, in the event of unforeseen and potentially damaging circumstances such as the withdrawal of, or reduction in, a significant funding stream. At 31 March 2024 these liabilities total approximately £67,000, so it is proposed to increase the Reserve at that figure (2023: £55,000).

General Fund Reserve

This reserve acts as a buffer to absorb budgeted deficits to enable the charity to maintain service levels in the event of an expected reduction in funding streams, whilst alternative funds are sourced. The trustees consider it prudent to maintain this at a minimum of £56,000 approximately equal to 25% of total annual recurring expenditure. (i.e. core costs plus overheads) At 31 March 2024, the balance on the Reserve was £89,455.

Principal funding sources

The main sources of project income for the year continued to be Westmorland and Furness Council South Lakes locality board (for debt advice), the Money and Pension Service (for debt advice), and Macmillan Cancer Support (for welfare benefits advice for those living with cancer).

Our main source of unrestricted income was the annual grant from Westmorland and Furness Council, with other contributions from Ulverston and Kendal Town Councils, and Cumbria Community Foundation. In addition, we were grateful for donations from several commercial organisations and individuals, some of whom requested anonymity.

Investment policy and objectives

Funds were held in interest producing charity accounts which could be accessed with only a few days' notice. This is the most appropriate policy for the charity, as funding is received in blocks at irregular intervals during the year and the charity needs to be able to access these funds in the event of a delay in one funding stream.

Risk management

The Trustees review the major risks annually in January and set up procedures to mitigate those risks. The administration of procedures is delegated to the Chief Officer who also has a responsibility to identify potential risks as they arise.

Plans for future periods

The year reported upon has been another one of change and that looks set to continue with changes to property and our service delivery model, as well as local government in Cumbria from April 2023. We look to maintain our high-quality service to those needing it across South Lakeland whilst facing financial pressures that make future planning difficult. We remain committed to making access to that service easier for people living in remote, often isolated situations across a very large, rural area and to work as closely as possible with other organisations in identifying and providing the help and advice that people need.

Over the medium to long term, uncertainties surrounding the impact of local government reorganisation and service delivery remain. Some of our existing contracts are due to be renewed over the next 24 months, and the proposed conditions under which they will be renewed appear to be increasingly demanding, and as such there can be no assurance that we will be able to continue delivering those services. If these contracts are not renewed, there will be an inevitable reduction in our income, unless replacement contracts can be sourced. This in turn, will bring the need for sustainable funding solutions into even greater focus. South Lakeland District Council, the main funder of our general advice service, ceased to exist on 1st April 2023, and whilst our funding has been guaranteed until March 2025, continued funding at an appropriate level thereafter will be dependent on the budgets of the new Westmorland and Furness Council. We currently await confirmation of our funding for 2025/26.

Structure, governance and management

Governing document

The charity is governed by its memorandum and articles of association dated 19 February 2007 and amended on 06 December 2012.

Methods adopted for the recruitment and appointment of new trustees

Members of the trustee board are appointed through an open and transparent selection and interview process. Membership of the trustee board aims to reflect the diversity of the community within which it is located. No funders are currently represented on the board.

Members of the trustee board are inducted and trained in a timely fashion and understand their responsibilities, in relation to Citizens Advice Membership scheme, Financial Conduct Authority, Charity Commission and Companies House.

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 R Longton	
Mr J Whitehead	(Resigned 1 November 2023)
Mr A Chesters	
Mr M Gregory	
Mr C Ranshaw	
Mrs B Potter	
Mr M C Trelogan	(Appointed 25 April 2024)

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

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

Mr A Chesters
Trustee

6 December 2024

SOUTH LAKES CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SOUTH LAKES CITIZENS ADVICE BUREAU

I report to the trustees on my examination of the financial statements of South Lakes Citizens Advice Bureau (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, 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.

Saint & Co.

Darren Little FCA

Saint & Co Chartered Accountants
The Old Police Station
Church Street
Ambleside
Cumbria
LA22 0BT

Dated: 06 December 2024

SOUTH LAKES CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Donations and legacies	3	19,266	-	19,266	15,495	-	15,495
Charitable activities	4	126,863	151,529	278,392	145,463	115,680	261,143
Other trading activities	5	-	-	-	6,285	-	6,285
Investments	6	9,133	-	9,133	3,124	-	3,124
Total income		155,262	151,529	306,791	170,367	115,680	286,047
Expenditure on:							
Raising funds	7	6,000	-	6,000	8,000	-	8,000
Charitable activities	8	137,488	162,950	300,438	156,150	118,475	274,625
Total expenditure		143,488	162,950	306,438	164,150	118,475	282,625
Net income/(expenditure)		11,774	(11,421)	353	6,217	(2,795)	3,422
Transfers between funds		(5,591)	5,591	-	(5,805)	5,805	-
Net movement in funds	10	6,183	(5,830)	353	412	3,010	3,422
Reconciliation of funds:							
Fund balances at 1 April 2023		150,282	12,293	162,575	149,870	9,283	159,153
Fund balances at 31 March 2024		156,465	6,463	162,928	150,282	12,293	162,575

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

SOUTH LAKES CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	**14**		60		660
Current assets					
Debtors	**15**	17,379		18,266	
Cash at bank and in hand		236,571		243,158	
		253,950		261,424	
Creditors: amounts falling due within one year	**16**	(91,082)		(99,509)	
Net current assets			162,868		161,915
Total assets less current liabilities			162,928		162,575
Net assets excluding pension liability			162,928		162,575
The funds of the charity					
Restricted income funds	**19**		6,463		12,293
Unrestricted funds			156,465		150,282
			162,928		162,575

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 6 December 2024

Mr R Longton
Trustee

Company registration number 06113551 (England and Wales)

1 Accounting policies

Charity information

South Lakes Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is 1 Wainwright's Yard, Kendal, Cumbira, LA9 4DP, 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 charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

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

The Trustees are fully aware of the cumulative impact of reduced funding, and are engaged in a programme of adapting our service delivery model to be more cost effective for the future, and of seeking alternative sources of funding, which the Trustees believe will be successful, enabling the organisation to remain a going concern for the foreseeable future.

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.

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.

Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and this is an obligation to deliver services rather than cash payment.

1 **Accounting policies** **(Continued)**

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.

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.

Single assets costing less than £1,000 or similar groups of assets purchased together, each less than £1,000 per asset are not capitalised but written off in the year of purchase.

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:

Equipment	33.3% 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.

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.

1 Accounting policies **(Continued)**

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.

Derecognition of financial liabilities

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

1.10 Retirement benefits

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

1.11 Deferred income

The trustees have elected to defer grants received until they are able to recruit for the post that will service the grants even if the funds were available for use during the reporting period.

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.

3 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	19,266	15,495

Donations and gifts		
Lakeland Limited	10,000	2,500
Gunson and Co	-	4,000
Coordination Group	9,000	8,500
Other	266	495
	19,266	15,495

4 Income from charitable activities

	General advice 2024 £	Debt advice 2024 £	Benefits advice 2024 £	Total 2024 £	General advice 2023 £	Debt advice 2023 £	Benefits advice 2023 £	Total 2023 £
Performance related grants	139,363	94,305	44,724	278,392	110,413	106,478	44,252	261,143
Analysis by fund								
Unrestricted funds	126,863	-	-	126,863	97,913	47,550	-	145,463
Restricted funds	12,500	94,305	44,724	151,529	12,500	58,928	44,252	115,680
	139,363	94,305	44,724	278,392	110,413	106,478	44,252	261,143

4 Income from charitable activities **(Continued)**

Performance related grants analysis

	General advice 2024 £	Debt advice 2024 £	Benefits advice 2024 £	Total 2024 £	General advice 2023 £	Debt advice 2023 £	Benefits advice 2023 £	Total 2023 £
Macmillan	-	-	42,324	42,324	-	-	42,327	42,327
MaPS Debt Advice	-	46,755	-	46,755	-	46,838	-	46,838
WFC Money Advice	-	47,550	-	47,550	-	47,550	-	47,550
FWC annual grant	80,000	-	-	80,000	80,000	-	-	80,000
Telephone & Digital funders - Walney Wind Farm (Orsted)	12,500	-	-	12,500	12,500	-	-	12,500
CCC Hardship and Household Fund	-	-	-	-	-	12,000	-	12,000
Cumbria Community Foundation	30,000	-	-	30,000	-	-	-	-
Town Council grants	1,000	-	-	1,000	6,000	-	-	6,000
Cumbria County Council - employment advice	-	-	-	-	10,000	-	-	10,000
Other	15,863	-	2,400	18,263	1,913	90	1,925	3,928
	139,363	94,305	44,724	278,392	110,413	106,478	44,252	261,143

5 Income from other trading activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising events	-	6,285

6 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	9,133	3,124

7 Expenditure on raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising and publicity		
Staff costs	6,000	8,000

8 **Expenditure on charitable activities**

	General advice 2024	Debt advice 2024	Benefits advice 2024	Total 2024	General advice 2023	Debt advice 2023	Benefits advice 2023	Total 2023
	£	£	£	£	£	£	£	£
Direct costs								
Staff costs	76,667	50,593	29,697	156,957	57,577	51,122	29,755	138,454
Staff and volunteer travel and training	459	-	-	459	1,045	674	327	2,046
Hardship fund distributions	-	5,065	-	5,065	-	6,268	-	6,268
Remote supervision expenses	-	3,288	-	3,288	-	3,754	-	3,754
	77,126	58,946	29,697	165,769	58,622	61,818	30,082	150,522
Share of support and governance costs (see note 9)								
Support	71,183	38,724	19,362	129,269	61,816	39,997	19,390	121,203
Governance	2,970	1,620	810	5,400	1,479	957	464	2,900
	151,279	99,290	49,869	300,438	121,917	102,772	49,936	274,625
Analysis by fund								
Unrestricted funds	137,488	-	-	137,488	110,879	45,271	-	156,150
Restricted funds	13,791	99,290	49,869	162,950	11,038	57,501	49,936	118,475
	151,279	99,290	49,869	300,438	121,917	102,772	49,936	274,625

8 Expenditure on charitable activities **(Continued)**

Hardship / Household fund distributions, this is the financial support provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

9 Support costs allocated to activities

	2024	2023
	£	£
Staff costs	62,180	54,273
Depreciation	600	600
Rent	17,392	17,310
Premise costs	14,563	17,484
Insurance	2,639	3,236
IT support and office equipment	9,864	6,815
Bookkeeping and payroll fees	3,412	3,158
Telephone	9,592	8,359
Printing, postage and stationery	3,147	3,647
Subscriptions	5,469	6,241
Other office	351	-
Bank charges	60	80
Governance costs	5,400	2,900
	134,669	124,103
Analysed between:		
General advice	74,153	63,295
Debt advice	40,344	40,954
Benefits advice	20,172	19,854
	134,669	124,103

Governance costs comprise:	2024 £	2023 £
Audit fees	3,000	2,900
Legal and professional	2,400	-
	5,400	2,900

Governance costs includes payments to the auditors of £3,000 (2023: £2,900) for independent examiner fees.

10 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	3,000	2,900
Depreciation of owned tangible fixed assets	600	600

11 Trustees

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

12 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Casework and project staff	8	5
Administrative staff	1	1
Management staff	1	1
Supervision staff	1	1
Total	11	8

Employment costs	2024	2023
	£	£
Wages and salaries	206,037	181,203
Social security costs	9,045	10,314
Other pension costs	10,055	9,210
	225,137	200,727

In addition to the above there were 6 full time equivalent unpaid volunteer caseworkers, (2023: 6).

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

13 Taxation

The charity is exempt from tax on income and gains failing within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

14 Tangible fixed assets

	Equipment
	£
Cost	
At 1 April 2023	17,178
Disposals	(15,318)
At 31 March 2024	1,860
Depreciation and impairment	
At 1 April 2023	16,518
Depreciation charged in the year	600
Eliminated in respect of disposals	(15,318)
At 31 March 2024	1,800
Carrying amount	
At 31 March 2024	60
At 31 March 2023	660

15 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Other debtors	17,012	17,899
Prepayments and accrued income	367	367
	17,379	18,266

16 Creditors: amounts falling due within one year

	Notes	2024	2023
		£	£
Deferred income	17	77,283	89,483
Trade creditors		5,027	3,622
Other creditors		1,322	1,025
Accruals		7,450	5,379
		91,082	99,509

17 Deferred income

	2024	2023
	£	£
Arising from deferred income	77,283	89,483

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	77,283	89,483
Movements in the year:		
Deferred income at 1 April 2023	89,483	-
Released from previous periods	(45,000)	-
Resources deferred in the year	32,800	89,483
Deferred income at 31 March 2024	77,283	89,483

17 Deferred income **(Continued)**

The £77,283 deferred income at 31 March 2024 relates to;

£44,483 from the former Cumbria County Council is a grant for additional staff relating to the Well Being Fund with the roles being filled post 31 March 2023. As the roles were not fulfilled during the reporting period the amount has continued to be deferred as at 31 March 2024.

£32,800 from Westmorland and Furness Council is a grant for the establishment of Money Outreach posts which commenced post 31 March 2024.

The £89,483 deferred income at 31 March 2023 relates to;

£44,483 from Cumbria County Council is a grant for additional staff relating to the Well Being Fund with the roles being filled post 31 March 2023.

£30,000 from Cumbria County Council is a grant for additional staff relating to the Poverty Relief Fund which commenced post 31 March 2023.

£15,000 from National Citizens Advice is a grant for additional staff relating to the continued support of the Advice Service Fund with the roles being filled post 31 March 2023.

18 Retirement benefit schemes

	2024	2023
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	10,055	9,210

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.

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	Transfers	At 31 March 2024
	£	£	£	£	£
Macmillan	-	42,324	(47,855)	5,531	-
MAPs Debt Advice	301	46,755	(47,116)	60	-
South Lakes Housing	121	2,400	(2,041)	-	480
Telephone and digital fund	1,462	12,500	(13,710)	-	252
Hardship fund	10,409	-	(5,065)	-	5,344
South Lakes Locality Debt fund	-	47,550	(47,163)	-	387
	12,293	151,529	(162,950)	5,591	6,463

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Macmillan	-	42,327	(48,132)	5,805	-
MAPs Debt Advice	4,696	46,838	(51,233)	-	301
South Lakes Housing	-	1,925	(1,804)	-	121
Telephone and digital fund	-	12,500	(11,038)	-	1,462
Hardship fund	4,587	12,090	(6,268)	-	10,409
	9,283	115,680	(118,475)	5,805	12,293

19 Restricted funds **(Continued)**

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

Macmillan
To provide specialist welfare benefits advice to people and their families living with cancer.

Money and Pension Service Debt Advice Project (MaPSDAP)
To provide specialist money advice at casework level for those who are in financial difficulties.

South Lakeland Housing Association Contract
To provide specialist benefits advice for tenants of South Lakeland Housing.

Telephone and Digital fund
To provide an additional telephone and digital advisor as a result of the change in service delivery model as a consequence of COVID-19 restrictions.

Hardship fund
A fund provided by Cumbria County Council to enable small ex-gratia payments to be made to those in severe financial hardship, who have little means to financially support themselves. The financial support is provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

South Lakes Locality Debt fund
To provide specialist money advice at casework level for those who are in financial difficulties including financial capability training. This fund is a direct replacement for the unrestricted CCC Money Advice fund in previous years.

The following funds are in deficit at the year end:

None

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	Transfers	At 31 March 2024
	£	£	£	£	£
Contractual commitment reserve (designated)	55,000	-	-	12,000	67,000
General unrestricted fund	95,282	154,662	(142,898)	(17,591)	89,455
Westmorland & Furness Money Outreach	-	600	(590)	-	10
	150,282	155,262	(143,488)	(5,591)	156,465

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Contractual commitment reserve (designated)	70,000	-	-	(15,000)	55,000
CCC Money Advice	-	47,550	(45,271)	(2,279)	-
General unrestricted fund	79,870	122,817	(118,879)	11,474	95,282
	149,870	170,367	(164,150)	(5,805)	150,282

The specific purposes for which funds are to be are applied are as follows:

Contractual commitment reserve (designated reserve)
To enable the charity to effect an orderly reduction in activity level and meet its contractual commitments, particularly to staff and to landlords, in the event of unforeseen and potentially damaging circumstances arising, such as the withdrawal of a significant funding stream.

CCC, (South Lakeland local area committee) Money Advice
To provide specialist money advice at casework level for those who are in financial difficulties including financial capability training. This fund has now been replaced by the restricted South Lakes Locality Debt fund for the current and future years.

General unrestricted fund
This is a buffer which should enable the charity to continue to meet the needs of clients by continuing to operate at a planned level which would necessarily lead to a deficit arising in the event of an expected reduction in funding.

21 Analysis of net assets between funds

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Tangible assets	60	-	60
Current assets/(liabilities)	156,405	6,463	162,868
	156,465	6,463	162,928

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
At 31 March 2023:			
Tangible assets	660	-	660
Current assets/(liabilities)	149,622	12,293	161,915
	150,282	12,293	162,575

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	29,860	17,100
Between two and five years	23,160	-
	53,020	17,100

23 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

SOUTH LAKES CITIZENS ADVICE BUREAU

England & Wales - Charity number 1118656

Accounts

Charity registration number 1118656

Company registration number 06113551 (England and Wales)

SOUTH LAKES CITIZENS ADVICE BUREAU

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

SOUTH LAKES CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr R Longton	
	Mr J Whitehead	
	Mr A Chesters	
	Mr M Gregory	
	Mr C Ranshaw	
	Mrs B Potter	(Appointed 1 July 2022)
Secretary	Mr R Longton	
Charity number	1118656	
Company number	06113551	
Principal address	Blackhall Road Kendal Cumbria LA9 4BT	
Registered office	Blackhall Road Kendal Cumbria LA9 4BT	
Independent examiner	Darren Little FCA Saint & Co Chartered Accountants The Old Police Station Church Street Ambleside Cumbria LA22 0BT	

SOUTH LAKES CITIZENS ADVICE BUREAU

CONTENTS

	Page
Trustees' report	1 - 7
Independent examiner's report	8
Statement of financial activities	9
Balance sheet	10
Notes to the financial statements	11 - 26

SOUTH LAKES CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

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 and "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).

Objectives and activities

Summary of the objects

South Lakes Citizens Advice was established for the promotion of any charitable purpose for the benefit of the community in Cumbria by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

South Lakes Citizens Advice

- provides the advice people need for the problems they face
- improves the policies and practices that affect people's lives

We value diversity, promote equality, and challenge discrimination.

Summary of achievements and performance

During this reporting period we have delivered an accessible advice service which is free, independent, impartial and confidential to the people of South Lakeland.

Clients have been able to access our dedicated telephone and digital service five days per week. Furthermore, we are pleased to report we have increased access to face-to-face appointments across our two offices for those with complex advice needs.

Our generalist service is delivered by a highly trained team of volunteers and paid telephone and digital advisor. The service is support by specialist caseworkers and our management team.

The demand for our service has continued, and we have dealt with 2,258 new clients with 9,993 issues during the year an average of 4 issues per client). Due to our intervention, we have successfully raised £1.7 million in financial gains for those clients.

The key issues dealt with during the year were as follows:

- Benefits and Tax Credits
- Universal Credit
- Debt problems
- Housing
- Employment

We have, on behalf of Cumbria County Council, administered and distributed Household Support Grants to eligible households. This is an area of growth with more households struggling to make ends meet.

The specialist caseworkers have supported the generalist advice service, and provided detailed casework for more complex cases. The work of the specialist teams is funded as follows:

- South Lakeland District Council *(now known as Westmorland and Furness Council)* - telephone and digital service delivery and advice;
- Cumbria Community Foundation - telephone and digital service delivery and advice;
- Cumbria County Council (South Lakeland area committee) - debt and money advice;
- The Money Advice Service (MaPS) - debt and money advice;
- South Lakeland Housing Association - for addressing the debt and money advice needs of their tenants;
- Macmillan Cancer Support - welfare benefits advice to those affected by cancer;
- Cumbria County Council - for the delivery of ex gratia hardship funding to those unable to support themselves;
- Cumbria Public Health - well-being fund for a worker to work in the local community and provide advice and information;
- Cumbria County Council (South Lakeland area committee) - funding toward the well-being project.
- Walney Wind Farm (Orsted) - extension of telephone delivery service

Research and Campaigns

We are actively involved in Research and Campaigns work and have contributed to a wide range of initiatives and campaigns run at a local level, across the county and with Citizens Advice at a national level. Our role is to act as a voice for our clients and provide evidence of unfair legislation, policies and practices in order to prevent problems arising in the future. This evidence is used by Citizens Advice to bring about change. We have also worked with our local MPs, informing them of key issues which have and are impacting on their residents.

Working in Partnership

We are a member of Citizens Advice Cumbria which is a consortium comprising of all the local Citizens Advice services in Cumbria. One aim of the consortium is to identify and bid for county-wide funding. Going forward, following the post April 2023 County Council restructure, we will continue to work with other local Citizens Advice in Cumbria.

We are a member of the Gateway Group, a local multi-agency organisation. Our Chief Officer, on behalf of South Lakes Citizens Advice, is a Trustee of this organisation.

South Lakeland Poverty Truth Commission - we have worked with and to the establishment of the commission.

South Lakes Housing Association (SLH) - we have continued to work with SLH providing money advice to tenants.

Achievements

Quality of Advice Assessment: The quality of our advice is confidentially assessed both internally and externally and we are pleased to report that the quality of our advice work continues to be of a very high standard.

We have been successful and scored highly in relation to the annual Citizens Advice audit of our Performance and Quality.

This audit is assessed against the following key areas:

- Governance
- Strategic Business planning
- Risk Management
- Financial Management
- People Management
- Operational performance management
- Partnership working
- Research and Campaigning
- Equality

Funding

We would like to thank all our funders for their continuous financial support over the year, and those who have provided support in kind from donations of tea and coffee, to coffee making machines, without whose support we would not be able to deliver our vital service. We would like to take this opportunity to particularly thank South Lakeland District Council, the Town Councils and the County Council for their continuing and welcome financial support.

The future

The Trustees are committed to ensuring that South Lakes Citizens Advice continues to provide an accessible and quality service. We aim to be the "go to advice service". The Trustees will work hard to ensure we provide a robust and sustainable service to the people of South Lakeland, a service delivered by dedicated, trained staff and volunteers. We continue to review and monitor client and stakeholder feedback to ensure we are providing an accessible service, a service that is welcoming to all and meets the needs of those we serve.

We will continue to work in partnership with Colleagues from Barrow and Eden respectively to develop effective and sustainable services across the new footprint of the Westmorland and Furness district.

Finally

On behalf of the Trustee Board, I would like to say a sincere thank you to all our staff and volunteers who have continued to deliver an exceptional service in very difficult circumstances.

Without their dedication, commitment and hard work we would not have been able to deliver our quality, highly valued service to the community of South Lakeland.

Financial review

Review of the financial position

The total income during the year was £286,047 and expenditure was £282,625 giving a net surplus of £3,422 and leaving reserves of £162,575. The main source of funding for the General Advice service continued to be a grant from South Lakeland District Council amounting to £80,000, a welcome increase of almost £30,000 compared with the previous year.

We were again successful in obtaining additional one-off donations and grants from various commercial organisations and charitable bodies, totalling £15,495, together with a further £12,000 from the Cumbria County Council and £12,500 from Walney Wind Farm (Orsted) which has greatly assisted us to continue to develop our service delivery in response to COVID restrictions.

Funding has continued on three contracts for the provision of money, debt and benefits advice though again the small increases in funding did not offset our increased salary costs. The contract with DWP to provide advice relating to Universal Credit came to an end on 31 March 2022 and was not renewed.

The Trustees are aware that all funding streams remain under threat of reduction or complete withdrawal and they continue to closely monitor the budget and work to establish alternative funding.

Principal financial management policies adopted in the year

A budget for the year was agreed prior to the beginning of the accounting year and amended as necessary during the year. Management accounts were presented at each regular Trustee Board meeting and expenditure monitored against the budget. Policies regarding spending authorities, operation of petty cash systems and payment of travel expenses are contained within the Office Manual, and are regularly reviewed.

Reserves policy

The Trustees have carried out a review of the Reserves policy, and have agreed to maintain Reserves as follows:

The Trustees believe that the Charity should hold financial reserves in order that it can continue to operate and meet the needs of clients in the present uncertain financial climate. Consequently, the Trustees believe it prudent to maintain the following Reserves:

Contractual Commitment Reserve (a designated fund)

This reserve will enable the charity to effect an orderly reduction in activity level, and meet its contractual financial commitments to staff, landlords and other suppliers, in the event of unforeseen and potentially damaging circumstances such as the withdrawal of, or reduction in, a significant funding stream. At 31 March 2023 these liabilities total approximately £55,000, so it is proposed to reduce the Reserve at that figure (2022: £70,000).

General Fund Reserve

This reserve acts as a buffer to absorb budgeted deficits to enable the charity to maintain service levels in the event of an expected reduction in funding streams, whilst alternative funds are sourced. The trustees consider it prudent to maintain this at a minimum of £56,000 approximately equal to 25% of total annual recurring expenditure. (i.e. core costs plus overheads) At 31 March 2023, the balance on the Reserve was £95,282.

Principal funding sources

The main sources of project income for the year continued to be Cumbria County Council local area committee (for debt advice), the Money and Pension Service (for debt advice), and Macmillan Cancer Support (for welfare benefits advice for those living with cancer).

Our main source of unrestricted income was the annual grant from South Lakeland District Council, with other contributions from Ulverston and Kendal Town Councils, the Hadfield Trust, Cumbria Community Foundation. In addition, we were grateful for donations from several commercial organisations and individuals, some of whom requested anonymity.

Investment policy and objectives

Funds were held in interest producing charity accounts which could be accessed with only a few days' notice. This is the most appropriate policy for the charity, as funding is received in blocks at irregular intervals during the year and the charity needs to be able to access these funds in the event of a delay in one funding stream.

Risk management

The Trustees review the major risks annually in January and set up procedures to mitigate those risks. The administration of procedures is delegated to the Chief Officer who also has a responsibility to identify potential risks as they arise.

Plans for future periods

The year reported upon has been another one of change and that looks set to continue with changes to property and our service delivery model, as well as local government in Cumbria from April 2023. We look to maintain our high-quality service to those needing it across South Lakeland whilst facing financial pressures that make future planning difficult. We remain committed to making access to that service easier for people living in remote, often isolated situations across a very large, rural area and to work as closely as possible with other organisations in identifying and providing the help and advice that people need.

Over the medium to long term, uncertainties surrounding the impact of local government reorganisation and service delivery remain. Some of our existing contracts are due to be renewed over the next 24 months, and the proposed conditions under which they will be renewed appear to be increasingly demanding, and as such there can be no assurance that we will be able to continue delivering those services. If these contracts are not renewed, there will be an inevitable reduction in our income, unless replacement contracts can be sourced. This in turn, will bring the need for sustainable funding solutions into even greater focus. South Lakeland District Council, the main funder of our general advice service, ceased to exist on 1st April 2023, and whilst our funding has been guaranteed until March 2024, continued funding at an appropriate level thereafter will be dependent on the budgets of the new Westmorland and Furness Council.

Structure, governance and management

Governing document

The charity is governed by its memorandum and articles of association dated 19 February 2007 and amended on 06 December 2012 and on 27 July 2022.

Methods adopted for the recruitment and appointment of new trustees

Members of the trustee board are appointed through an open and transparent selection and interview process. Membership of the trustee board aims to reflect the diversity of the community within which it is located. No funders are currently represented on the board.

Members of the trustee board are inducted and trained in a timely fashion and understand their responsibilities, in relation to Citizens Advice Membership scheme, Financial Conduct Authority, Charity Commission and Companies House.

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 R Longton	
Mr J Whitehead	
Mr A Chesters	
Mr J Batty	(Resigned 3 August 2022)
Mr M Gregory	
Mr C Ranshaw	
Mr C McKitrick	(Resigned 3 February 2023)
Mrs B Potter	(Appointed 1 July 2022)

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

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

A.D. Chesters

Mr A Chesters
Trustee

1 November 2023

SOUTH LAKES CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SOUTH LAKES CITIZENS ADVICE BUREAU

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

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, 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.

Saint & Co.

Darren Little FCA

Saint & Co Chartered Accountants
The Old Police Station
Church Street
Ambleside
Cumbria
LA22 0BT

Dated: 03 November 2023.

SOUTH LAKES CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:							
Donations and legacies	3	15,495	-	15,495	17,004	1,350	18,354
Charitable activities	4	145,463	115,680	261,143	128,296	182,034	310,330
Other trading activities	5	6,285	-	6,285	-	-	-
Investments	6	3,124	-	3,124	58	-	58
Total income		170,367	115,680	286,047	145,358	183,384	328,742
Expenditure on:							
Raising funds	7	8,000	-	8,000	8,000	-	8,000
Charitable activities	8	156,150	118,475	274,625	132,416	196,351	328,767
Total expenditure		164,150	118,475	282,625	140,416	196,351	336,767
Net income/(expenditure)		6,217	(2,795)	3,422	4,942	(12,967)	(8,025)
Transfers between funds		(5,805)	5,805	-	(9,624)	9,624	-
Net movement in funds		412	3,010	3,422	(4,682)	(3,343)	(8,025)
Reconciliation of funds:							
Fund balances at 1 April 2022		149,870	9,283	159,153	154,552	12,626	167,178
Fund balances at 31 March 2023		150,282	12,293	162,575	149,870	9,283	159,153

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

SOUTH LAKES CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	**13**		660		1,260
Current assets					
Debtors	**14**	18,266		9,614	
Cash at bank and in hand		243,158		154,783	
		261,424		164,397	
Creditors: amounts falling due within one year	**15**	99,509		6,504	
Net current assets			161,915		157,893
Total assets less current liabilities			162,575		159,153
The funds of the charity					
Restricted income funds	**17**		12,293		9,283
Unrestricted funds			150,282		149,870
			162,575		159,153

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 2023.

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 1 November 2023

Mr R Longton
Trustee

Company registration number 06113551 (England and Wales)

1 Accounting policies

Charity information

South Lakes Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is Blackhall Road, Kendal, Cumbria, LA9 4BT.

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 charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

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

The Trustees are fully aware of the cumulative impact of reduced funding, and are engaged in a programme of adapting our service delivery model to be more cost effective for the future, and of seeking alternative sources of funding, which the Trustees believe will be successful, enabling the organisation to remain a going concern for the foreseeable future.

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.

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.

Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and this is an obligation to deliver services rather than cash payment.

1 Accounting policies **(Continued)**

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.

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.

Single assets costing less than £1,000 or similar groups of assets purchased together, each less than £1,000 per asset are not capitalised but written off in the year of purchase.

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:

Equipment	33.3% 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.

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.

1 Accounting policies **(Continued)**

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.

Derecognition of financial liabilities

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

1.10 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.

3 Income from donations and legacies

	Unrestricted funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£	£	£	£
Donations and gifts	15,495	-	15,495	17,004	1,350	18,354
Donations and gifts						
Lakeland Limited	2,500	-	2,500	-	-	-
GlaxoSmithKline	-	-	-	2,600	-	2,600
Hadfield Trust	-	-	-	5,000	-	5,000
Gunson and Co	4,000	-	4,000	-	-	-
Other	8,995	-	8,995	9,404	1,350	10,754
	15,495	-	15,495	17,004	1,350	18,354

4 Income from charitable activities

	General advice 2023 £	Debt advice 2023 £	Benefits advice 2023 £	Total 2023 £	General advice 2022 £	Debt advice 2022 £	Benefits advice 2022 £	Total 2022 £
Performance related grants	110,413	106,478	44,252	261,143	95,746	146,294	68,290	310,330
Analysis by fund								
Unrestricted funds	97,913	47,550	-	145,463	80,746	47,550	-	128,296
Restricted funds	12,500	58,928	44,252	115,680	15,000	98,744	68,290	182,034
	110,413	106,478	44,252	261,143	95,746	146,294	68,290	310,330

4 **Income from charitable activities** **(Continued)**

Performance related grants analysis

	General advice 2023 £	Debt advice 2023 £	Benefits advice 2023 £	Total 2023 £	General advice 2022 £	Debt advice 2022 £	Benefits advice 2022 £	Total 2022 £
Macmillan	-	-	42,327	42,327	-	-	41,566	41,566
MaPS Debt Advice	-	46,838	-	46,838	-	41,804	-	41,804
CCC Money Advice	-	47,550	-	47,550	-	47,550	-	47,550
SLDC annual grant	80,000	-	-	80,000	50,520	-	-	50,520
DWP - Help to claim (Universal Credit)	-	-	-	-	-	-	24,804	24,804
Telephone & Digital funders - 2023: Walney Wind Farm (Orsted) [2022: SLDC]	12,500	-	-	12,500	15,000	-	-	15,000
CCC Hardship and Household Fund	-	12,000	-	12,000	5,916	56,800	-	62,716
Cumbria Community Foundation	-	-	-	-	10,000	-	-	10,000
Town Council grants	6,000	-	-	6,000	9,000	-	-	9,000
Cumbria County Council - employment advice	10,000	-	-	10,000	-	-	-	-
Other	1,913	90	1,925	3,928	5,310	140	1,920	7,370
	110,413	106,478	44,252	261,143	95,746	146,294	68,290	310,330

5 Income from other trading activities

	Unrestricted funds 2023	Unrestricted funds 2022
	£	£
Fundraising events	6,285	-

6 Income from investments

	Unrestricted funds 2023	Unrestricted funds 2022
	£	£
Interest receivable	3,124	58

7 Expenditure on raising funds

	Unrestricted funds 2023	Unrestricted funds 2022
	£	£
Fundraising and publicity		
Staff costs	8,000	8,000

8 Expenditure on charitable activities

	General advice 2023	Debt advice 2023	Benefits advice 2023	Total 2023	General advice 2022	Debt advice 2022	Benefits advice 2022	Total 2022
	£	£	£	£	£	£	£	£
Direct costs								
Staff costs	57,577	51,122	29,755	138,454	72,553	45,962	42,223	160,738
Staff and volunteer travel and training	1,045	674	327	2,046	382	333	264	979
Hardship fund distributions	-	6,268	-	6,268	-	6,903	-	6,903
Household fund distributions	-	-	-	-	-	51,800	-	51,800
Remote supervision expenses	-	3,754	-	3,754	-	-	-	-
	58,622	61,818	30,082	150,522	72,935	104,998	42,487	220,420
Share of support and governance costs (see note 9)								
Support	61,816	39,997	19,390	121,203	36,147	38,487	30,563	105,197
Governance	1,479	957	464	2,900	1,228	1,071	851	3,150
	121,917	102,772	49,936	274,625	110,310	144,556	73,901	328,767
Analysis by fund								
Unrestricted funds	110,879	45,271	-	156,150	91,227	41,189	-	132,416
Restricted funds	11,038	57,501	49,936	118,475	19,083	103,367	73,901	196,351
	121,917	102,772	49,936	274,625	110,310	144,556	73,901	328,767

8 Expenditure on charitable activities **(Continued)**

Hardship / Household fund distributions, this is the financial support provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

9 Support costs allocated to activities

	2023	2022
	£	£
Staff costs	54,273	45,767
Depreciation	600	600
Rent	17,310	19,357
Premise costs	17,484	9,378
Insurance	3,236	2,683
IT support and office equipment	6,815	7,361
Bookkeeping and payroll fees	3,158	3,657
Telephone	8,359	8,674
Printing, postage and stationery	3,647	2,241
Subscriptions	6,241	5,372
Bank charges	80	107
Governance costs	2,900	3,150
	124,103	108,347
Analysed between:		
General advice	63,295	37,375
Debt advice	40,954	39,558
Benefits advice	19,854	31,414
	124,103	108,347

Governance costs includes payments to the auditors of £2,900 (2022: £2,900) for independent examiner fees.

10 Trustees

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

11 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Casework and project staff	4	6
Administrative staff	1	1
Management staff	1	1
Supervision staff	1	1
Total	7	9

Employment costs	2023 £	2022 £
Wages and salaries	181,203	192,968
Social security costs	10,314	10,901
Other pension costs	9,210	10,636
	200,727	214,505

In addition to the above there were 6 full time equivalent unpaid volunteer caseworkers, (2022: 8).

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

12 Taxation

The charity is exempt from tax on income and gains failing within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Tangible fixed assets

	Equipment
	£
Cost	
At 1 April 2022	17,178
At 31 March 2023	17,178
Depreciation and impairment	
At 1 April 2022	15,918
Depreciation charged in the year	600
At 31 March 2023	16,518
Carrying amount	
At 31 March 2023	660
At 31 March 2022	1,260

14 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Other debtors	17,899	9,247
Prepayments and accrued income	367	367
	18,266	9,614

15 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Deferred income	16	89,483	-
Trade creditors		3,622	1,223
Other creditors		1,025	-
Accruals		5,379	5,281
		99,509	6,504

16 Deferred income

	2023	2022
	£	£
Arising from deferred income	89,483	-

Deferred income is included in the financial statements as follows:

	2023	2022
	£	£
Deferred income is included within:		
Current liabilities	89,483	-
Movements in the year:		
Deferred income at 1 April 2022	-	25,000
Released from previous periods	-	(25,000)
Resources deferred in the year	89,483	-
Deferred income at 31 March 2023	89,483	-

The £89,483 deferred income at 31 March 2023 relates to;

£44,483 from Cumbria County Council is a grant for additional staff relating to the Well Being Fund with the roles being filled post 31 March 2023.

£30,000 from Cumbria County Council is a grant for additional staff relating to the Poverty Relief Fund which commenced post 31 March 2023.

£15,000 from National Citizens Advice is a grant for additional staff relating to the continued support of the Advice Service Fund with the roles being filled post 31 March 2023.

No deferred income was recognised at 31 March 2022.

17 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 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Macmillan	-	42,327	(48,132)	5,805	-
MAPs Debt Advice	4,696	46,838	(51,233)	-	301
South Lakes Housing	-	1,925	(1,804)	-	121
Telephone and digital fund	-	12,500	(11,038)	-	1,462
Hardship fund	4,587	12,090	(6,268)	-	10,409
	9,283	115,680	(118,475)	5,805	12,293

Previous year:	At 1 April 2021	Incoming resources	Resources expended	Transfers	At 31 March 2022
	£	£	£	£	£
Macmillan	-	41,566	(46,559)	4,993	-
MAPs Debt Advice	7,555	41,804	(44,663)	-	4,696
South Lakes Housing	-	1,920	(2,174)	254	-
DWP - Help to claim (Universal Credit)	-	24,804	(25,169)	365	-
Telephone and digital fund	71	15,000	(19,083)	4,012	-
Hardship fund	5,000	6,490	(6,903)	-	4,587
Household fund	-	51,800	(51,800)	-	-
	12,626	183,384	(196,351)	9,624	9,283

17 Restricted funds **(Continued)**

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

Macmillan
To provide specialist welfare benefits advice to people and their families living with cancer.

Money and Pension Service Debt Advice Project (MaPSDAP)
To provide specialist money advice at casework level for those who are in financial difficulties.

South Lakeland Housing Association Contract
To provide specialist benefits advice for tenants of South Lakeland Housing.

DWP - Help to claim (Universal Credit)
To provide assistance and advice to people wishing to claim Universal Credit benefit. This funding ceased in March 2022 and as a result this fund is now closed.

Telephone and digital fund
To provide an additional telephone and digital advisor as a result of the change in service delivery model as a consequence of COVID-19 restrictions.

Hardship Fund/ Household Fund
Separate funds provided by Cumbria County Council to enable small ex-gratia payments to be made to those in severe financial hardship, who have little means to financially support themselves. The financial support is provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

The following funds are in deficit at the year end:

None

18 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 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Contractual commitment reserve (designated)	70,000	-	-	(15,000)	55,000
CCC Money Advice	-	47,550	(45,271)	(2,279)	-
General unrestricted fund	79,870	122,817	(118,879)	11,474	95,282
	149,870	170,367	(164,150)	(5,805)	150,282

Previous year:	At 1 April 2021	Incoming resources	Resources expended	Transfers	At 31 March 2022
	£	£	£	£	£
Contractual commitment reserve (designated)	71,000	-	-	(1,000)	70,000
CCC Money Advice	-	47,550	(41,189)	(6,361)	-
General unrestricted fund	83,552	97,808	(99,227)	(2,263)	79,870
	154,552	145,358	(140,416)	(9,624)	149,870

The specific purposes for which funds are to be are applied are as follows:

Contractual commitment reserve (designated reserve)
To enable the charity to effect an orderly reduction in activity level and meet its contractual commitments, particularly to staff and to landlords, in the event of unforeseen and potentially damaging circumstances arising, such as the withdrawal of a significant funding stream.

CCC, (South Lakeland local area committee) Money Advice
To provide specialist money advice at casework level for those who are in financial difficulties including financial capability training.

General unrestricted fund
This is a buffer which should enable the charity to continue to meet the needs of clients by continuing to operate at a planned level which would necessarily lead to a deficit arising in the event of an expected reduction in funding.

19 Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible assets	660	-	660
Current assets/(liabilities)	149,622	12,293	161,915
	150,282	12,293	162,575

	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Tangible assets	1,260	-	1,260
Current assets/(liabilities)	148,610	9,283	157,893
	149,870	9,283	159,153

20 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:

	2023	2022
	£	£
Within one year	17,100	17,100
Between two and five years	-	17,100
	17,100	34,200

21 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

SOUTH LAKES CITIZENS ADVICE BUREAU

England & Wales - Charity number 1118656

Accounts

South Lakes Citizens Advice Bureau

(Company Limited by Guarantee)

Unaudited Financial Statements for the year ended
31 March 2022

Company Registration Number: 06113551

Charity Registration Number: 1118656

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

	PAGE
Trustees' annual report (incorporating the director's report)	1
Independent examiner's report to the trustees	8
Statement of financial activities (including income and expenditure account)	9
Statement of financial position	10
Notes to the financial statements	11

South Lakes Citizens Advice Bureau

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	South Lakes Citizens Advice Bureau
Charity registration number	1118656
Company registration number	06113551
Principal office and registered office	Blackhall Road Kendal Cumbria LA9 4BT

THE TRUSTEES

Catherine Lubelska	(Retired 30 April 2021)
Russell Longton	
John Whitehead	
Alan Chesters	
John Batty	(Retired 3 August 2022)
Giles Middleton	(Retired 19 May 2021)
Elizabeth Jane Caven	(Retired 12 May 2021)
Craig John Pennington	(Retired 7 May 2021)
Mark Gregory	(Appointed 4 August 2021)
Colin Ranshaw	(Appointed 26 January 2022)
Barbara Potter	(Appointed 1 July 2022)
Connor McKitrick	(Appointed 26 January 2022)

COMPANY SECRETARY	Russell Longton
INDEPENDENT EXAMINER	Mr Darren Little ACA Chartered accountant Saint & Co The Old Police Station Church Street Ambleside Cumbria LA22 0BT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is governed by its memorandum and articles of association dated 19 February 2007 and amended on 06 December 2012 and on 27 July 2022.

Methods adopted for the recruitment and appointment of new trustees

Members of the trustee board are appointed through an open and transparent selection and interview process. Membership of the trustee board aims to reflect the diversity of the community within which it is located. No funders are currently represented on the board.

Members of the trustee board are inducted and trained in a timely fashion and understand their responsibilities, in relation to Citizens Advice Membership scheme, Financial Conduct Authority Charity Commission and Companies House.

OBJECTIVES AND ACTIVITIES

Summary of the objects

South Lakes Citizens Advice was established for the promotion of any charitable purpose for the benefit of the community in Cumbria by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Public benefit

The Trustees have referred to the guidance contained in the Citizens Advice Service Membership and the Charity Commission's general guidance on public benefit when reviewing the objectives and in planning for future activities.

ACHIEVEMENTS AND PERFORMANCE

South Lakes Citizens Advice

- provides the advice people need for the problems they face
- improves the policies and practices that affect people's lives

We value diversity, promote equality, and challenge discrimination.

Summary of achievements and performance

During this reporting period we have continued to deliver an accessible service which is free, independent, impartial, and confidential. Clients have been able to access our dedicated telephone and digital service five days per week. As the government COVID restrictions have eased, we have steadily re-introduced face to face appointments for those with complex advice needs.

The demand for our service has continued, and we have dealt with 2,395 clients with 10,780 issues during the year. Due to our intervention, we have successfully raised just under £2 million in financial gains for those clients. We have seen the welcome return of our highly trained volunteer team, who have delivered the generalist advice service supported by our management team and specialist caseworkers.

The key issues dealt with during the year were as follows:

- Benefits and Tax Credits
- Universal Credit
- Debt problems
- Housing
- Employment

The specialist caseworkers have supported the generalist advice service, and provided detailed casework for more complex cases. The work of the specialist teams is funded as follows:

- South Lakeland District Council - telephone and digital service delivery and advice;
- Cumbria Community Foundation - telephone and digital service delivery and advice;
- Cumbria County Council (South Lakeland area committee) - debt and money advice;
- The Money Advice Service (MaPS) - debt and money advice;
- South Lakeland Housing Association - for addressing the debt and money advice needs of their tenants;
- Macmillan Cancer Support - welfare benefits advice to those affected by cancer
- Cumbria County Council - for the delivery of ex gratia hardship funding to those unable to support themselves.

Research and Campaigns

We are actively involved in Research and Campaigns work and have contributed to a wide range of initiatives and campaigns run at a local level, across the county and with Citizens Advice at a national level. Our role is to act as a voice for our clients and provide evidence of unfair legislation, policies and practices in order to prevent problems arising in the future. This evidence is used by Citizens Advice to bring about change.

Working in Partnership

- We are a member of Citizens Advice Cumbria which is a consortium comprising of all the local Citizens Advice services in Cumbria. One aim of the consortium is to identify and bid for county-wide funding.

- We are a member of the Gateway Group, a local multi-agency organisation. Our Chief Officer, on behalf of South Lakes Citizens Advice, is a Trustee of this organisation.

Achievements

Quality of Advice Assessment: The quality of our advice is confidentially assessed both internally and externally and we are pleased to report that the quality of our advice work continues to be of a very high standard.

We have been successful and scored highly in relation to the annual audit of our Performance and Quality.

This audit is assessed against the following key areas:

- Governance
- Strategic Business planning
- Risk Management
- Financial Management
- People Management
- Operational performance management
- Partnership working
- Research and Campaigning
- Equality

Funding

We would like to thank all our funders for their continuous financial support over the year, and those who have provided support in kind from donations of coffee and tea, to fixing the leaking pipes, without whose support we would not be able to deliver our vital service. We would like to take this opportunity to particularly thank South Lakeland District Council, the Town Councils and the County Council for their continuing and welcome financial support.

The future

As we anticipate that the demand for our service will continue to grow post COVID, the Trustees are committed to ensuring that South Lakes Citizens Advice continues to provide an accessible, quality advice service. The Trustees will work hard to ensure we provide a robust and sustainable service to the people of South Lakeland, a service delivered by dedicated, trained staff and volunteers.

Finally

On behalf of the Trustee Board, I would like to say a sincere thank you to all our staff and volunteers who have continued to deliver an exceptional service in very difficult circumstances.

Without their dedication, commitment and hard work we would not have been able to deliver our quality, highly valued service to the community of South Lakeland.

FINANCIAL REVIEW

Review of the financial position

The total income during the year was £328,742 and expenditure was £336,767 giving a net deficit of £8,025 and leaving reserves of £159,153. The main source of funding for the General Advice service continued to be a grant from South Lakeland District Council but owing to local authority cutbacks, this was again reduced by a further £5,613 (10%) compared with the previous year.

COVID-19 continued to affect this year, but we were again successful in obtaining additional one-off donations and grants from various commercial organisations and charitable bodies, totalling £4,004, together with a further £10,000 from the Cumbria Community Foundation, and £15,000 from South Lakeland District Council, which have greatly assisted us to continue to develop our service delivery in response to COVID restrictions. The deficit for the year was largely a result of utilising the unspent COVID funding from the previous year.

Funding has continued on the four contracts for the provision of money, debt, benefits, and welfare advice though again the small increases in funding did not offset our increased salary costs. The contract with DWP to provide advice relating to Universal Credit came to an end on 31 March 2022 and has not been renewed.

The Trustees are aware that all funding streams remain under threat of reduction or complete withdrawal and they continue to closely monitor the budget and work to establish alternative funding.

Principal financial management policies adopted in the year

A budget for the year was agreed prior to the beginning of the accounting year and amended as necessary during the year. Management accounts were presented at each regular Trustee Board meeting and expenditure monitored against the budget. Policies regarding spending authorities, operation of petty cash systems and payment of travel expenses are contained within the Office Manual, and are regularly reviewed.

Reserves Policy

The Trustees have carried out a review of the Reserves policy, and have agreed to maintain Reserves as follows:

The Trustees believe that the Charity should hold financial reserves in order that it can continue to operate and meet the needs of clients in the present uncertain financial climate. Consequently, the Trustees believe it prudent to maintain the following Reserves:

Contractual Commitment Reserve (a designated fund)
This reserve will enable the charity to effect an orderly reduction in activity level, and meet its contractual financial commitments to staff, landlords and other suppliers, in the event of unforeseen and potentially damaging circumstances such as the withdrawal of, or reduction in, a significant funding stream. At 31 March 2022 these liabilities total approximately £70,000, so it is proposed to reduce the Reserve at that figure (2021: £71,000).

General Fund Reserve
This reserve acts as a buffer to absorb budgeted deficits to enable the charity to maintain service levels in the event of an expected reduction in funding streams, whilst alternative funds are sourced. The trustees consider it prudent to maintain this at a minimum of £53,000 approximately equal to 25% of total annual recurring expenditure. (i.e. Core costs plus overheads) At 31 March 2022, the balance on the Reserve was £79,870.

FINANCIAL REVIEW *(continued)*

Principal funding sources

The main sources of project income for the year continued to be Cumbria County Council local area committee (for debt advice), the Money Advice and Pension Service (for debt advice), and Macmillan Cancer Support (for welfare benefits advice for those living with cancer). In addition, the DWP via a contract with Citizens Advice provided funding to assist people to claim Universal Credit.

Our main source of unrestricted income was the annual grant from South Lakeland District Council, with other contributions from Ulverston and Kendal Town Councils, the Hadfield Trust, Cumbria Community Foundation. In addition, we were grateful for donations from several commercial organisations and individuals, some of whom requested anonymity.

Investment policy and objectives

Funds were held in interest producing charity accounts which could be accessed with only a few days' notice. This is the most appropriate policy for the charity, as funding is received in blocks at irregular intervals during the year and the charity needs to be able to access these funds in the event of a delay in one funding stream.

Risk management

The Trustees review the major risks annually in January and set up procedures to mitigate those risks. The administration of procedures is delegated to the Chief Officer who also has a responsibility to identify potential risks as they arise.

PLANS FOR FUTURE PERIODS

The year reported upon has been another one of great change, due in part to the impact of COVID-19 on the delivery of our service, and that looks set to continue with changes to property and our service delivery model, as well as local government in Cumbria from April 2023. We look to maintain our high-quality service to those needing it across South Lakeland whilst facing financial pressures that make future planning difficult. We remain committed to making access to that service easier for people living in remote, often isolated situations across a very large, rural area and to work as closely as possible with other organisations in identifying and providing the help and advice that people need.

Over the medium to long term, uncertainties surrounding the impact of local government reorganisation and service delivery remain. Some of our existing contracts are due to be renewed over the next 12 months, and the proposed conditions under which they will be renewed appear to be increasingly demanding, and as such there can be no assurance that we will be able to continue delivering those services. If these contracts are not renewed, there will be an inevitable reduction in our income, unless replacement contracts can be sourced. This in turn, will bring the need for sustainable funding solutions into even greater focus. South Lakeland District Council, the main funder of our general advice service, will cease to exist on 1st April 2023, and whilst our funding has been guaranteed until March 2024, continued funding at an appropriate level thereafter will be dependent on the budgets of the new Westmorland and Furness Council.

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 26 October 2022 and signed on behalf of the board of trustees by:

Alan Chesters
Trustee

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of South Lakes Citizens Advice Bureau

Year ended 31 March 2022

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

RESPONSIBILITIES AND BASIS OF REPORT

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

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mr Darren Little ACA
Chartered accountant, Independent Examiner

Saint & Co, The Old Police Station, Church Street, Ambleside, Cumbria, LA22 0BT

Date: 09 November 2022.

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2022

	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments					
Donations and legacies	5	9,004	1,350	**10,354**	42,738
Charitable activities	6	136,296	182,034	**318,330**	276,202
Investment income	7	58	–	**58**	92
Total income		145,358	183,384	**328,742**	319,032
Expenditure					
Expenditure on raising funds:					
Costs of raising funds	8	8,000	–	**8,000**	8,000
Expenditure on charitable activities	9	132,416	196,351	**328,767**	267,990
Total expenditure		140,416	196,351	**336,767**	275,990
Net (expenditure)/income		4,942	(12,967)	**(8,025)**	43,042
Transfers between funds		(9,624)	9,624	–	–
Net movement in funds		(4,682)	(3,343)	**(8,025)**	43,042
Reconciliation of funds					
Total funds brought forward		154,552	12,626	**167,178**	124,136
Total funds carried forward		149,870	9,283	**159,153**	167,178

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 11 to 22 form part of these financial statements.

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
FIXED ASSETS			
Tangible fixed assets	**15**	**1,260**	1,860
CURRENT ASSETS			
Debtors	**16**	**9,614**	12,275
Cash at bank and in hand		**154,783**	188,534
		164,397	200,809
CREDITORS: amounts falling due within one year	**17**	**(6,504)**	(35,491)
NET CURRENT ASSETS		**157,893**	165,318
TOTAL ASSETS LESS CURRENT LIABILITIES		**159,153**	167,178
NET ASSETS		**159,153**	167,178
FUNDS OF THE CHARITY			
Restricted funds		**9,283**	12,626
Unrestricted funds		**149,870**	154,552
Total charity funds	**20**	**159,153**	167,178

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 26 October 2022, and are signed on behalf of the board by:

Russell Longton
Trustee

The notes on pages 11 to 22 form part of these financial statements.

1. GENERAL INFORMATION

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Blackhall Road, Kendal, Cumbria, LA9 4BT.

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.

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

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

Going concern

The Trustees are fully aware of the cumulative impact of reduced funding, and are engaged in a programme of adapting our service delivery model to be more cost effective for the future, and of seeking alternative sources of funding, which they believe will be successful, enabling the organisation to remain a going concern for the foreseeable future.

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.

There were no judgements made or estimation uncertainty that would have a significant impact in these or following years figures.

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. The charity does not hold any endowment funds.

3. ACCOUNTING POLICIES *(continued)*

Incoming resources

All income is 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.
- 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, or Trustees.
- 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 will be regarded as restricted.

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 and management time spent on applications for funding.
- 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.

3. ACCOUNTING POLICIES *(continued)*

Operating leases

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

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Capitalisation policy: single assets costing less than £1,000 or similar groups of assets purchased or ordered together of less than £1,000 per asset are written off in the year of purchase.

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:

Equipment	-	33% 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.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs.

Financial instruments

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

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

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

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

3. ACCOUNTING POLICIES *(continued)*

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.

4. LIMITED BY GUARANTEE

The company is limited by guarantee and has no issued share capital.

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
DONATIONS			
Donations	1,404	1,350	**2,754**
Lakeland	–	–	**–**
GlaxoSmithKline	2,600	–	**2,600**
Hadfield Trust	5,000	–	**5,000**
	9,004	1,350	**10,354**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
DONATIONS			
Donations	27,738	–	27,738
Lakeland	10,000	–	10,000
GlaxoSmithKline	–	–	–
Hadfield Trust	5,000	–	5,000
	42,738	–	42,738

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Macmillan	–	41,566	**41,566**
MaPS Debt Advice	–	41,804	**41,804**
South Lakes Housing	–	1,920	**1,920**
CCC Money Advice	47,550	–	**47,550**
SLDC	50,520	–	**50,520**
Town Council grants	9,000	–	**9,000**
National Citizens Advice	1,500	–	**1,500**
Cumbria Community Foundation	10,000	–	**10,000**
DWP - Help to claim (Universal Credit)	–	24,804	**24,804**
SLDC - Telephone & Digital	–	15,000	**15,000**
Cumbria Community Foundation - Telephone & Digital	–	–	**–**
CCC Hardship Fund	–	5,000	**5,000**
CCC Household Fund	5,916	51,800	**57,716**
Other grants	11,810	140	**11,950**
	136,296	182,034	**318,330**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Macmillan	–	36,034	36,034
MaPS Debt Advice	–	41,817	41,817
South Lakes Housing	–	915	915
CCC Money Advice	47,550	–	47,550
SLDC	56,133	–	56,133
Town Council grants	6,000	–	6,000
National Citizens Advice	12,797	–	12,797
Cumbria Community Foundation	24,649	–	24,649
DWP - Help to claim (Universal Credit)	–	25,046	25,046
SLDC - Telephone & Digital	–	798	798
Cumbria Community Foundation - Telephone & Digital	–	14,479	14,479
CCC Hardship Fund	2,004	5,000	7,004
CCC Household Fund	–	–	–
Other grants	2,980	–	2,980
	152,113	124,089	276,202

7. INVESTMENT INCOME

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	58	**58**	92	92

8. COSTS OF RAISING FUNDS

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Staff costs	8,000	**8,000**	8,000	8,000

9. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs	**Total Funds 2022 £**	Total Funds 2021 £
Charitable Activities				
Staff costs	160,738	45,767	**206,505**	192,017
Staff and volunteer travel and training	979	–	**979**	4,762
Hardship/ Household fund distributions *	58,703	–	**58,703**	–
Rent	–	19,357	**19,357**	19,200
Rates and water	–	462	**462**	649
Light and heat	–	3,325	**3,325**	3,219
Cleaning, repairs and maintenance	–	5,591	**5,591**	3,327
Insurance	–	2,683	**2,683**	1,583
IT support and office equipment	–	7,361	**7,361**	17,459
Bookkeeping and payroll fees	–	3,657	**3,657**	4,316
Telephone	–	8,674	**8,674**	7,770
Other office	–	–	**–**	1,824
Depreciation	–	600	**600**	–
Bank charges	–	107	**107**	72
Printing, postages and stationery	–	2,241	**2,241**	4,001
Subscriptions	–	5,372	**5,372**	3,708
Other legal and professional fees	–	–	**–**	119
	220,420	105,197	**325,617**	264,026
Governance				
Accountancy fees	–	2,900	**2,900**	2,700
Other legal and professional fees	–	250	**250**	1,264
	220,420	108,347	**328,767**	267,990

* Hardship/ Household fund distributions, this is the financial support provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

10. NET (EXPENDITURE)/INCOME

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

	2022	2021
	£	£
Depreciation of tangible fixed assets	**600**	–

11. INDEPENDENT EXAMINATION FEES

	2022	2021
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**2,900**	2,700

12. STAFF COSTS

The average head count of employees during the year was 10 (2021: 10). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of casework/project staff	**6**	5
Number of administrative staff	**1**	1
Number of management staff	**1**	1
Number of supervision staff	**1**	1
	9	8

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

In addition to the above there were 8 full time equivalent unpaid volunteer caseworkers.

13. TRUSTEE REMUNERATION AND EXPENSES

The trustees received no remuneration in the year and claimed no travel expenses (2021: £Nil) for the year.

14. TRANSFERS BETWEEN FUNDS

Unrestricted funds have been used to cover the deficits on restricted funds at the year end totalling £9,624. £4,993 to Macmillan, £4,012 to the Telephone and Digital fund, £365 to Help to Claim and £254 to the South Lakes Housing fund.

£1,000 has been transferred from the contractual commitment reserve to unrestricted general funds at the year end to reflect the reduced amount of future financial commitments.

The accumulated unrestricted CCC Money Advice closing fund totalling £6,361 was transferred to the General Advice unrestricted funds as there is no restriction on its use.

15. TANGIBLE FIXED ASSETS

	Equipment £
Cost	
At 1 April 2021 and 31 March 2022	**17,178**
Depreciation	
At 1 April 2021	**15,318**
Charge for the year	**600**
At 31 March 2022	**15,918**
Carrying amount	
At 31 March 2022	**1,260**
At 31 March 2021	1,860

16. DEBTORS

	2022 £	2021 £
Prepayments and accrued income	**6,554**	9,215
Other debtors	**3,060**	3,060
	9,614	12,275

17. CREDITORS: amounts falling due within one year

	2022 £	2021 £
Trade creditors	**1,224**	2,915
Accruals and deferred income	**5,280**	32,576
	6,504	35,491

18. DEFERRED INCOME

	2022 £	2021 £
At 1 April 2021	**25,000**	–
Amount released to income	**(25,000)**	–
Amount deferred in year	**–**	25,000
At 31 March 2022	**–**	25,000

18. DEFERRED INCOME *(continued)*

No deferred income was recognised at 31 March 2022.

The £25,000 at 31 March 2021 relates to:

£10,000 Cumbria Community Foundation (Pappagallino Fund) grant for additional supervision hours for which the post commenced in April 2021.

£15,000 SLDC for additional telephone and digital support worker funding for 12 months to Sept 2021. Match funding was spent first, during the period October 2020 to March 2021.

19. 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 £10,636 (2021: £10,643).

20. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	**At 31 March 2022**
	£	£	£	£	**£**
General funds	83,552	97,808	(99,227)	(2,263)	**79,870**
Contractual Commitment Reserve	71,000	–	–	(1,000)	**70,000**
CCC Money Advice	–	47,550	(41,189)	(6,361)	**–**
	154,552	145,358	(140,416)	(9,624)	**149,870**

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
General funds	46,514	147,393	(108,171)	(2,184)	83,552
Contractual Commitment Reserve	71,000	–	–	–	71,000
CCC Money Advice	–	47,550	(40,111)	(7,439)	–
	117,514	194,943	(148,282)	(9,623)	154,552

20. ANALYSIS OF CHARITABLE FUNDS *(continued)*

The specific purposes for which funds are to be are applied are as follows:

Contractual commitment reserve (designated reserve)
To enable the charity to effect an orderly reduction in activity level and meet its contractual commitments, particularly to staff and to landlords, in the event of unforeseen and potentially damaging circumstances arising, such as the withdrawal of a significant funding stream.

General funds
This is a buffer which should enable the charity to continue to meet the needs of clients by continuing to operate at a planned level which would necessarily lead to a deficit arising in the event of an expected reduction in funding.

CCC, (South Lakeland local area committee) Money Advice To provide specialist money advice at casework level for those who are in financial difficulties including financial capability training.

Restricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At **31 March 2022**
	£	£	£	£	**£**
Macmillan	–	41,566	(46,559)	4,993	–
MaPS Debt Advice	7,555	41,804	(44,663)	–	**4,696**
South Lakes Housing	–	1,920	(2,174)	254	–
DWP - Help to claim (Universal Credit)	–	24,804	(25,169)	365	–
Telephone and digital fund	71	15,000	(19,083)	4,012	–
Hardship fund	5,000	6,490	(6,903)	–	**4,587**
Household fund	–	51,800	(51,800)	–	–
	12,626	183,384	(196,351)	9,624	**9,283**

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Macmillan	–	36,034	(45,332)	9,298	–
MaPS Debt Advice	7,356	41,817	(41,618)	–	7,555
South Lakes Housing	1,847	915	(1,289)	(1,473)	–
DWP - Help to claim (Universal Credit)	(2,581)	25,046	(24,263)	1,798	–
Telephone and digital fund	–	15,277	(15,206)	–	71
Hardship fund	–	5,000	–	–	5,000
Household fund	–	–	–	–	–
	6,622	124,089	(127,708)	9,623	12,626

20. ANALYSIS OF CHARITABLE FUNDS *(continued)*

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

Macmillan
To provide specialist welfare benefits advice to people and their families living with cancer.

Money Advice and Pension Service Debt Advice Project (MaPSDAP) To provide specialist money advice at casework level for those who are in financial difficulties.

South Lakeland Housing Association Contract
To provide specialist debt advice for tenants of South Lakeland Housing.

DWP - Help to claim (Universal Credit)
To provide assistance and advice to people wishing to claim Universal Credit benefit. This funding ceased in March 2022 and as a result this fund is now closed.

Telephone and digital fund
To provide an additional telephone and digital advisor as a result of the change in service delivery model as a consequence of COVID-19 restrictions.

Hardship Fund/ Household Fund
Separate funds provided by Cumbria County Council to enable small ex-gratia payments to be made to those in severe financial hardship, who have little means to financially support themselves. The financial support is provided to qualifying applicants vetted by South Lakes Citizen Advice Bureau. Successful applicants are awarded vouchers to redeem via a third party online shop.

The following funds are in deficit at the year end:

None

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Tangible fixed assets	1,260	–	**1,260**
Current assets	148,610	15,786	**164,396**
Creditors less than 1 year	–	(6,503)	**(6,503)**
Net assets	149,870	9,283	**159,153**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	1,860	–	1,860
Current assets	152,692	48,117	200,809
Creditors less than 1 year	–	(35,491)	(35,491)
Net assets	154,552	12,626	167,178

22. OPERATING LEASE COMMITMENTS

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

	2022	2021
	£	£
Not later than 1 year	**17,100**	18,375
Later than 1 year and not later than 5 years	**17,100**	6,000
	34,200	24,375

SOUTH LAKES CITIZENS ADVICE BUREAU

England & Wales - Charity number 1118656

Accounts

South Lakes Citizens Advice Bureau

(Company Limited by Guarantee)

Unaudited Financial Statements for the year ended
31 March 2021

Company Registration Number: 06113551

Charity Registration Number: 1118656

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

	PAGE
Trustees' annual report (incorporating the director's report)	1
Independent examiner's report to the trustees	7
Statement of financial activities (including income and expenditure account)	8
Statement of financial position	9
Notes to the financial statements	10

South Lakes Citizens Advice Bureau

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	South Lakes Citizens Advice Bureau
Charity registration number	1118656
Company registration number	06113551
Principal office and registered office	Blackhall Road Kendal Cumbria LA9 4BT

THE TRUSTEES

Catherine Lubelska	(Retired 30 April 2021)
Russell Longton	
Elizabeth Anderton	(Retired 27 January 2021)
John Whitehead	
Alan Chesters	
John Batty	
Giles Middleton	(Retired 19 May 2021)
Elizabeth Jane Caven	(Served from 28 October 2020 to 12 May 2021)
Craig John Pennington	(Served from 28 October 2020 to 7 May 2021)
Mark Gregory	(Appointed 4 August 2021)

COMPANY SECRETARY	Russell Longton
INDEPENDENT EXAMINER	Mr Darren Little ACA Chartered accountant Saint & Co The Old Police Station Church Street Ambleside Cumbria LA22 0BT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is governed by its memorandum and articles of association dated 19 February 2007 and amended on 06 December 2012.

Methods adopted for the recruitment and appointment of new trustees

Members of the trustee board are appointed through an open and transparent selection and interview process. Membership of the trustee board aims to reflect the diversity of the community within which it is located. No funders are currently represented on the board.

Members of the trustee board are inducted and trained in a timely fashion and understand their responsibilities, in relation to Citizens Advice Membership scheme, Financial Conduct Authority Charity Commission and Companies House.

OBJECTIVES AND ACTIVITIES

Summary of the objects

South Lakes Citizens Advice was established for the promotion of any charitable purpose for the benefit of the community in Cumbria by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Public benefit

The Trustees have referred to the guidance contained in the Citizens Advice Service Membership and the Charity Commission's general guidance on public benefit when reviewing the objectives and in planning for future activities.

ACHIEVEMENTS AND PERFORMANCE

Summary of achievements and performance

During this reporting period we have faced the challenges of delivering a service during the Covid pandemic. We were able to quickly mobilise the team and set up a remote telephone and digital advice service without a break in service. This was a massive shift, but it meant that our service was available at a time of great need.

We have continued to deliver an excellent free, independent, confidential and impartial quality advice service and during this reporting period we dealt with 2,000 clients with 7,336 issues. The generalist service was initially delivered by paid staff, but we are pleased to report that over the year we saw the return of our highly trained Advice volunteers.

The generalist service was complemented by our specialist team consisting of highly trained paid staff who deliver telephone and digital advice for the following funded projects:

- Cumbria County Council (South Lakeland local area committee) funded casework in Money Advice which is provided by the generalist advisers as well as two part-time paid caseworkers;
- The Money Advice Service (MaPSDAP) which is delivered by two part-time caseworkers;
- South Lakeland Housing - this is a project aimed at addressing the Money Advice needs of tenants of South Lakeland Housing Association;
- Welfare Benefits project - funded by Macmillan Cancer Support and available to those affected by cancer. The service is delivered by two part-time caseworkers.
- Delivery of hardship funding on behalf Cumbria County Council.

Research and Campaigns

We are actively involved in Research and Campaigns work and have contributed to a wide range of initiatives and campaigns run at a local level, across the county and with Citizens Advice at a national level. Our role is to act as a voice for our clients and provide evidence of unfair legislation, policies and practices in order to prevent problems arising in the future. This evidence is used by Citizens Advice to bring about change.

As a consequence of Covid-19 we saw an increase in the number issues raised in relation to furlough and terms and conditions of employment.

Working in Partnership

- We are a member of Citizens Advice Cumbria which is a consortium comprising of all the local Citizens Advice services in Cumbria. One aim of the consortium is to identify and bid for county-wide funding.
- We are a member of the Gateway Group, a local multi-agency organisation. Our Chief Officer, on behalf of South Lakes Citizens Advice, is a Trustee of this organisation.

Achievements

Quality of Advice Assessment: The quality of our advice is confidentially assessed both internally and externally and we are pleased to report that the quality of our advice work continues to be of a very high standard.

We have been successful and scored highly in relation to the annual audit of our Performance and Quality.

This audit is assessed against the following key areas:

- Governance
- Strategic Business planning
- Risk Management
- Financial Management
- People Management
- Operational performance management
- Partnership working
- Research and Campaigning
- Equality

Funding

We have been successful in securing additional funding from Cumbria Community Foundation and South Lakeland District Council in response to Covid-19.

The future

The Trustees are committed to ensuring South Lakes Citizens Advice continues to provide an accessible and quality service in the forthcoming years. To ensure that we are "fit for purpose" and that we provide a robust and sustainable service, we are constantly reviewing the strategic direction of our organisation. Funding is crucial to this and, as reported, we continue to identify funding opportunities to ensure we have diverse funding streams.

Without the financial support of those named in this document we would not be able to deliver our vital service. We would like to take this opportunity to say thank you to the South Lakes District Council, Town and Parish Councils and County Council for their continued support. We would also like to thank local Charitable Trusts and all those listed under Donations who have supported us over the year.

Finally

On behalf of the Trustee Board, I would like to say a sincere thank you to all our staff and volunteers who have continued to deliver an exceptional service in very difficult circumstances.

Without their dedication, commitment and hard work we would not have been able to deliver our quality, highly valued service to the community of South Lakeland.

FINANCIAL REVIEW

Review of the financial position

The total income during the year was £319,032 and expenditure was £275,990 giving a net surplus of £43,042 and leaving reserves of £167,178. The main source of funding for the General Advice service continued to be a grant from South Lakeland District Council, but owing to local authority cutbacks, this was again reduced by a further £6,270 (10%) compared with the previous year.

During this COVID-19 affected year, we were particularly successful in obtaining donations from commercial organisations, and charitable bodies, which totalled £42,738 together with a further £24,649 from the Cumbria Community Foundation. These have contributed significantly to the unexpected surplus for the year and whilst some of this funding has been spent during the year, the balance has been spent in the early part of the new financial year, which will be adversely impacted as a result.

Funding continued via Citizens Advice Cumbria on one of the three contracts for the provision of money, debt, and welfare advice, although, there were only small increases in funding on those contracts to offset increased costs, especially salary costs.

The trustees are aware that all funding streams remain under threat of reduction or complete withdrawal, and they continue to closely monitor the budget, and work to establish alternative funding.

Principal financial management policies adopted in the year

A budget for the year was agreed prior to the beginning of the accounting year and amended as necessary during the year. Management accounts were presented at each regular Trustee Board meeting and expenditure monitored against the budget. Policies regarding spending authorities, operation of petty cash systems and payment of travel expenses are contained within the Office Manual, and are regularly reviewed.

Reserves Policy

The Trustees have carried out a review of the Reserves policy, and have agreed to maintain Reserves as follows:

The Trustees believe that the Charity should hold financial reserves in order that it can continue to operate and meet the needs of clients in the present uncertain financial climate. Consequently, the Trustees believe it prudent to maintain the following Reserves:

Contractual Commitment Reserve (a designated fund)
This reserve will enable the charity to effect an orderly reduction in activity level, and meet its contractual financial commitments to staff, landlords and other suppliers, in the event of unforeseen and potentially damaging circumstances such as the withdrawal of, or reduction in, a significant funding stream. At 31 March 2021 these liabilities total approximately £71,000, so it is proposed to maintain the Reserve at that figure.

General Fund Reserve
This reserve acts as a buffer to absorb budgeted deficits to enable the charity to maintain service levels in the event of an expected reduction in funding streams, whilst alternative funds are sourced. The trustees consider it prudent to maintain this at a minimum of £48,000 approximately equal to 25% of total annual recurring expenditure. (i.e. Core costs plus overheads) At 31 March 2021, the balance on the Reserve was £83,552.

FINANCIAL REVIEW *(continued)*

Principal funding sources

The main sources of project income for the year continued to be Cumbria County Council local area committee (for debt advice), the Money Advice and Pension Service (for debt advice), and Macmillan Cancer Support (for welfare benefits advice for those living with cancer). In addition, the DWP via a contract with Citizens Advice provided funding to assist people to claim Universal Credit.

Our main source of unrestricted income was South Lakeland District Council, with other contributions from Ulverston and Kendal Town Councils, the Hadfield Trust, Cumbria Community Foundation, and several generous donations from commercial organisations and individuals.

Investment policy and objectives

Funds were held in interest producing charity accounts which could be accessed with only a few days' notice. This is the most appropriate policy for the charity, as funding is received in blocks at irregular intervals during the year and the charity needs to be able to access these funds in the event of a delay in one funding stream.

Risk management

The Trustees review the major risks annually in January and set up procedures to mitigate those risks. The administration of procedures is delegated to the Chief Officer who also has a responsibility to identify potential risks as they arise.

PLANS FOR FUTURE PERIODS

The year reported upon has been another one of great change, due in part to the impact of COVID-19 on the delivery of our service, and that looks set to continue with changes to property and our service-delivery model. We look to maintain our high-quality service to those needing it across South Lakeland whilst facing financial pressures that make future planning difficult. We remain committed to making access to that service easier for people living in remote, often isolated situations across a very large, rural area and to work as closely as possible with other organisations in identifying and providing the help and advice that people need.

Over the medium to long term, uncertainties surrounding service delivery remain. Some of our existing contracts are due to be renewed over the next 12 months, and the proposed conditions under which they will be renewed appear to be increasingly demanding, and as such there can be no assurance that we will be able to continue delivering those services. If these contracts are not renewed, there will be an inevitable reduction in our income, unless replacement contracts can be sourced. This in turn, will bring the need for sustainable funding solutions into even greater focus."

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 20 October 2021 and signed on behalf of the board of trustees by:

Alan Chesters
Trustee

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of South Lakes Citizens Advice Bureau

Year ended 31 March 2021

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

RESPONSIBILITIES AND BASIS OF REPORT

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

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Saint & Co.

Mr Darren Little ACA
Chartered accountant, Independent Examiner
Saint & Co, The Old Police Station, Church Street, Ambleside, Cumbria, LA22 0BT

Date: 26 October 2021

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2021

	Note	Unrestricted funds £	2021 Restricted funds £	**Total funds £**	2020 Total funds £
Income and endowments					
Donations and legacies	**5**	42,738	–	**42,738**	38,157
Charitable activities	**6**	152,113	124,089	**276,202**	225,962
Investment income	**7**	92	–	**92**	531
Total income		194,943	124,089	**319,032**	264,650
Expenditure					
Expenditure on raising funds:					
Costs of raising funds	**8**	8,000	–	**8,000**	8,000
Expenditure on charitable activities	**9**	140,282	127,708	**267,990**	288,038
Total expenditure		148,282	127,708	**275,990**	296,038
Net income/(expenditure)		46,661	(3,619)	**43,042**	(31,388)
Transfers between funds		(9,623)	9,623	–	–
Net movement in funds		37,038	6,004	**43,042**	(31,388)
Reconciliation of funds					
Total funds brought forward		117,514	6,622	**124,136**	155,524
Total funds carried forward		154,552	12,626	**167,178**	124,136

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 10 to 21 form part of these financial statements.

South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	2020 £
FIXED ASSETS			
Tangible fixed assets	**14**	**1,860**	–
CURRENT ASSETS			
Debtors	**15**	**12,275**	15,582
Cash at bank and in hand		**188,534**	113,184
		200,809	128,766
CREDITORS: amounts falling due within one year	**16**	**(35,491)**	(4,630)
NET CURRENT ASSETS		**165,318**	124,136
TOTAL ASSETS LESS CURRENT LIABILITIES		**167,178**	124,136
NET ASSETS		**167,178**	124,136
FUNDS OF THE CHARITY			
Restricted funds		**12,626**	6,622
Unrestricted funds		**154,552**	117,514
Total charity funds	**19**	**167,178**	124,136

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.

These financial statements were approved by the board of trustees and authorised for issue on 20 October 2021, and are signed on behalf of the board by:

Russell Longton
Trustee

The notes on pages 10 to 21 form part of these financial statements.

1. GENERAL INFORMATION

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Blackhall Road, Kendal, Cumbria, LA9 4BT.

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.

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

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

Going concern

The Trustees are fully aware of the cumulative impact of reduced funding, and are engaged in a programme of adapting our service delivery model to be more cost effective for the future, and of seeking alternative sources of funding, which they believe will be successful, enabling the organisation to remain a going concern for the foreseeable future.

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.

There were no judgements made or estimation uncertainty that would have a significant impact in these or following years figures.

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.

3. ACCOUNTING POLICIES *(continued)*

Fund accounting *(continued)*

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. The charity does not hold any endowment funds.

Incoming resources

All income is 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.
- 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, or Trustees.
- 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 will be regarded as restricted.

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 and management time spent on applications for funding.
- 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.

3. ACCOUNTING POLICIES *(continued)*

Operating leases

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

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Capitalisation policy: single assets costing less than £1,000 or similar groups of assets purchased or ordered together of less than £1,000 per asset are written off in the year of purchase.

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:

Equipment	-	33% 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.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs.

Financial instruments

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

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

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

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

3. ACCOUNTING POLICIES *(continued)*

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.

4. LIMITED BY GUARANTEE

The company is limited by guarantee and has no issued share capital.

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
DONATIONS				
Donations	27,738	**27,738**	33,157	33,157
Lakeland Donation	10,000	**10,000**	–	–
Hadfield Trust	5,000	**5,000**	5,000	5,000
	42,738	**42,738**	38,157	38,157

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Macmillan	–	36,034	**36,034**
MaPS Debt Advice	–	41,817	**41,817**
South Lakeland Housing	–	915	**915**
CCC Money Advice	47,550	–	**47,550**
SLDC	56,133	–	**56,133**
Town Council grants	6,000	–	**6,000**
National Citizens Advice	12,797	–	**12,797**
Cumbria Community Foundation	24,649	–	**24,649**
DWP - Help to claim (Universal Credit)	–	25,046	**25,046**
SLDC - Telephone & Digital	–	798	**798**
Cumbria Community Foundation - Telephone & Digital	–	14,479	**14,479**
CCC Hardship Fund	2,004	5,000	**7,004**
Other grants	2,980	–	**2,980**
	152,113	124,089	**276,202**

6. CHARITABLE ACTIVITIES *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Macmillan	–	41,025	41,025
MaPS Debt Advice	–	39,705	39,705
South Lakeland Housing	–	915	915
CCC Money Advice	47,550	–	47,550
SLDC	62,370	–	62,370
Town Council grants	6,100	–	6,100
National Citizens Advice	1,587	–	1,587
Cumbria Community Foundation	5,000	–	5,000
DWP - Help to claim (Universal Credit)	–	20,350	20,350
SLDC - Telephone & Digital	–	–	–
Cumbria Community Foundation - Telephone & Digital	–	–	–
CCC Hardship Fund	–	–	–
Other grants	1,360	–	1,360
	123,967	101,995	225,962

In 2019/20 the Trustee's considered the CCC Money Advice contract, after reviewing the SORP, to be unrestricted in nature and have continued to treat it as such in the current year.

7. INVESTMENT INCOME

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	92	**92**	531	531

8. COSTS OF RAISING FUNDS

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Staff costs	8,000	**8,000**	8,000	8,000

9. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs	**Total Funds 2021 £**	Total Funds 2020 £
Charitable Activities				
Staff costs	141,167	50,850	**192,017**	213,338
Staff and volunteer travel and training	4,762	–	**4,762**	7,508
Rent	–	19,200	**19,200**	20,200
Rates and water	–	649	**649**	821
Light and heat	–	3,219	**3,219**	4,311
Cleaning, repairs and maintenance	–	3,327	**3,327**	1,913
Insurance	–	1,583	**1,583**	2,338
IT support and office equipment	–	17,459	**17,459**	9,292
Bookkeeping and payroll fees	–	4,316	**4,316**	5,927
Telephone	–	7,770	**7,770**	9,019
Other office	–	1,824	**1,824**	2,732
Bank charges	–	72	**72**	60
Printing, postages and stationery	–	4,001	**4,001**	2,172
Subscriptions	–	3,708	**3,708**	5,663
Other legal and professional fees	–	119	**119**	–
	145,929	118,097	**264,026**	285,294
Governance				
Accountancy fees	–	2,700	**2,700**	2,656
Other legal and professional fees	–	1,264	**1,264**	88
	145,929	122,061	**267,990**	288,038

10. INDEPENDENT EXAMINATION FEES

	2021 £	2020 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**2,700**	2,656

11. STAFF COSTS

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

	2021	2020
	£	£
Wages and salaries	**180,096**	198,055
Social security costs	**9,278**	11,858
Employer contributions to pension plans	**10,643**	11,425
	200,017	221,338

The average head count of employees during the year was 10 (2020: 11). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of casework/project staff	**5**	5
Number of administrative staff	**1**	1
Number of management staff	**1**	1
Number of supervision staff	**1**	1
	8	8

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

In addition to the above there were 9 full time equivalent unpaid volunteer caseworkers.

12. TRUSTEE REMUNERATION AND EXPENSES

The trustees received no remuneration in the year and claimed no travel expenses (2020: £Nil) for the year.

13. TRANSFERS BETWEEN FUNDS

Unrestricted funds have been used to cover the deficits on restricted funds at the year end totalling £11,096. £9,298 to Macmillan and £1,798 to Help to Claim.

The restricted South Lakes Housing fund of £1,473 that has accumulated over time has been moved to general advice service as there are no restrictions on the use.

14. TANGIBLE FIXED ASSETS

	Equipment £
Cost	
At 1 April 2020	**36,317**
Additions	**1,860**
Disposals	**(20,999)**
At 31 March 2021	**17,178**
Depreciation	
At 1 April 2020	**36,317**
Disposals	**(20,999)**
At 31 March 2021	**15,318**
Carrying amount	
At 31 March 2021	**1,860**
At 31 March 2020	–

15. DEBTORS

	2021 £	2020 £
Prepayments and accrued income	**9,215**	12,522
Other debtors	**3,060**	3,060
	12,275	15,582

16. CREDITORS: amounts falling due within one year

	2021 £	2020 £
Trade creditors	**2,915**	–
Accruals and deferred income	**32,576**	4,630
	35,491	4,630

17. DEFERRED INCOME

	2021	2020
	£	£
At 1 April 2020	–	5,000
Amount released to income	–	(5,000)
Amount deferred in year	**25,000**	–
At 31 March 2021	**25,000**	–

The £25,000 at 31 March 2021 relates to:

£10,000 Cumbria Community Foundation (Pappagallino Fund) grant for additional supervision hours for which the post commenced in April 2021.

£15,000 SLDC for additional telephone and digital support worker funding for 12 months to Sept 2021. Match funding was spent first, during the period October 2020 to March 2021.

18. 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 £10,643 (2020: £11,425).

19. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2020	Income	Expenditure	Transfers	**At 31 March 2021**
	£	£	£	£	**£**
General funds	46,514	147,393	(108,171)	(2,184)	**83,552**
Contractual Commitment Reserve	71,000	–	–	–	**71,000**
CCC Money Advice	–	47,550	(40,111)	(7,439)	–
	117,514	194,943	(148,282)	(9,623)	**154,552**

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
General funds	53,448	115,105	(128,694)	6,655	46,514
Contractual Commitment Reserve	69,000	–	–	2,000	71,000
CCC Money Advice	–	47,550	(44,512)	(3,038)	–
	122,448	162,655	(173,206)	5,617	117,514

The specific purposes for which funds are to be are applied are as follows:

Contractual commitment reserve (designated reserve)
To enable the charity to effect an orderly reduction in activity level and meet its contractual commitments, particularly to staff and to landlords, in the event of unforeseen and potentially damaging circumstances arising, such as the withdrawal of a significant funding stream.

General funds
This is a buffer which should enable the charity to continue to meet the needs of clients by continuing to operate at a planned level which would necessarily lead to a deficit arising in the event of an expected reduction in funding.

CCC, (South Lakeland local area committee) Money Advice
To provide specialist money advice at casework level for those who are in financial difficulties including financial capability training.

19. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Restricted funds

	At 1 April 2020	Income	Expenditure	Transfers	At **31 March 2021**
	£	£	£	£	£
CCC Money Advice	–	–	–	–	–
Macmillan	–	36,034	(45,332)	9,298	–
MaPS Debt Advice	7,356	41,817	(41,618)	–	**7,555**
South Lakes Housing	1,847	915	(1,289)	(1,473)	–
DWP - Help to claim (Universal Credit)	(2,581)	25,046	(24,263)	1,798	–
Telephone and digital fund	–	15,277	(15,206)	–	**71**
Hardship fund	–	5,000	–	–	**5,000**
	6,622	124,089	(127,708)	9,623	**12,626**

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
CCC Money Advice	15,279	–	–	(15,279)	–
Macmillan	–	41,025	(47,187)	6,162	–
MaPS Debt Advice	13,564	39,705	(45,913)	–	7,356
South Lakes Housing	4,233	915	(3,301)	–	1,847
DWP - Help to claim (Universal Credit)	–	20,350	(26,431)	3,500	(2,581)
Telephone and digital fund	–	–	–	–	–
Hardship fund	–	–	–	–	–
	33,076	101,995	(122,832)	(5,617)	6,622

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

Macmillan
To provide specialist welfare benefits advice to people and their families living with cancer.

Money Advice and Pension Service Debt Advice Project (MaPSDAP)
To provide specialist money advice at casework level for those who are in financial difficulties.

South Lakeland Housing Association Contract
To provide specialist debt advice for tenants of South Lakeland Housing.

DWP - Help to claim (Universal Credit)
To provide assistance and advice to people wishing to claim Universal Credit benefit.

19. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Telephone and digital fund
To provide an additional telephone and digital advisor as a result of the change in service delivery model as a consequence of COVID-19 restrictions.

Hardship Fund
A fund provided by Cumbria County Council to enable small ex-gratia payments to be made to those in severe financial hardship, who have little means to financially support themselves.

The following funds are in deficit at the year end:

None

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Tangible fixed assets	1,860	–	**1,860**
Current assets	152,692	48,117	**200,809**
Creditors less than 1 year	–	(35,491)	**(35,491)**
Net assets	154,552	12,626	**167,178**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	–	–	–
Current assets	117,514	11,252	128,766
Creditors less than 1 year	–	(4,630)	(4,630)
Net assets	117,514	6,622	124,136

21. OPERATING LEASE COMMITMENTS

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

	2021 £	2020 £
Not later than 1 year	**18,375**	19,200
Later than 1 year and not later than 5 years	**6,000**	13,500
	24,375	32,700